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Register your  
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# SPOT CLEAN PRO

## USER'S GUIDE

3624 SERIES

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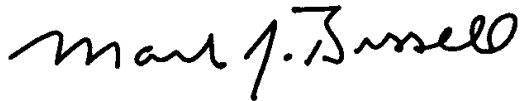
## Thanks for buying a BISSELL Deep Cleaner

We're glad you purchased a BISSELL deep cleaner. Everything we know about floor care went into the innovative design and construction of this complete, high-tech home cleaning system.

Your BISSELL deep cleaner is well made, and we back it with a limited two year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care 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 homecare products like your BISSELL deep cleaner.

Thanks again, from all of us at BISSELL.



Mark J. Bissell  
Chairman & CEO

# IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING YOUR DEEP CLEANER.

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

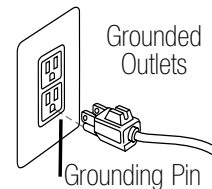
- Always connect to a properly grounded outlet.
- See Grounding Instructions.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave machine when it is plugged in.
- Do not service machine when it is plugged in.
- Do not use with damaged cord or plug.
- 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 expose to rain, store indoors.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, run appliance over cord, or expose cord to heated surfaces.
- Unplug by grasping the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into appliance openings, use with blocked opening, or restrict air flow.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects.
- Do not pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapor.
- Do not use appliance 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 toxic material (chlorine bleach, ammonia, drain cleaner, gasoline, etc.).
- Do not modify the 3-prong grounded plug.
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this User's Guide.
- Do not unplug by pulling on the cord.
- Use only manufacturer's recommended attachments.
- Use only cleaning products formulated by BISSELL for use in this appliance to prevent internal component damage. See the cleaning fluid section of this guide.
- Keep openings free of dust, lint, hair, etc.
- Do not point attachment nozzle at people or animals
- Keep appliance on a level surface.
- Turn off all controls before unplugging.
- Unplug before attaching the TurboBrush®.
- Be extra careful when cleaning stairs.
- Close attention is necessary when used by or near children.

## SAVE THESE INSTRUCTIONS.

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

## 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



### **⚠ WARNING:**

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning fluids intended for use with the deep cleaner.

### **⚠ WARNING:**

Do not plug in your cleaner until you have completely assembled it per the above instructions and are familiar with all instructions and operating procedures.

### **Cleaning fluid**

Keep plenty of genuine BISSELL 2X formula on hand so you can clean and protect whenever it fits your schedule. Always use genuine BISSELL deep cleaning formulas. Non-BISSELL cleaning solutions may harm the machine and will void the warranty.



BISSELL  
2X  
Professional  
Deep  
Cleaning  
Formula with  
Scotchgard™  
Protector



BISSELL  
Tough  
Stain  
Pretreat



BISSELL  
Pet Stain  
& Odor  
Pretreat

# Operations

## **Before you clean**

1. Vacuum area with a dry vacuum cleaner thoroughly before deep cleaning.
2. Pretreating (optional):
  - 2a. Pretreating is recommended to improve cleaning effectiveness for heavily soiled carpet in high traffic areas such as entryway and hallways.
  - 2b. **BISSELL Tough Stain Pretreat**  
Spray the BISSELL Tough Stain Pretreat formula onto heavy traffic areas, soiled areas or stains.  
Allow to penetrate for at least 3 minutes.  
Clean as normal, following the instructions below.

## **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.

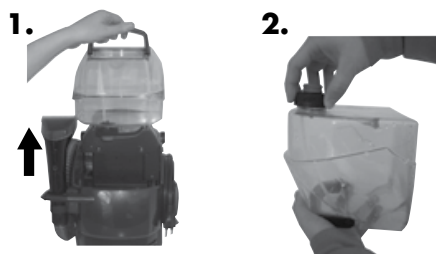


## **Preparing the machine**

1. Release flex hose by twisting the hose secure latch clockwise. Unwrap flex hose completely.
2. Attach the desired tool to the hose grip until it snaps together. Make certain the tool is securely attached.
3. Twist the Quick Release™ cord wrap clockwise to unwrap the power cord completely and plug into grounded outlet.

