

# Bissell®

## BigGreen Commercial™

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## Dual Motor Vacuum

### USER'S GUIDE

MODEL BG1000

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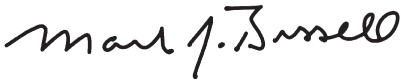
## **BISSELL BigGreen Commercial Vacuum**

We're glad you purchased a BISSELL BigGreen Commercial vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech commercial cleaning system.

Your BISSELL BigGreen Commercial vacuum is well made, and we back it with a limited two-year commercial warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality commercial products like your BigGreen Commercial vacuum.

Thanks again, from all of us at BISSELL.

A handwritten signature in black ink that reads "Mark J. Bissell". The signature is written in a cursive, flowing style.

Mark J. Bissell  
Chairman & CEO

# IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING YOUR BISSELL BIGGREEN COMMERCIAL VACUUM.**

Always connect to a polarized outlet (left slot is wider than right).  
Unplug from outlet when not in use and before conducting maintenance.

## **⚠ WARNING:** **To reduce the risk of fire, electric shock, or injury:**

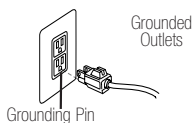
- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Close attention is necessary when used by or near children.
- Do not use for any purpose other than described in this user's guide.
- Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

- Do not operate cleaner in bare feet or when wearing open-toe shoes or sandals.
- This machine is equipped with an automatic thermal protection device. If the motor gets too hot, the thermal device will automatically after the motor cools down.

## **SAVE THESE INSTRUCTIONS.** THIS MODEL IS FOR COMMERCIAL USE.

## **GROUNDING INSTRUCTIONS**

This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



## **⚠ WARNING:**

Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the drawing above. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.

# Product view



# Assembly

1. Unpack the enclosed packet. Enclosed packet contains one handle bolt and one carry handle.
2. Take handle and align to back of vacuum — make sure metal guide is aligned in handle receptacle.
3. Push handle bolt through carry handle.
4. Plug short machine cord into vacuum base.
5. Align with hole in center of vacuum handle (push through into vacuum bag housing). Tighten bolt with screwdriver until it is completely secured.
6. Attach plastic wand to hose by pushing wand into open hose cuff. Push until hose cuff and raised ring on wand meet.
7. Facing back of vacuum, attach hose to vacuum by screwing plastic machine end counter clockwise into bag housing.
8. Slide wand into the hole by the On/Off switch.
9. Place crevice tool on knob next to the hose. Slide brush over crevice tool.
10. Attach cord holder to short machine cord and 50-foot cord.
11. Wind cord. Use two lower cord and one upper cord holders.

## ATTENTION:

Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area with an ordinary vacuum or deep cleaner may aggravate this condition.

2.



4.



# Operations

## Operating instructions

1. Locate the 3-way power switch on the back of the unit. Three power options include
  - ( 0 ) Off position
  - ( I ) Suction motor only (attachments only)
  - ( II ) Suction motor and brush roll motor
2. Locate the reset switch on the top of the vacuum hood.
3. If brush roll gets jammed from any type of debris, brush roll motor will automatically shut off. After shut off, unplug the unit and clear out the blockage from brush roll.
4. Reconnect the vacuum to the power outlet and turn on the unit. Press the RED reset switch on the top of the vacuum hood and the brush roll motor will restart.
5. The vacuum self-adjusts to any floor or carpet. The L-shaped base makes it easy to clean around tables and furniture. The handle detents, enabling the user to vacuum beneath furniture.



## **WARNING:**

To avoid injury, keep loose clothing, hair, fingers, and all other parts of body away from any moving part (such as the revolving brush). Turn off the switch and unplug the cleaner before changing the cleaner height setting.



# Operations

## Accessories

Your new vacuum comes with:

1. **Hose Assembly w/ Wand Attached**
2. **Dust/Upholstery Tool**
3. **Crevice Tool**

## Operating Vacuum: Tools & Accessories

Pull the wand up and out of the bag housing of the vacuum. Attach the combo dust brush/upholstery tool or crevice tool to the end of the wand. Support the vacuum with one hand while cleaning with accessories. When finished, remove tools and replace wand into vacuum.

1. **Stretchable Hose** – Hose stretches from 3ft. to 6 ft.  
**Plastic Wand** – Used for hard-to-reach spaces such as ceilings, high areas, etc.
2. **Dust/Upholstery Tool** – Used for furniture, shelves, table tops, lamps, chairs, etc.  
Upholstery tool is used for draperies, cushions, sofa beds, etc.
3. **Crevice Tool** – Used for tight spaces, corners, vents, etc.

## Filters

Change filters frequently to keep your vacuum running at optimal efficiency.



## **WARNING:**

To avoid injury, keep loose clothing, hair, fingers, and all other parts of body away from any moving part (such as the revolving brush). Turn off the switch and unplug the cleaner before changing the cleaner height setting.



# Operations

## Filter Bag

1. Make sure that vacuum is unplugged and in the OFF position.
2. Push black button left of grey carry handle to open bag cover.
3. Remove used filter bag from vacuum and discard. DO NOT re-use bag.
4. Insert new disposable bag hole over black dirt tube opening.
5. Tuck bag into canister.
6. Close cover and snap into place.

Safety Feature – If no bag is put into machine, the vacuum will not turn on. This saves the vacuum from unnecessary damage due to having no bag filter in the unit.



