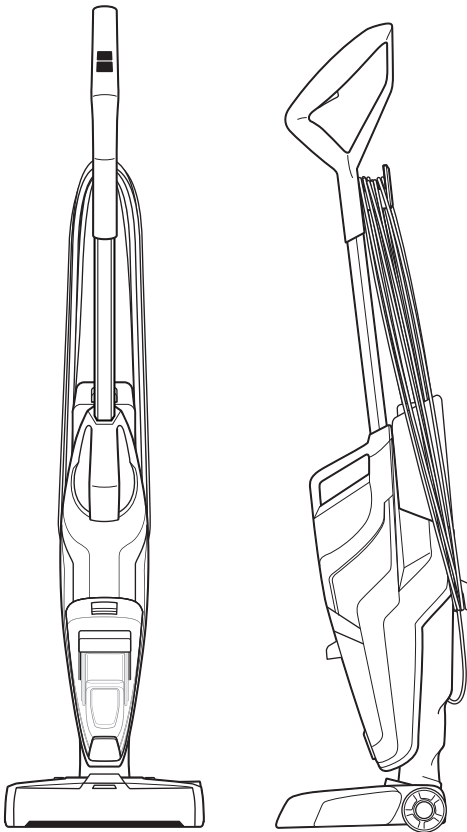




CROSSWAVE[®] PET PROFESSIONAL

USER GUIDE
2223H



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.
- » If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.

- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- » 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.
- » Do not leave appliance when plugged in.
- » If the appliance has a hand held accessory like pet brush, motor driven head, etc., the user shall avoid entrapment.
- » 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.
- » To unplug, grasp the plug, not the cable.
- » Do not handle plug or appliance with wet hands.
- » Turn OFF all controls before unplugging.
- » CAUTION: The handle contains electrical connections. The handle is not a serviceable part.
- » Use indoors only.
- » 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.
- » Floor slippery when wet.

SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	Risk of fire.
	Risk of electric shock.

SYMBOL	EXPLANATION
	For indoor use only.
	Protection against moving parts.
	Risk of automatic start-up.
	Use warm water, temperature up to 60°C.

SYMBOL	EXPLANATION
	Do not overwet carpet. Use only on carpet moistened by the cleaning process.
	Use only BISSELL® cleaning formulas intended for use with this machine.

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

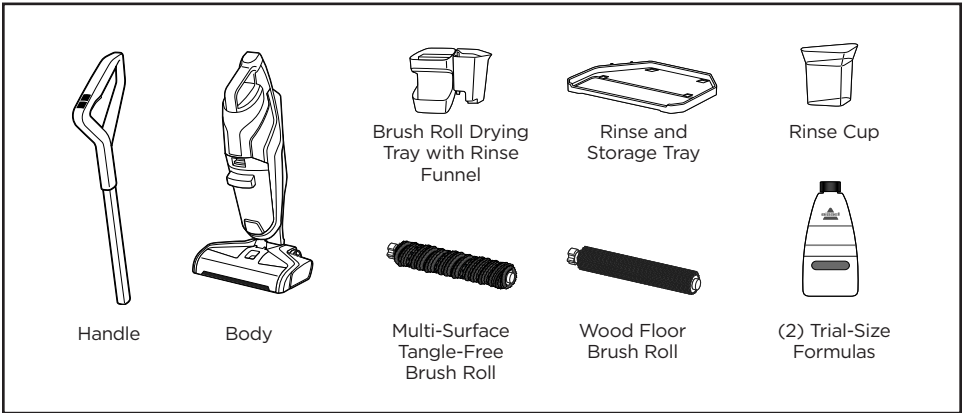
- » Keep appliance on a level surface.
- » If your appliance has a motorised Brush Roll, do not leave machine running in the same spot without the handle fully upright.
- » To reduce the risk of a leaking condition, do not store appliance where freezing may occur. Damage to internal components may result.
- » Plastic tanks are not dishwasher safe. Do not put tanks in dishwasher.

Thanks for buying a BISSELL® CrossWave® Pet Professional

We love to clean and we're excited to share one of our innovative products with you. We want your CrossWave Pet Professional to work like new for the years to come, so this guide has tips on how to use, maintain and, if there's a problem, troubleshoot.

