

Bissell®



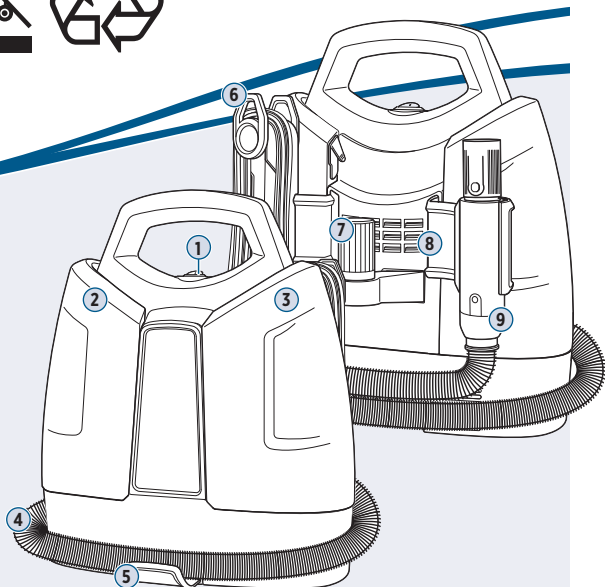
SPOTCLEAN™ 4720, 3698 SERIES

What's in the Box?	3
Assembly	3
Filling the Clean Water Tank.....	4
Getting Ready to Clean	4
Using the Tools	5
After-Cleaning Care.....	6
Thermal Protector	7
Storing Your Machine.....	7
Troubleshooting.....	7
Limited Warranty	8



Product View

1. Power Button
2. Clean Water Tank
3. Dirty Water Tank
4. Hose (length varies by model)
5. Hose Clip
6. Quick Release Cable Wrap
7. Additional Tool Storage
8. Hose Grip Bracket
9. Hose Grip



SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	Risk of fire.
	Risk of electric shock.
	Do not expose to rain.
	Store indoors.
	Do not overwet carpet. Use only on carpet moistened by the cleaning process.
	Disconnect power before servicing.
	Do not freeze.

SYMBOL	EXPLANATION
	Lock.
	Use warm water, temperature up to 60°C.
	Check the manufacturer's tag before cleaning textile. "W" on the tag as shown means you can use your cleaner.
	Use only BISSELL® cleaning formulas intended for use with this machine.
	This symbol on the product and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product to designated collection points. Please contact your local authority for further details of your nearest designated collection point.

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

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

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

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Unplug from electrical socket when not in use, before cleaning, maintaining or servicing the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- Do not immerse in water or liquid.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- If the supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Do not run appliance over cable.
- Do not use with damaged cable or plug.

- Do not pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- Keep cable away from heated surfaces.
- If the appliance has a hand held accessory like pet brush, motor driven head, etc., the user shall avoid entrapment.
- Do not leave appliance when plugged in.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Liquid must not be directed towards equipment containing electrical components.
- Always connect to a properly earthed electrical socket. Do not modify earthed plug.
- Always install float before any wet pick-up operation.
- To unplug, grasp the plug, not the cable.
- Do not handle plug or appliance with wet hands.
- Turn off all controls before unplugging.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- Use only as described in this user guide.
- Use only manufacturer's recommended attachments.

- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water; do not attempt to operate it and have it repaired at an authorised service center.
- Do not put any object into openings.
- Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as petroleum, or use in areas where they may be present.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use appliance in an enclosed space filled with vapours given off by oil base paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapours.
- 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 expose to rain. Store indoors.
- Floor slippery when wet.

SAVE THESE INSTRUCTIONS






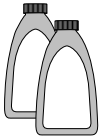
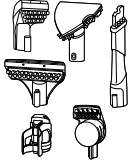
ORIGINAL INSTRUCTIONS. FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY. THIS MODEL IS FOR HOUSEHOLD USE ONLY.

IMPORTANT INFORMATION

- Keep appliance on a level surface.
- To reduce the risk of a leaking condition, do not store unit where freezing may occur. Damage to internal components may result.
- Plastic tanks are not dishwasher safe. Do not put tanks in dishwasher.

