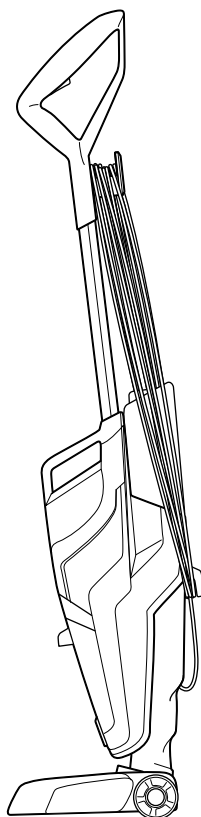
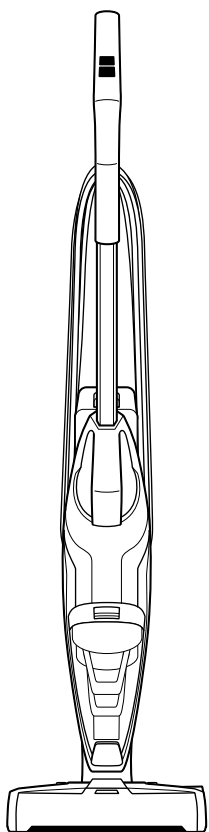


CROSSWAVE™

USER GUIDE
1785 SERIES



IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR CROSSWAVE™.

When using an electrical appliance, basic precautions should be observed, including the following:

WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:

- » Connect to a properly grounded outlet only. See grounding instructions. Do not modify the 3-prong grounded plug.
- » Do not leave appliance when it is plugged in. Unplug from outlet when not in use and before servicing.
- » Use indoors only.
- » Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- » Do not use for any purpose other than described in this User's Guide. Use only manufacturer's recommended attachments.
- » Do not use with damaged cord or plug. If appliance is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- » Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp

- edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- » Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- » Do not handle plug or appliance with wet hands.
- » 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.
- » Turn off all controls before plugging or unplugging appliance.
- » 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 base paint, paint thinner, some moth proofing

- substances, flammable dust, or other explosive or toxic vapors.
- » Do not use to 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.
- » Use only BISSELL cleaning products intended for use with this appliance to prevent internal component damage. See the Cleaning Fluid section of this guide.
- » Do not immerse. Use only on surfaces moistened by the cleaning process.
- » Keep appliance on a level surface.
- » Do not carry the appliance while in use.
- » Always install float before any wet pick-up operation.
- » Do not carry the appliance while in use.

NOTE: STORE CLEANER 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 VOID THE WARRANTY.

WARNING

Risk Of Injury. Brush May Start Unexpectedly. Unplug Before Cleaning or Servicing.

WARNING

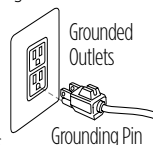
To Reduce The Risk Of Injury From Moving Parts – Unplug Before Servicing.

WARNING

Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the illustration. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.

GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



SAVE THESE INSTRUCTIONS FOR FUTURE USE

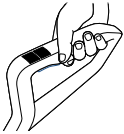
This model is for household use only. Commercial use of this unit voids the manufacturer's warranty.

Thanks for buying a BISSELL CrossWave™

We love to clean and we're excited to share one of our innovative products with you. We want to make sure your multi-surface cleaner works as well in two years as it does today, so this guide has tips on using (pages 6-8), maintaining (pages 9-13), and if there is a problem, troubleshooting (page 14).

Your multi-surface cleaner needs a little assembly before you can put it to work, so flip to page 5 and let's get started!

What's In The Box?



