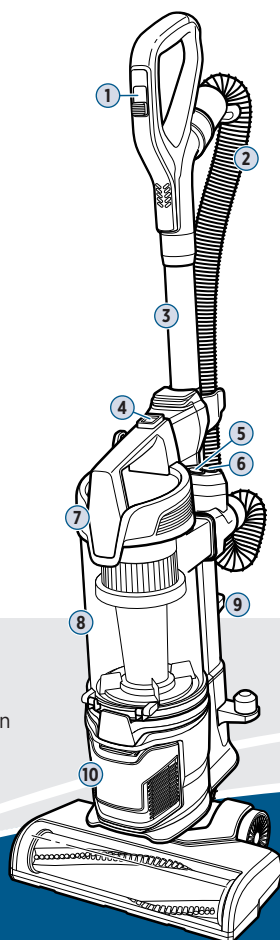




## MULTICLEAN ALLERGEN LIFT-OFF PET

MODELS 2852, 2998

|                                           |   |
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### Product Overview

- |                                 |                            |
|---------------------------------|----------------------------|
| 1. Carpet Type Control          | 8. Dirt Tank               |
| 2. Hose                         | 9. Lift-Off Release Button |
| 3. Quick Release Extension Wand | 10. Post-Motor Filter      |
| 4. Dirt Tank Release Button     |                            |
| 5. Power Switch                 |                            |
| 6. Brush Roll Switch            |                            |
| 7. Pre-Motor Filter             |                            |



### Go online for a comprehensive walkthrough of your new purchase!

This guide has everything you need to get ready for first use, including setting up, using and maintaining your machine, but online you'll find additional resources like tips and troubleshooting, videos, product registration, parts, and more. Go to **support.BISSELL.com**.

# IMPORTANT SAFETY INSTRUCTIONS



## READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

Always connect to a polarized outlet (one slot is wider than the other). 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:

- » Do not leave vacuum cleaner 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 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 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 plug or vacuum cleaner 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 all controls OFF before plugging or unplugging vacuum cleaner.
- » 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 use vacuum cleaner 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.
- » Do not use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, 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.
- » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- » Use only on dry, indoor surfaces.
- » Keep appliance on a level surface.
- » Do not carry the vacuum cleaner while it is running.
- » Unplug before connecting or disconnecting the TurboBrush® Tool.
- » Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- » Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.
- » Turn Power Switch OFF and disconnect polarized plug from electrical outlet BEFORE performing maintenance or troubleshooting checks.

## SAVE THESE INSTRUCTIONS

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

COMMERCIAL USE OF THIS MACHINE VOIDS THE MANUFACTURER'S WARRANTY.

## THIS APPLIANCE HAS A POLARIZED PLUG

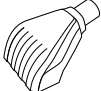
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

## Warranty

➤ 5-Year limited warranty, may vary by state. Visit [support.BISSELL.com](http://support.BISSELL.com) or call 1-800-237-7691 for complete warranty information.

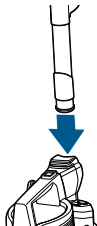
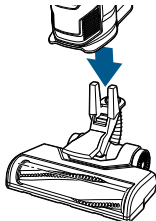
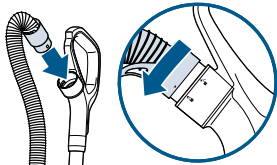
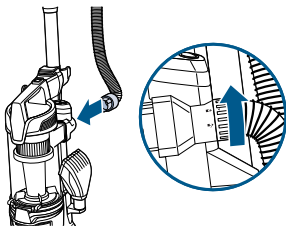
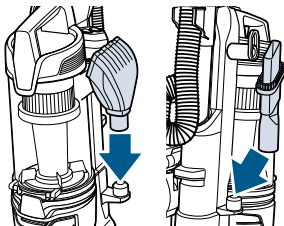
## What's in the Box?

