SpotClean®
ProHeat® SmartMix®

PORTABLE CARPET & UPHOLSTERY CLEANER

3924 SERIES

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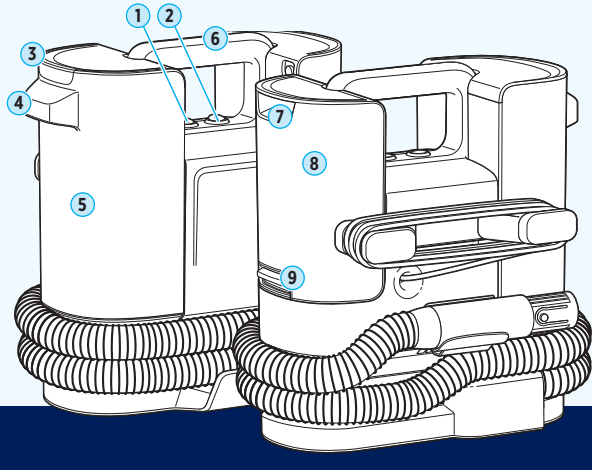
Product Overview

1. Power Switch
2. ProHeat® Mode Switch
3. Dirty Water Tank Lid
4. Dirty Water Tank Handle
5. Dirty Water Tank (Float Stack inside)
6. Carry Handle
7. SmartMix® Handle
8. SmartMix® Tank
9. Cleaning Mode Switch



Meet your new BISSELL® product!

Go to **support.BISSELL.com** for a walkthrough of your new purchase, including videos, tips, support, and more. Want to get started right away? This guide has all the information you need to set up your new product. Let's take a look...

SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	Risk of fire.
	Risk of electric shock.
	Do not expose to rain.
	Store indoors.
	Do not overwet carpet. Use only on carpet moistened by the cleaning process.
	Use only BISSELL® cleaning formulas intended for use with this machine.
	Disconnect power before servicing.
	WARNING: Danger of scalding.

SYMBOL	EXPLANATION
	This symbol on the product and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product to designated collection points. Please contact your local authority for further details of your nearest designated collection point.
	Do not freeze.
	Warning: Slippery surface.
	Heat fluid.
	Elapsed time, wait 30 seconds to heat fluid.
	Allow parts to dry.
	Use warm water, temperature up to 60°C.
	Check the manufacturer's tag before cleaning textile. "W" on the tag as shown means you can use your cleaner.

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 can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.
- This appliance is not intended for use by persons 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.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- If the supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Do not leave appliance when it is plugged in. Unplug from outlet when not in use and before servicing.
- Do not pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners. Do not run appliance over cable. Keep cord away from heated surfaces.
- Do not unplug by pulling on cable. To unplug, grasp the plug, not the cable.
- Do not handle plug or appliance with wet hands.
- Turn OFF all controls before plugging or unplugging appliance.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- Do not use for any purpose other than 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 authorized service center.
- 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.
- 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 pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.)
- Do not use appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- Keep appliance on a level surface.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not expose to rain. Store indoors.
- Always connect to a properly earthed electrical socket. Do not modify earthed plug.
- Liquid must not be directed toward equipment containing electrical components.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Always install float before any wet pick-up operation.
- Do not turn your appliance ON until you are familiar with all instructions and operating procedures.
- Floor slippery when wet.
- Do not immerse. Use only on surfaces moistened by cleaning process.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- If your appliance is fitted with a nonrewireable BS 1363 plug it must not be used unless a 13 amp (ASTA approved to BS 1362) fuse is fitted in the carrier contained in the plug. Spares may be obtained from your BISSELL supplier. If for any reason the plug is cut off, it must be disposed of, as it is an electric shock hazard should it be inserted into a 13 amp socket.

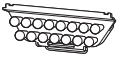
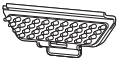
SAVE THESE INSTRUCTIONS

ORIGINAL INSTRUCTIONS. FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.
THIS MODEL IS FOR HOUSEHOLD USE ONLY.

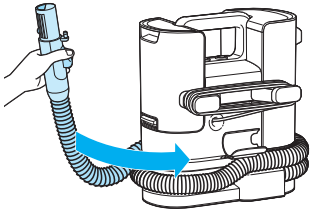
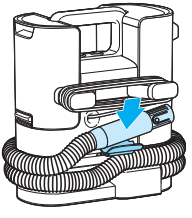
IMPORTANT INFORMATION

- To reduce the risk of a leaking condition, do not store where freezing may occur. Damage to internal components may result.
- Plastic tanks are not dishwasher safe. Do not put tanks in dishwasher.
- Do not turn ON your appliance until you are familiar with all instructions and operating procedures.
- For additional regulatory information, please visit www.BISSELL.eu/regulatory.