Your CrossWave Pet Professional needs a little assembly before getting to work, so flip to the "Assembly" section and let's get started!

What's In The Box?



Safety Instructions 2

Product View 4

Assembly 5

Cleaning Formulas 5

Operations 6-8

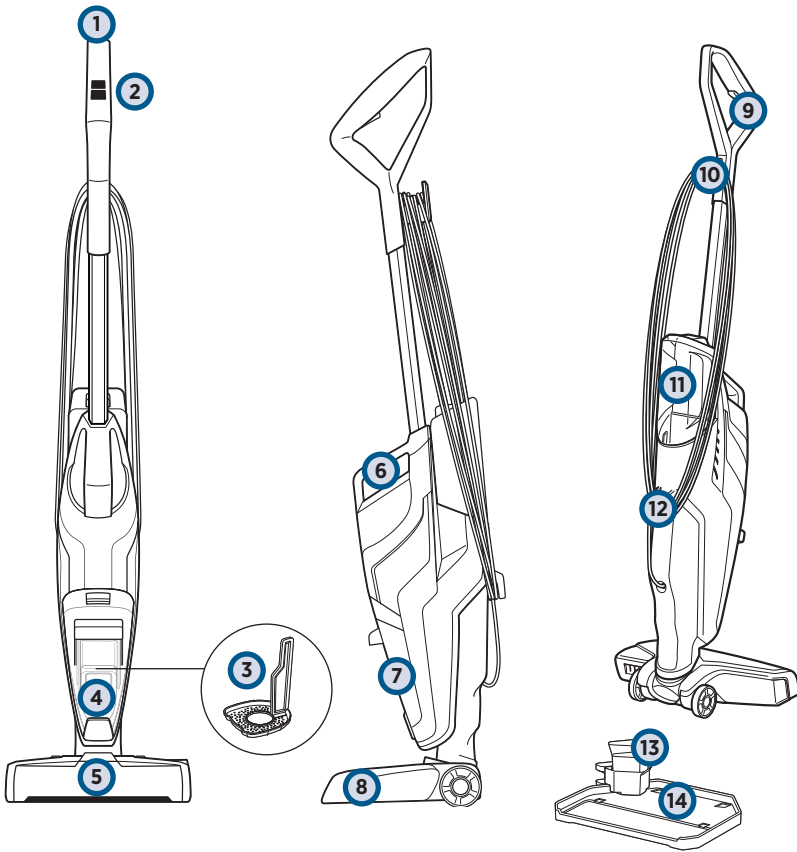
Maintenance & Care 9-13

Troubleshooting 14

Warranty 15

Service 15

Product View



- | | | | |
|---|-------------------------------|----|--------------------------|
| 1 | Upper Handle | 8 | Foot |
| 2 | SmartClean Fingertip Controls | 9 | Solution Spray Trigger |
| 3 | Strainer | 10 | Quick Release Cable Wrap |
| 4 | Float Stack | 11 | Clean Water Tank |
| 5 | Easy Remove Brush Window | 12 | Lower Cable Wrap |
| 6 | Integrated Carry Handle | 13 | Rinse Cup |
| 7 | Dirty Water Tank | 14 | Rinse and Storage Tray |

Your BISSELL® CrossWave® Pet Professional machine comes in three easy-to-assemble components and does not require any tools to assemble. It also comes with a three-piece Rinse and Storage Tray.

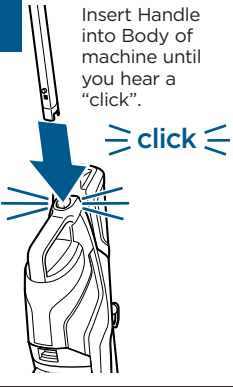
- Handle
- Body
- Clean Water Tank
- Rinse and Storage Tray
- Brush Roll Drying Tray with Rinse Cup

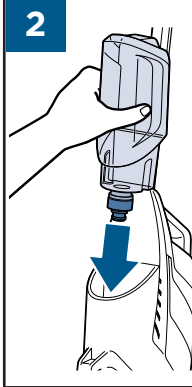
Assembly


⚠️ WARNING

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

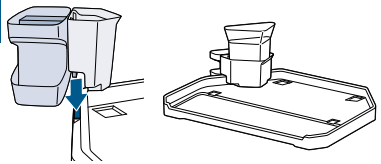
- 1** Insert Handle into Body of machine until you hear a "click".


