BISSELL®

BigGreen Commercial®

PROCUP

USER GUIDE

BGU1937T SERIES

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

Always connect to a polarized outlet (one slot is wider than the other). Unplug from outlet when not in use and before conducting maintenance. When using an electrical appliance, basic precautions should be observed, including the following:

⚠WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:

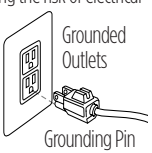
- Always connect to a polarized outlet (one slot is wider than the other). Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner when it is plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used 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 plug or vacuum cleaner 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 on stairs.
- Do not use to pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in areas where they may be present.
- 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 use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, 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.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.
- Connect to a properly grounded outlet only. See grounding instructions.

⚠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 illustration. 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.

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.



SAVE THESE INSTRUCTIONS FOR FUTURE USE

This model is for Commercial Use.

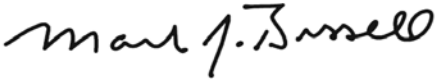
Thanks for buying a BISSELL vacuum

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

Your BISSELL vacuum is well made, and we back it with a limited one-year 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 homecare products like your BISSELL vacuum.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
Chairman & CEO

Safety Instructions 2

Product View 4

Assembly 5

Operations 5-6

Maintenance & Care 7-10

Troubleshooting 11

Warranty 12

Consumer Care 12

Product View

1 Handle
2 Crevice Tool (stored in Extension Wand)
3 Quick Release™ Cord Wrap
4 Upper Tank
5 Primary Separator
6 Power Cord
7 Easy Empty™ Dirt Container
8 Inner and Outer Circular Filters
9 Lower Filter Cup
10 Lock 'n Seal™ Lever
11 Post Motor Filter (select 68C7 Models)
12 Height Adjustment Knob
13 Furniture Protection Guard/ Rubber Bumper
14 Powerfoot
15 Cord Clip
16 Hose Clip
17 Stretch Hose
18 Carrying Handle
19 Twist N Snap hose
20 Combination Dusting Brush/ Upholstery Tool
21 Extension Wand
22 Hose Wand
23 Handle Release Pedal
24 Power Switch
25 Hose Wand Base
26 PRL – Model and Serial Number
27 Foot Hose

⚠WARNING

Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

⚠WARNING

Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

⚠WARNING

To reduce the risk of electric shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

Assembly

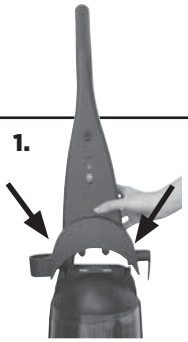
You will need a Phillips screwdriver for assembly.

Attach handle to vaccum

1. Locate handle and remove screw packet taped to the base of the handle.

2. Stand the vacuum upright and place the base of the handle firmly into the grooves at the top of the vacuum body.

3. Insert the two (2) screws into the existing holes on each side and tighten securely.



Tip

» Hold onto the plastic hose collar while installing. It may be easier to lock the hose into place when the hose handle is not yet inserted into the base of the unit.

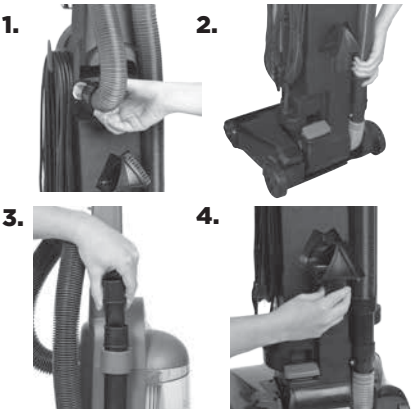
Attach vacuum hose and tools

1. Line up tabs on the base of the Twist 'n Snap™ hose with the corresponding notches on the hose collar. Turn the hose to the right to lock into place.

2. Grasp the Quick Reach handle and slide the end of the hose into the Hose Wand Base. Snap the hose into the upper hose clip on handle.

3. Slide the extension wand and crevice tool together into storage clip.

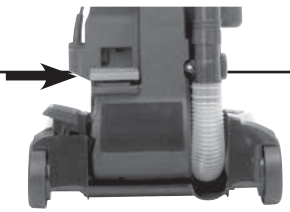
4. Snap the combination tool into the storage clip.



Operations

Power switch

The red power switch is located on the bottom left of the back side of the unit. Press gently with foot to turn power ON and OFF.



Power cord

When you are finished vacuuming, return to upright position and store power cord.

1. Turn vacuum OFF.

2. Unplug power cord by grasping the grounded plug (NOT the cord) and disconnect from outlet.

3. Loop power cord around cord wraps on side of vacuum and clip molded plug to power cord to secure.

Operations

Handle positions

The handle release pedal is located just under the red power switch on the bottom left of the back of the vacuum. Press the black handle release pedal with foot to place vacuum into one of three cleaning positions:

Upright: for storage, transporting, and above floor cleaning with tools.