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.

|                                                                                  |                                                                                   |                                                                                   |                                                                                   |                                                                                   |                                                                                   |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|  |  |  |  |  |  |
| Lift-Off Pod                                                                     | Handle                                                                            | Stretch Hose                                                                      | Foot                                                                              | 2-in-1<br>Dusting Brush<br>& Crevice Tool                                         | Pet<br>TurboEraser®<br>Tool                                                       |

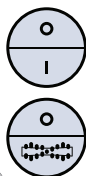
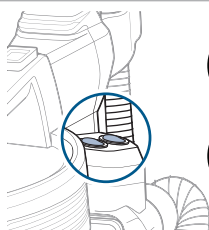
## Assembly

Go to [support.BISSELL.com](https://support.BISSELL.com) for assembly videos.

|                                                                                   |                                                                                    |                                                                                   |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|  |   |  |
| <b>1.</b> Attach Handle to Lift-Off Pod.                                          | <b>2.</b> Attach Lift-Off Pod to Foot.                                             | <b>3.</b> Attach Stretch Hose to Handle by twisting clockwise.                    |
|  |  |                                                                                   |
| <b>4.</b> Attach Stretch Hose to back of vacuum by twisting clockwise.            | <b>5.</b> Attach tools to tool holders on vacuum.                                  |                                                                                   |

## Using Your Vacuum

➤ For additional ways to use your vacuum's features, check out [support.BISSELL.com](https://support.BISSELL.com).



**1.** Turn power ON. Turn the Brush Roll ON for carpet cleaning and the light switch will illuminate. Turn the Brush Roll OFF when vacuuming hard or delicate surfaces.



**2.** Step gently on base and pull the handle back to recline.

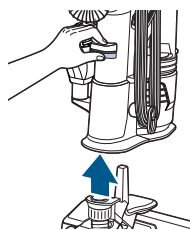
**Note:** The Brush Roll automatically shuts OFF when vacuum is locked in upright position. Recline to reactivate.



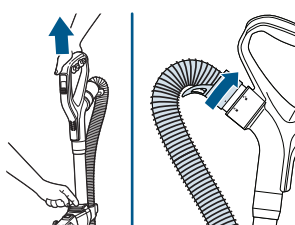
**3.** Use the Carpet Type Control for optimized cleaning on high pile and low pile carpet. The control can be moved to the middle position for medium pile carpeting.

## Above Floor Cleaning

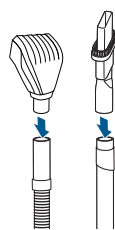
➤ Visit [support.BISSELL.com](https://support.BISSELL.com) to see all the ways you can use your vacuum's tools.



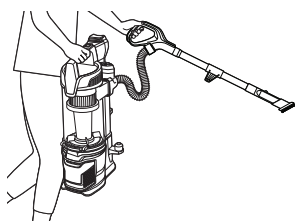
**1.** Push the Lift-Off Release Button and lift up to remove the pod from the Foot.



**2.** For the most reach, use the Quick Release Extension Wand. Push the Release Button to remove. To clean without the the wand, twist circular hose cuff counter-clockwise and remove.



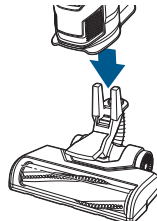
**3.** Attach desired tool.  
**Note:** For optimal use, attach the Pet TurboEraser® Tool directly to the Hose instead of the Handle.



**4.** Use the Carry Handle to bring the Lift-Off Pod to hard-to-clean places in your home.



**5.** Replace the wand back by sliding into place until you hear a "click". Reattach Hose to Handle if needed.

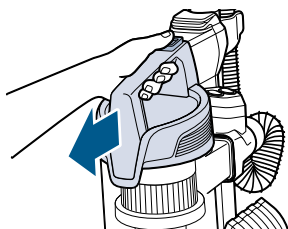


**6.** Place the pod back onto the Foot.

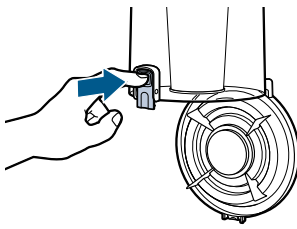
**⚠ WARNING** Do not plug in your vacuum until you are familiar with all instructions and operating procedures.