What's in the Box?

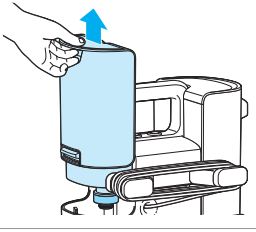
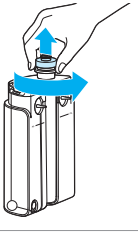
					
Machine	10cm Tough Stain Tool with InstaRinse™ Technology	2-in-1 XL Sliding Crevice Tool	Bristle Block	Specialized Pet Hair Removal Tool	Trial Cleaning Solution

Assembly

	
1. Wrap hose around bottom of machine.	**2.** Secure hose on hose clip.

Filling the SmartMix® Tank

This machine is compatible with BISSELL® formulas made for portable carpet cleaners. Always use genuine BISSELL formulas in your machine. Use of other cleaning formulas may harm the machine.

		
1. Choose your formula.*	**2.** Remove SmartMix® tank. Grip tank handle and lift up.	**3.** Unscrew cap on the water side of the SmartMix® tank.

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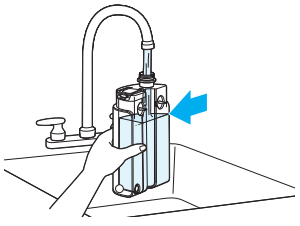
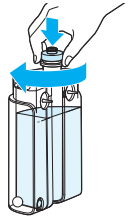
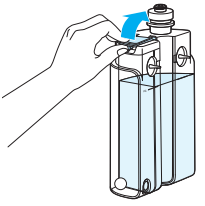


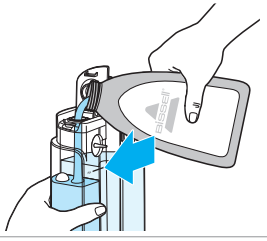
4. Add water to the fill line.



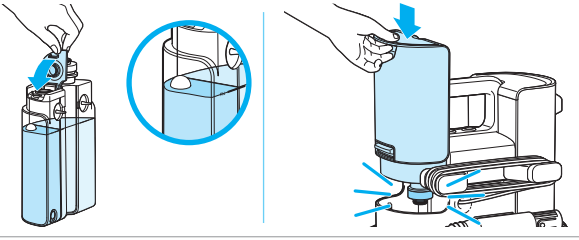
5. Align cap with tank and fully insert. Securely screw cap onto tank.



6. Open the formula cover.



7. Slowly pour in formula. Add cleaning formula to formula fill line.

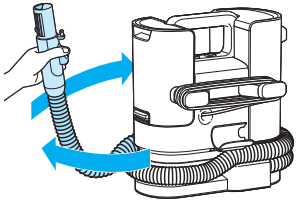


8. Close formula cover until it clicks. Align tank with machine and press down until it clicks into place. **Note: There is a formula level indicator ball to help visually indicate how much formula you have left.**

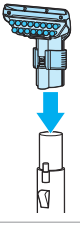
***Compatible BISSELL formulas include:** Spot & Stain, Pet Stain & Odour, Natural Pet Spot & Stain, Spot & Stain Pro Oxy, Oxygen Boost

Getting Ready to Clean

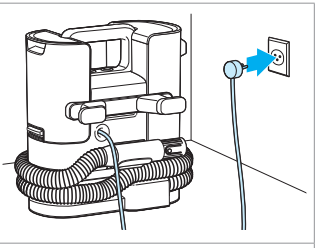
- Vacuum to remove loose dirt from areas to be cleaned.
- Spray any BISSELL stain pretreat formula on soiled areas and allow to sit for a few minutes.
- **Tip:** For upholstery, work in small sections until area is clean.