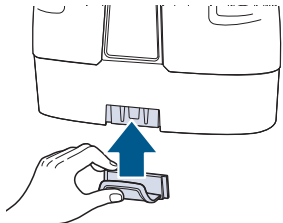
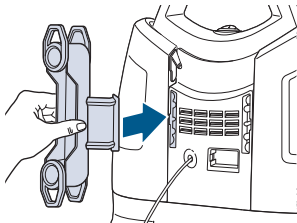
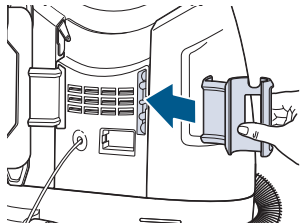
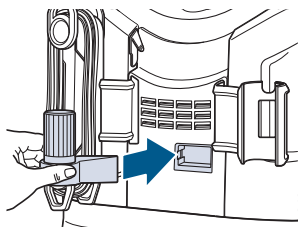
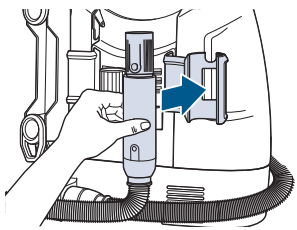
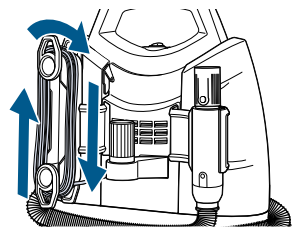
What's in the Box?

Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

						
Machine	Flex Hose Clip	Hose Grip Bracket	Quick Release Cable Wrap	Tool Storage Holder	Trial Formulas (vary by model)	Tools (vary by model)

Assembly

Water has been used as part of normal quality testing to ensure full function of your machine. As a result, water droplets may be present in unit.

		
1. Slide the flex hose clip into the slot on the front of the machine until it clicks into place.	2. Insert the Quick Release Cable Wrap into the slot on the back left side of the machine until it clicks into place.	3. Snap the hose grip bracket into the slot on the back right side of the machine.
		
4. Snap the tool storage holder (select models) into the back.	5. Wrap the flex hose around the machine and snap hose grip into bracket.	6. Wrap the power cable around the cable wrap.


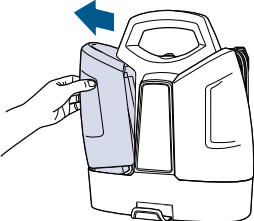
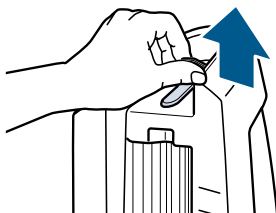
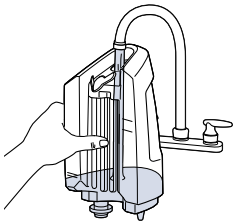
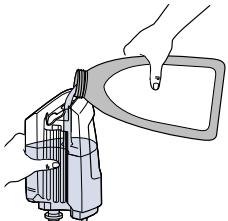

Filling the Clean Water Tank



This machine is compatible with BISSELL® formulas made for portable deep cleaners.

Always use genuine BISSELL formulas in your machine. Other formulas may harm the machine.

Note: Fill with warm (140°F/60°C MAX) tap water and add the appropriate BISSELL® formula. Do not use boiling water. Do not heat water or tank in microwave.

		
<p>1. Choose your formula.* Scan the QR code with your smartphone camera or visit BISSELL.com for formulas.</p>	<p>2. Remove the clean water tank by pulling the top of the tank away from the machine.</p>	<p>3. Pull the black tab to reveal the tank opening. The plug rotates out of the way for easy filling.</p>
		
<p>4. Fill tank with warm tap water (140° F/60° C MAX) to the water fill line. Do not boil or microwave water.</p>	<p>5. Add formula to the indicated fill line on the tank. Note: Add 30 mL of any BISSELL® Boost, if desired.</p>	<p>6. Press tank plug into place. Reinstall tank by aligning bottom into machine. Push top of tank until it clicks into place.</p>

*Compatible BISSELL formulas include: Oxy Boost, Pro Stain & Odour, Pet Stain & Odour, Stain & Odour

Getting Ready to Clean



Before cleaning, vacuum to remove loose dirt from area. Spray any BISSELL® stain pretreat formula to soiled areas and allow to sit for a few minutes.

