

BISSELL®



SPINWAVE® + VAC VACUUM MOP 3964 SERIES

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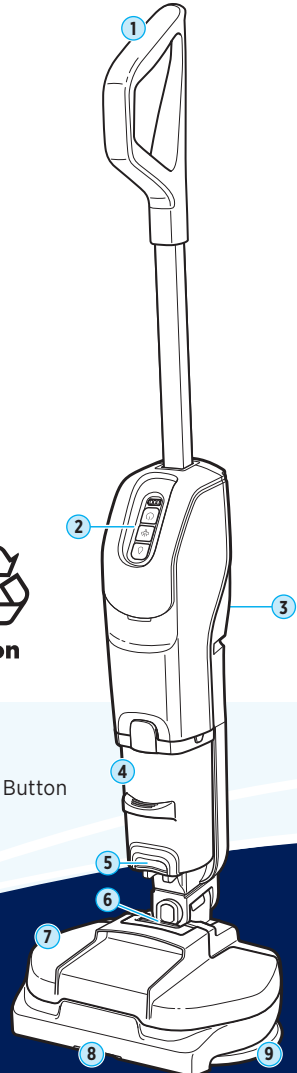


Li-Ion

Product Overview

1. Handle
2. Power & Mode Buttons
3. Charging Port
4. Dry Dirt Tank
5. Dry Dirt Tank Release Button

6. Clean Water Tank Release Button
7. Clean Water Tank
8. Vacuum Air Path
9. Mop Pads



Meet your new BISSELL® product!

Scan the QR code for a walkthrough of your new purchase, including videos, tips, support, and more. Want to get started right away? This guide has all the information you need to get started.

SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	For indoor use only.
	Use only BISSELL® cleaning formulas intended for use with this machine.
	Protection against moving parts.
	Risk of automatic start-up.
	Always turn unit off prior to charging.
	Detachable power supply unit.
	Allow parts to dry.
	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.
	Lock.
	Use warm water, temperature up to 40°C.

SYMBOL	EXPLANATION
	Do not bleach.
	Tumble dry low.
	Do not iron.
	Do not dry clean.
	Do not freeze.
	Direct current.
	Recycle Li-Ion battery.
	Corrugated Recycles.
	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.
	This symbol means to recycle. Do not mix batteries with general household waste. Recycle used batteries at your nearest recycling center.

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:

- CAUTION: Only allow children at least 8 years old to use the battery charger. Give sufficient instruction so that the child is able to use the battery charger in a safe way and explain that it is not a toy and must not be played with. Instruct the child not to try and recharge non-rechargeable batteries because of the danger of eruption.
- Recycle batteries, do not mix with household waste.
- The appliance is only to be used with the power supply unit provided with the appliance.
- For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.
- Unplug charger 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.
- This appliance must only be supplied at safety extra low voltage corresponding to the marking on the appliance.
- 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.
- Children should be supervised to ensure that they do not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

- The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
- Floor slippery when wet.
- Liquid must not be directed toward equipment containing electrical components.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Do not use non-rechargeable batteries.
- This appliance contains lithium ion type batteries that are non-replaceable.
- If the charger supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Examine the battery charger regularly for damage, especially the cord, plug and enclosure. If the battery charger is damaged, it must not be used until it has been repaired.
- 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.
- Unplug device from electrical socket when not in use, before cleaning maintaining or servicing the appliance.
- Use indoors only.
- Do not immerse. Use only on surfaces moistened by cleaning process.
- Do not use for any purpose other than described in this user guide. Use only manufacturer's recommended attachments.

- Do not charge with damaged charger or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors or dropped into water, have it repaired by a qualified technician.
- Do not pull or carry charger by cord, use cord as a handle, close door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep charger cord away from heated surfaces.
- Do not unplug charger by pulling on cord. To unplug, grasp the charger plug, not the cord.
- Do not handle charger plug, or appliance with wet hands.
- CAUTION User that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.
- 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 of the appliance and its accessories.
- Turn OFF all controls before plugging or unplugging charger.
- 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 appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not 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.
- Risk of injury from moving parts, pads may start unexpectedly. Turn OFF before cleaning or servicing.
- Recharge device only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Use only with charger SIL model SSC-297100AU.
- Do not expose battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not turn your device ON until you are familiar with all instructions and operating procedures.
- Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- The battery must be removed from the appliance before it is scrapped.
- Do not use appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Keep appliance on a level surface.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.

SAVE THESE INSTRUCTIONS

ORIGINAL INSTRUCTIONS.

FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.

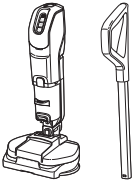



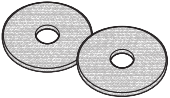
THIS MODEL IS FOR HOUSEHOLD USE ONLY.

IMPORTANT INFORMATION

- To reduce the risk of a leaking condition, do not store where freezing may occur. Damage to internal components may result.
- Any other maintenance or servicing not included in this manual should be performed by an authorised service representative.
- Plastic tanks are not dishwasher safe. Do not put tanks in dishwasher.
- The battery is to be disposed of safely. See global.BISSELL.com.

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.

				
Body & Handle	Storage Tray	Trial Formula	Charger	Mop Pads (quantity and style may vary by model)

Assembly and Charging the Battery



Important Charging Information:

- Plug in the machine immediately upon receiving. For maximum run time (up to 70 minutes in Wet Mop-Only mode) charge for 3 hours before use.
- If planning to store for over 6 months, ensure battery is fully charged before storage.

1. Insert handle into body until it clicks into place.	2. Before charging, ensure machine is OFF. Plug charging adapter into machine and then into a wall outlet. Battery status indicator lights will illuminate.	3. Battery indicator lights will blink during charging and illuminate fully at 70% charge. When fully charged, lights will turn off.

Battery Power Indicator

Your machine has an LED light display that will turn on when power button is pushed to show battery life status.

100% to 67%	66% to 33%	32% to 10%	< 10%	0%

Attaching the Mop Pads




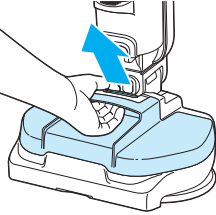
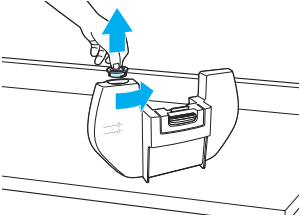
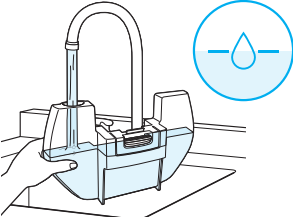
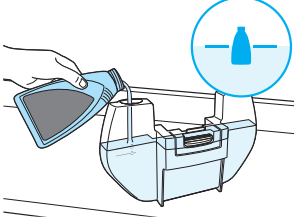
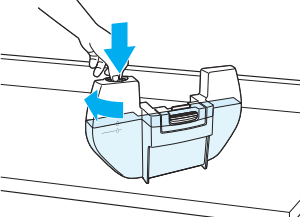
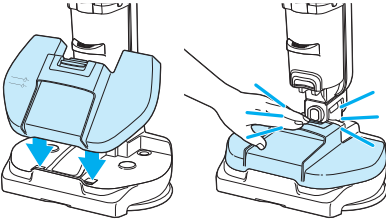
Note: Your machine may come with mop pads attached.

Option 1: With Tray Place mop pads on tray, aligning center opening of pad on raised parts of tray. Tilt machine so front of foot aligns to tray. Set machine down, tray and pads should align and attach.	Option 2: Without Tray With machine OFF, remove clean tank and flip machine so you can see under the foot. Align pads to circles on foot.

Filling the Clean Water Tank



This machine is compatible with BISSELL® formulas made for hard surfaces.
Always use genuine BISSELL formulas in your machine. Other formulas may harm the machine.

		
<p>1. Choose your formula.*</p>	<p>2. Remove tank from foot using center grip. Tank can be set on a flat surface if needed.</p>	<p>3. Twist cap to remove.</p>
		
<p>4. Add warm water (140°F / 60°C max) to water line.</p>	<p>5. Add BISSELL formula to formula line.</p>	<p>6. Close cap.</p>
		
<p>7. Reinstall tank to machine. It will click into place.</p>		

*Compatible BISSELL formulas include: Multi-Surface Pet, Hard Floor Sanitise, Wood Floor



Controls



Power On/Off

Machine defaults to dry vacuum ON and wet mop OFF.

Machine will remain in last cleaning mode used if turned back on within 5 minutes.



Dry Vacuum On/Off

RUN TIME: 20 MINS

Note: Do not use for wet spills. If wet debris or water gets into dry dirt tank, reference pages 8–9 for steps on how to clean it out.

White LED indicates vacuum is ON.