1. Unwrap hose



2. Attach your desired tool to end of hose grip until it clicks into place.



3. Unwrap power cord and plug into a grounded outlet.

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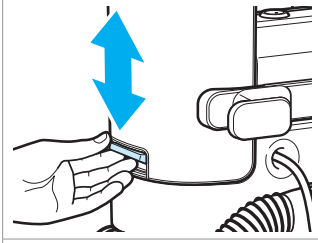
⚠WARNING

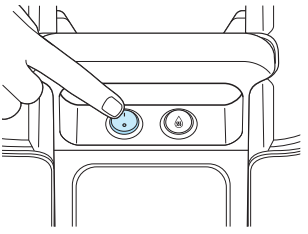
- To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with this machine.
- Do not plug in your cleaner until you are familiar with all instructions and operating procedures.



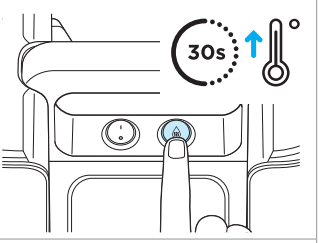
4. Choose desired cleaning method.

Deep Clean Mode: Automatically mixes the correct ratio of formula and water to clean tough stains

Rinse Mode: Provides option for a water only clean



5. To turn machine on, flip power switch to the ON (I) position.

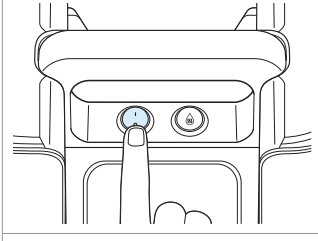


6. Optional: Use ProHeat® Technology to loosen and remove tough stains, like oily messes and set-in stains.

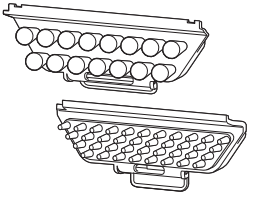
ProHeat® Mode: Activate heater with switch ( ). Wait 30 seconds for water to heat. Once ProHeat® light illuminates, hold trigger over sink or bowl to clear previous water use, taking up to 10 seconds.

Using the Tools

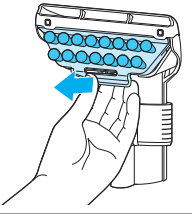
Self-Cleaning Tough Stain Tool



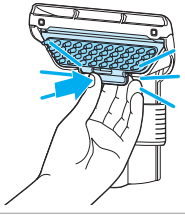
1. Turn machine OFF.



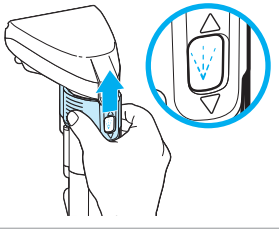
2. Choose your cleaning method: Use the bristle block for everyday soft surface cleaning, or the rubberized block to remove embedded pet hair and debris.



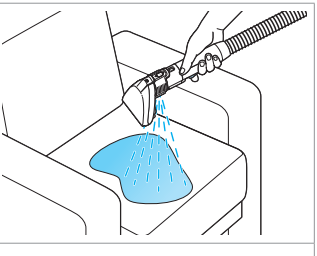
3. Pull bottom latch to release bristle block from tool.



4. Insert your preferred tool block; it will click into place.



5. Slide tool lever up to ensure tool is in SPRAY mode. Follow steps 4-6 above to clean.



6. While holding tool above desired area, press and hold trigger to spray solution.

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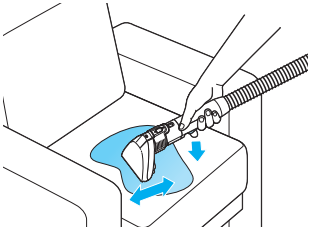
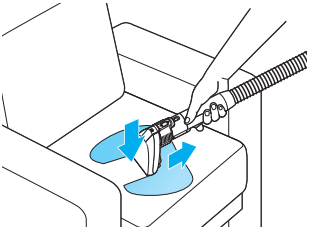
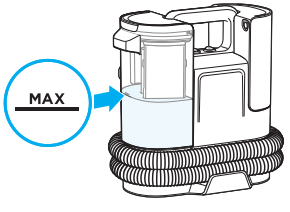


