

Bissell®

BigGreen Commercial®

BGFW13
FLOOR WASHER
MODEL 3694

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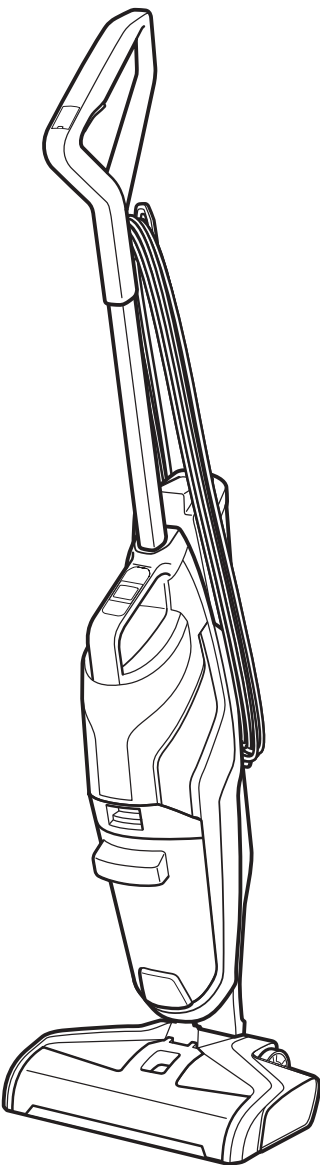
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IMPORTANT SAFETY INSTRUCTIONS



READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

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



WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- Connect to a properly grounded outlet only. See grounding instructions. Do not modify the 3-prong grounded plug.
- Do not leave appliance when it is plugged in. Unplug from outlet when not in use and before servicing.
- Use indoors only.
- 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, or 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 appliance 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 appliance.
- 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 appliance 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.
- Use only cleaning products recommended for use with this appliance to prevent internal component damage. See the Cleaning and Sanitizing Formulas section of this guide.
- Do not immerse. Use only on surfaces moistened by the cleaning process.
- Keep appliance on a level surface.
- Always install float before any wet pick-up operation.
- Do not carry the appliance while in use.
- Do not use without filter in place.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- Do not use extension cords or outlets with inadequate current carrying capacity.

SAVE THESE INSTRUCTIONS

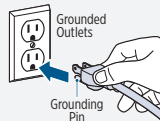
THIS MODEL IS FOR COMMERCIAL USE ONLY.

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 illustration. 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.

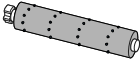
GROUNDING INSTRUCTIONS

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.



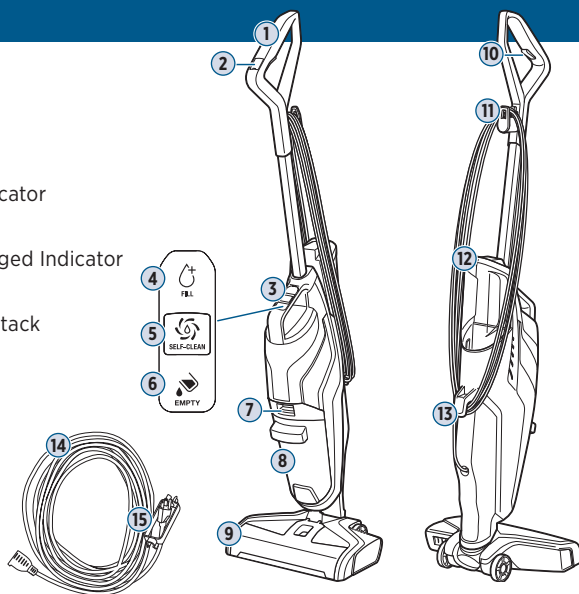
What's in the Box?

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.

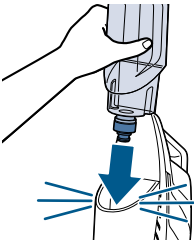
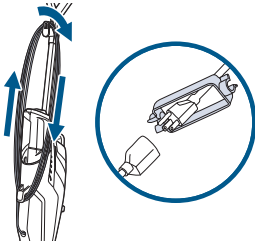
					
Handle	Body	Extra Brush Roll	Extra Filter	Extension Cord	Trial-Size Formula

Product View

1. Upper Handle
2. Power Switch
3. Carry Handle
4. Clean Water Tank Empty Indicator
5. Self-Clean Cycle Button
6. Dirty Water Tank Full or Clogged Indicator
7. Dirty Water Tank Release
8. Dirty Water Tank with Float Stack
9. Brush Roll Window
10. Solution Spray Trigger
11. Quick Release™ Cord Wrap
12. Clean Water Tank
13. Lower Cord Wrap
14. Extension Cord
15. Cord Lock



