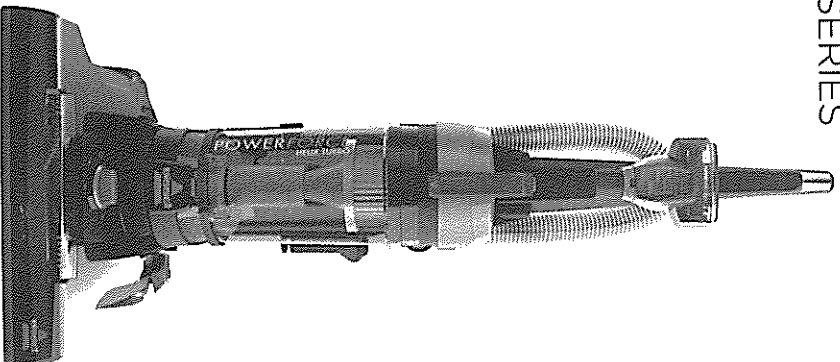


# POWERFORCE® HELIX Vacuum

USER GUIDE  
2110 & 2111 SERIES

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(Model 2110 Shown)

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

Unplug from outlet when not in use and before conducting maintenance. 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. Cleaning and user maintenance shall not be made by children without supervision.
  - » Children should be supervised to ensure that they do not play with 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.
  - » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
  - » Unplug from electrical socket when not in use and before cleaning, maintaining or servicing the appliance.
  - » Do not run appliance over cable.
  - » Do not leave appliance when plugged in.
  - » Use only as described in this user guide.
  - » Use only manufacturer's recommended attachments.
  - » Do not use with damaged cable or plug.
  - » Do not immerse in water or liquid.
  - » 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 pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
  - » Keep cable away from heated surfaces.
  - » To unplug, grasp the plug, not the cable.
  - » Do not handle plug or appliance with wet hands.
  - » Do not put any object into openings.
  - » Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
  - » Turn off all controls before unplugging.
  - » Use extra care when cleaning on stairs.
  - » Do not use to pick up flammable or combustible liquids, such as petroleum, 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 vapours given off by oil base paint, paint thinner, some mothproofing substances, flammable dust, or other explosive or toxic vapours.
  - » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
  - » 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 use without dust bag and/or filters in place.
  - » Do not use outdoors or on wet surfaces.
  - » If your appliance has a motorized brushroll, do not leave machine running in the same spot without the handle fully upright.
  - » If your appliance has a TurboBrush® Tool or Pet TurboCraser® Tool, unplug machine before connecting or disconnecting the tools.

## SAVE THESE INSTRUCTIONS

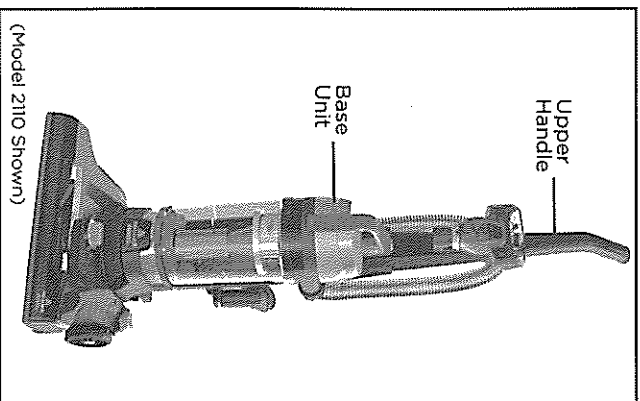
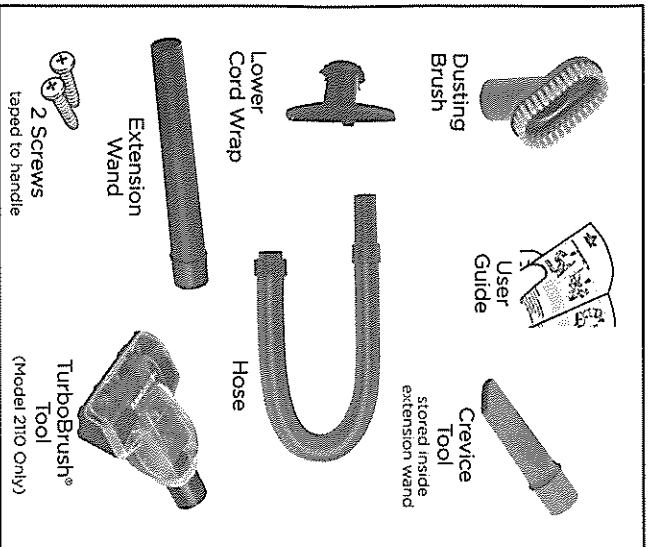
### FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.