		
<p>1. Twisting the Quick Release Cable Wrap to release cable. Unwind and plug into outlet.</p>	<p>2. Release flex hose from hose grip bracket and unwrap.</p>	<p>3. Choose your tool and snap on the end of the hose.</p>

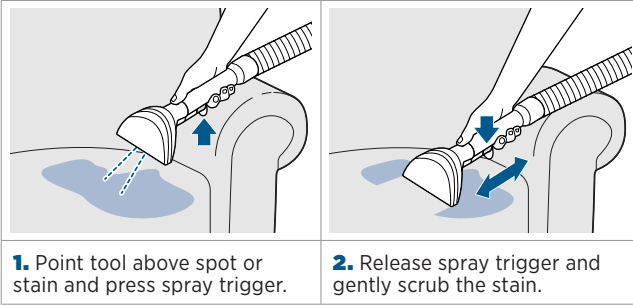
! WARNING To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with this machine.

Using the Tools

Tools vary by model. Visit BISSELL.com to purchase additional tools.



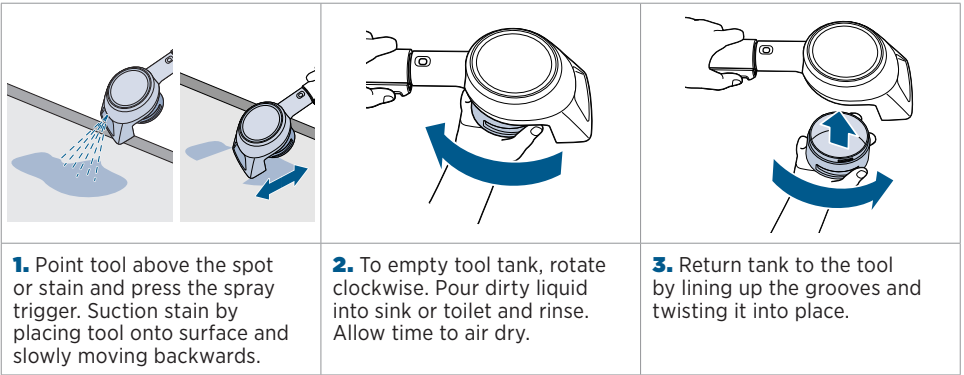
Tough Stain Tool, 15cm Tool, and Crevice Tool



1. Point tool above spot or stain and press spray trigger.

2. Release spray trigger and gently scrub the stain.

Stain Trapper Tool

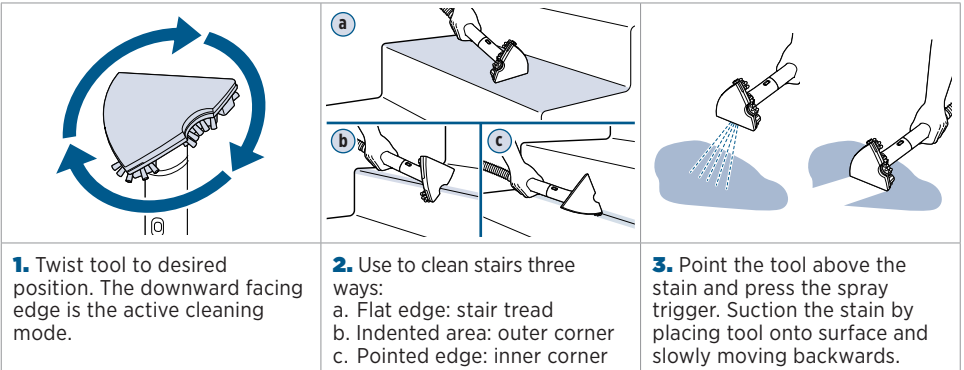


1. Point tool above the spot or stain and press the spray trigger. Suction stain by placing tool onto surface and slowly moving backwards.

2. To empty tool tank, rotate clockwise. Pour dirty liquid into sink or toilet and rinse. Allow time to air dry.

3. Return tank to the tool by lining up the grooves and twisting it into place.

3-in-1 Stair Tool



1. Twist tool to desired position. The downward facing edge is the active cleaning mode.

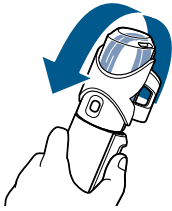
2. Use to clean stairs three ways:
a. Flat edge: stair tread
b. Indented area: outer corner
c. Pointed edge: inner corner

3. Point the tool above the stain and press the spray trigger. Suction the stain by placing tool onto surface and slowly moving backwards.

