

PowerForce Helix 2111F

No Power

[Cord or Plug](#)
[Outlet](#)
[Circuit Breakers](#)

Let's determine where the issue is.
Unplug the unit.

- Is cord or plug damaged?

If:	Then:
Check	Run the palm of your hand down the entire length of the cord and feel for any edges. The cord should be smooth all the way down. Inspect the plug for any damage to it. Check to see if both prongs are intact and not damaged.
Yes	<ul style="list-style-type: none">• If the cord or plug is damaged, <div data-bbox="467 1396 1307 1575" style="border: 1px solid black; padding: 5px;"><p>BISSELL Consumer Care: please refer to the product changeover guide.</p><p>External Support: Contact BISSELL.</p></div>
No	Continue troubleshooting

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- Is the outlet you are trying to use a working outlet?

If:	Then:
To check:	Ask the consumer if they can check to see if it works with something else like a cell phone charger or lamp plugged into it. Additionally, if the consumer is using an extension cord, inform them we only recommend using our products directly plugged into an outlet.
No	Have them plug it into a working outlet.
Yes	Continue troubleshooting

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➤ Is the amp limit on their circuit breaker exceeded?

- Inform them most homes are set up in zones with several outlets attached each one circuit breaker.



Example shows that all the outlets in each room are

- in an individual zone
- on a single breaker

Also, all outlets in both bathrooms are on 1 breaker

This example shows 7 zones attached to 7 different circuit breakers in a house. Each room has several outlets.

If:	Then:
Yes	If the total power plugged into those outlets exceeds the breaker when this 8 amp unit is turned on, it may be tripping the breaker. They may need to find a different outlet in a different zone, or safely unplug/turn off another appliance on that same zone.
No	If other steps have not resolved the issue, BISSELL Consumer Care: please refer to the product changeover guide. External Support: Contact BISSELL.