This model is for household use only.

## Thanks for buying a BISSELL vacuum!

We love to clean and we're excited to share one of our innovative products with you. We want to make sure your vacuum works as well in one year as it does today, so this guide has tips on using (page 6-7), maintaining (pages 7-9), and if there is a problem, troubleshooting (page 10).

## What's in the Box?

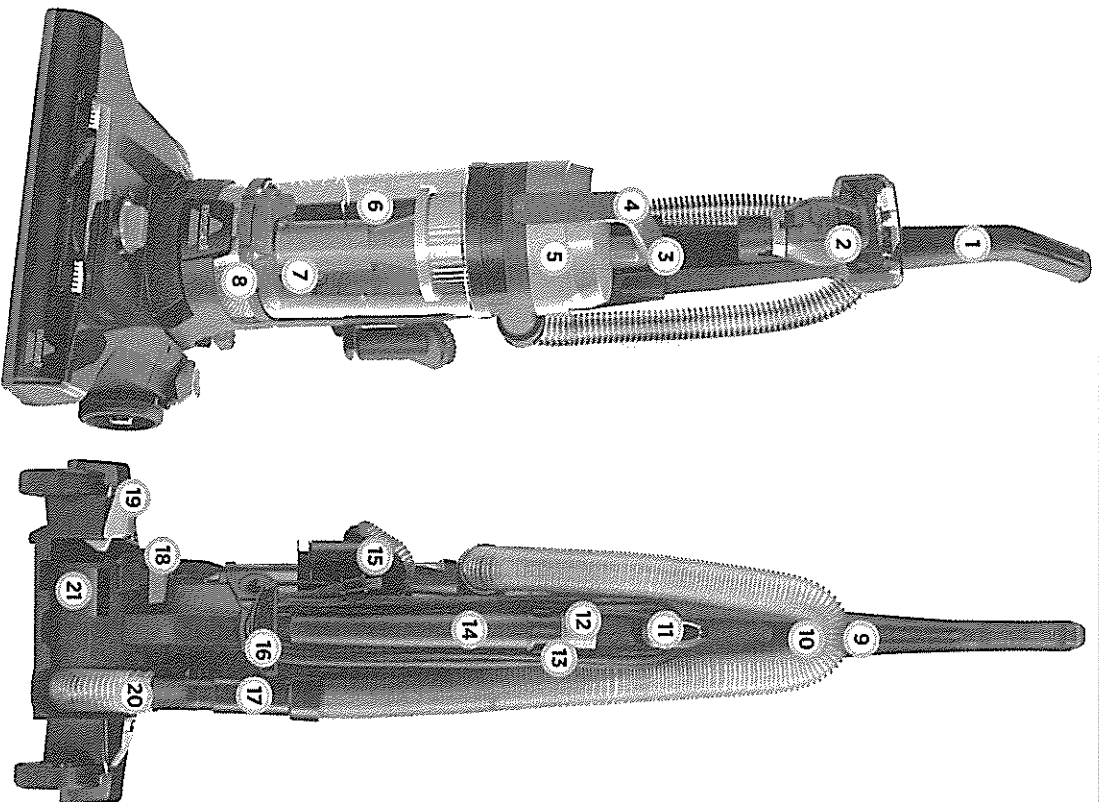


**NOTE:** Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

Safety Instructions.....	2	Warranty .....	11
Product View.....	4	Service.....	11
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Operations .....	6-7	Product Registration.....	12
Maintenance & Care .....	7-9	Parts & Supplies .....	12
Troubleshooting .....	10		