7. Release spray trigger and gently scrub stain using bristles.

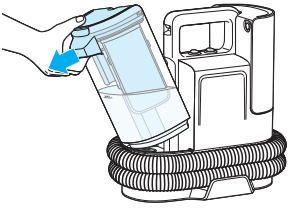


8. With trigger released, press tool firmly against surface and pull towards you to remove stain. Repeat as needed.

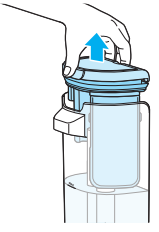
Emptying the Dirty Water Tank



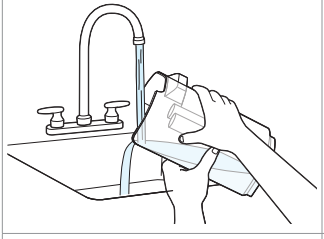
1. Empty dirty water tank when “MAX” full line is reached. **Do not allow water level to exceed MAX full line.**



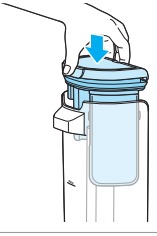
2. Tilt and pull away dirty water tank to remove from machine.



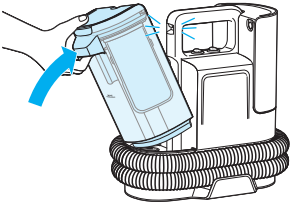
3. Pull up on dirty tank lid to remove.



4. Pour out dirty water and rinse tank.

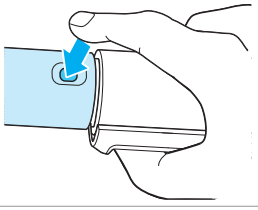


5. Reinstall tank lid.

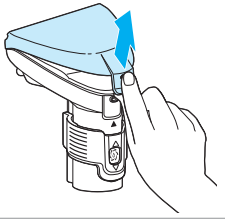


6. Tilt and rotate tank back into place. Push firmly near top of tank until it clicks into place.

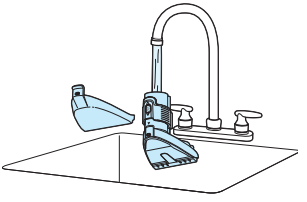
Cleaning and Storing Your Machine



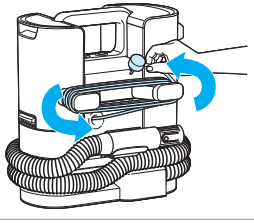
1. To disconnect tools, push down on button above hose grip and pull straight off. (Do NOT twist tool to remove it.)

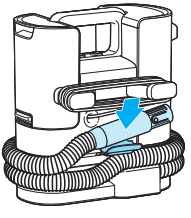


2. Select models with Self-Cleaning Tough Stain Tool: Remove tool lens and rinse.



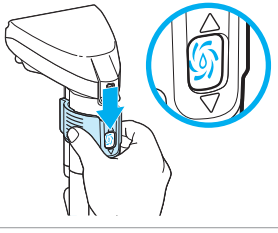
3. Rinse tools under clean, running water. Allow tools to dry.



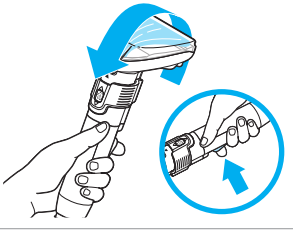


4. When finished using the product, wrap cord and hose for storage. Store indoors in a dry location where product is not likely to get damaged.

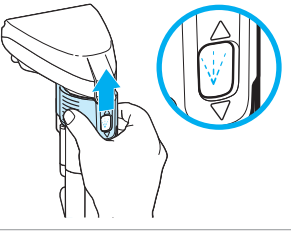
Cleaning Machine with Self-Cleaning Tough Stain Tool



1. Turn machine ON. Slide tool lever down for cleanout mode.



2. Press the trigger to activate the CLEANOUT function. Solution mixture will come through the tool and the hose.



3. To continue cleaning with your machine, slide the tool's lever upward to return to spray mode.

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

NOTICE: To reduce the risk of a leaking condition, do not store where freezing may occur. Damage to internal components may result. Store machine in protected, dry area at room temperature (4 °C to 30 °C).

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

Troubleshooting

Below are some of the issues you may run into. If you don't see the issue you're experiencing below, visit support.BISSELL.co.uk.