- 2** Then, on the back of the machine, align Clean Water Tank with the grooves and slide tank into place until you hear a "click".


- 3**



Wrap the cable around the Quick Release Cable Wrap and the Lower Cable Wrap.
- 4**



The multi-functional Rinse and Storage Tray includes a Machine Storage Tray, Brush Roll Drying Tray with Rinse Funnel and Rinse Cup. To assemble, slide the overhang in the middle of the Brush Roll Drying Tray with Rinse Funnel down into the opening on the Storage Tray that is indicated with arrows. Then, place the Rinse Cup into the Rinse Funnel.

NOTE: To easily unwrap the cable for use, just turn the Quick Release Cable Wrap downward to remove the cable from the cable wrap.

Cleaning Formulas

⚠️ 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.

Keep plenty of BISSELL® formulas on hand so you can clean your hard floors and area rugs whenever it fits your schedule.

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

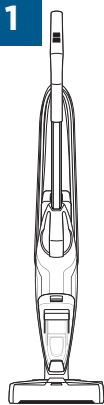
CROSSWAVE® FORMULAS

Multi-Surface Formula	Wood Floor Formula	Area Rug Formula	Multi-Surface Pet with Ambipur Formula	Sanitise Formula
Great for cleaning ALL sealed floors and area rugs	Restore your wood floors' natural shine	Removes stuck-on and embedded dirt from area rugs	Removes pet odors to clean and refresh	Kill 99.9% of germs & bacteria on your HARD floors (ONLY!)*

Certain trademarks are used under license from The Procter & Gamble Company or its affiliates.
*When used as directed.

Filling the Clean Water Tank

1

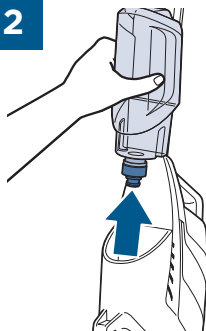


The Clean Water Tank is located on the back of the machine.

Clean Water Tank

Dirty Water Tank

2



Lift the Clean Water Tank straight up to remove from the machine.

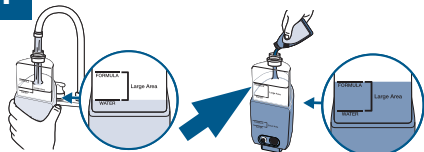
3



Unscrew the cap from the Clean Water Tank.

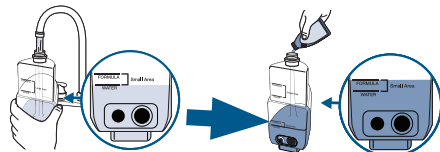
The Clean Water Tank has two measuring volumes depending on the amount of space you would like to clean.

4



For large area cleaning (up to 100 sq m)

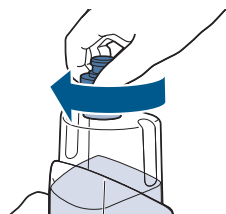
- Fill Clean Water Tank with warm tap water to the second water fill line.
- Then add formula to the second formula fill line.



For small area cleaning (<50 sq m)

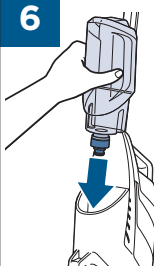
- Fill Clean Water Tank with warm tap water to the first water fill line.
- Then add formula to the first formula fill line.

5



Screw the cap back onto the Clean Water Tank.

6



On the back of the machine, align Clean Water Tank with the grooves and slide tank into place until you hear a "click".

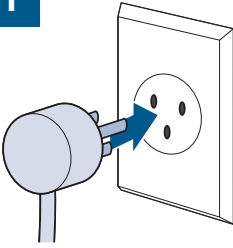
A few notes about filling the clean water tank:

- 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.**

NOTE: Never put descaling, alcoholic, eucalyptus oil, or detergent products into the cleaner, as this may damage it or make it unsafe for use.