# Product View

(Model 2110 Shown)

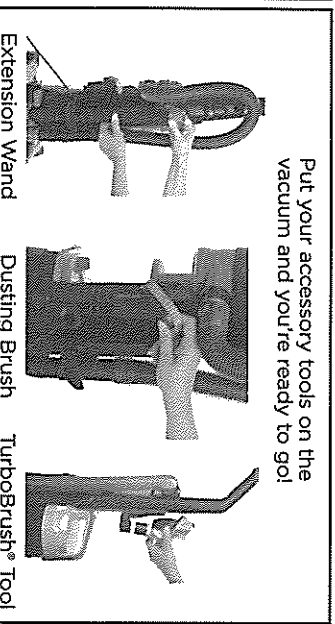
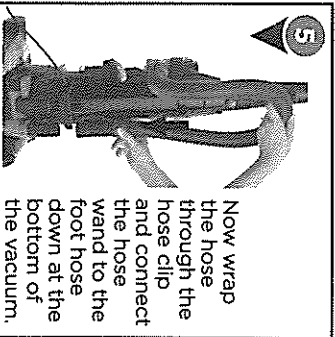
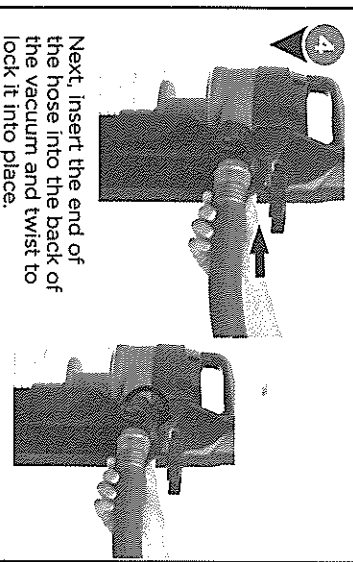
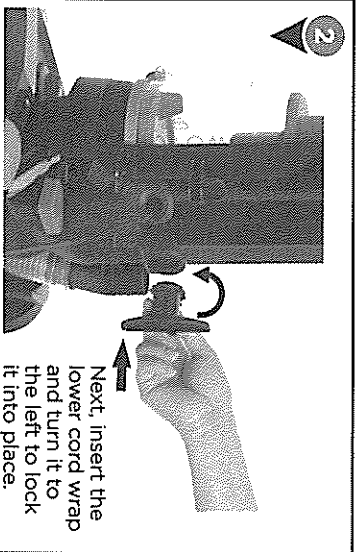
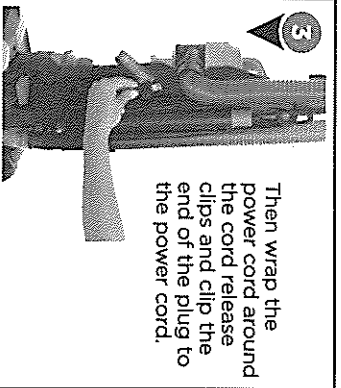
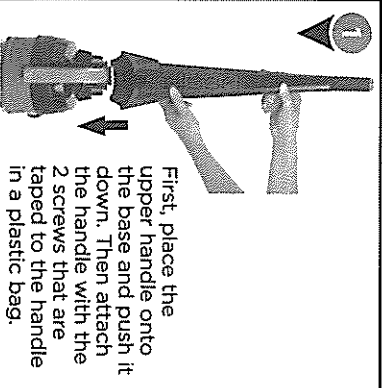


- 1 Upper Handle
- 2 TurboBrush® Tool  
(2110 Series Only)
- 3 Tank Release Button
- 4 Carry Handle
- 5 Washable  
Pre-Motor Filter
- 6 Dirt Container
- 7 Empty Button
- 8 Washable Post-Motor  
Filter (2110 Series Only)
- 9 Cord Hook
- 10 Hose Clip
- 11 Upper Quick Wrap  
Release™ Cord Wrap
- 12 Crevice Tool
- 13 Power Cord
- 14 Extension Wand
- 15 Dusting Brush
- 16 Lower Cord Wrap
- 17 Hose Wand
- 18 Power Switch Pedal
- 19 Handle Recline Pedal
- 20 Foot Hose
- 21 Product Rating Label &  
Serial Number