Great for light debris pick-up and quick touch-ups, such as:

- Baking soda
- Dirt
- Pet hair
- Cat litter
- Dry crumbs
- *and more!*
- Confetti
- Pet food



Wet Mop On/Off

RUN TIME: 70 MINS

Blue LED indicates wet mop is ON.

Scrub, mop, and refresh hard floors.

With wet mop ON, recline machine. Mop pads will start spinning and fluid will flow through center opening of pads to floor. See next page for more.



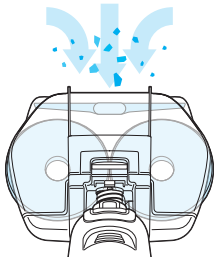
Dry Vacuum + Wet Mop at the Same Time

RUN TIME: 20 MINS

Turn both modes on for fast and easy 2-in-1 cleaning.

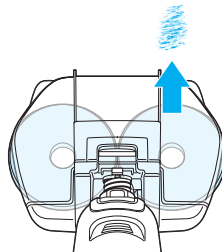
Cleaning Tips

This product is meant for sealed hard surfaces. Do NOT use this product on area rugs or carpet.



Vacuuming Dry Debris

For optimal performance, use clean, dry pads to capture debris with fewer passes. Aim machine front and center for best suction.



Mopping Tough Messes

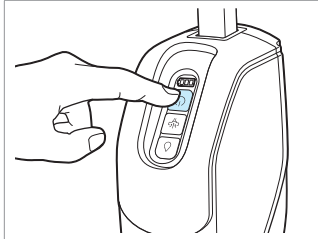
For difficult, stuck-on messes, aim center of mop pad on stain. Fluid comes through center of each mop pad.

Seeing a dry path on the floor where the pads touch? Slow down for even cleaning. Aim for 8 inches per second. Your foot may be a helpful reference as you move the machine along.

Cleaning Your Floors

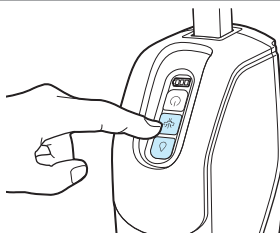


IMPORTANT: Ensure heavy debris, puddles and/or heavy wet messes are removed from floor before starting. The vacuum is for cleaning dry debris; do not use the vacuum mode for picking up wet spills. If wet debris or water gets into dirty tank, reference pages 8–9 for steps on how to clean it out.



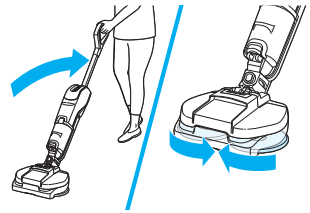
1. Press power button to turn machine ON. Machine starts with dry vacuum ON.

Note: Machine will remain in last cleaning mode used if turned back on within 10 minutes.



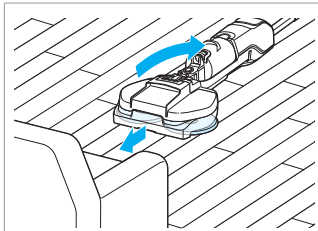
2. Select mode: dry vacuum, wet mop, or both. Each mode has a light indicating it is ON.

See page 6 for cleaning modes.

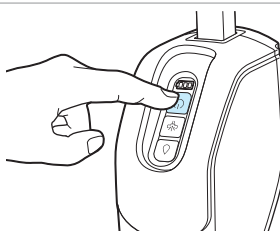


3. Recline machine to start spinning mop pads.

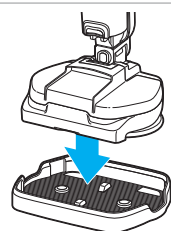
In wet mop mode, start by moving the device back and forth to prime (about 30 seconds).



4. Your machine can recline to lay flat to help reach under low clearances.



5. Press power button to turn OFF. **Note:** Machine will remain in last cleaning mode used if turned back on within 10 minutes.

