

# Bissell®

**CROSSWAVE® CORDLESS MAX PROFESSIONAL**  
MODEL 2767H



## **Go online for a comprehensive walkthrough of your new purchase!**

This guide features everything you need to get ready for first use, including setting up, using and maintaining your machine, but join us online for a comprehensive walkthrough. Our online support includes tips and troubleshooting, videos, product registration, parts, and more. Go to **[global.BISSELL.com](https://global.BISSELL.com)**.

# 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 charger supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- The battery is to be disposed of safely.
- This appliance contains batteries that are only replaceable by skilled persons.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Use only with charger provided by manufacturer SIL, Model SSC-420085AU.
- Recharge 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.
- 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.
- The battery must be removed from the appliance before it is scrapped.
- Do not use with damaged cord or charger. If appliance is not working as it should, has been

dropped, damaged, left outdoors, or dropped into water, return it to a service center.

- Do not immerse. Use only on surfaces moistened by the cleaning process. Use only BISSELL® cleaning products intended for use with this machine.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Use only on carpet moistened by the cleaning process.
- 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.
- Turn OFF all controls before unplugging.
- 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.
- Keep charger cord away from heated surfaces.
- To unplug, grasp the charger plug, not the cord.
- Do not handle charger plug or appliance with wet hands.
- Battery pack and charger base output terminals are not to be short-circuited.
- Do not charge the machine outdoors.
- The appliance must be disconnected from the supply mains when removing the battery.
- Do not recharge, disassemble, heat above 60°C, or incinerate.
- Keep batteries out of reach of children.
- Dispose of used batteries promptly.
- Never put batteries in mouth. If swallowed, contact your physician or local poison control.
- Prevent unintentional starting. Ensure the switch is in the OFF-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energising appliance that have the switch on invites accidents.
- 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.
- Do not expose appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
- Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 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 modify or attempt to repair the appliance except as indicated in the instructions for use and care.
- Keep the temperature range of between 4-40°C when charging battery, storing machine or during use.
- Make sure the power switch is OFF and the battery pack removed from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws, or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- 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-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapours.
- 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 indoors only.

## IMPORTANT INFORMATION

- Keep appliance on a level surface.
- If your appliance has a motorised Brush Roll, do not leave machine running in the same spot without the handle fully upright.
- To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.
- The battery is to be disposed of safely. See global.BISSELL.com.

SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	Risk of fire.
	Risk of electric shock.
	For indoor use only.
	Protection against moving parts.
	Risk of automatic start-up.
	Use warm water, temperature up to 60°C.
	Do not overwet carpet. Use only on carpet moistened by the cleaning process.
	Use only BISSELL® cleaning formulas intended for use with this machine.
	Class III appliance.

**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.**

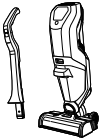


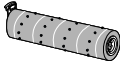
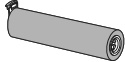
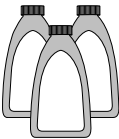


We're so happy you chose CrossWave® Cordless Max Professional. We put this guide together to help you set up, use and maintain your cordless hard surface cleaner. We've also included some tips we think will come in handy when you first start using it, so let's get started!

For a complete guide to your purchase, go to [global.BISSELL.com](https://global.BISSELL.com).

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## What's in the Box?

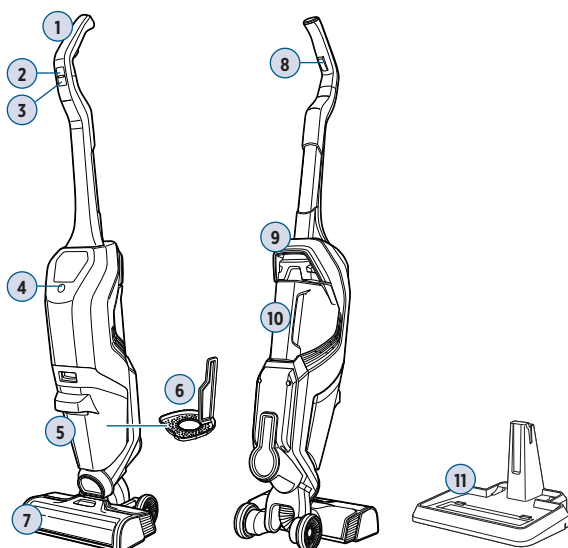
					
Handle & Body	Brush Roll Drying Tray	3-in-1 Docking Station	Multi-Surface Pet Brush Roll	Wood Floor Brush Roll	(3) Trial-Size Formulas

## Product View

For additional support videos and information, visit [global.BISSELL.com](https://global.BISSELL.com).