# Assembly

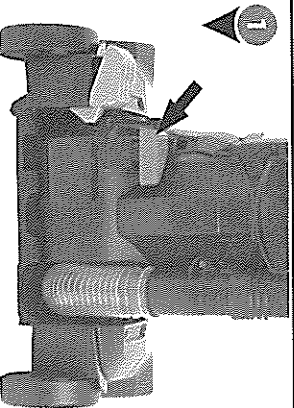
## **⚠ WARNING**

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

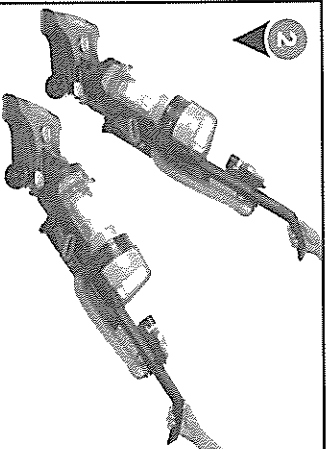


**NOTE:** The crevice tool can be found inside the extension wand. You can remove it to use it and put it back to store it neatly out of your way when you're finished.

## Operations: Power Switch

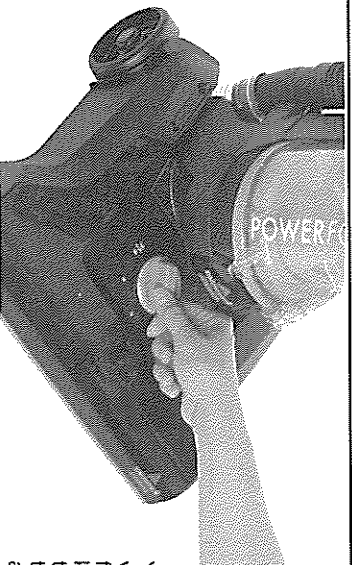


Press the red power switch with your foot to turn on your vacuum. Press it again to turn your vacuum off when you've finished cleaning.



Press the recline pedal to lean your vacuum back for cleaning. To get even lower, press the recline pedal a second time. When you're finished, lean it all the way back up to lock it into the upright position.

## Operations: Height Adjustment



You can easily raise or lower your vacuum to adjust to different flooring types. Simply turn the knob towards the desired flooring type. If your vacuum becomes too difficult to push, just move to a higher setting.

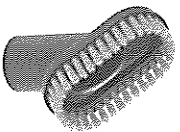
**NOTE:** Some frieze and barber carpets have long delicate fibers or threads that may be damaged by rotating brush. Repeated strokes in the same area may enhance this condition.

**⚠️ WARNING** Before using your vacuum, make sure that the dirt container is in locked position and that all filters, both pre and post-motor filters are in place. **DO NOT** operate your vacuum without these filters.

## ⚠️ WARNING

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carry handle at the front of the unit. Always place the cleaner on the floor with the handle in the upright position when using tools. Never place your fingers under the cleaner when it is running. Never place the powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush.

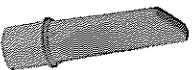
## Accessories: Specialized Tools



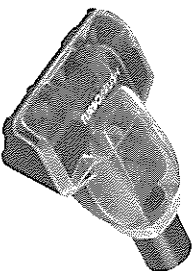
**Dusting Brush**



**Extension Wand**



**Crevice Tool**



**TurboBrush® Tool**

(Model 2110 Only)

Your new PowerForce Helix vacuum not only does a great job on your floors, it also comes with a complete set of accessory tools to make your above floor cleaning jobs easier. Just put your vacuum in the

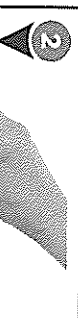
upright position, pick the accessory tool that best fits your needs and attach it to the end of your hose. You're ready to clean base boards, curtains, upholstery and much more.

