BISSELL®

# MULTIREACH™ ION

## 2-IN-1 CORDLESS VACUUM

## USER GUIDE



1311, 1312 SERIES

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING YOUR VACUUM.

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 children aged from 8 years and above and 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. Cleaning and user maintenance shall not be made by children without supervision.

» Do not use outdoors or on wet surfaces.

» 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, 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 charging base, including plug and charging base terminal with wet hands.

» Do not charge the unit outdoors.

» Use only the charger supplied by the manufacturer to recharge.

» Do not incinerate the appliance even if it severely damaged. The batteries can explode in a fire.

» Do not put any object into opening.

» Do not use with any opening blocked.

» Keep openings free of dust, lint, hair and anything that may reduce airflow.

» Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.

» Use extra care when cleaning stairs.

» Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.

» Always turn off this appliance before connecting or disconnecting the motorized nozzle.

» Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).

» Do not use vacuum cleaner 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 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 dust cup or filters in place.

» Use only on dry, indoor surfaces.

» Keep appliance on a level surface.

### ⚠WARNING

TO REDUCE THE RISK OF ELECTRIC SHOCK - NOT USE OUTDOORS OR ON WET SURFACES. RISK OF FIRE OR INJURY TO PERSONS - NO USER - REPLACEABLE PARTS INSIDE. USE ONLY WITH THE CHARGER MANUFACTURED BY SIL, MODEL SSA-340100EU for 25v, SSA-250100EU for 18v.

## SAVE THESE INSTRUCTIONS FOR FUTURE USE

This model is for household use only.

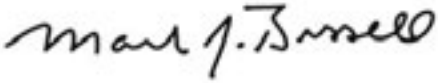
# Thanks for buying a BISSELL vacuum

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL vacuum is well made, and we back it with a limited two-year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your BISSELL vacuum.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
Chairman & CEO


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| | | |
|---|---|---|
|  | **WARNING** | **AN ACTION OR ATTENTION IS NEEDED TO THIS AREA IN ORDER TO REDUCE THE RISK OF ELECTRIC SHOCK, FIRE, OR INJURY** |
|  | **GUIDE** | **READ USER GUIDE FOR COMPLETE SAFETY AND USER INSTRUCTIONS** |
|  | **WEEE** | **DO NOT THROW THE APPLIANCE AWAY WITH THE NORMAL HOUSHOLD WASTE AT THE END OF ITS LIFE, BUT HAND IT IN AT AN OFFICIAL COLLECTION POINT FOR RECYCLING. BY DOING THIS YOU WILL HELP TO PRESERVE THE ENVIRONMENT.** |

# Product View

1 Power/Brush Roll On/Off/Suction Power Control/EdgeReach
2 2-Way Folding Handle Release
3 Hand Vacuum Power Button
4 Dirt Cup Release
5 Charging Light Indicator
6 Detachable Hand Vacuum
7 Dirt Cup
8 Washable Filter Cup
9 Swivel Head
10 Crevice Tool with Dusting Brush
11 Charging Adapter Plug
12 Charging Base
13 High Reach Extension Wand (optional)







**⚠WARNING**
Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

**⚠WARNING**
Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

**⚠WARNING**
To reduce the risk of electric shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

# Assembly

**⚠WARNING**
Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

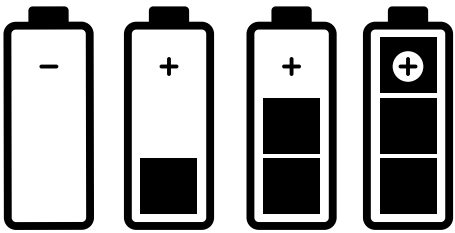











**4 Hours**

# Operations

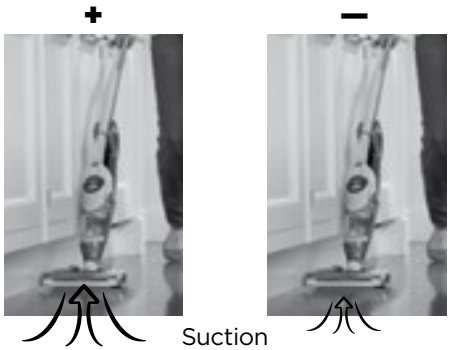
**⚠WARNING**
Do not operate cleaner with damp or wet filters or without vacuum bags and all filters in place.