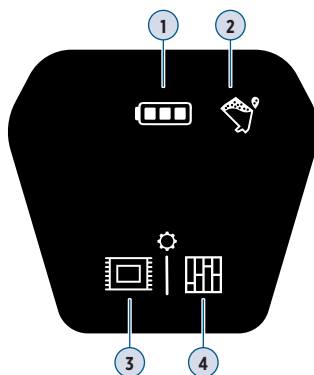
### Product View

1. Upper Handle
2. Mode Button
3. Power Button
4. Clean Out Cycle Button
5. Dirty Water Tank
6. Strainer
7. Brush Roll Window
8. Solution Spray Trigger
9. Carry Handle
10. Clean Water Tank
11. 3-in-1 Docking Station



### Digital Display

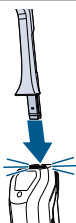
1. Battery Status
2. Dirty Water Tank Full
3. Area Rug Mode
4. Hard Floor Mode



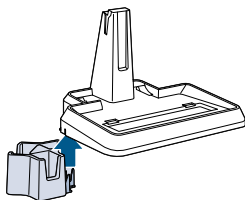


## Assembly

▶ Go to [global.BISSELL.com](https://global.BISSELL.com) for assembly videos.



**1.** Insert Handle into Body of machine until you hear a “click”.

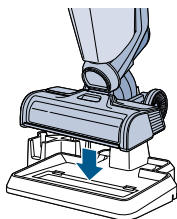


**2.** Slide the Brush Roll Drying Tray into place on the side of the 3-in-1 Docking Station.

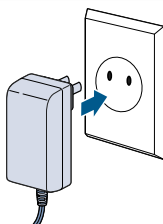
## Charging the Battery

▶ For helpful how-to videos, check out [global.BISSELL.com](https://global.BISSELL.com).

Make sure machine is fully charged before first use. To check the battery status, remove the machine from the dock and turn it ON by pressing the Power Button. You'll know the battery is fully charged when all three white status lights are illuminated.



**1.** Place your CrossWave® Cordless Max onto the 3-in-1 Docking Station to charge.



**2.** Plug the adapter into a suitable wall outlet. The Battery Status light will illuminate when charging.



**3.** For maximum run time, charge the machine for 4 hours.



## Cleaning Formulas

Find more formulas at [global.BISSELL.com](http://global.BISSELL.com).

Keep plenty of CrossWave® formulas on hand so you can clean whenever it fits your schedule.

**Note:** Always use CrossWave® formulas in your machine. Other formulas may harm the machine and void the warranty. **Do not use Hard Floor Sanitise Formula on area rugs or carpet.**

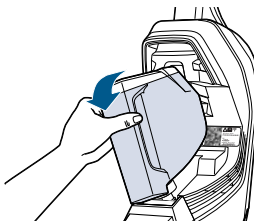
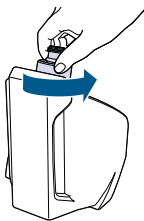
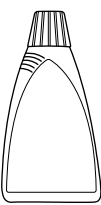
<b>Multi-Surface Formula</b> Great for cleaning all sealed floors and area rugs.	<b>Wood Floor Formula</b> Restores your wood floors' natural shine.	<b>Area Rug Formula</b> Removes stuck-on and embedded dirt from area rugs.	<b>Multi-Surface Pet with Ambipur® Formula</b> Removes pet odors to clean and refresh.	<b>Hard Floor Sanitise Formula</b> Kills 99.9% of germs & bacteria on your hard floors.*
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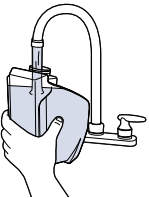
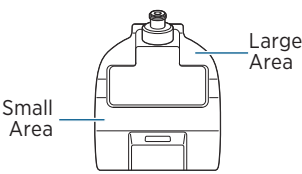
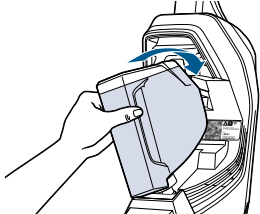
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\*When used as directed.

## Filling the Clean Water Tank

Go to [global.BISSELL.com](http://global.BISSELL.com) for additional how-to videos.

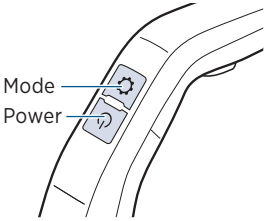
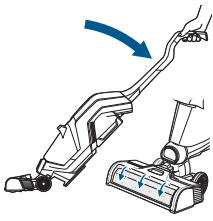
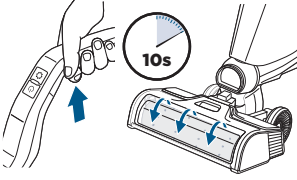

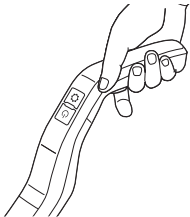
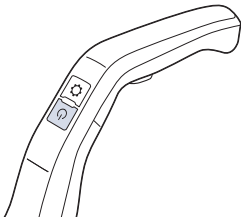
		
<b>1.</b> The Clean Water Tank is located on the back of the machine. To remove, use the finger groove at the top of the tank to grab and pivot the tank backwards.	<b>2.</b> Unscrew the cap from the bottom of the Clean Water Tank.	<b>3.</b> Choose the right BISSELL® formula from the 'Cleaning Formulas' section above.