## Maintenance: Maintain the TurboBrush® Tool

**\*\*TurboBrush only comes standard with 2110 series.**



**1** Twist gray collar counter-clockwise, until slot appears then separate faceplate. Carefully remove brush, replace belt and brush if needed.



**2** If paddle wheel gets dislodged, align the two clips on each side and pop into place.



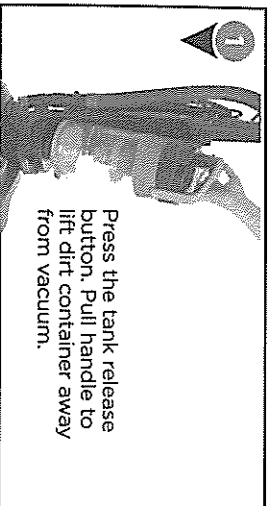
**3** The faceplate will not close properly if all parts are not aligned correctly.

## Parts & Supplies

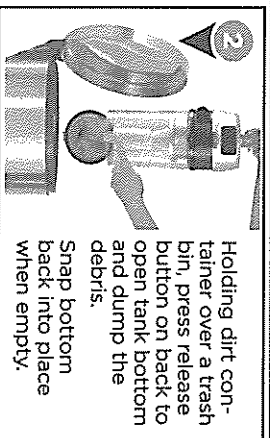
**For Parts and Supplies, go to [www.BISSELL.com](http://www.BISSELL.com) and enter your model number in the search field.**



## Maintenance: Emptying the Dirt Container



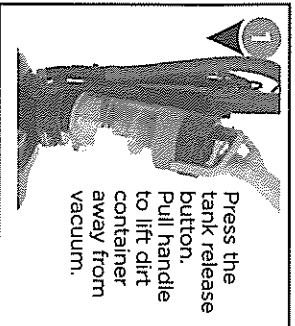
Press the tank release button. Pull handle to lift dirt container away from vacuum.



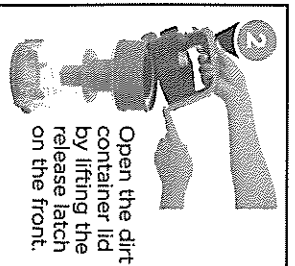
Holding dirt container over a trash bin, press release button on back to open tank bottom and dump the debris.

Snap bottom back into place when empty.

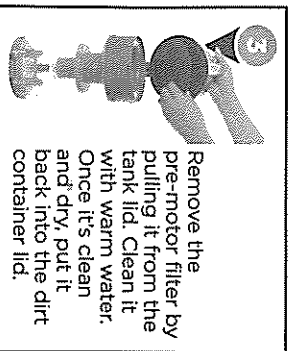
## Maintenance: Cleaning the Pre-Motor Filter



Press the tank release button. Pull handle to lift dirt container away from vacuum.

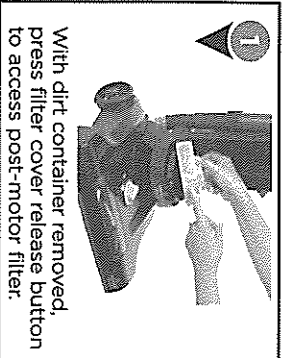


Open the dirt container lid by lifting the release latch on the front.

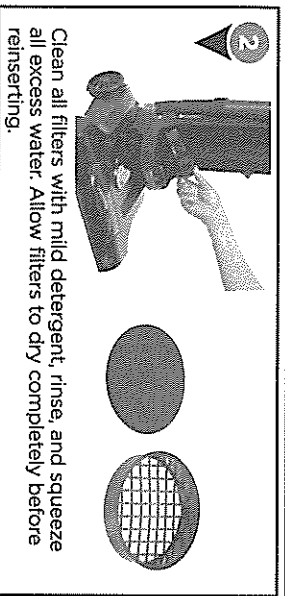


Remove the pre-motor filter by pulling it from the tank lid. Clean it with warm water. Once it's clean and dry, put it back into the dirt container lid.

## Maintenance: Cleaning the Post-Motor Filter (2110 Only)



With dirt container removed, press filter cover release button to access post-motor filter.