## Motor Intake Filter

1. Make sure vacuum is unplugged and in the OFF position.
2. Remove filter bag, lift motor intake filter from the bag housing.
3. Replace filter and put in bag filter.
4. Close cover by snapping into place.

## Changing Filter

1. Remove Filter by pushing down lightly on cover and pull away from unit.
2. Remove any excess foam from filter area.
3. Insert NEW filter. Push lightly on the filter until the tabs snap into place.

PROTECT YOUR MOTOR – KEEP YOUR FILTERS CLEAN FOR OPTIMAL EFFICIENCY.



# Maintenance and care

## Clearing the Brush Roll

Make sure the vacuum is unplugged and in the OFF position.

**Note: Obstructions such as carpet fibers, strings, hair, throw rugs etc., may shut off brush roll motor.**

1. Turn vacuum over where the underside of the unit is facing you.
2. Pull out or cut away obstructions from the brush roll area.
3. Stand vacuum back upright.
4. Plug in unit and turn on switch.
5. Press reset button on top of vacuum hood to restart brush roll motor.

## Clearing the Hose and Wand

Make sure the vacuum is unplugged and in the OFF position.

1. Remove hose with wand from vacuum by unscrewing the hose from the bag housing.
2. Look into hose and wand for any obstruction.
3. Shake or insert a broom handle to clear any visible debris.
4. Replace hose and wand on vacuum.

**NOTE: Picking up fine powders, substances, carpet fresh powders, can clog the filter bag. Please remember to change the bags often so that vacuum cleaner can operate at optimal efficiency. We recommend that a qualified vacuum repair specialist at your local service center repair any maintenance issues that you may have. To avoid unnecessary maintenance, regularly check the bag, filter, and brush roll.**

## **WARNING:**

Avoid injury. Keep loose clothing, hair, fingers, and all other parts of the body away from any moving part. Disconnect vacuum from electrical outlet before attempting to service it in any manner.



# Troubleshooting



## **WARNING:**

To reduce the risk of fire, electric shock, or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

### **Low Suction**

#### **Possible causes**

1. Disposable bag is full

#### **Remedies**

1. Dispose current disposable bag and replace with new

### **Poor Pick Up**

#### **Possible causes**

1. Brush is worn out

#### **Remedies**

1. Brush might need to be replaced

### **Vacuum motor is not working**

#### **Possible causes**

1. Electrical outlet not working
2. Air path obstructed

#### **Remedies**

1. Check electrical source and make sure vacuum is plugged in properly
2. Check tools (if in use). Empty vacuum bag

### **Brush Motor is not working**

#### **Possible causes**

1. Brush motor is not working

#### **Remedies**

1. Check to make sure vacuum is plugged in properly. Check brush roll to make sure there is no obstruction.

**Other maintenance or service not included in the manual should be performed by an authorized service representative.**

**Thank you for selecting a BISSELL product.**

**Please do not return this product to the store.**

**For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-855-544-7336.**

## **Replacement parts**

**For a complete list of replacement parts for your BISSELL Commercial Dual Motor Vacuum please visit [www.bissellcommercial.com](http://www.bissellcommercial.com) or contact BISSELL Consumer Care at 1-855-544-7336.**

<b>Item</b>	<b>Part No.</b>	<b>Part Name</b>
1.	1600559	Belt
2.	2030062	Yellow 50-Foot Cord
3.	2031970	Hose Assembly
4.	2030061	Wand Assembly
5.	1600581	Post Motor Filter
6.	2031977	Pre Motor Filter
7.	2031978	Dust/Upholstery Tool
8.	2031979	Crevice Tool
9.	7644	Dual Motor Disposable Bag (12 pack)

# Warranty – BISSELL BigGreen Commercial Vacuum

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care by E-mail, telephone, or regular mail as described below.

## Limited Two-Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two years any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty does not apply to fans or routine maintenance components such as filters, belts, bumpers, bags, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

## If your BISSELL product should require service:

Contact BISSELL Consumer Care to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Care.

## Website

[www.bissellcommercial.com](http://www.bissellcommercial.com)

## Or Call:

BISSELL Consumer Care

1-855-544-7336

Monday - Friday 8 am - 5 pm ET

## Or Write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Consumer Care

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

**Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.**

## \*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE TWO YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow limitations on how long an implied warranty last so the above limitation may not apply to you.

## Don't forget to register your product!

Registering is quick, easy and allows us to serve you better over the lifetime of your product. You'll receive:

### **BISSELL Reward Points**

Automatically earn points for discounts and free shipping on future purchases.

### **Efficient Service**

Supplying your information now saves you time should you need to contact us with questions regarding your product.

### **Product Support Alerts**

We'll contact you with any important product alerts.

### **Special Promotions**

Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

**Visit [bissell.com/registration](http://bissell.com/registration) now!**

## BISSELL Consumer Care

For information about repairs or replacement parts, or questions about your warranty, call:

**BISSELL Consumer Care**  
**1-855-544-7336**

Monday - Friday 8 am — 5 pm ET

Or write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Care

Or visit the BISSELL website - **[www.bissellcommercial.com](http://www.bissellcommercial.com)**

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: \_\_\_\_\_

Please record your Purchase Date: \_\_\_\_\_

**BISSELL**<sup>®</sup>  
BigGreen Commercial<sup>™</sup>

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Visit our website at:

[www.bissellcommercial.com](http://www.bissellcommercial.com)