## Emptying the Dirt Tank

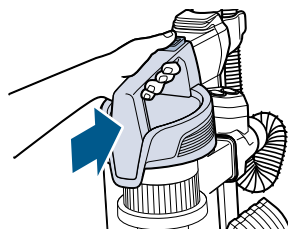
➤ For additional maintenance steps, visit [support.BISSELL.com](http://support.BISSELL.com).



**1.** Press the Dirt Tank Release Button and grab the handle to pull the Dirt Tank away from vacuum.



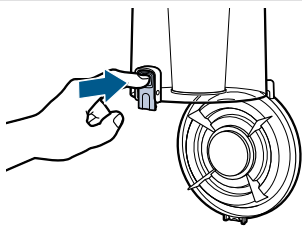
**2.** Hold the Dirt Tank over a trash bin and press the Empty Button. Once emptied, snap bottom back into place.



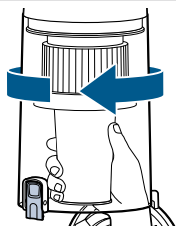
**3.** Return the Dirt Tank to the vacuum by securing the bottom in place first and then pushing back until you hear a “click”.

## Cleaning the Inner Cyclone Separator

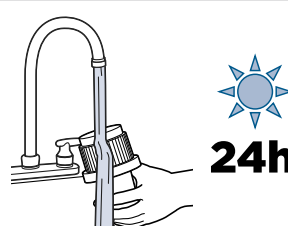
▶ We have additional maintenance videos for your machine on [support.BISSELL.com](http://support.BISSELL.com).



**1.** Hold the Dirt Tank over a trash container. Press the bottom release button to empty.



**2.** Twist separator counter-clockwise and pull down to remove.



**3.** Tap separator against inside of trash container and rinse under warm water, if necessary. Be sure to let it dry completely before placing back in Dirt Tank.

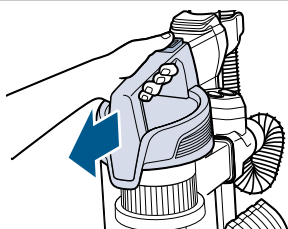
## ⚠ WARNING To reduce the risk of electrical shock:

- » Turn Power Switch OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.
- » Before using your vacuum, make sure that the Dirt Tank is in locked position and that all filters, both Pre- and Post-Filters, are in place. DO NOT operate your vacuum without these filters.

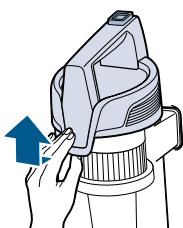
# Cleaning and Replacing the Filters

Visit **BISSELL.com** to find replacement filters.

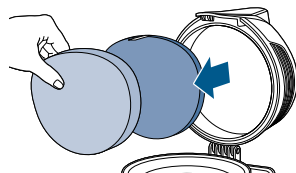
## Pre-Motor Filter



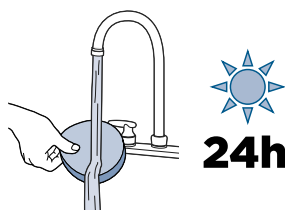
**1.** Press the Dirt Tank Release Button and pull away from vacuum.



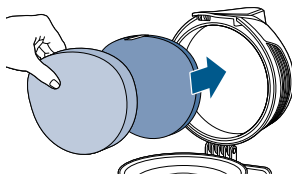
**2.** Open the tank lid by lifting up.



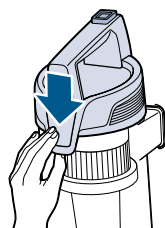
**3.** Remove Pre-Motor Filters from top of Dirt Tank lid by pulling out.



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



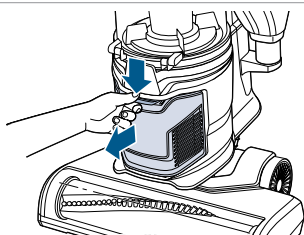
**5.** Return Pre-Motor Filters to the top of the Dirt Tank. Put the thin flat filter with the white tab in first, then put the thick foam filter in.