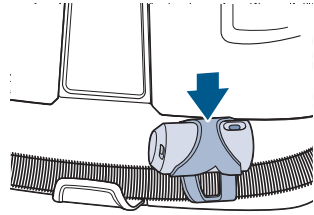
CONTINUED ON NEXT PAGE ➔

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

HydroRinse™ Self-Cleaning Hose Tool

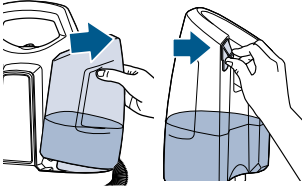


1. Hold the hose and tool in an upright position with the machine ON. Hold down the trigger for 30 seconds. Be sure to empty the dirty water tank after use.

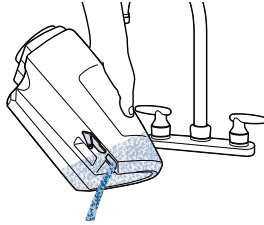


2. You can store tool on machine, as shown.

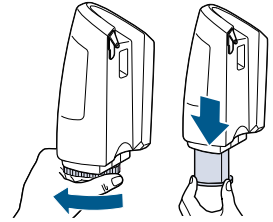
After-Cleaning Care



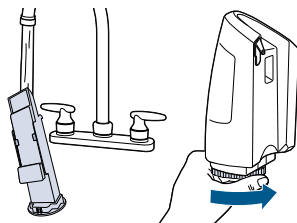
1. To remove the dirty water tank simply pull the top of the tank to the right. Pull the tab on the tank plug to open.



2. Carefully empty dirty water tank, as some water may enter/drain from the center float stack.



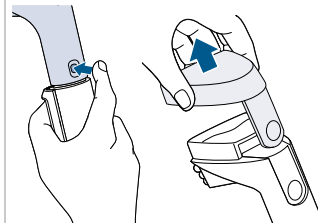
3. The float stack can be removed from the dirty water tank for cleaning. Turn the cap counter-clockwise to remove it.



4. Rinse float stack with water and let air dry. Reinstall into dirty water tank.



5. Close tank plug and replace the tank on the machine. Push the top of the tank into place until you hear a “click”.



6. Remove tool from end of hose. Press the tool nozzle release button to clean further.

Note: Select tool nozzles can be removed.

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

Thermal Protector



An internal thermal protector has been designed into your portable carpet cleaner to protect it from overheating. When the thermal protector activates, the suction motor will stop operating. If this happens proceed as follows.

1. Turn machine OFF and unplug from the electrical outlet.
2. Check the end of the hose and tool for blockages and remove if necessary. Check the float stack for clogs and remove debris.
3. Let the motor cool for approximately 30 minutes. The thermal protector will automatically reset and cleaning may continue once plugged back in.


Note: If the thermal protector continues to activate after following the above steps, your cleaner may need servicing. Call BISSELL® Consumer Care or visit the website.

Storing Your Machine



Store machine in protected, dry area at room temperature (4° C - 40° C).

Troubleshooting

 Below are some of the issues you may run into. If you don't see the issue you're experiencing below, visit [BISSELL.com](https://www.bissell.com).



Problem	Possible Cause	Remedies
Reduced spray or no spray	Spray nozzle clogged.	Clean spray nozzle using an unfolded paper clip.
	Clean water tank empty.	Check/fill tank.
	Clean water tank insert clogged.	Clean insert at bottom of clean water tank.
	Pump needs priming.	Lift or gently squeeze clean tank (do not remove) while pressing spray trigger.
	Clean water tank not fully seated.	Remove and reseal clean water tank.
Carpet cleaner won't pick up cleaning solution	Poor tool position.	Reposition on surface, follow recommended cleaning procedures.
	Dirty water tank is full.	Empty dirty water tank.
	Excess solution in flex hose.	Lift the tool and hose up to allow water to flow into the dirty water tank.
	Incorrect cleaning formula.	Use BISSELL® Portable Machine formulas only.
	Dirty water tank is improperly seated onto base.	Remove and reseal tank.
Dirty tank plug is unplugged.	Push in dirty water tank plug until properly sealed.	
Dirty water tank leaking	Duckbill valve is dirty.	Clean the duckbill valve located at the bottom of the dirty water tank.
	Float stack not fully locked on dirty water tank.	Reinstall and twist until arrow is aligned with lock symbol on tank.
	Dirty water tank not properly seated onto machine.	Remove and reseal onto machine.

Note: Any other servicing should be performed by an authorised service representative.

NOTICE To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.