Handle



Dual Action
Multi-Surface
Brush Roll



Storage Tray



Brush Roll
Drying Tray

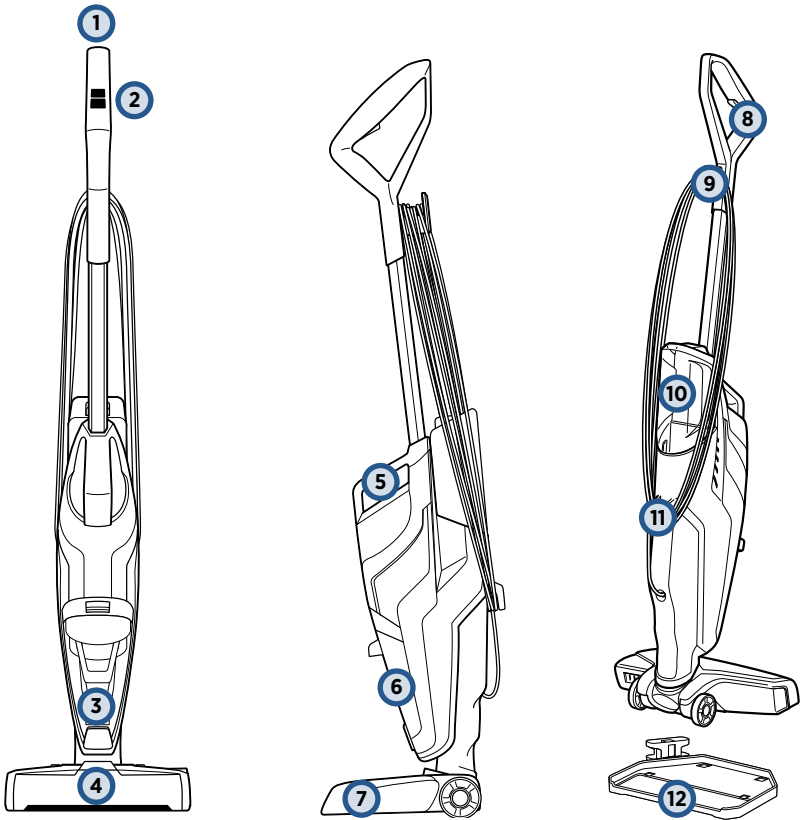


Multi-Surface
Formula

NOTE: 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.

Safety Instructions	2	Troubleshooting	14
Product View	4	Warranty	15
Assembly	5	Service	15
Operations	6-8	Product Registration	16
Maintenance & Care	9-13	Consumer Care	16

Getting to Know Your CrossWave™



- 1 Upper Handle
- 2 SmartClean Fingertip Controls
- 3 Float Stack
- 4 Easy Remove Brush Window
- 5 Integrated Carry Handle
- 6 Dirty Water Tank

- 7 Foot
- 8 Solution Spray Trigger
- 9 Quick Release Cord Wrap
- 10 Clean Water Tank
- 11 Lower Cord Wrap
- 12 Easy Clean Storage Tray

Assembly

WARNING

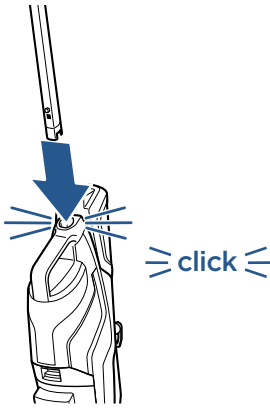
Do not plug in your CrossWave™ until you are familiar with all instructions and operating procedures.

Your BISSELL CrossWave™ machine comes in three easy to assemble components and does not require any tools to assemble. The unit also comes with a two-piece Easy Clean Storage Tray.

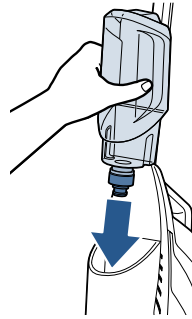
- Handle
- Body
- Clean Water Tank
- Storage Tray
- Brush Roll Drying Tray

1

Insert handle into body of unit 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.

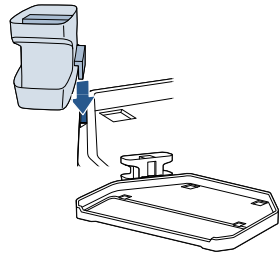
3

Wrap the cord around the quick release cord wrap and the lower cord wrap.