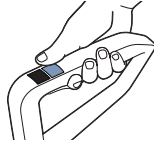
Cleaning Hard Floors

1



Plug machine into a properly grounded outlet.

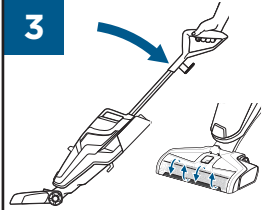
2



Select cleaning mode:

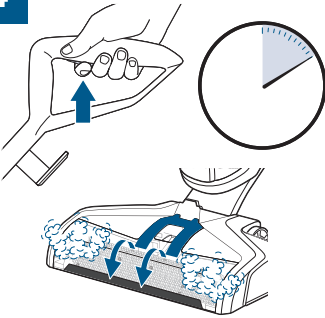
To start cleaning your hard floors, turn the machine ON by pressing the **HARD FLOOR** button. Once the setting is selected, the dry vacuum will turn ON. To turn OFF, press the **HARD FLOOR** setting a second time.

3



Recline the Body of the machine to start the Brush Roll spinning. To stop the Brush Roll spinning, you will need to stand the machine upright.

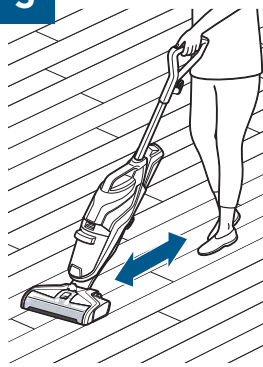
4



Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution. LED lights illuminate when holding the trigger.

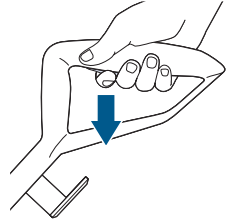
NOTE: When solution is flowing, you will see bubbles forming at the edges of the Brush Window.

5



To clean, hold the Solution Spray Trigger to apply solution on both forward and backward passes.

6



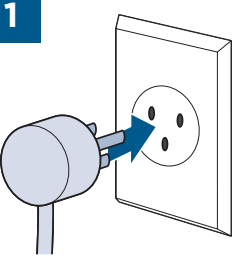
To dry hard floors faster, release the trigger and clean a second pass without dispensing solution.

TIP: When cleaning excessively dirty or muddy hard floors or if your Brush Roll looks dirty, use the Rinse and Storage Tray to rinse your Brush Roll before cleaning your area rugs.

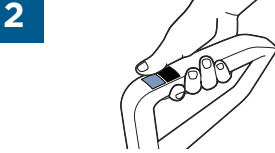
TIP: For overly challenging and stuck-on messes on your hard floors, activate the **RUG** mode and hold your CrossWave® over the mess. Using short passes while holding the trigger allows the Multi-Surface Brush to go to work.

Cleaning Area Rugs

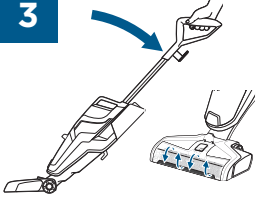
NOTE: Before cleaning area rugs, test an inconspicuous area of the rug for colourfastness. Also, please check manufacturer's tag before cleaning area rugs for any specialised cleaning instructions. Not for use on silk or delicate area rugs.



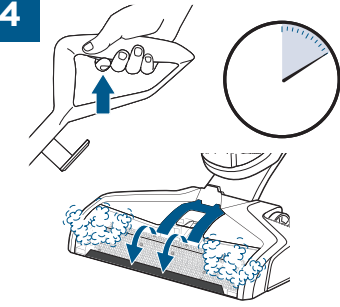
1 Plug machine into a properly grounded outlet.



2 **Select cleaning mode:**
To start cleaning your rugs, turn the machine ON by pressing the **RUG** button. Once the setting is selected, the dry vacuum will turn ON. To turn OFF, press the **RUG** setting a second time.



3 Recline the Body of the machine to start the Brush Roll spinning. To stop the Brush Roll spinning, you will need to stand the machine upright.

