

# **Bissell**<sup>®</sup>

## **BigGreen Commercial**<sup>™</sup>

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## **BGCOMP9H**

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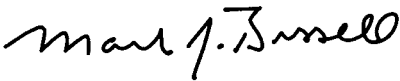
## **T**hanks for buying a BISSELL Commercial Canister Vacuum

Thanks for buying a BISSELL Commercial Canister Vacuum BGCOMP9H. We're glad you purchased a BISSELL Commercial Canister Vacuum BGCOMP9H. Everything we know about floor care went into the design and construction of this complete, high-tech commercial cleaning system.

Your BISSELL Commercial Canister Vacuum BGCOMP9H is well made, and we back it with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Customer Service 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 commercial products like your Commercial Canister Vacuum BGCOMP9H.

**Thanks again, from all of us at BISSELL.**

A handwritten signature in black ink that reads "Mark J. Bissell". The signature is written in a cursive, flowing style.

**Mark J. Bissell**  
Chairman, President & CEO

# IMPORTANT SAFETY INSTRUCTIONS

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

**READ ALL INSTRUCTIONS BEFORE USING YOUR COMMERCIAL UPRIGHT VACUUMBG 78.**

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

## **⚠ WARNING:** To reduce the risk of fire, electric shock, or injury:

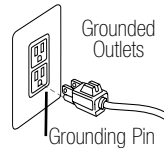
- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use 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 vacuum cleaner or plug 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 vacuum cleaner.
- 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.
- 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 filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

## **SAVE THESE INSTRUCTIONS.** THIS MODEL IS FOR COMMERCIAL USE.

### **GROUNDING INSTRUCTIONS**

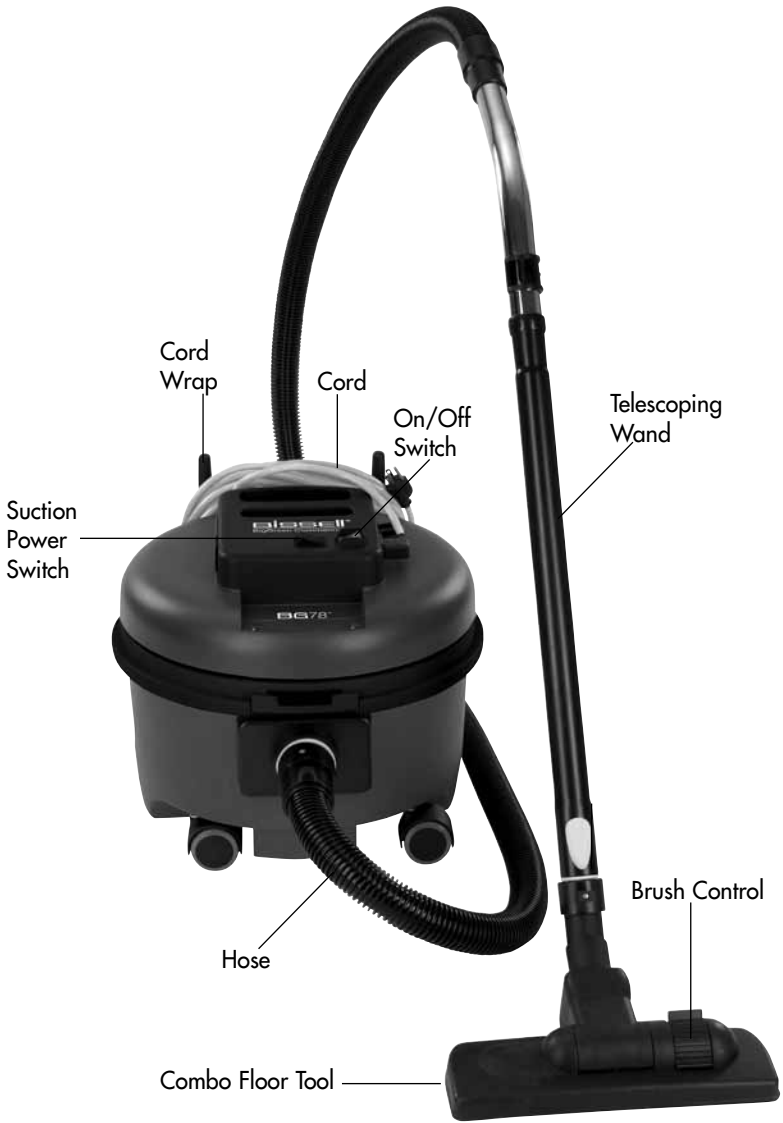
This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug.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