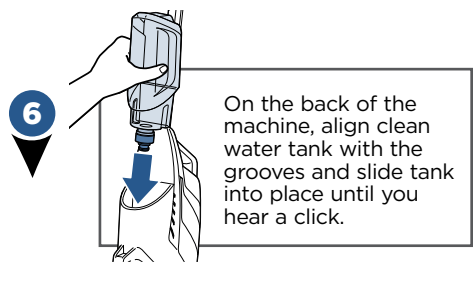
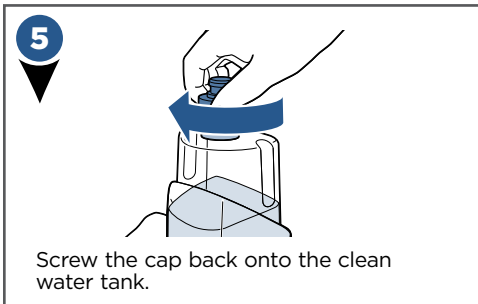
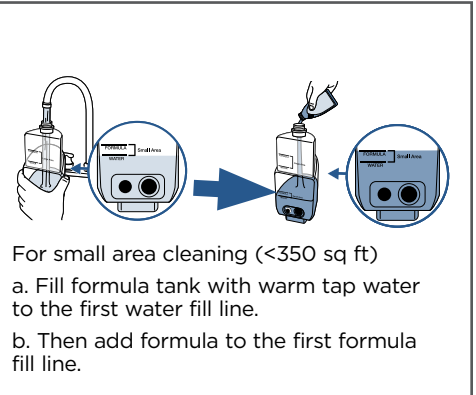
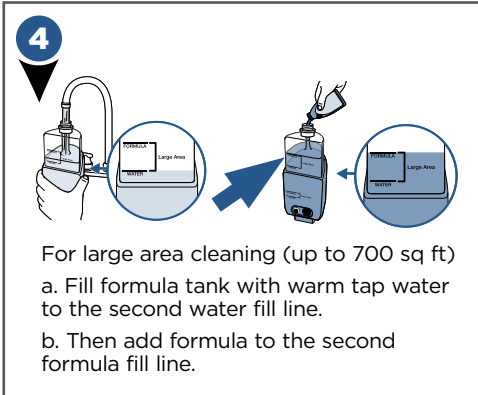
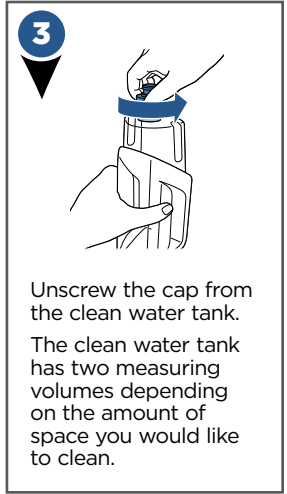
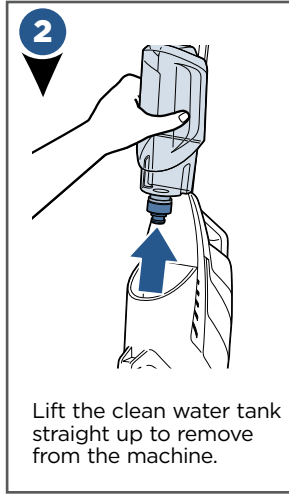
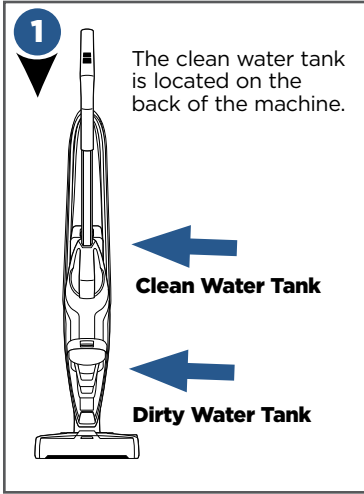
4

The Easy Clean Storage Tray consists of a machine storage tray and a brush roll drying tray. To assemble the Easy Clean Storage Tray, align arrows on the storage tray with the arrows on the brush roll drying tray and slide into place.