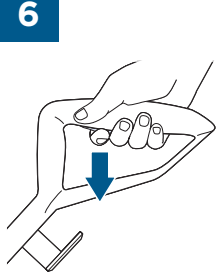


4 Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution. LED lights illuminate when holding the trigger.

NOTE: When solution is flowing, you will see bubbles forming at the edges of the Brush Window.



5 To clean, hold the Solution Spray Trigger to apply solution on both forward and backward passes.



6 To dry area rugs faster, release the trigger and clean a second pass without dispensing solution.

NOTE: The RUG button dispenses twice the solution of the HARD FLOOR button to help with area rug cleaning.

ATTENTION

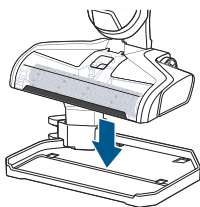
Do not overwet carpet. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.

Using the Rinse and Storage Tray

⚠️ WARNING

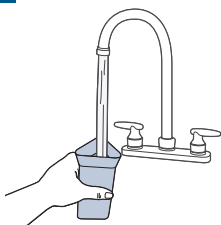
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



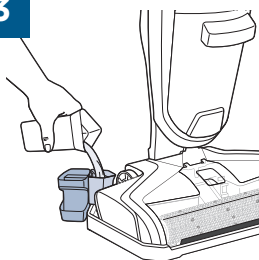
Place machine on Rinse and Storage Tray.

2



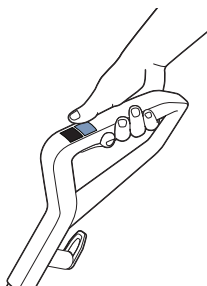
Fill Rinse Cup with water.

3



Pour water into Rinse Funnel to fill the MAX line of the Rinse and Storage Tray.

4



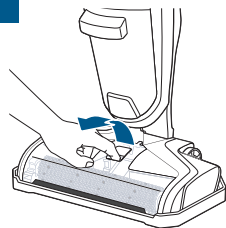
Turn the machine ON by pressing the HARD FLOOR button.

5



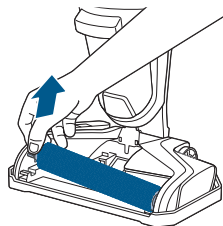
Recline the machine while in storage tray. Allow the machine to run for 10-15 seconds until all water is picked up. Repeat as needed.

6



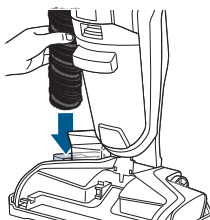
Grasp Easy Remove Brush Window at the front of the window and pull up to remove.

7



Pull Brush Roll out by grabbing the Brush Roll tab and pulling up.

8



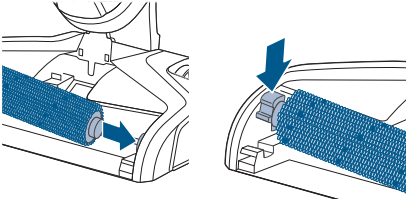
Place the Brush Roll upright in the Brush Roll Drying Tray to dry.

Using the Rinse and Storage Tray (cont.)

WARNING

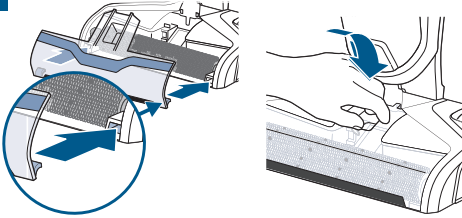
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

9



Replace Brush Roll by inserting the Brush Roll end into the right side of the Foot. Then lock the pull tab into place by pressing downward.

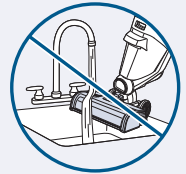
10



Replace the Brush Window by first lining up the Brush Window tabs with the edges of the Foot. Then press the window back into place until you hear a "click".

NOTE: Any solution remaining in the Clean Water Tank should be emptied prior to machine storage.

NOTE: Do not place Foot directly under running water.