## **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 drawing above. 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.

# Product view

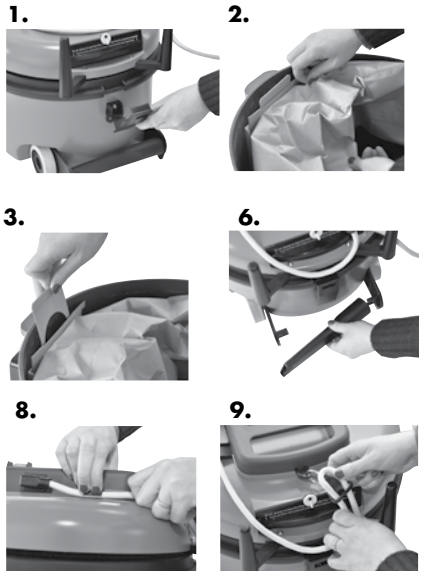


# Assembly

1. Unlock the vacuum cover from the base of the vacuum to confirm a bag is in place.
2. To insert a new bag: Open the bag and make sure to pull on the sides of the bag to “puff” it up.
3. Slide the cardboard tag on the bag into the slots within the canister until bag is secure.
4. Insert the end of the hose into the vacuum intake and turn it clockwise to secure the hose.
5. Attach the extension wand to the opposite end of the hose. Extend the wand by pushing on the yellow button on the wand and pulling the extension out.
6. Attach the preferred accessory tool to the end of the extension wand by placing the small end of the extension wand into the accessory tool. (Please note the accessory tools can be used without the extension wand and by attaching directly to the end of the hose). The crevice tool stores onboard below the power cord wrap.
7. Locate the yellow power cord and plug one end into the socket located at the top of the machine near the handle.
8. Place a section of the plug underneath the small clamp near the handle.
9. Place a small section of the cord (about 4-5 inches from the unit) into the cord lock.
10. If you are ready to vacuum plug cord into electrical outlet and turn vacuum on. To adjust the power level of the vacuum from normal to low flip the switch next to the on/off switch on the top of the vacuum
11. Use cord wrap on back of the vacuum if you are storing the vacuum.

## ATTENTION:

Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area with an ordinary vacuum or deep cleaner may aggravate this condition.



# Operations

## Operating instructions

1. Confirm that a bag is properly installed in the vacuum. Reference #2-#3 in the Assembly section to insert a new bag.
2. Locate the accessory you would like to use and attach to the end of the hose or the end of the extension if you choose to attach this as well.
3. To make the vacuum stable ( so it doesn't roll on its wheels), tip the unit on its side so it rests on the cord wrap. The cord wrap will support the unit so it doesn't tip over or move while you use the vacuum.
4. Plug the end of the cord into an electrical outlet.



# Maintenance and care

## **Removing and Replacing Dirt Bag**

1. Unlock the vacuum cover from the base of the vacuum.
2. Remove the hose from the intake of the vacuum.
3. Take the sides of the vacuum bag and fold the ends together. Pull on the cardboard tag which will seal the bag.
4. To insert a new bag: Open the bag and make sure to pull on the sides of the bag to "puff" it up.
5. Slide the cardboard tag on the bag into the slots within the canister until bag is secure.

**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.

## **To Adjust the Suction Power and Noise level**

1. The Suction power/Noise level button is located next to the on/off switch on top of the vacuum.
2. Push if you would like to increase or decrease suction power which will also increase or decrease the volume of the vacuum.