## **Filling formula & water tank**

1. Remove tank from the back of the machine by lifting up tank carry handle.  
**Note: This tank was designed with a flat bottom so it can be easily filled.**
2. Unscrew the black cap and remove bottle insert.
3. Fill tank with hot tap water to the water fill line. Add two ounces of BISSELL 2X formula to the tank.
4. Replace the bottle insert in the tank and tighten the black cap. Replace the tank on the portable machine.



## **Tip:**

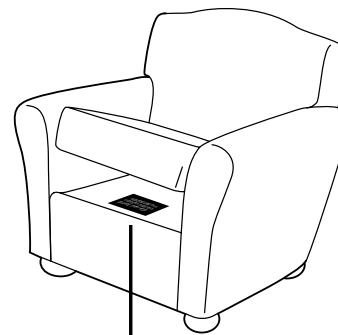
Make only one trip to the sink by bringing the entire portable cleaner. Fill and empty in the same trip.



# Operations

## Cleaning with Tools

**IMPORTANT!** If using to clean upholstery, check upholstery tags. Check manufacturer's tag before cleaning. "W" or "WS" on the tag means you can use your Spot Clean Pro if the tag is coded with an "X" or an "S" (with a diagonal stripe through it), or says "Dry Clean Only", do not proceed with any deep cleaning machine. Do not use on velvet or silk. If manufacturer's tag is missing or not coded, check with your furniture dealer.")



Manufacturer's tag

1. Hold the tool approximately 1" above the soiled surface. Press the spray trigger to apply the cleaning solution to the soiled area.

**Note:** Hold end of hose below the tank water level to help prime the portable spot cleaner.

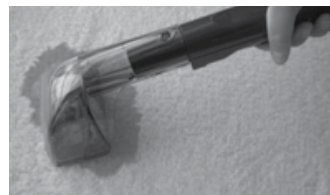
2. Using the brush on the tool, gently scrub the area to be cleaned.
3. Apply downward pressure on the tool and pull it toward you. The suction will remove the dirt and cleaning solution. Continue until no more dirt can be removed.

Check for colorfastness in an inconspicuous place. If possible, check upholstery stuffing. Colored stuffing may bleed through fabric

## Cleaning with Deep Reach™ Tool

1. Set tool on soiled surfaces and press the trigger to spray solution onto the soiled area to be cleaned.
2. Slowly move the tool back and forth over the soiled surface, keeping the tool in contact with the carpet.
3. Release trigger and move tool slowly over the soiled area to suction up water and dirt.
4. Continue to clean the area, working in small sections, until no more dirt can be removed.

1.



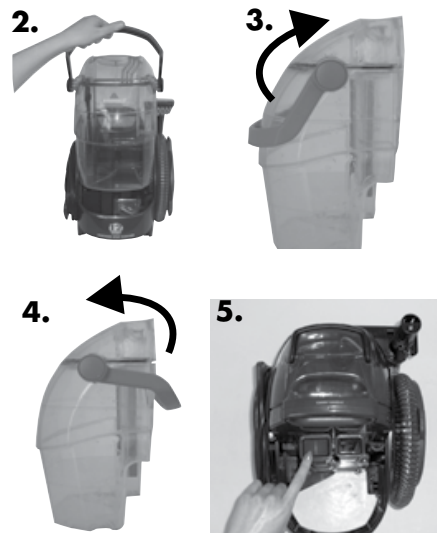
3.



# Operations

## Empty dirty tank

1. When the dirty tank reaches the **"FULL"** line on the tank it is time to empty.
2. Remove dirty tank and carry to a utility sink, toilet or outside (where you will dispose of the dirty water).
3. To unlock the dirty tank lid, rotate handle over the back of the tank. Remove lid and pour out dirty water. Rinse out dirty tank to remove any debris.
4. Replace top of tank, and rotate the handle forward to lock in place on front of tank.
5. Before replacing tank on machine, wipe debris from red filter



## Cleaning machine

1. Remove and rinse the tools in clean, running water. Dry and replace in the tool storage provided.
2. It is recommended that you suction clean water from a bowl to rinse out the hose. Then lift end of hose and stretch out to ensure all water is cleared from hose.
3. Coil flex hose around the hose wrap and secure with latch.
4. Check suction gate and if it appears dirty, follow steps 1-4 under Cleaning Suction Gate on page 8.