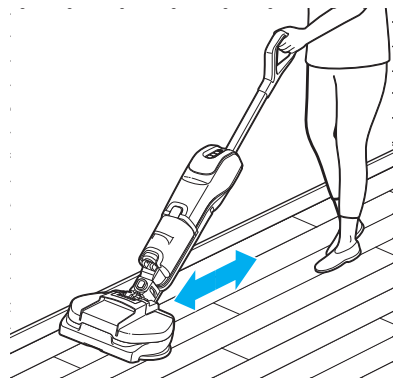


6. When finished cleaning, place machine in storage tray.

Using Swivel for Edge Cleaning



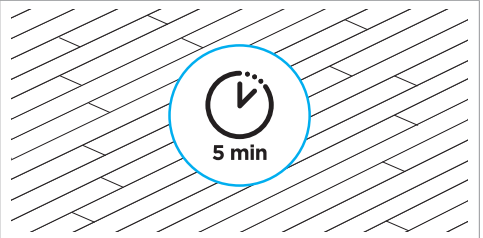
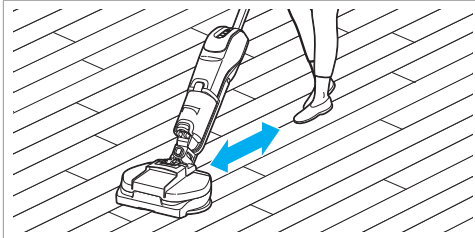
Edge Vacuuming: Swivel the device to a 90° angle and glide effortlessly along the edge.



Edge Mopping: Mop pads are designed to reach right up to the edge, ensuring thorough cleaning against floor trim.

Using Hard Floor Sanitise Formula

Please read "DIRECTIONS FOR USE" on Hard Floor Sanitise label. Use on hard nonporous floors only.

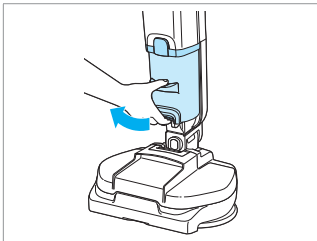


1. Follow cleaning instructions on previous page to remove visible soils.

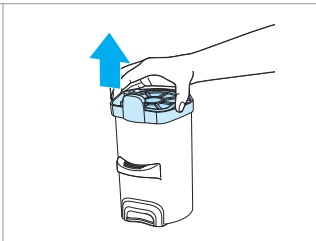
To Sanitise: Turn dry vacuum OFF and wet mop ON.

2. With wet mode ON, clean floors keeping the device in motion to spread the solution to the floor. Allow floor to remain visibly wet for five min. This may require additional passes. Allow floors to air dry. Do not use vacuum during this time.

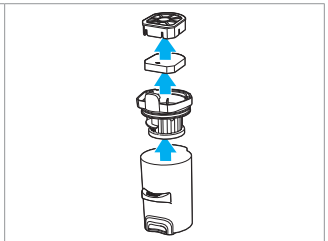
Emptying the Dirt Tank



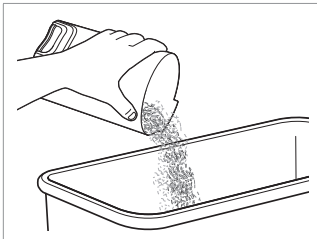
1. Press button at bottom of tank to release. Rotate up and pull tank out to remove.



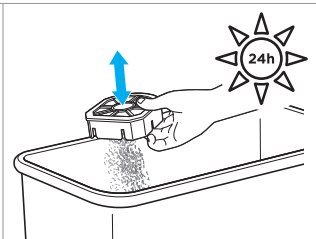
2. Pull lid up to remove.



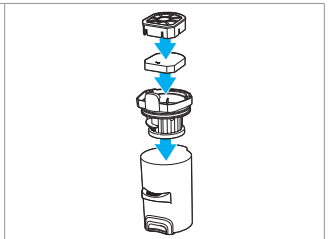
3. Separate filter by pulling blue cage off.



4. Empty tank. If contents appear wet, see next page for cleaning instructions.



5. Separate filter from tank and tap on side of trash bin to remove dust and debris. If filter feels wet or damp, rinse and allow to **dry completely** before reinstalling.



6. Reassemble tank.

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Wet Debris Clean Out



If water is picked up by the vacuum and the dry dirt tank has wet debris, ensure your machine is cleaned out completely.

<p>1. Remove clean tank and clean out the vacuum air path.</p>	<p>2. Recline machine for easy access and use a small bottle brush to clear the hose-like path inside the machine.</p>

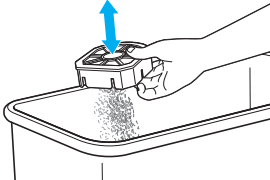
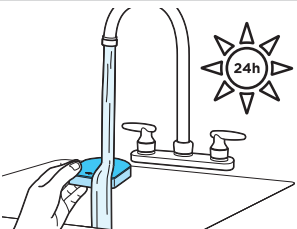
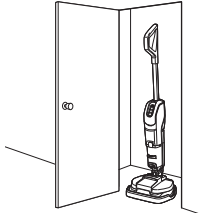
After-Cleaning Care