NOTE: To easily unwrap the cord for use, just turn the quick release cord wrap downward to remove the cord from the cord wrap.

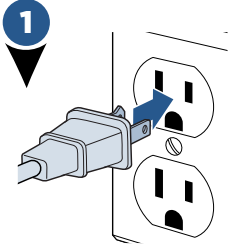
Filling Your Clean Water Tank



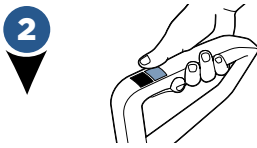
A few notes about filling the clean water tank:

- Fill with warm (140°F/60°C MAX) tap water and add the appropriate BISSELL solution. **DO NOT USE BOILING WATER. DO NOT HEAT WATER OR TANK IN MICROWAVE.**

Cleaning Your Hard Floors

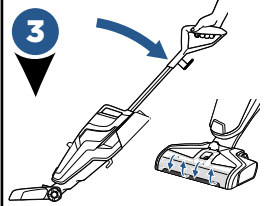


Plug machine into a properly grounded outlet.

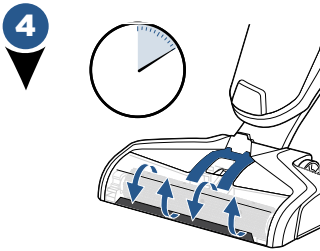


Select cleaning mode:

To start cleaning your hard floors, turn the machine ON 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.

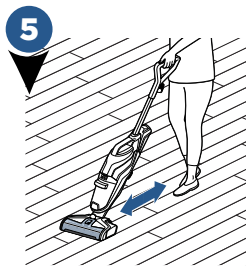


Recline the body of the machine backward to start the brush roll spinning. To stop the brush roll spinning, you will need to stand the machine upright.

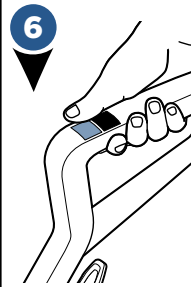


Before each use, hold the solution spray trigger for 10 seconds to prime the system with cleaning solution. LED lights illuminate when holding the trigger.

NOTE: When solution is flowing, you will see bubbles forming at the edges of the brush roll window.



To clean, hold the solution spray trigger to apply solution on both forward and backward passes.



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

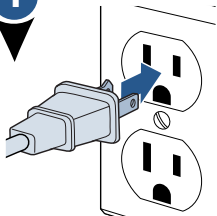
TIP: When cleaning excessively dirty or muddy hard floors or if your brush roll looks dirty, use the Easy Clean Storage Tray to rinse your brush roll before cleaning your area rugs.

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

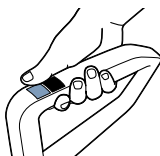
NOTE: Before cleaning area rugs, test an inconspicuous area of the rug for colorfastness. Also, please check manufacturer's tag before cleaning area rugs for any specialized cleaning instructions. Not for use on silk or delicate area rugs.

1



Plug machine into a properly grounded outlet.

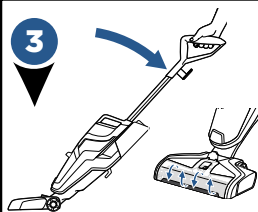
2



Select cleaning mode:

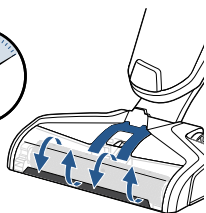
To start cleaning your rugs, turn the machine ON pressing the **RUG** button. Once the setting is selected, the dry vacuum will turn on. To turn OFF, press the **RUG** setting a second time.