## **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.

### *Tip:*

For best results empty, rinse and dry both tanks before storing.

# Maintenance and care

## **Machine care (check regularly)**

### **Cleaning suction gate**

1. Remove dirty tank.
2. Remove two screws and pull off suction gate door.
3. Wipe suction gate clean and rinse suction gate door.
4. Replace suction gate door and two screws.

## **⚠ 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.

2.

**Suction Gate**





# Troubleshooting

## Reduced Spray or No Spray

### Possible causes

1. Formula & water tank may be empty
2. Formula & water tank may not be seated completely
3. Pump may have lost prime

### Loss of suction power

### Possible causes

1. Tanks may not be seated properly
2. Dirty tank has picked up maximum amount of dirty water and has reached full line
3. Formula & water tank is empty
4. Suction Gate is open.

### Remedies

1. Refill tank
2. Turn power OFF. Remove and reseal tank
3. Hold end of hose below water level in tank to prime

### Remedies

1. Pick up both tanks and reseal them so it they fit snugly on the unit
2. Empty dirty tank
3. Check fluid levels in formula & water tank
4. Check to make sure the suction gate is closed. Follow "Cleaning Suction Gate" instructions on page 8.

**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 1-800-237-7691.**

## Replacement parts – BISSELL portable cleaner

Below please find a list of common replacement parts. While not all of these parts may have come with your specific machine, all are available to you for purchase, if desired.

Item	Part No.	Part Name
1	203-7893	Formula & Water Tank Assembly (includes cap and insert)
2	203-6675	Cap and Insert for Formula & Water Tank
3	203-7894	Collection Tank Bottom
4	203-7904	Cord Wrap
5	203-6689	Hose Secure Latch
6	203-7918	Dirty Tank Gasket Assembly (include both gaskets)

\*Not all parts are included with every model.



## Accessories - BISSELL portable cleaner

The below items are available for purchase as accessories for your BISSELL deep cleaner. To purchase call 1-800-237-7691 or visit [www.bissell.com](http://www.bissell.com).

Item	Part No.	Part Name
1	203-6651	3" Tough Stain Tool
2	203-6652	Powered TurboBrush® Hand Tool
3	203-6653	4" Upholstery Tool
4	203-6654	6" Stair Tool
5	203-7885	Spraying Crevice Tool
6	203-7412	Deep Reach Pet Tool
7	78H6-3	2X Professional Deep Cleaning Formula with Scotchgard™ Protection 48 oz.
8	0790	Pet Stain & Odor Pretreat 16oz
9	4001	Tough Stain Pretreat 22 oz.
10	310-3040	Mesh Bag

\*Not all parts are included with every model.



# Warranty – BISSELL portable cleaner

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 Consumer Care by E-mail, telephone, or regular mail as described below.

## Limited Two Year Warranty

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

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

This warranty applies to product 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's guide is not covered.

## If your BISSELL product should require service:

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.

### Website or E-mail:

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

### Or Call:

BISSELL Consumer Care

1-800-237-7691

Monday – Friday 8 am - 10 pm ET

Saturday 9 am - 8 pm ET

### Or Write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Consumer Care

BISSELL 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 TWO 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.



## Don't forget to register your product!

Registering is quick, easy and offers you benefits over the lifetime of your product. You'll receive:

### **BISSELL Rewards Points**

Automatically earn points for discounts and free shipping on future purchases.

### **Faster Service**

Supplying your information now saves you time should you need to contact us with questions regarding your product.

### **Product Support Reminders and Alerts**

We'll contact you with any important product maintenance reminders and alerts.

### **Special Promotions**

Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

**Visit [www.bissell.com/registration](http://www.bissell.com/registration) now!**



## BISSELL consumer care

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

### **BISSELL Consumer Care**

**1-800-237-7691**

Monday – Friday 8 am - 10 pm ET

Saturday 9 am - 8 pm ET

Or write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Care

Or 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 purchase date in the event of a warranty claim. See Warranty on page 11 for details.**



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**800.237.7691**



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