<p>1. Pull mop pads to remove.</p>	<p>2. Mop pads may be machine* or hand washed. *Machine wash warm. Use only liquid detergents. Do not use bleach or fabric softener. Tumble dry on low. Do not iron or dry clean.</p>	<p>3. Let mop pads dry completely before reattaching.</p>
<p>4. Use a damp cloth to clean suction path on machine under clean tank and on the foot. Allow to dry completely before reinstalling tank.</p>	<p>5. Empty tank. If contents seem wet, follow prior steps to remove all wet debris.</p>	

CONTINUED ON NEXT PAGE ➔

After-Cleaning Care (continued)

		
<p>6. Separate filter from tank and tap on side of trash bin to remove dust and debris.</p>	<p>7. Occasionally wash filter to maintain vacuum performance. Rinse and allow to dry completely before reinstalling.</p>	<p>8. Store machine in a protected, dry area. Since this product uses water, it must not be stored where there is danger of freezing. Freezing will damage internal components and may void the warranty. If planning to store for over 6 months, ensure battery is fully charged before storage.</p>

Note: Any other maintenance or servicing not included in this manual should be performed by an authorised service representative.

Troubleshooting



Problem	Possible Cause	Remedies
Machine will not turn on	Battery is not charged.	Charge machine with provided charger. If machine charges for 3 full hours and product still doesn't turn on, contact BISSELL Consumer Care.
Mop pads are not spinning	Machine is upright.	Recline machine.
Mop pads are wobbling	Mop pads are not installed properly.	Turn Power OFF. Turn machine upside down to see pad installation. Ensure pads are aligned to center circles on foot and secured tightly.
Fluid is not coming out of machine	Clean water tank is empty.	Refill clean water tank with more warm water and cleaning formula.
	Clean water tank is not seated properly.	Reinstall clean water tank. See instructions on page 5.
	Machine is upright.	Recline machine.
	Spray tips are clogged.	Locate spray tip opening (yellow port) under mop pad driver. Remove debris that may be blocking opening.
Machine is leaking	Cap of clean water tank is not closed properly.	Remove clean water tank and reinstall cap.
	Clean water tank is not seated properly.	Reinstall clean water tank. See instructions on page 5.

CONTINUED ON NEXT PAGE 

Troubleshooting (continued)

Vacuum does not pick up debris/has no suction	Filter needs to be cleaned or is not installed correctly.	Clean and reinstall filters. See instructions on page 8.
	Front suction nozzle is clogged and needs to be cleared.	Machine is for dry messes only. Clean suction path under clean tank, machine foot (page 9). Empty, dry dirt tank before next use. Wash and dry filter before reusing.
	Debris is too large or spread beyond suction area.	Aim machine front and center to large debris for optimal suction performance.
Wet debris in dry dirt tank or fluid coming out of motor exhaust	Moving device too slowly while cleaning or too many wet passes in one area.	Make sure keep unit moving while wet cleaning. Cleaning one spot for a long period of time could cause moisture to be ingested into dry debris collection tank.
	Ran over large, wet mess.	Machine is for dry messes only. Clean suction path under clean tank, machine foot (page 9). Empty, dry dirt tank before next use. Wash and dry filter before reusing.
All (3) LED lights are flashing	Machine lost communication with battery.	Press power button to turn machine off. Wait 10 seconds and turn machine back on. If lights flash again, contact BISSELL Consumer Care.
Vacuum LED flashing	Vacuum motor error: Vacuum motor went into protective status.	Press power button to turn machine off. Wait 10 seconds and turn machine back on. If lights flash again, contact BISSELL Consumer Care.
Mop light is flashing/ blinking.	Water pump error.	Press power button to turn machine off. Wait 10 seconds and turn machine back on. If lights flash again, contact BISSELL Consumer Care.
Wet Mop LED and vacuum LED lights flashing alternately	Pad error: Pad motor went into protective status.	Shut machine off, wait 10 seconds and turn machine back on. If lights flash again, contact BISSELL Consumer Care.
	Device used on area rug or carpet.	Check pads for hair or other material interfering with proper pad rotation. This product is designed for hard floors. Stop use on area rug and carpet.
Machine unexpectedly turns off.	The battery has gone into a protective status.	Wait 10 minutes then press the power button and the machine should begin functioning again.

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 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 Two-Year Warranty

For two years from the date of purchase by the original purchaser, subject to the *EXCEPTIONS AND EXCLUSIONS 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
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