 	
<b>4.</b> The Clean Water Tank has a Large Area volume and a Small Area volume. Pick one of the measuring volumes that best suits the space that you would like to clean.  The <b>Large Area</b> fill lines are for areas up to 100 sq meters. The <b>Small Area</b> fill lines are for areas under 50 sq meters.  Use warm (140°F/60°C max) tap water and add the appropriate BISSELL formula. Tap water with hardness greater than 35 ppm is recommended for use in machine to ensure the Dirty Water Tank full detection sensor works properly.	<b>5.</b> Screw the cap back on the Clean Water Tank. On the back of the machine, align the bottom of the Clean Water Tank with the grooves and pivot the tank until it "clicks" into place.

**⚠ WARNING** To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with the hard floor device.

# Cleaning Your Floors

▶ Go to **global.BISSELL.com** for how-to videos and tips for cleaning stuck-on messes, excessively dirty or muddy floors, and more!

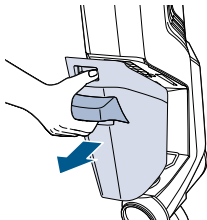
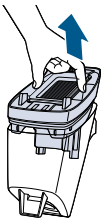

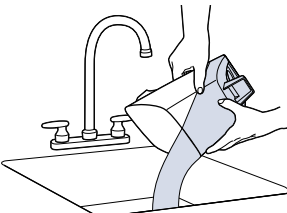
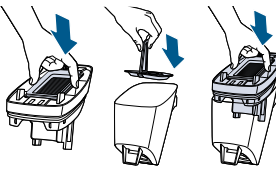
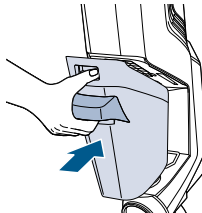
 <p>Mode Power</p>		
<p><b>1.</b> To clean hard floors, turn machine ON by pressing the Power Button. Press the Mode Button to switch between the Hard Floor and Area Rug Modes.</p> <p>Area Rug Mode dispenses twice as much solution as Hard Floor Mode. Before cleaning area rugs, check the manufacturer's tag and test an inconspicuous spot on the rug for colorfastness. Don't use on silk or delicate rugs.</p>	<p><b>2.</b> Recline the machine to start the Brush Roll spinning. Stand the machine upright to stop the Brush Roll spinning.</p>	<p><b>3.</b> Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution.</p> <p>LED lights illuminate when holding the trigger. Bubbles will appear in the Brush Roll window when the solution is flowing.</p>
		
<p><b>4.</b> To clean, hold the Solution Spray Trigger to apply solution on forward and backward passes.</p>	<p><b>5.</b> To dry floors faster, release the trigger and make a second pass without dispensing solution.</p>	<p><b>6.</b> Turn OFF the machine by pressing the Power Button (⏻).</p>

**ATTENTION** Do not overwet carpet. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.

# Emptying the Dirty Water Tank

▶ Go to [global.BISSELL.com](http://global.BISSELL.com) for a full list of how-to videos.

When the Dirty Water Tank is full, your machine will turn OFF, beep and the Dirty Water Tank Full icon will blink orange on the Digital Display.

		
<p><b>1.</b> To remove the Dirty Water Tank, press the button on top of the tank, grab the front handle and pull the tank out.</p>	<p><b>2.</b> Remove the top of the Dirty Water Tank by grasping the recessed areas on each side of the filter and pulling up.</p>	<p><b>3.</b> Separate the hair and debris from the dirty water by grasping the strainer tab and pulling up. Throw the debris into the trash.</p>
		
<p><b>4.</b> Pour the dirty water into the sink and rinse the Dirty Water Tank.</p>	<p><b>5.</b> Remove the filter from the top of the Dirty Water Tank by pulling it up.</p>	<p><b>6.</b> Hand wash the filter and screen with warm water and mild detergent.  Rinse the bottom of the Dirty Water Tank cover.</p>
		
<p><b>7.</b> Leave the parts out to dry before reassembling.</p>	<p><b>8.</b> Once all parts are dry, reassemble the filter and the Dirty Water Tank cover.</p>	<p><b>9.</b> Angle the Dirty Water tank back into the body of the machine. Insert the bottom of the tank first, then pivot the top toward the machine until it "clicks" into place.</p>

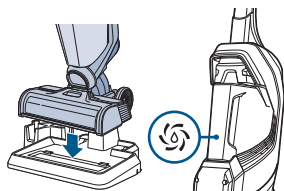
**⚠ WARNING** To reduce the risk of electrical shock, turn Power Button OFF before performing maintenance or troubleshooting checks.