**a.** 

**ON / OFF**

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**b.** 

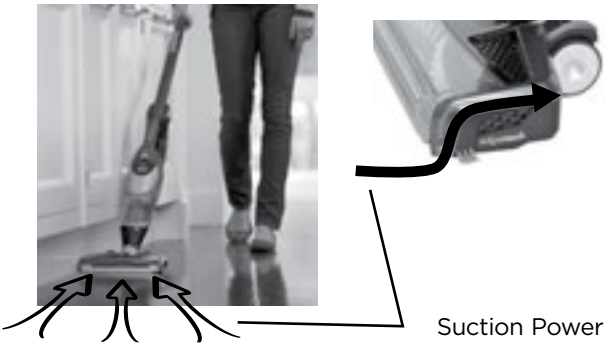

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**c.** 



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**d.** 

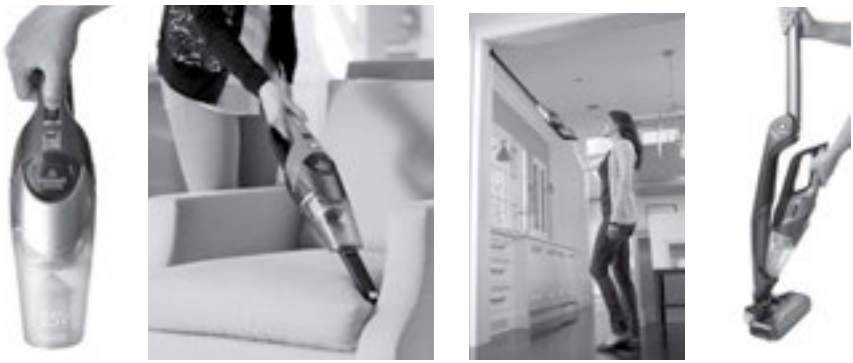
# Operations

**⚠WARNING**

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

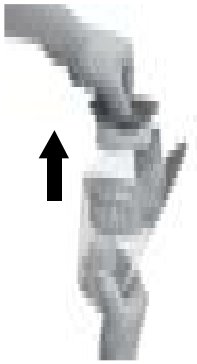




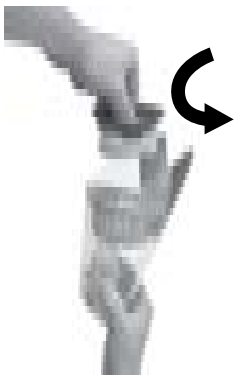


# Operations

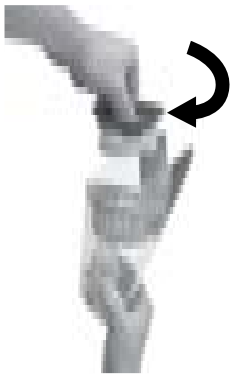














# Maintenance & Care

**Brush roll reset:**
If larger debris becomes lodged in the foot of the unit and the brush roll shuts off, turn the unit off and remove the obstruction. Wait approximately 15 seconds for the motor to cool down before turning back on. Brush will function again after allowing time to cool down.

## Disposal of Batteries

If your MultiReach Ion Series is to be disposed of, the batteries should be removed and disposed of properly.

**1. IMPORTANT:** Unplug Charger and discharge the unit completely.

**2.** Remove hand vac from unit and remove dirt cup from handle.

**3.** Remove (2) Phillips head screws and remove the lens from the hand vacuum.

**4.** Remove (2) Phillips head screws from the hand vacuum cover.

**5.** Lift off the hand vacuum cover.

**6.** Take out push rod.

**7.** Remove (5) Phillips head screws from the side of the hand vacuum.

**8.** Remove the entire battery assembly from the cover.

**9.** Cut wires from the PCB and wrap the wire ends with insulation tape.

**10.** Keep Battery Pack together – DO NOT separate individual batteries. For specific disposal instructions of batteries, please follow local regulations.