Machine Storage

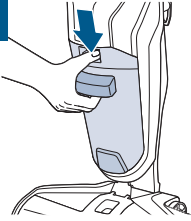
Put the machine away in a closet or basement until the next use. Store in a protected, dry area. Since this product uses water, it must not be stored where there is a danger of freezing. Freezing will damage internal components and may void the warranty.

Emptying the Dirty Water Tank

⚠️ WARNING

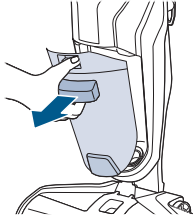
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



To release Dirty Water Tank, press down on recessed button on the top of the tank.

2



Grab the front handle while pressing down on the button and pulling the Dirty Water Tank away from the machine.

3

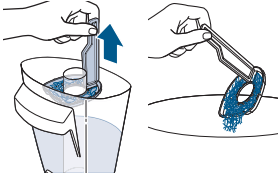


Grasp top of Dirty Water Tank in recessed areas on each side of the filter and pull upward to remove the top of the tank.

Did You Know?

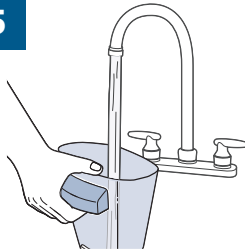
The Float Stack is what prevents your Dirty Water Tank from overflowing. When your tank is full, the Float Stack will shut off your suction motor, creating a high pitched sound indicating it is time to empty your Dirty Water Tank.

4



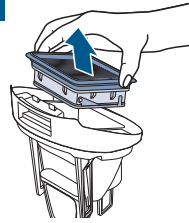
Remove Strainer from Dirty Water Tank and throw debris in trash.

5



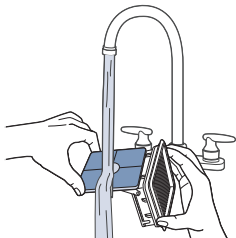
Pour dirty water out. Rinse the inside of the Dirty Water Tank.

6



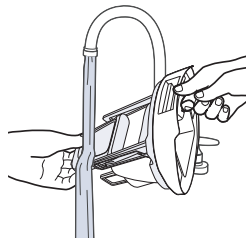
Pull the vacuum filter and screen up from the top of the Dirty Water Tank to remove.

7



Hand wash the vacuum filter and screen with warm water and mild detergent.

8



Rinse the Float Stack located at the bottom of the top of the Dirty Water Tank.

Emptying the Dirty Water Tank (cont.)

WARNING

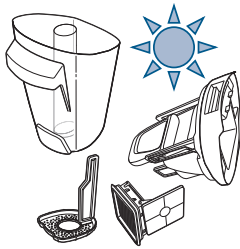
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

9



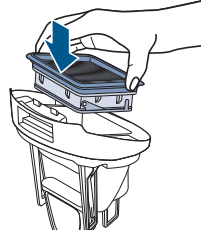
If the inside area where the Dirty Water Tank sits is dirty, wipe it clean with a towel.

10



Leave parts out to dry before reassembling.

11



Place filter back into the top of the Dirty Water Tank.

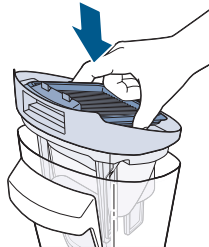
NOTE: Make sure to clean your Dirty Water Tank and let all components dry out after each use to keep your product at its best.

12



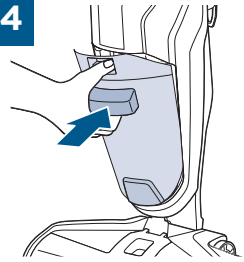
Place Strainer back into Dirty Water Tank.

13



Once parts are dry, reassemble and replace the top of Dirty Water Tank.

14



Angle the tank back into the machine by inserting the bottom first. Tilt the top of the tank toward the machine and push into place until you hear a "click".

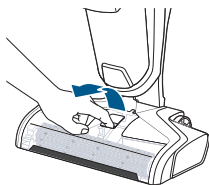
NOTE: Tanks are NOT dishwasher or microwave safe.