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

Limited Warranty

This limited warranty is provided by BISSELL® International Trading Company B.V. ("BISSELL") and applies in Australia and New Zealand. It gives you specific rights. It is offered as an additional benefit to your rights under law. You also have other rights under The Australian Consumer Law or New Zealand Consumer Laws, whichever applies to you. You can find out about your legal rights and remedies by contacting your local consumer advice service. Nothing in this warranty will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor.

This warranty is given to the current owner of the product with the original sales receipt. The original sales receipt must include the product(s) purchased, the date purchased, and which country it was purchased from new. You must be able to evidence of the date of purchase and show the product was purchased in Australia or New Zealand to submit a claim under this warranty. You will receive the warranty that is applicable to the country where your product was originally purchased, as shown on the original sales receipt. If you use the product outside of the country where it was purchased, your warranty may be void in BISSELL's sole discretion. It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill the terms of this warranty. Any personal data will be handled pursuant to BISSELL's Privacy Policy, which can be found at global.BISSELL.com/privacy-policy.

Limited 1-, 2-, or 3-Year Warranty (varies by model)

Model 4720S: Limited 1-Year Warranty

Models 4720K/4720X/36984: Limited 2-Year Warranty

Models 4720P, 4720H: Limited 3-Year Warranty

For the time periods listed above from the date of purchase by the original purchaser, subject to the *Conditions of Warranty identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge, any defective or malfunctioning part or product.

BISSELL recommends that the original packaging and original proof of purchase with the date of purchase and country where purchased be kept for the duration of the warranty period in case you want to redeem the warranty during the warranty period. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the warranty.

If your product is replaced by BISSELL under this warranty, then the new item will benefit from the remainder of the term of this warranty (calculated from the date of the original purchase). The period of this warranty shall not be extended whether or not your product is repaired or replaced.

*Conditions of Warranty

This warranty applies to products used for personal domestic use and not commercial or hire purposes. Consumable components and attachments such as filters, belts, shells, water tanks, scraping strips, brushes, and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this warranty.

This warranty does not apply to any defect arising from fair wear and tear, including but not limited to the battery discharging time shortening due to the aging or use. Damage or malfunction caused by the user or any third party whether as a result of accident, negligence, abuse,

neglect, or any other use not in accordance with the user guide is not covered by this warranty. An unauthorised repair (or attempted repair) may void this warranty whether or not damage has been caused by that repair/attempt. Removing or tampering with the Product Rating Label on the product or rendering it illegible will void this warranty.

Except as set out below, BISSELL and its distributors are not liable for any loss or damage that is not foreseeable or for incidental or consequential damages of any nature associated with the use of this product including without limitation loss of profit, loss of business, business interruption, loss of opportunity, distress, inconvenience, or disappointment. Except as set out below, BISSELL's liability will not exceed the purchase price of the product.

BISSELL does not exclude or limit in any way its liability for (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; (b) fraud or fraudulent misrepresentation; (c) or for any other matter which cannot be excluded or limited under law.

To make a claim under this warranty contact BISSELL Australia PTY LTD (details below). Contact BISSELL prior to returning any goods. Where agreed, BISSELL will reimburse reasonable postage / handling costs (if any) for returning goods to BISSELL. To claim expenses incurred in making a claim under this warranty please provide BISSELL with a copy of the receipt of the expenses by email or post.

For Australian Consumers Only: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Important Notes

Please keep your original sales receipt. It provides proof of the date of purchase and where it was purchased in the event of a warranty claim. See warranty for details.

Please note that using your BISSELL machine outside of its country of original purchase and/or use with a power converter may damage your BISSELL machine and damage caused by mismatched power voltage will not be covered by your warranty.

Please note that putting vinegar, bleach, dish soap, detergent, homemade soap, and other non-BISSELL products in your BISSELL machine may damage your BISSELL machine. Damage caused by using non-BISSELL products in your machine will not be covered by your warranty.

Consumer Care

If your BISSELL product should require service or to claim under our limited guarantee, please contact us.

Australia

Telephone: 1300 247 735

Website: BISSELL.com.au

Address: 789 Springvale Road, Mulgrave, Victoria 3170

Email: consumercareau@bissell.com

New Zealand

Telephone: 0800 247 735

Website: www.BISSELL.co.nz

Address: 789 Springvale Road, Mulgrave, Victoria 3170

Email: consumercarenz@bissell.com