**11.** Hand in remainder of product at an official collection point for recycling.

**⚠CAUTION**
Disconnecting the battery will destroy the appliance and invalidate the warranty.

**7.**



5 screws

**⚠WARNING**
DO NOT ABUSE BATTERY. DISPOSE OF BATTERY PROPERLY.

# Troubleshooting

**⚠WARNING**

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

| Problem | Possible causes | Remedies |
|---|---|---|
| **Vacuum won't turn on** | Battery isn't fully charged | Charge battery. Follow charging battery instructions on page 5 |
| | Wrong charger being used | Be sure to use only the charger supplied with your product. The label on the detachable hand vacuum will list which charger can be used |
| **Brush roll not turning** | Brush roll is jammed | Remove obstruction. Follow instructions on page 7 |
| | Brush roll needs to be reset | Follow instructions on page 7 |
| | Broken brush roll belt | Visit www.bissell.com or call 0344 888 6644 to order replacement parts |
| **Vacuum cleaner has low suction** | Dirt container is full | Empty dirt container |
| | Dirt container is not installed properly | Position container correctly and snap firmly into place |
| | Foot is loose | Make sure foot is fully inserted into body of unit |
| | Filters need cleaning | Follow filter instructions on page 7 |
| | Filters need replacing | Visit www.bissell.com or call 0344 888 6644 to order replacement filters |
| | Clog or obstruction in foot area | Detach foot from main body and examine and remove clog from ports |
| **Visible dirt escaping from cleaner** | Dirt container is full of debris | Empty dirt container |
| | Filter is missing or installed incorrectly | Check filter for correct installation |
| | Dirt container installed incorrectly | Position container correctly and snap firmly into place |
| **Vacuum won't charge** | Machine is in the ON position | Set the machine in the OFF position |
| | Not the correct charger | Use only the charger that comes with the machine |

**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.

Thank you for selecting a BISSELL product.

**For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 0344 888 6644.**

# Replacement Parts

**These items are available for your BISSELL MultiReach Ion. Call 0344.888.6644 or visit www.BISSELL.com.**

## 1311 Series

| PART # | PART NAME | | PART # | PART NAME | |
|---|---|---|---|---|---|
| 1604734 | Filter |  | 1604481 | Washable Filter Cup |  |
| 1604272 | Crevice Tool with Dusting Brush |  | 1604480 | Dirt Cup Assembly |  |
| 1605222 | Charging Adapter Plug |  | 1604487 | Brush Roll |  |
| 1604257 | Stair & Upholstery Tool |  | 1605426 | Charging Base |  |

# Replacement Parts

**These items are available for your BISSELL MultiReach Ion. Call 0344.888.6644 or visit www.BISSELL.com.**

## 1312 Series

| PART # | PART NAME | | PART # | PART NAME | |
|---|---|---|---|---|---|
| 1604734 | Filter |  | 1604481 | Washable Filter Cup |  |
| 1604272 | Crevice Tool with Dusting Brush |  | 1604480 | Dirt Cup Assembly |  |
| 1605219 | Charging Adapter Plug |  | 1604487 | Brush Roll |  |
| 1604257 | Stair & Upholstery Tool |  | 1605425 | Charging Base |  |

# Consumer Guarantee

This Guarantee only applies outside of the USA and Canada. It is provided by BISSELL International Trading Company BV ("BISSELL").

This Guarantee is provided by BISSELL. It gives you specific rights. It is offered as an additional benefit to your rights under law. You also have other rights under law 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 Guarantee will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this Guarantee or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor.

This Guarantee is given to the original purchaser of the product from new and is not transferable. You must be able to evidence the date of purchase in order to claim under this Guarantee.

## Limited Two-Year Guarantee

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, BISSELL will for two years from the date of purchase by the original purchaser repair or replace (with new 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 evidence of the date of purchase be kept for the duration of the Guarantee period in case the need arises within the period to claim on the Guarantee. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the Guarantee.

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

### *EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE GUARANTEE

This Guarantee applies to products used for personal domestic use and not commercial or hire purposes. Consumable components such as filters, belts and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this Guarantee.

This Guarantee does not apply to any defect arising from fair wear and tear. 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 Guarantee.

An unauthorised repair (or attempted repair) will void this Guarantee 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 Guarantee.

SAVE 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. SAVE 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.

# Consumer Care

**If your BISSELL product should require service or to claim under our Limited Two-Year Guarantee, please visit:**

**Website or E-mail:**
www.UK.BISSELL.com

**For UK inquiries:**
Telephone: 0344 888 6644
Monday – Thursday 9am - 5pm
Friday 9am - 4pm
BISSELL Homecare (Overseas) Inc.
Ground Floor
226 Berwick Avenue
Slough, Berkshire, SL1 4QT
United Kingdom

**Replacement parts and accessories are available for purchase. To purchase visit www.BISSELL.com**

## Visit the BISSELL website: www.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 the date of purchase in the event of a Guarantee claim. See Guarantee for details.**

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