Cleaning the Brush Roll and Chamber

WARNING

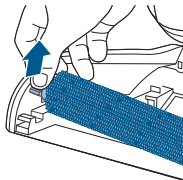
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



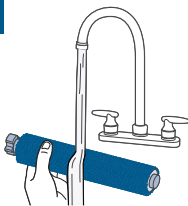
Grasp the Easy Remove Brush Window at the front and pull up to remove.

2



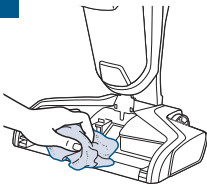
Pull Brush Roll out by grabbing the Brush Roll tab and pulling up.

3



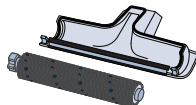
With warm water, rinse your Brush Roll and window.

4



If your brush roll chamber is dirty, clean with a towel.

5

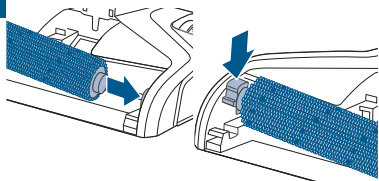


Let your Brush Roll and window dry before reassembling.

TIP: Running your machine with a wet Brush Roll will help it dry faster. The trigger should not be pressed.

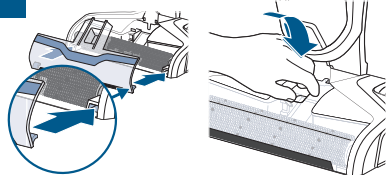
NOTE: The Brush Roll is not dishwasher or automatic washing machine safe. Please follow cleaning instructions.

6



Replace Brush Roll by inserting the Brush Roll end into the right side of the Foot. Then press down to lock the pull tab into place.

7



Replace the Brush Window by lining up both brush window tabs with the edges of the foot. Press the window back into place until you hear a “click”.

Troubleshooting

WARNING

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

Problem	Possible Causes	Remedies
Reduced spray OR no spray	Clean Water Tank may be empty	Refill tank
	Clean Water Tank may not be seated completely	Turn power OFF / Remove and reseal tank
	System isn't completely primed	Hold trigger for 10 to 15 seconds
	Brush window is not latched in place	Turn power OFF / Unplug machine and reinstall brush window
	Not holding trigger to spray solution	Hold trigger continuously while using the machine
	Spray tips on Foot clogged	Use a pin to clean the spray tips located under the brush window
Loss of suction power	Tanks may not be seated properly	Turn power OFF / Remove both tanks and reseal them so they fit properly
	Dirty Water Tank has picked up maximum amount of dirty water and has reached full line	Empty Dirty Water Tank and make sure to make slow cleaning passes back and forth while cleaning
	Brush window is not latched in place	Turn power OFF / Unplug machine and reinstall brush window
	Debris channel in Foot is clogged	Clean the channel with a paper towel
	Filter clogged by debris	Remove debris clogging the filter screen and clean the filter
Brush Roll isn't turning	Brush Roll is not installed properly	Turn power OFF / Unplug machine and follow instructions on page 10 for replacing Brush Roll
	Machine is standing upright	Recline machine to turn Brush Roll ON
	Obstruction has caused Brush Roll to stop	Turn power OFF / Unplug machine and remove Brush Roll and window cleaning hair and string off of brush ends
Machine won't turn ON	Obstruction has caused Brush Roll to stop and shut down machine	Unplug machine to reset the system / While the machine is unplugged, remove the Brush Roll and window to clean hair and string off of brush ends
	Handle not inserted properly into Body of machine	Remove the Handle and reinsert into the Body of the machine making sure to push down until you hear a "click"
Machine is leaking	Cap of Clean Water Tank is not closed properly	Remove the Clean Water Tank and reapply the cap
Machine is streaking	Too much water applied	Go over area without spraying down water
	Previous floor care products used	Contact product manufacturer regarding how to remove

Consumer 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.

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, unauthorized 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.

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

Consumer Care

If your BISSELL product should require service or to claim under our limited warranty, please contact us as follows:

Australia

Telephone: 1300 247 735

Website: www.BISSELL.com.au

New Zealand

Telephone: 0800 247 735

Website: www.BISSELL.co.nz



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