

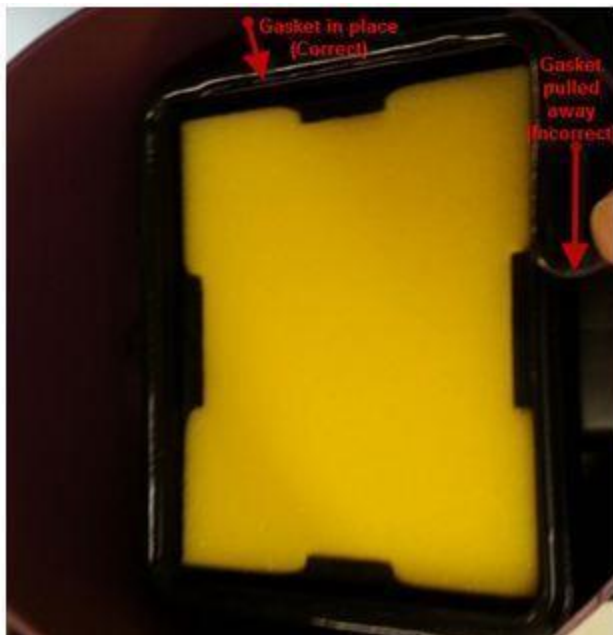
## low or no suction.

- Just to be safe, unplug the machine. Then check the dirt cup and make sure it is empty of debris.
- Check the Pre-Motor and Post Motor Filters.

Check the Pre-Motor filter at least once a month and clean or replace as needed. You can access the Pre-Motor filter by removing the Easy Empty dirt tank from the vacuum base and pushing the “Push for filter” button located on the carry handle. Remove the foam filter from the filter tray (regular foam filter is yellow). You may wash this filter, but it must be allowed to completely air dry before putting it back into the machine. See pictures below:



- Make sure the small foam/rubber gasket is not pulled away from the rim of where the pre-motor filter sits. (Pictured below.) If it is pulled away or gone, it will lower the suction power of the machine. A new dirt tank assembly will need to be ordered. The gasket is not available as a separate part.



- The Post-Motor filter assists in the filtration process to return clean air to the room. You should be replacing this filter every three to six months depending on use of the

vacuum. You can access this filter by removing the filter tray located below the Easy Empty dirt tank. See pictures below. When the filter is dirty, push the filter through the bottom of the tray to clean or replace. Note: the white pleated post-motor filter may NOT be washed with water or detergent. If dust and debris accumulates on the filter, tap the filter on the side of a garbage container.



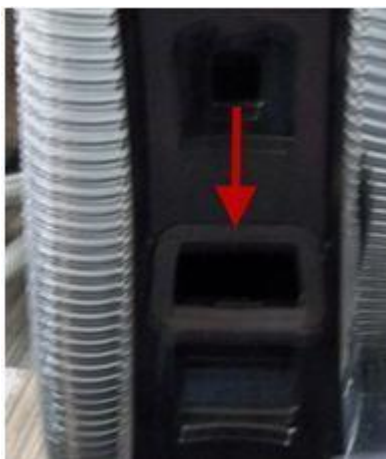
- More frequent filter cleaning or replacing may be necessary if you are vacuuming new carpet, fine dust, or have allergy concerns.
- Check for GOOD suction at the end of the upholstery hose.

If there is suction at the end of the hose...

- Make sure the hose is firmly connected to the lower hose on back of vacuum.
- Check to see if the brush is turning. If the brush is not turning, you'll need to troubleshoot why your brush is not turning. See the FAQ for Brush not spinning.
- Check to see if the lower hose is clogged? If it is clogged, you'll need to troubleshoot how to clear a clog. See the Clearing Clogs FAQ.

If there is no suction at the end of the hose...

Check for suction at the suction inlet for a clog (remove the hose and feel for suction where the hose enters the back of the unit). If there is suction there, take the easy empty dirt tank off the machine and feel for suction at the square hole that has the rubber gasket around it in the handle area of the machine. See picture below.



If there is no suction at the inlet, please take the machine to a BISSELL Authorized Service Center to have a technician check it.

If there is suction at the suction inlet...

- Check the hose for cracks or holes, if no cracks or holes, your upholstery hose is probably clogged. See "Clearing Clogs" FAQ's.
- Make sure the hose wand is firmly pushed into the lower hose coming up from the foot
- Make sure the height adjustment is set to the proper setting for the type of carpet being vacuumed.
- Make sure the Easy Empty dirt tank and upper tank are installed properly and locked into place
- Check the floor brush to be sure it is not jammed or worn. Just to be safe, unplug the machine, remove the brush cover by unscrewing the seven screws with a Phillips head screwdriver and lift off. Clean off any debris, hair, or string. If the brush appears worn or the ends seem jammed, the brush will need to be replaced.
- While checking the floor brush make sure the belt is not broken or stretched out. If so, it will need to be replaced.
  
- If still no suction, please take the machine to a BISSELL Authorized Service Center to have a technician check it.

Dust is blowing up through lower hose while using the attachment hose:

- Check lower hose for clogs.

If the lower hose appears clogged...

Remove the screw from the left side of the lower hose on back of the machine and straighten this section of hose by pulling it down or lay the machine out flat (You'll need to push the recline pedal twice to lay the machine flat) and roll the machine on its side with the lower hose towards the top side. Look through the hose for obstructions. Push a broomstick through the lower hose to unclog. (The access plate can also be removed to provide a better view of the lower hose).

Make sure you have thoroughly vacuumed the area where machine is sitting as the brush will continue to rotate. Brush rotation will cause debris to move up through the hose.