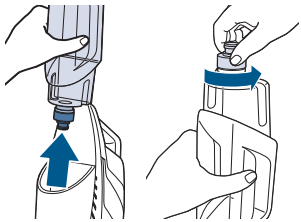
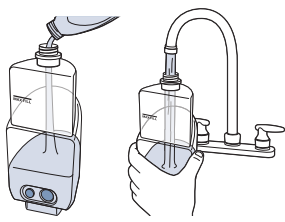
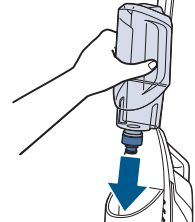
Assembly

		
1. Insert handle into body of machine until it clicks into place.	2. Align clean water tank with the grooves on the back of the machine and slide it until it clicks into place.	3. Attach extension cord to cord lock and wrap around upper and lower cord wraps. Note: To easily unwrap the cord, turn the Quick Release Cord Wrap down.

Filling the Clean Water Tank

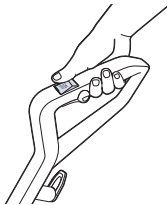
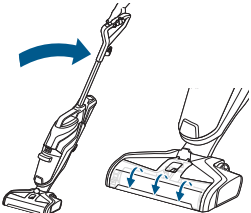
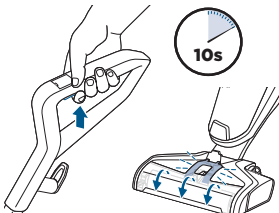
View our full lineup of powerful carpet cleaning formulas at [BISSELLcommercial.com](https://www.bissellcommercial.com).

Always use genuine BISSELL® formulas or low foaming, neutral pH formulas in your machine. Other formulas may harm the machine. **Do not use boiling water. Do not heat water or tank in microwave.**

		
1. Pull the clean water tank up to remove. Unscrew the cap from the bottom of the tank.	2. Add formula* and warm tap water (140°F/60°C max). BISSELL Formula (6:1 water to formula ratio): Add 148 mL of formula. Add water to MAX FILL line. For other recommended formula: Follow manufacturers solution ratio for cleaning and sanitizing hard floors and fill to MAX FILL line.	3. Screw the cap back on, align clean water tank with the grooves on the back of the machine and slide it until it clicks into place.

*Compatible BISSELL formulas include: Bissell® Hard Floor Sanitize

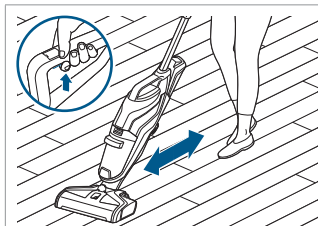
Cleaning Your Floors

		
1. Plug into a properly grounded outlet. Press the power button to turn the machine ON. The dry vacuum will turn on.	2. Recline to start the brush roll spinning. Brush roll will not spin when machine is upright.	3. Before each use, hold the solution spray trigger for 10 seconds to prime the system with cleaning solution. LED lights will illuminate when holding the trigger. Bubbles will appear in the brush roll window when the solution is flowing.

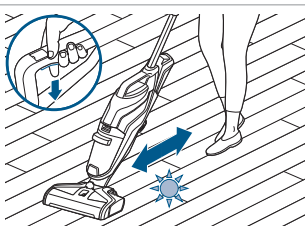
ATTENTION This machine is designed to be used on sealed hard floors.

⚠ WARNING To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with the hard floor device.

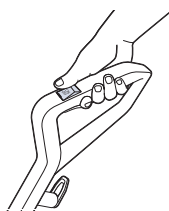
Cleaning Your Floors (continued)



4. Hold the trigger to apply solution on forward and backward passes. For tough messes, hold the machine over the mess and use short passes.

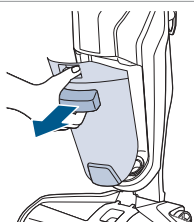


5. Release the trigger and make a backward pass without dispensing solution. To dry floors faster, make additional dry passes.