3



Recline the body of the machine backward 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.

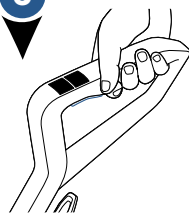
NOTE: When solution is flowing, you will see bubbles forming at the edges of the brush roll window.

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.

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

TIP: For the most thorough clean, make 4 wet passes and 4 dry passes over each area you clean on your rugs.

ATTENTION

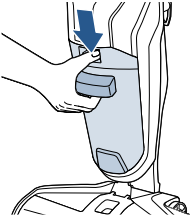
Do not over wet carpet. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.

Maintenance: Empty Dirty Water Tank

WARNING

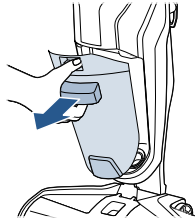
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



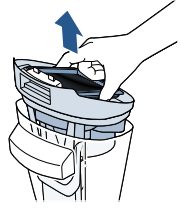
To release dirty water tank, press down on recessed button on the top of the dirty tank.

2



Grab the front handle while pressing down on button and pull dirty water tank away from the unit.

3

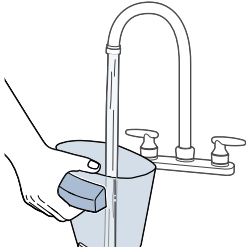


Grasp top of dirty water tank in recessed areas on each side of the filter and pull upward to remove the top of the tank.

Did You Know?

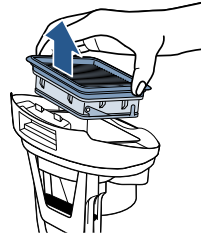
The Float is what prevents your dirty tank from overflowing. When your dirty tank is full, the float will shut off your suction motor creating a high pitched sound indicating it is time to empty your dirty water tank.

4



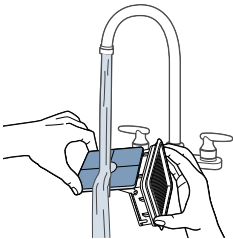
Pour dirty water and debris out. Rinse the inside of the dirty water tank.

5



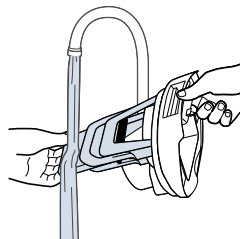
Remove the filter from the top of the dirty water tank by pulling it up.

6



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

7



Rinse the float located at the bottom of the top of the dirty water tank.

Maintenance: Empty Dirty Water Tank

⚠️ WARNING

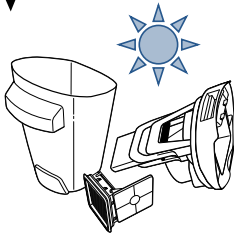
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

8



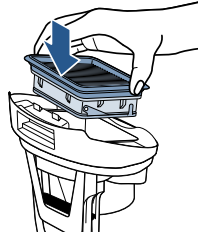
If the inside area where the dirty water tank sits is dirty, wipe it clean with a rag or towel.

9



Leave parts out to dry before reassembling.

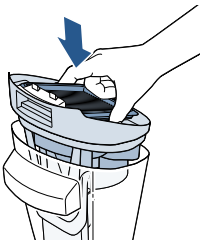
10



Place vacuum filter back into the top of the dirty water tank.

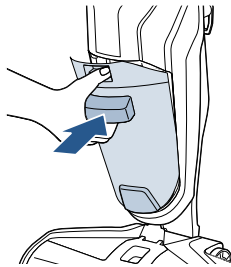
NOTE: Make sure to clean your dirty tank and let all components dry out after each use to keep your product at its best.

11



Once parts are dry, reassemble and replace the top of dirty water tank.