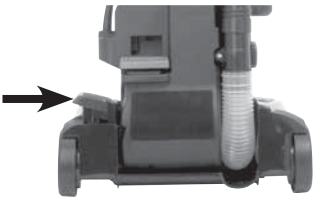
Transport in upright position by tilting vacuum on rear wheels and push forward or use carrying handle on back of handle base.

Normal Cleaning: Press handle release pedal once for most household floor cleaning.

Low Cleaning: From normal cleaning position, press handle release pedal once for cleaning under low furniture.

⚠WARNING

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carrying handle at the back of the cleaner. Always place vacuum cleaner on floor with handle in upright position when using tools. Never place your fingers under the cleaner when it is running. Never place powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush.



Height adjustments (select models)

Turn knob on Powerfoot to adjust to one of 5 Height Adjustments. If knob is difficult to turn, tilt the cleaner back slightly to take the weight off the foot while turning.

Lowest Setting: For low pile carpet and barefloors.

Medium Setting: For medium pile carpet.

Highest Setting: For high pile and most shag carpet. Adjust to high setting if difficult to push.

Tools

Attach desired tool to hose for cleaning above floor surfaces.

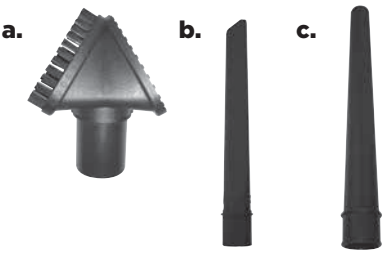
1. Remove Hose: With vacuum in upright position, grasp the Quick Reach Handle and lift hose wand to separate from suction intake opening.

2. Attach tools by firmly pushing onto vacuum hose or extension wand.

a. Combination dusting brush/upholstery tool: Rotate for desired use. Use brush side to dust blinds, books, lamps, shelves, and baseboards. Use upholstery side for furniture, drapes and, fabrics.

b. Crevice Tool: Use in tight narrow spaces.

c. Extension Wand: Use with desired attachment for longer reach.



Maintenance & Care

To maximize performance and extend life of your vacuum it is very important to perform the following maintenance steps.

⚠WARNING

To reduce the risk of electric shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

Emptying the Easy Empty™ Dirt Container

1. Empty when dirt reaches the "Full" line on the container

2. Turn power OFF. Unplug power cord from electrical outlet.

3. Slide Lock 'n Seal lever to "Unlock" position.

4. Grasp dirt cup handle and pull straight out to remove from vacuum and empty.

5. Place dirt container back in the vacuum and slide lever to lock position.

NOTE: The dirt container may be washed in warm water with mild detergent. Make sure it is completely dry before replacing.

Cleaning inner and outer circular filter

To maintain suction and cleaning performance, check and clean filters regularly

1. Turn power OFF. Unplug vacuum cord from electrical outlet

2. Slide Lock 'n Seal lever to unlock position.

3. Remove the dirt container and set aside. Grasp the filter cup, lift and pull straight up. DO NOT PULL CIRCULAR FOAM FILTER OUT OF THE FILTER CUP WHILE IT IS STILL IN THE VACUUM.

4. Grasp the plastic tab on the top of the circular foam filters. Twist counterclockwise to unlock and pull out.

5. Separate both outer foam filters and inner pleated circular filter. Wash each individually by hand in warm water. Mild detergent may be used if desired. Rinse well, let filters completely air dry before replacing in filter cup.

6. Wash filter cup in warm water with mild detergent. Completely air dry before reassembling with filters. DO NOT PUT IN DISHWASHER.

7. The upper tank and primary separator can be wiped clean with a damp cloth. Remove large debris. Reach underneath the upper tank and turn the rim of the primary separator to the left to unlock. Pull straight down and remove. Make sure all parts are completely dry before replacing.

8. To replace primary separator, position top of primary separator inside clear center cavity and turn toward the right to lock tabs into place.

outer foam filter

inner foam filter

2.

3.

4.

6.

Maintenance & Care

Cleaning the pre-motor filter

The pre-motor filter protects the motor from debris.

1. Turn power OFF. Unplug vacuum cord from electrical outlet.

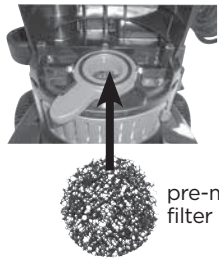
2. The pre motor filter is located underneath the filter cup in the center of the round part of the Lock 'n Seal lever.

3. Remove the small round filter and any debris on top of it. Rinse under warm water; air dry completely before replacing.

⚠WARNING

Do not operate vacuum with damp or wet filters or without all filters in place.

2.



Checking rotating floor brush and drive belt

Check your vacuum's rotating floor brush and drive belt regularly for wear or damage.