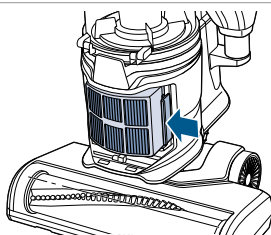
**6.** You should hear a click when tank lid is closed securely.

## Post-Motor Filter

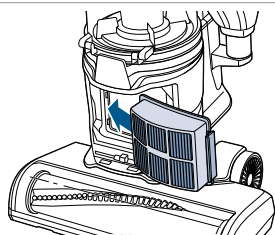
For optimal performance, replace the filter every 6 months.



**1.** Press down on tab to remove Post-Motor Filter cover and pull away from vacuum.



**2.** Press tab on right side of filter and pull out to remove from vacuum. Remove debris from filter by tapping on the side of a trash container. This pleated filter may NOT be washed.



**3.** When reassembling, be sure to lock the filter back into place by aligning one side of the filter first, then clicking the other side into place.

## ⚠ 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.
- » Do not operate vacuum with damp or wet filters. Allow components to dry before reassembling the Dirt Tank.
- » Do not use without filters in place.

# Protecting the Vacuum's Motor

🔧 For more assistance with your vacuum's motor protection, visit [support.BISSELL.com](https://support.BISSELL.com).

There is an internal thermal protector in your vacuum that protects it from overheating. It controls the main vacuum motor only, not the brush motor. When it activates, the main motor will stop. The front lights and Brush Roll will stay on but there won't be any suction. If this happens, follow these steps:

1. Turn vacuum OFF and unplug from electrical outlet.
2. Check for the source of overheating problem (full Dirt Tank, dirty filters or a clog) and fix by following the steps in the "Vacuum won't pick up dirt" troubleshooting section.
3. When the motor cools for approximately 30 minutes, the thermal protector automatically resets and cleaning may continue. If the vacuum will not turn ON or the thermal protector continues to activate contact Consumer Care.

## 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.com](https://support.BISSELL.com).

| Problem                        | Possible Cause                                                                        | Remedies                                                                                                                                                |
|--------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vacuum is Hard to Push or Pull | Suction needs adjustment.                                                             | Adjust using the Suction Control feature on the Handle. See page 4.                                                                                     |
| Vacuum Won't Pick Up Dirt      | There is a clog in the vacuum.                                                        | Remove main hose, run broomstick through to clear.                                                                                                      |
|                                |                                                                                       | Remove bottom brush cover and clear debris from brush, belt and foot area.                                                                              |
|                                |                                                                                       | Remove lower hose and run broomstick through to clear any clogs.                                                                                        |
|                                | Filters are dirty.                                                                    | Remove and rinse Pre-Motor Filters. Allow enough time for them to dry completely before reinserting. Remove and dust off Post-Motor Filter. See page 6. |
| Brush Roll Doesn't Rotate      | Incorrect Suction Control settings.                                                   | Adjust using the Suction Control feature. See page 4.                                                                                                   |
|                                | Brush Roll Switch is OFF.                                                             | Make sure Brush Roll Switch is ON.                                                                                                                      |
|                                | Vacuum is locked in upright position.                                                 | Recline vacuum and turn the Brush Roll Switch ON.                                                                                                       |
|                                | Brush Roll has lodged debris or other entanglements, keeping the brush from rotating. | Remove bottom brush cover and clear debris from brush, belt and foot area. To reset brush motor, machine should be unplugged before turning ON.         |
| Loud Noise                     | Suction relief valve was activated.                                                   | Clear any clogs from the upper and lower hose and brush area. Also clean all filters.                                                                   |

**⚠️ 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.



## We're Waggin' Our Tails!

BISSELL® proudly supports BISSELL Pet Foundation® and its mission to help save homeless pets. When you buy a BISSELL product, you help save pets, too. We're proud to design products that help make pet messes, odors and pet homelessness disappear.

Visit **BISSELLsavespets.com** to learn more.

## But wait, there's more!

Join us online for a complete guide to your new product, including troubleshooting, product registration, parts, and more.

**Go to [support.BISSELL.com](https://support.BISSELL.com).**



REGISTER



INFO



VIDEOS



PARTS



SUPPORT



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