Clean all filters with mild detergent, rinse, and squeeze all excess water. Allow filters to dry completely before reinserting.

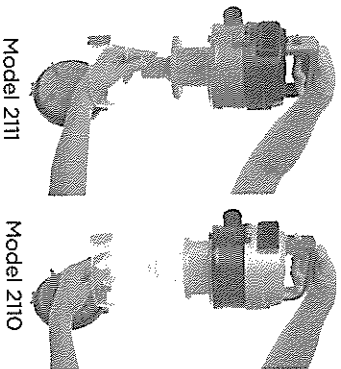
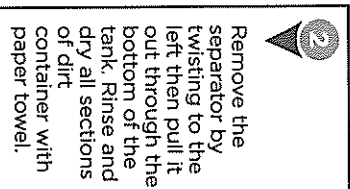
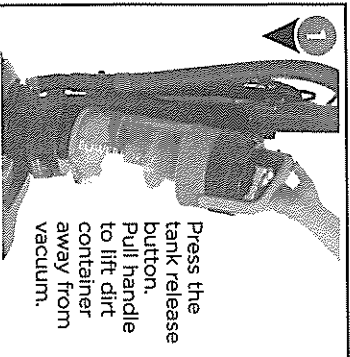
**⚠️ WARNING** To reduce the risk of electrical shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

## ⚠️ WARNING

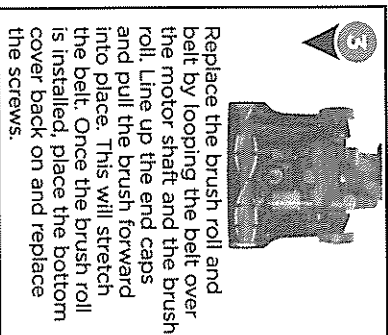
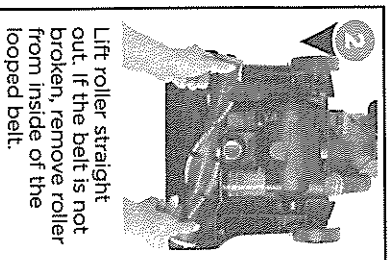
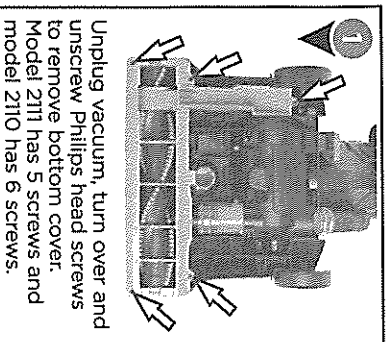
Do not operate the vacuum with damp or wet filters. Without filters in place or with the dirt container missing. Allow components to dry before reassembling the Dirt Container.



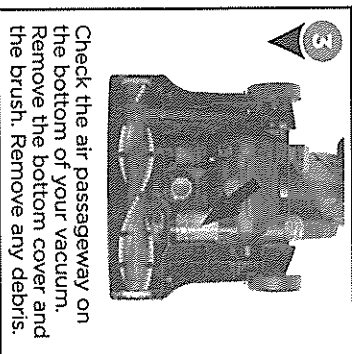
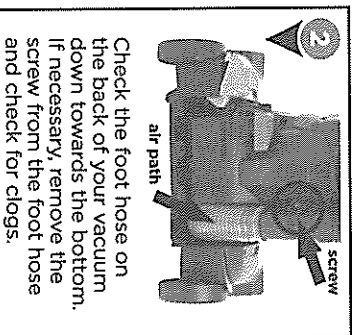
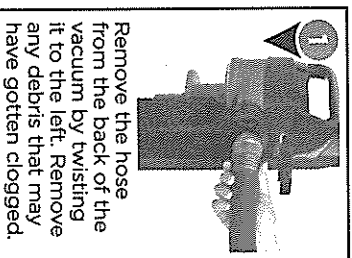
## Maintenance: Cleaning the Separator