Problem	Possible Cause	Remedies
Reduced spray or no spray	Spray nozzle clogged.	Clean spray nozzle.
	Clean water tank empty.	Refill tank.
	Clean water tank insert clogged.	Clean insert at bottom of tank.
	Pump needs priming.	Reseat clean water tank and hold spray trigger to allow machine to prime.
	Clean water tank damage.	Order replacement clean water tank.
	Clean water tank valve stuck.	Use a small tool or utensil to free valve on clean water tank cap.
Machine won't pick up cleaning solution	Tank release latch is not closed properly.	Lift up the tank release latch and press down firmly to make sure it is in place.
	Poor tool position.	Reposition tool on surface. Ensure nozzle on tool is making contact with surface for optimal suction.
	Dirty water tank is full.	Empty tank.
	Tool is damaged.	Replace with new tool.
	Excess solution in flex hose.	Lift tool and point upwards to allow water in hose to flow into the dirty water tank.
	Incorrect cleaning solution.	Only use BISSELL® portable machine cleaning solutions (with BISSELL Boost if desired).
	Hose is damaged.	Contact BISSELL Consumer Care.
	Dirty water tank is damaged.	Order replacement dirty water tank.
Leaking	Dirty water tank is damaged.	Order replacement dirty water tank.
	Clean water tank is damaged.	Order replacement clean water tank.
	Dirty water tank is full.	Empty dirty water tank.
	Clean water tank cap is damaged or improperly installed.	Ensure clean water tank cap is not stuck or allowing water to flow freely. Ensure cap is securely tightened onto tank.

Limited Warranty

This limited warranty only applies outside of the USA, Canada, Australia, New Zealand, and mainland China. It is provided by BISSELL International Trading Company B.V. ("BISSELL") and gives you specific rights. It is offered as an additional benefit to your other rights under your local laws, which may vary from country to country. You can find out about your legal rights and remedies by contacting your local consumer advice service. Nothing in this warranty will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor.

This warranty is given to the current owner of the product with the original sales receipt. The original sales receipt must include the product(s) purchased, the date purchased, and which country it was purchased from new. You must be able to evidence the date of purchase and the country where the product was purchased to submit a claim under this warranty. You will receive the warranty that is applicable to the country where your product was originally purchased, as shown on the original sales receipt. If you use the product outside of the country where it was purchased, your warranty may be void in BISSELL's sole discretion. It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill the 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.

Limited Three-Year Warranty

For three years from the date of purchase by the original purchaser, subject to the EXCEPTIONS AND EXCLUSIONS* identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge, any defective or malfunctioning part or product.

BISSELL recommends that the original packaging and original proof of purchase with the date of purchase and country where purchased be kept for the duration of the warranty period in case you want to redeem the warranty during the warranty period. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the warranty.

If your product is replaced by BISSELL under this warranty, then the new item will benefit from the remainder of the term of this warranty (calculated from the date of the original purchase). The period of this warranty shall not be extended whether or not your product is repaired or replaced.

*Exceptions and Exclusions from the Terms of the Warranty

This warranty applies to products used for personal domestic use and not commercial or hire purposes. Consumable components and attachments such as filters, belts, shells, water tanks, scraping strips, brushes, and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this warranty. This warranty does not apply to any defect arising from fair wear and tear, including but not limited to the battery discharging time shortening due to the aging or use. Damage or malfunction caused by the user or any third party whether as a result of accident, negligence, abuse, neglect, or any other use not in accordance with the user guide is not covered by this warranty. An unauthorised repair (or attempted repair) may void this warranty whether or not damage has been caused by that repair/attempt. Removing or tampering with the Product Rating Label on the product or rendering it illegible will void this warranty.

Except as set out below, BISSELL and its distributors are not liable for any loss or damage that is not foreseeable or for incidental or consequential damages of any nature associated with the use of this product including without limitation loss of profit, loss of business, business interruption, loss of opportunity, distress, inconvenience, or disappointment. Except as set out below, BISSELL's liability will not exceed the purchase price of the product.

BISSELL does not exclude or limit in any way its liability for (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; (b) fraud or fraudulent misrepresentation; (c) or for any other matter which cannot be excluded or limited under law.

Important Notes

- If your BISSELL product should require service or to claim under our limited warranty, please visit support.BISSELL.co.uk.
- Please keep your original sales receipt. It provides proof of the date of purchase and where it was purchased in the event of a warranty claim. See warranty for details.
- Please note that using your BISSELL machine outside of its country of original purchase and/or use with a power converter may damage your BISSELL machine and damage caused by mismatched power voltage will not be covered by your warranty.
- Please note that putting vinegar, bleach, dish soap, detergent, homemade soap, and other non-BISSELL products in your BISSELL machine may damage your BISSELL machine. Damage caused by using non-BISSELL products in your machine will not be covered by your warranty.

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