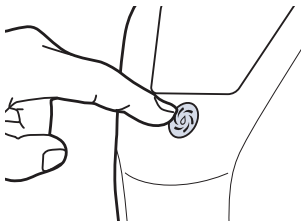
## Using the 3-in-1 Docking Station

▶ Go to [global.BISSELL.com](http://global.BISSELL.com) for feature videos of your machine.

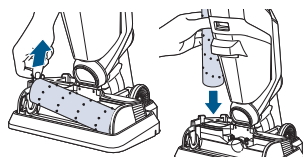
Charging starts once the machine is placed onto the plugged-in dock. Charging stops once the Clean Out Cycle runs, then resumes once the cycle completes.



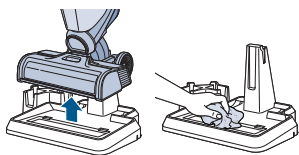
**1.** Place the machine on the 3-in-1 Docking Station. Ensure there is enough solution in the Clean Water Tank to run the Clean Out Cycle. The level of the solution should reach the Clean Out Cycle line. If the level of solution does not reach the line, then fill with water to that line.



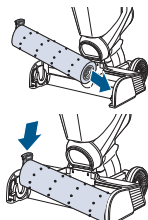
**2.** Push the Clean Out Cycle Button to start the 40-second cycle. After the cycle is complete, empty the Dirty Water Tank. See page 8 for detailed instructions.



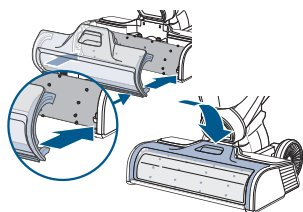
**3.** Remove the Brush Roll so it can dry. Grab the front of the Brush Roll window and pull up to remove. Pull up on the Brush Roll tab to remove. Put the Brush Roll in the drying tray. The Brush Roll and window can be hand washed.



**4.** Remove the machine from the dock and wipe out the tray. Do NOT rinse directly under faucet. This keeps water out of the charging plug.



**5.** Once the Brush Roll is dry, place the end of the roll into the right side of the foot of the machine. Press the tab of the Brush Roll down to lock into place.



**6.** Replace the Brush Roll Window by lining up the window tabs with the edges of the foot. Then, press the window back into place until you hear a “click”.

## ⚠ 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 on the dock.

## Storing Your Machine

🔗 Visit **global.BISSELL.com** for additional maintenance tips for your machine.

Store CrossWave® Cordless Max 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.

## Troubleshooting

🔗 For troubleshooting videos visit **global.BISSELL.com**.

This guide features everything you need to get ready for first use, including setting up, using and maintaining your machine, but join us online for a comprehensive walkthrough. Our online support includes tips and troubleshooting, videos, product registration, parts, and more.

## Warranty

This warranty gives you specific legal rights, in addition to rights you may have under the *Australian Consumer Law*. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact your local BISSELL® Consumer Care on the details set out below.

It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill 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](http://global.BISSELL.com/privacy-policy).

### BISSELL® Three-Year Warranty

Subject to the \*conditions identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for three years any defective or malfunctioning part due to manufacturer defect. This warranty applies to product used for personal purposes, and not commercial or rental service. This warranty does not apply to fans or routine maintenance or consumable components such as filters, belts, brush rolls, etc., damage or malfunction caused by negligence, abuse, neglect, unauthorised repair, or any other use not in accordance with the user guide. BISSELL recommends that the original packaging be kept for the duration of the warranty period in case such need arises within the warranty period that the item needs re-packing and transportation.

### \*Conditions of Warranty

Subject to whether such loss is reasonably foreseeable, BISSELL and its in-country distributors are not liable for incidental or consequential damages of any nature associated with the use of this product.

This warranty is in addition to other rights or remedies under law. Nothing in this warranty excludes, limits or modifies any liability of BISSELL which is imposed by law, or limits or modifies any remedy available to the consumer which is granted by 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.

### Consumer Care

#### Australia

Telephone: 1300 247 735

Website: [www.BISSELL.com.au](http://www.BISSELL.com.au)

#### New Zealand

Telephone: 0800 247 735

Website: [www.BISSELL.co.nz](http://www.BISSELL.co.nz)

**NOTICE** Disconnecting the battery will destroy the appliance and void the warranty.



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