## Maintenance: Replace the Brush & Belt



## Maintenance: Clearing a Clog



# 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.

<b>Problem</b>	<b>Possible causes</b>	<b>Remedies</b>
<b>Vacuum cleaner won't start</b>	Power cord not plugged in	Check electrical plug
	Blown fuse/tripped breaker	Check/replace fuse or reset breaker
<b>Vacuum cleaner won't pick up dirt</b>	Dirt container is full	Empty dirt container
	Filter dirty	Check, remove debris or clean
	Hose not secure	Check to be sure hose is snapped into place at both ends
	Dirt container not in place	Remove dirt container and secure into place, making sure you hear a click
	Vacuum path clogged	Visually check air passageway, hose inlet and hose for anything that might be obstructing the vacuum path. Carefully remove blockage.
	Rotating power brush drive belt broken	Replace drive belt
	Drive belt stretched	Check drive belt area and remove obstructions. Replace drive belt if necessary
Floor brush bristles worn	Replace floor brush	
Floor brush jammed	Remove floor brush and clean debris from brush and ends. Check drive belt for any damage	

# Notes

# Consumer Guarantee

This guarantee gives you specific legal rights. In addition to rights you may have under the Australian consumer law, if you need additional instruction regarding this guarantee or have questions regarding what it may cover, please contact your local BISSELL consumer services on the details set out below.

## Limited 2 Year Guarantee from the date of purchase by original purchaser

Subject to the conditions identified below, BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge, any defective or malfunctioning part due to manufacturer defect. This guarantee applies to product used for personal purposes, and not commercial or rental service. This guarantee does not apply to fans or routine maintenance or consumable components such as filters, belts, brush rolls, etc., damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide. BISSELL recommends that the original packaging be kept for the duration of the guarantee period in case such need arises within the guarantee period that the item needs re-packing and transportation.

### \*CONDITIONS OF GUARANTEE

Subject to whether such loss is reasonably foreseeable, BISSELL and its in-country distributors are not liable for incidental or consequential damages of any nature associated with the use of this product.

### FOR AUSTRALIAN CONSUMERS ONLY:

OUR GOODS COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER THE AUSTRALIAN CONSUMER LAW. YOU ARE ENTITLED TO A REPLACEMENT OR REFUND FOR A MAJOR FAILURE AND FOR COMPENSATION FOR ANY OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. YOU ARE ALSO ENTITLED TO HAVE THE GOODS REPAIRED OR REPLACED IF THE GOODS FAIL TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE.

THIS GUARANTEE IS IN ADDITION TO OTHER RIGHTS OR REMEDIES UNDER LAW. NOTHING IN THIS GUARANTEE EXCLUDES, LIMITS OR MODIFIES ANY LIABILITY OF BISSELL WHICH IS IMPOSED BY LAW, OR LIMITS OR MODIFIES ANY REMEDY AVAILABLE TO THE CONSUMER WHICH IS GRANTED BY LAW. TO MAKE A CLAIM UNDER THIS GUARANTEE CONTACT BISSELL AUSTRALIA PTY LTD (DETAILS ABOVE). CONTACT BISSELL PRIOR TO RETURNING ANY GOODS WHERE AGREED. BISSELL WILL REIMBURSE REASONABLE POSTAGE / HANDLING COSTS (IF ANY) FOR RETURNING GOODS TO BISSELL. TO CLAIM EXPENSES INCURRED IN MAKING A CLAIM UNDER THIS GUARANTEE PLEASE PROVIDE BISSELL WITH A COPY OF THE RECEIPT OF THE EXPENSES BY EMAIL OR POST.

## CONSUMER CARE

If your BISSELL product should require service or to claim under our limited guarantee, please contact us as follows:

### Website:

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

### Email:

[consumercare@bissell.com](mailto:consumercare@bissell.com)

### Write:

BISSELL AUSTRALIA PTY LIMITED  
42 Rocco Dr.  
Scoresby 3179  
Victoria  
Australia

### Telephone:

Australia: 1300-247-735  
New Zealand: 0800-247-735

Replacement parts and accessories are available for purchase. To purchase visit [www.BISSELL.com](http://www.BISSELL.com)

Visit the BISSELL website: [www.BISSELL.com](http://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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