# Maintenance and care

## How to replace the Exhaust Filter

1. Unlock the filter lock by rotating the yellow knob located near the cord wrap.
2. Pull on the black exhaust filter to remove.
3. Replace by sliding a new filter cartridge in and lock by rotating the yellow knob.



## How to Replace or Clean the Motor Filter

1. Open the canister by unlocking the vacuum cover to expose the inside of the vacuum.
2. To clean filter slide off the permanent motor filter and vacuum filter off with a different vacuum.
3. To replace the filter, align the four notches on the motor filter with the notches in the motor housing. Push filter down until its resting on motor housing. **DO NOT WET THE MOTOR FILTER.** Slide disposable motor filter off and replace with new filter
4. **DO NOT USE THE VACUUM IF MOTOR FILTER IS NOT INSTALLED.**





# Troubleshooting



## **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.

### **Low Suction**

#### **Possible causes**

1. Dust Bag is Full
2. Wand is not installed properly

### **Poor Pick Up**

#### **Possible causes**

1. Brush not adjusted to the proper height
2. Brush is worn out

### **Vacuum motor is not working**

#### **Possible causes**

1. Vacuum is not plugged in
2. Electrical outlet doesn't work
3. Vacuum hose may be clogged

### **No Suction**

#### **Possible causes**

1. Vacuum is not plugged in
2. Vacuum hose is clogged

#### **Remedies**

1. Replace Dust Bag
2. Secure the wand properly to ensure no air leaks

#### **Remedies**

1. Adjust the height adjustment to confirm you're at the right carpet height
2. Brush might need to be replaced

#### **Remedies**

1. Check to make sure vacuum is plugged in properly
2. Check electrical source
3. Check to make sure the vacuum button is ON
4. Check for any air flow obstructions

#### **Remedies**

1. Check to make sure vacuum is plugged in properly
2. Check for clog in hose

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

**Thank you for selecting a BISSELL product.**

**Please do not return this product to the store.**

**For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-855-544-7336.**

## Replacement parts -

<b>Item</b>	<b>Part No.</b>	<b>Part Name</b>
1.	203-7858	Disposable Paper Bag
2.	203-7859	Combo Floor Tool
3.	203-7860	Upholstery Tool
4.	203-7861	Crevice Tool
5.	203-7862	Dusting Brush
6.	203-7863	Telescoping Wand
7.	203-7864	Vacuum Hose Assembly
8	203-7867	Pre-Motor Filter
8	203-7868	Post Motor Filter

**For a complete list of replacement parts for your BISSELL Commercial canister vacuum please visit [www.bissellcommercial.com](http://www.bissellcommercial.com) or contact BISSELL Customer Service at 1.855.544.7336.**

# Warranty - BISSELL Commercial Canister Vacuum

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 Customer Service by E-mail, telephone, or regular mail as described below.

## Limited one Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL Business Ventures, LLC. 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 one year any defective or malfunctioning part.

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

## If your BISSELL product should require service:

Contact BISSELL Customer Service 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 Customer Service.

## Website

[www.bissellcommercial.com](http://www.bissellcommercial.com)

## Or Call:

BISSELL Customer Service

1-855-544-7336

Monday - Friday 8 a.m. - 5 p.m. ET

## Or Write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Customer Service

BISSELL BUSINESS VENTURES, LLC. 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 ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

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

## **BISSELL customer Service**

For information about repairs or replacement parts, or questions about your warranty, call:

### **BISSELL Customer Service**

**1-855-544-7336**

Monday - Friday 8 a.m. — 5 p.m. ET

Or write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids MI 49501

ATTN: Customer Service

Or visit the BISSELL website - **[www.bissellcommercial.com](http://www.bissellcommercial.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 11 for details.**

**BISSELL**<sup>®</sup>

BigGreen Commercial<sup>™</sup>

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Grand Rapids, Michigan

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Visit our website at:

[www.bissellcommercial.com](http://www.bissellcommercial.com)