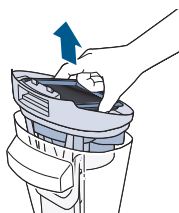


6. When finished, press the power button to turn machine OFF.

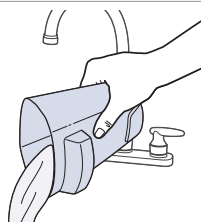
Emptying the Dirty Water Tank



1. Press the button on top of the tank, grab the front handle and pull the tank out.

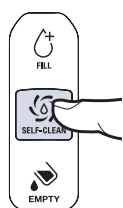


2. Hold the top of the tank near the sides of the filter and pull up to remove.

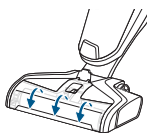
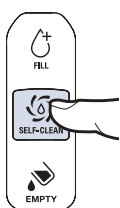


3. Pour dirty water down the sink and rinse the tank.

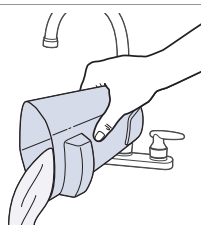
Using the Self-Clean Cycle



1. Turn power OFF. With handle in upright position, press the self-clean button. The indicator light will blink for 60 seconds while clean solution is dispensed. Floor washer will shut off when cycle is complete. Empty dirty water tank when finished.



2. Press the self-clean button again. The machine will run two cycles:
15 second wash cycle: LED lights on foot turn ON. Solution will flow on brush roll.
45 second dry cycle: LED lights on foot turn OFF. No solution flowing on brush roll.

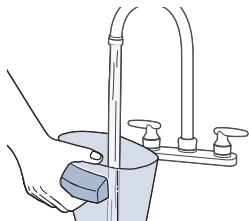


3. Machine will shut off when self-cleaning is complete. Repeat as necessary.
4. Empty dirty water tank when finished.

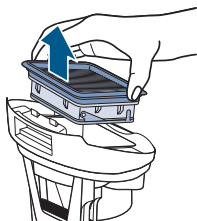
ATTENTION Do not overwet carpet or hardwood floors. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.

After-Cleaning Care

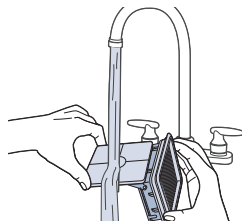
Important: Clean and dry filter after use to maximize performance. Replace filter every 3 months.



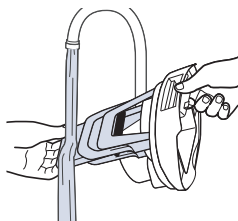
1. Empty the dirty water tank following steps on page 5. Rinse the tank.



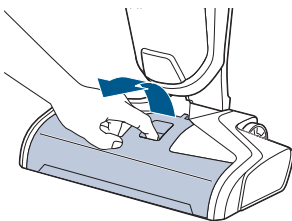
2. Remove the filter by holding the sides and pulling up.



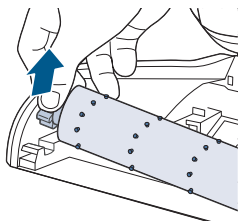
3. Wash filter and screen with warm water and mild detergent.



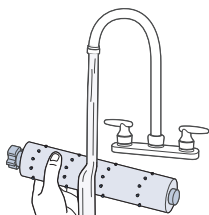
4. Rinse the float on the dirty water tank cover.



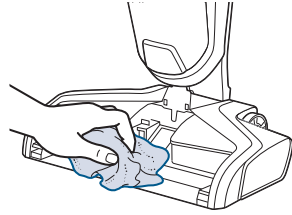
5. Grab the front of the brush window and pull up to remove.



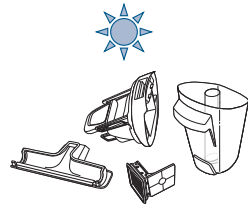
6. Remove the brush roll by pulling the tab.



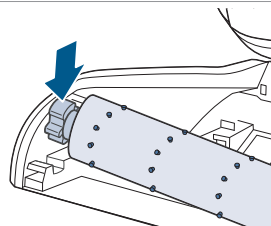
7. Hand wash with mild detergent. Place in drying tray.



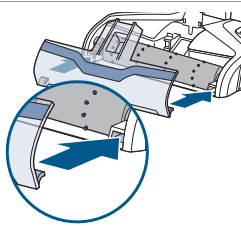
8. Wipe out the brush roll chamber.