1. Turn power OFF. Unplug vacuum cord from electrical outlet.

2. Place handle in low position and turn vacuum over so bottom side is facing up.

3. Using a screwdriver, remove the six screws and lift brush cover off.

4. Grasp rotating floor brush at both ends and lift.

5. Clean strings, hair and other debris from rotating floor brush, motor pulley, and drive belt areas.

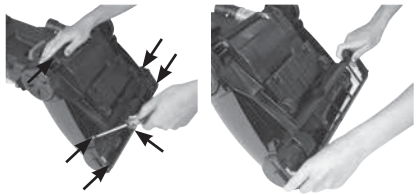
6. Check drive belt for wear, cuts, or stressed areas.

7. Check air passageway for obstructions. Remove debris from this area.

8. Place drive belt back onto motor pulley and brush roll. Put right side brush roll end cap back into the housing. Pull on the brush roll applying tension to the drive belt. Put left side end cap back in the housing.

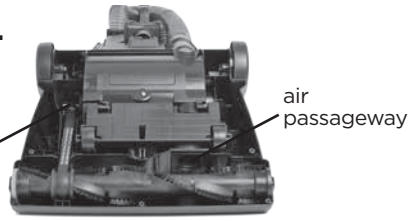
9. Reposition brush cover and fasten six screws back into place.

3.



4.

7.



Maintenance & Care

Replace drive belt

1. Turn power OFF. Unplug vacuum cord from electrical outlet.

2. With rotating brush removed (steps 1-4 of Check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard old drive belt.

3. Place new drive belt over motor pulley and stretch other end over rotating floor brush in the space between the bristles. Place ends of rotating floor brush down into slots.

4. Turn rotating floor brush by hand in the direction of the motor pulley. If properly installed, drive belt will center itself on rotating brush.

5. Reposition brush cover and fasten six screws back into place.

Clearing a clog

Low suction or poor pickup may be due to a clog in the vacuum. If you notice a change in the sound of the vacuum motor, check for clogs.

1. Turn power OFF. Unplug vacuum cord from electrical outlet.

2. Empty Dirt Container.

3. Check upper tank and suction inlet for clogs. Grasp Hose Wand Base and remove from Foot Hose. Check for clogs in the Foot Hose, Hose Wand Base and the Hose.

4. Grasp Quick Reach handle and remove hose wand from base to check for clogs in the base, the wand, and the hose.

5. Remove the screw attaching the foot hose wand base to the vacuum. Straighten the foot hose wand base and unclog, with long, narrow object such as broom stick. Reattach the foot hose and secure with screw.

6. If the clog persists, follow steps for checking rotating floor brush on page 10 and inspect the air passageway for obstructions.

3.

5.

Troubleshooting

⚠WARNING

To reduce the risk of electric shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

Problem	Possible causes	Remedies
Vacuum cleaner won't turn on	Power cord not plugged in	Check electrical plug
	Blown fuse/tripped breakers in home	Check/replace fuse or reset breaker
Vacuum cleaner doesn't have good suction	Hose not properly positioned	Make sure hose is fully connected to base and body. Be sure to hold onto plastic hose collar while connecting hose.
	Dirt tank not installed properly	Check assembly of upper and lower portions, correctly position and secure into place
	Dirt tank is full	Empty dirt tank
	Clog in cleaner	Follow instructions on pg. 11 for clearing clogs
	Filters are dirty	Check and clean filter. Follow instructions on pg. 8-9
	Hose not properly attached	Make sure hose collar is properly installed
	Vacuum is not suctioning or blowing	Make sure hose collar is properly installed. Follow instructions on pg. 11 for clearing clogs.

Please do not return this product to the store.

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

Thank you for selecting a BISSELL product.

For any questions or concerns, BISSELL is happy to be of service.

Replacement Parts

These items are available for your BISSELL Commercial vacuum.
Call 1-800-242-1378 or visit www.BISSELLCOMMERCIAL.com

PART #	PART NAME		PART #	PART NAME	
32074	Style 7/9/10/12 Drive Belt (2-Pack)		203-1215	Pre-Motor Filter	
203-1059	Combination Dusting Brush / Upholstery Tool		203-1056	Crevice Tool	
203-8074	Hose Assembly (12B1 Series)		203-1068	Extension Wand	
203-8072	Brush Roll Assembly (12B1/1240 Series)		160-6016	Outer Foam Filter	
203-7913	Pleated Circular Filter		203-1192	Inner Foam Filter	

Warranty

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 or telephone as described below.

Limited One-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 one year any defective or malfunctioning part.

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

This warranty applies to product used for commercial, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, 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.

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 ONE 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.

NOTE: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim.

Service

If your BISSELL product should require service:

Visit BISSELLCOMMERCIAL.com or 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

Call:

BISSELL Commercial
1-800-242-1378
Monday-Friday 8am-7pm ET
Saturday 9am-4pm

BISSELL®
BigGreen Commercial®

©2017 BISSELL Commercial
Grand Rapids, Michigan
All rights reserved. Printed in China
Part Number 160-9331 02/17
Visit our website at: www.BISSELLCOMMERCIAL.com