12



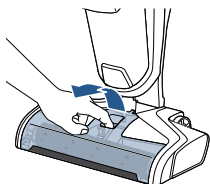
Angle the dirt tank back into body of machine inserting bottom first. Then tilt the top of the dirt tank toward the machine and push into place until you hear a click.

Maintenance: Cleaning the Brush Roll and Brush Chamber

WARNING

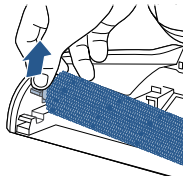
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



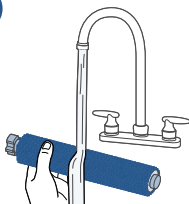
Grasp brush roll window at the front and pull upward to remove.

2



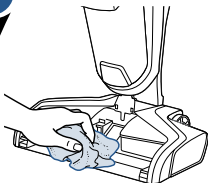
Pull brush roll out by grabbing the brush roll tab and pulling upward.

3



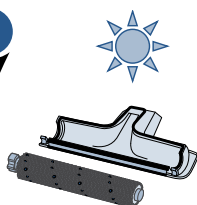
With warm water, rinse your brush roll window and brush roll.

4



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

5

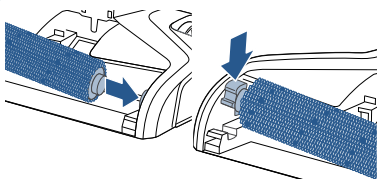


Let your brush roll and brush roll window chamber dry before reassembling.

TIP: Running your machine with a wet brush roll will help the brush roll dry faster. The trigger should not be pressed.

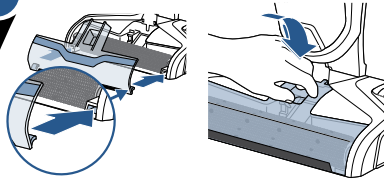
NOTE: The brush roll is not dishwasher or automatic washing machine safe. Please follow cleaning instructions.

6



Replace brush roll by inserting the brush roll end into the right side of the foot. Then lock the pull tab into place by pressing downward.

7



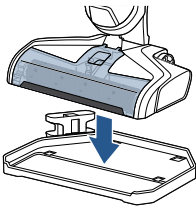
Replace the brush roll window by first lining up both brush window tabs with the edges of the foot. Then press the window back into place until you hear a click.

Maintenance: Easy Clean 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



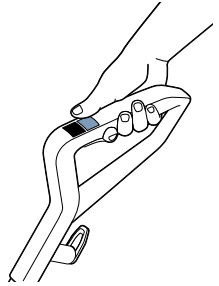
Place unit on self-cleaning storage tray.

2



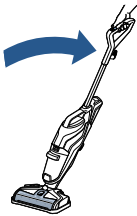
Pour water to the MAX line of the self-cleaning storage tray.

3



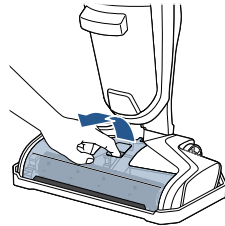
Turn the machine ON by pressing the Hard Floor button.

4



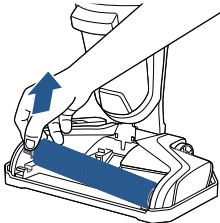
Recline the machine while in storage tray. Allow the machine to run for 10-15 seconds until all water is picked up. Repeat as needed.

5



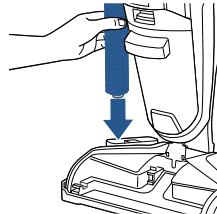
Grasp brush roll window at the front of the window and pull upward to remove.

6



Pull brush roll out by grabbing the brush roll tab and pulling upward.