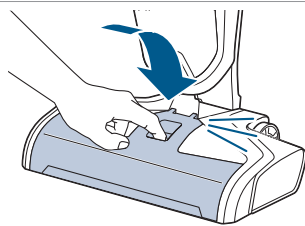
9. Leave all parts out to dry before reassembling.



10. Place brush into the right side of the foot first. Press left tab down to lock into place.



11. Reinstall the brush roll window by lining up tabs on the edges of the foot.

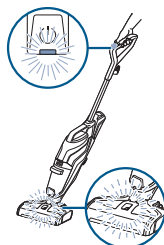


12. Press the window back so it clicks into place.

⚠ 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.

Troubleshooting

Below are some of the issues you may run into. If you don't see the issue you're experiencing below, call **1-800-242-1378**.



Clean Water Tank Indicator

Blinks, turns solid amber:

Clean water tank is empty. Refill tank.

Dirty Water Tank Indicator

Blinks, turns solid amber, machine turns off: Dirty water tank is full.

Blinks, turns solid amber, machine will not turn on: Filter is not installed properly. Reinstall filter.

Nozzle and Handle Lights

Solid red light on handle, flashing then solid white light on nozzle:

Brush roll is missing, incorrectly aligned or not a genuine BISSELL® replacement. Machine will not turn on.

Problem	Possible Cause	Remedies
Reduced or no spray	Clean water tank is empty.	Refill tank.
	Clean water tank is not seated completely.	Turn power OFF. Remove and reseat tank.
	System isn't completely primed.	Hold trigger for 10 to 15 seconds to make sure the solution has flowed to the spray tips.
	Brush window is not latched in place.	Turn power OFF. Unplug machine and reinstall brush window.
	Not holding trigger to spray solution.	Hold trigger continuously while using the machine.
	Spray tips on foot clogged.	Use a pin to clean the spray tips located underneath the brush window.
Loss of suction power	Tanks may not be seated properly.	Turn power OFF. Reinstall tanks so they fit properly.
	Dirty water tank is full.	Empty dirty water tank.
	Brush window is not latched in place.	Turn power OFF. Unplug machine and reinstall window.
	Debris channel in foot is clogged by debris.	Clean the channel with a paper towel.
	Filter clogged by debris.	Clear debris clogging the filter screen. Clean the filter.
Brush roll isn't turning	Brush roll is not installed properly.	Turn power OFF. Unplug machine. Follow instructions on page 6 to reinstall brush roll.
	Machine is standing upright.	Recline machine to turn brush roll on.
	Brush roll is obstructed.	Turn power OFF. Unplug machine and remove brush window and brush roll to remove obstruction.
Machine won't turn ON	Brush roll is obstructed.	Unplug machine to reset the system. Remove the brush window and brush roll to clear the obstruction.
	Handle installed incorrectly.	Remove the handle and reinstall following instructions on page 3.
Leaking	Clean water tank cap is not closed properly.	Remove the clean water tank and reapply the cap.
Streaking	Too much water applied.	Go over area without spraying water.
	Previous floorcare products used.	Contact product manufacturer regarding how to remove.

Note: Any other servicing should be performed by an authorized service representative.

⚠ 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.

Storing Your Machine

Store machine in a protected, dry area. Since this product uses water, it must not be stored where there is danger of freezing. Freezing will damage internal components and may void the warranty.

Warranty

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® BigGreen Commercial® Consumer Care by E-mail or telephone as described below.

It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill terms of this warranty. Any personal data will be handled pursuant to BISSELL BigGreen Commercial's Privacy Policy. If you have questions about this policy call 1-800-242-1378.

Limited 1-Year Warranty

Subject to the "Exceptions and Exclusions from the Terms of the Limited Warranty, upon receipt of the product BISSELL BigGreen Commercial will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL BigGreen Commercial's option, free of charge from the date of purchase by the original purchaser, for one year, any defective or malfunctioning part.

See information on "If your BISSELL BigGreen Commercial product should require service".

This warranty applies to products used for personal, and not commercial or rental, 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 guide is not covered. This warranty will only be valid if the product is used in the same country in which it was sold.

BISSELL BigGreen Commercial is not liable for incidental or consequential damages of any nature associated with the use of this product. BISSELL

BigGreen Commercial'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 lasts, so the above limitation may not apply to you.

If your BISSELL BigGreen Commercial product should require service:

Visit our website or contact BISSELL Consumer Care 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 Consumer Care.

Service

Website:

BISSELLcommercial.com

Call: BISSELL Commercial

1-800-242-1378