

Steam Mop Select

80K6, 94E9 Series

No Steam

DO NOT USE VINEGAR OR ANY OTHER SOLUTION OTHER THAN WATER IN THE TANK.

- 1) How long was allowed to let the unit warm up before testing for steam?
The Steam Mop Select takes 30 seconds to heat before proper use.
- 2) Does the trigger have tension?
 - a) If YES; proceed to step 3.
 - b) If NO; handle is assembled improperly...
 - i. Unplug the unit and reassemble the handle, the hook part of the handle should be facing towards the back of the unit on the power cord side.



Incorrect



Correct

- ii. The handle should be locked in, there should be no gaps between the metal and the plastic connector piece. The clips should be locked in and visible through the two holes on each side.



Incorrect



Correct – Locked in

3) Check and see if the foot is properly installed

a) Remove the foot and re-install it.

b) The foot should lock in at the back of the unit with a clip and be seated right up against the unit with no gaps.



4) Instruct the consumer to check the water tank

a) Remove the tank.

b) Check to see if there are any cracks or leaks on the tank itself. They may be difficult to see, inspect the tank in a well-lit area or room. Make sure there is water in the tank to see if it is dripping. If there are cracks a new tank will need to be ordered._

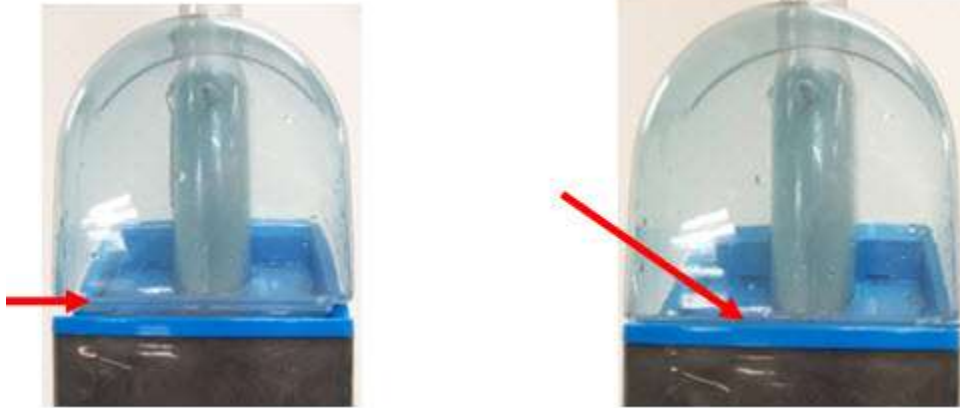


5) Check that the cap is not cracked, and that the rubber gasket that is at the tip of the cap is still attached to the unit.

6) Check that the x-valve is working properly. Have them push up on the valve over the sink to ensure that the water releases out of the tank. If there is an issue with the cap replace the cap assembly will need to be replaced._



7) Check water tank to make sure it is seated correctly.



8) Check to see if the Ready Light is on. The heater may take up to a minute to heat.

Is Ready Light on?...

If **NO**; blue ready light is **NOT** on...

- a) Make sure the power cord is plugged into a functioning outlet. If the ready light will not come on after a minute and/or the unit does not heat up, please contact BISSELL Consumer Care.

If **YES**; blue ready light is **ON**...

- a) Depress trigger, it may take up to 2 minutes to steam initially.
- b) Check for steam with the tank off the unit, by pouring a small amount of cold water into the hole where the water tank connects to the unit and depress the trigger for up to 2 minutes.



- i. If YES; there is steam (by pouring cold water into water tank hole)... There may be an issue with the water tank or cap and insert. The tank assembly should be replaced._
- ii. If NO steam when pouring cold water into water tank hole on the unit...
 - Remove the mop-head and check for steam at the spray tip by taking off the foot of the unit and aiming the spray end in the sink or tub. **Note: Do NOT put any body parts near the end of the unit when checking for steam.**



Check for steam here with unit pointed away from the body into a sink or tub.

If NO steam with the mop-head removed...

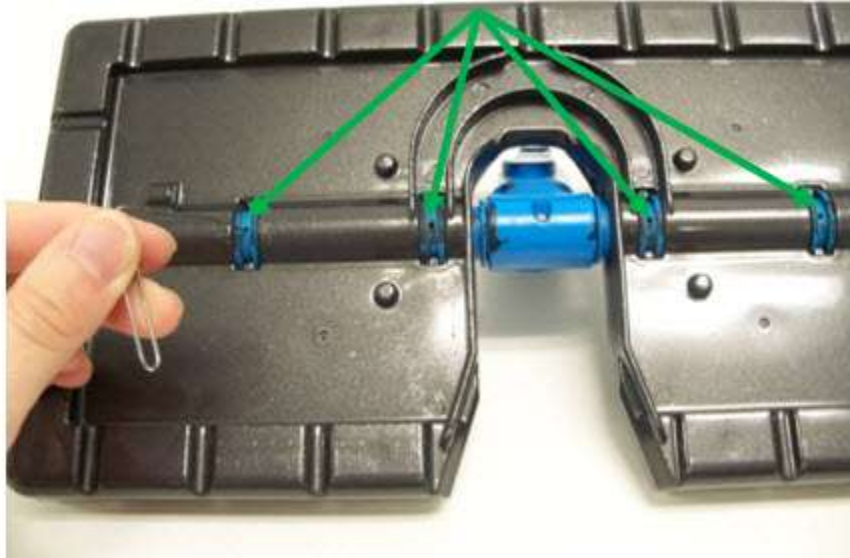
- Unplug the unit and let it sit for at least 5 min to cool. Clean the spray tip with paper clip,



- **If still no steam**, and the machine is still within warranty, the cut cord option should be given to the consumer. Set up a replacement machine per the RA Destination Guide.
 - **If the consumer has repeated issues with the replacement machine, and RA should be set up with the machine being sent to McAllen for inspection, a replacement machine should not be entered into the RA.**

If YES, there is steam with the mop-head removed...

- a. The Mop Head may be clogged. With the tooth pick or paper clip clear out each individual hole (4 in total) as well as the part that inserts into the unit.



- b. Pour white vinegar through the top of the Mop Head to clear the clog.
- c. Clear the vinegar out of the unit by running warm water through it.
- d. Reattach the mop head to the unit and attempt to spray into the sink or tub to check for steam.

Note: Do NOT put any body parts near the end of the unit when checking for steam.

If still no steam, and the machine is still within warranty, the cut cord option should be given to the consumer. Set up a replacement machine per the RA Destination Guide.

If the consumer has repeated issues with the replacement machine, and RA should be set up with the machine being sent to McAllen for inspection, a replacement machine should not be entered into the RA.