7



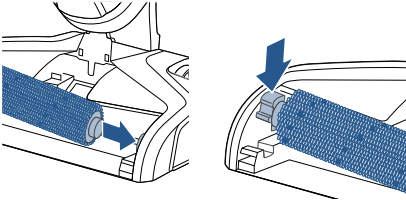
Place the brush roll upright in the Brush Roll Drying Tray to dry.

Maintenance: Easy Clean Storage Tray

WARNING

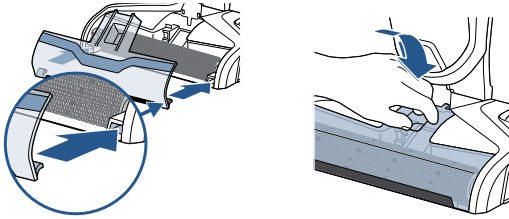
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

8



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.

9



Replace the brush roll 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.

Machine Storage

Put the unit away in a closet or basement until the next use. Store cleaner 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 will void the warranty.

Troubleshooting

WARNING

To reduce the risk of electric shock, turn power switch 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 reseat tank
	System isn't completely primed	Hold trigger for 10 to 15 seconds to make sure the solution has flowed to the spray tips
	Brush window is not latched in place	Turn power OFF / Unplug machine and re-install 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 underneath the brush roll window
Loss of suction power	Tanks may not be seated properly	Turn Power OFF / Remove both tanks and reseat them so they fit properly on the machine
	Dirty tank has picked up maximum amount of dirty water and has reached full line	Empty dirty tank
	Brush window is not latched in place	Turn Power OFF / Unplug machine and re-install brush window
	Debris channel in foot is clogged by debris	Clean the channel with a paper towel
	Filter clogged by debris	Remove debris clogging the filter screen and clean the filter
Brush roll is not turning	Brush roll is not installed properly	Turn Power OFF / Unplug machine and follow instructions on page 11 for replacing brush roll
	Machine is standing upright	Recline machine to make brush roll turn on
	Obstruction has caused brush roll to stop	Turn Power OFF / Unplug machine and remove brush window and brush roll to remove obstruction
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 window and brush roll to remove the obstruction before plugging the machine back in for use.
Machine is leaking	Cap of clean water tank is not closed properly	Remove the clean water tank and re-apply the cap

Warranty

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care by E-mail, telephone, or regular mail as described below.

Limited Two-Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two years any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the User's Guide is not covered.

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE THREE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow limitations on how long an implied warranty lasts so the above limitation may not apply to you.

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

Service

If your BISSELL product should require service:

Contact BISSELL Consumer Care to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Care.

Website:

www.BISSELL.com/service-centers

E-mail:

www.BISSELL.com/email-us

Call:

BISSELL Consumer Care
1-800-237-7691

Monday - Friday 8am - 10pm ET

Saturday 9am - 8pm ET

Sunday 10am - 7pm ET

Please do not return this product to the store.

Other maintenance or service not included in the manual should be performed by an authorized service representative.

For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-800-237-7691.

Register your product today!

Registering is quick, easy and offers you benefits over the lifetime of your product.

You'll receive:

BISSELL Rewards Points

Automatically earn points for discounts and free shipping on future purchases.

Faster Service

Supplying your information now saves you time should you need to contact us with questions regarding your product.

Product Support Reminders and Alerts

We'll contact you with any important product maintenance reminders and alerts.

Special Promotions

Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

Visit www.BISSELL.com/registration!

Visit us online at: **BISSELL.com**

When contacting BISSELL, have model number of cleaner available.

Please record your

Model Number: _____

Please record your

Purchase Date: _____

NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on page 15 for details.

Parts & Supplies

For Parts and Supplies, go to **BISSELL.com** and enter your model number in the search field.

We can't wait to hear from you!

We really do read your comments, tweets, and posts.

Rate this product on BISSELL.com

or any of our retailer sites and let us (and millions of your closest friends) know what you think!

For cleaning tips and more visit www.BISSELL.com or find us at:



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Part Number 160-9474 04/16 RevA
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