

# Bissell®

## BigGreen Commercial™

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### ProTough™ ProShake™

#### USER'S GUIDE

MODELS BG100, BG101, and BG102

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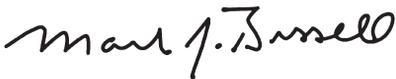
## **BISSELL BigGreen Commercial ProTough and ProShake Vacuum**

We're glad you purchased a BISSELL BigGreen Commercial vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech commercial cleaning system.

Your BISSELL BigGreen Commercial vacuum is well made, and we back it with a limited one or two-year commercial warranty. We also stand behind it with a knowledgeable, dedicated Customer 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 commercial products like your BISSELL BigGreen Commercial vacuum.

Thanks again, from all of us at BISSELL.

A handwritten signature in black ink that reads "Mark J. Bissell". The signature is written in a cursive, flowing style.

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 BISSELL BIGGREEN COMMERCIAL VACUUM.

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

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

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended 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 children to operate vacuum cleaner or use 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's 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 vacuum cleaner or plug 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 vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner 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 hard or sharp objects such as glass, nails, screws, coins, etc.

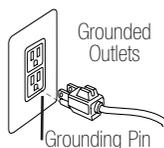
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.
- Do not operate cleaner in bare feet or when wearing open-toe shoes or sandals.
- Do not use without dust bag or dirt cup in place. Shake bag and empty dirt cup frequently when picking up very fine materials such as powder.

## SAVE THESE INSTRUCTIONS.

THIS MODEL IS FOR COMMERCIAL USE.

## GROUNDING INSTRUCTIONS

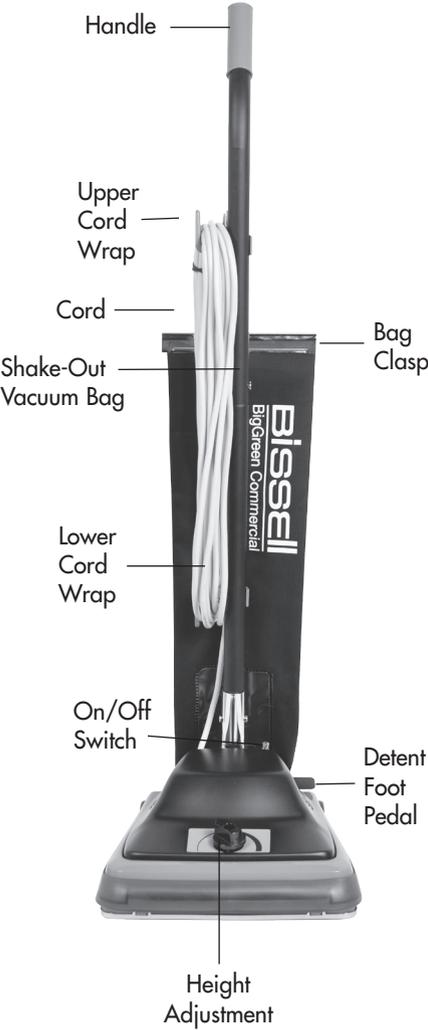
This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. 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



**ProTough™**



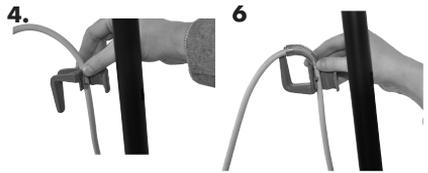
**ProShake™**

# Assembly

1. Locate hardware pack for handle assembly. Enclosed are two nut and bolts for the handle, as well as upper (larger) and lower (smaller) plastic cord hooks. An extra drive belt is also included.
2. Connect lower handle to the base of the unit. The thinner end should point upwards, toward the top of vacuum. Connect upper handle to lower handle by sliding into each other. Upper handle should curve towards the back of the unit. Insert nuts and bolts and tighten.
3. Thread nut and bolt through hole in upper and lower handle. Screw together nut and bolt by hand, then tighten with screwdriver.
4. Take lower cord hook with vacuum facing frontwards and snap into slot on lower handle with hook facing down.
5. Take upper cord hook and place cord with spring retainer into slot and snap in.
6. Wrap cord around cord clips.
7. To attach the shake-out bag to the vacuum, find hook on the bottom of the bag and hook it to the back of the vacuum base. (See image) Align latch with the back of the vacuum and bring the collar forward. Turn latch so that bag locks onto rivet.
8. Attach spring from top of the shake-out bag to the bag clip on upper cord wrap.

## 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.



# Operations

## Operating instructions

1. Check to see if the shake-out bag is securely attached to the base and upper cord wrap on the unit. The silver clasp that slides onto bag to secure it should be placed evenly on bag to avoid any air leaks.
2. Plug cord into an electrical outlet.
3. Adjust the carpet height by turning round knob near the foot of the vacuum to the carpet height that best suits the carpet area you are going to clean.
4. Step on the power switch located on top of the heavy-duty metal hood. Press down with foot and power will go on. Step again on the switch and power will shut off.
5. To detent the handle, push on the foot pedal. Press down on it again and handle will detent almost to floor level.
6. You can now begin to vacuum.

**NOTE: Always wrap cord around cord hooks and fasten cord to prevent unwinding.**



## **WARNING:**

To avoid injury, keep loose clothing, hair, fingers, and all other parts of body away from any moving part (such as the revolving brush). Turn off the switch and unplug the cleaner before changing the cleaner height setting.

# Maintenance and care

**NOTE: Disconnect vacuum from electrical outlet before attempting to service it any manner.**

## **Removing and Emptying Shake-out Bag**

1. Unclip the spring at the top of the vacuum bag from the upper cord wrap.
2. Unlatch the bottom of the bag from the base of the vacuum.
3. Remove the silver clasp and spring by sliding it off the top of the bag.
4. Empty the contents of the bag.
5. Attach bag back onto vacuum by finding hook on the bottom of the bag and hooking it to the back of the vacuum base. Align latch with the back of the vacuum and bring the collar forward. Turn latch so that bag locks onto rivet.
6. Place the metal plate back onto the bottom of the vacuum and lock into place.

**NOTE: Very fine powders and substances may clog the cloth bag. Please remember to empty bag often so that vacuum cleaner can efficiently operate.**

## **To Adjust the Carpet Height Setting**

1. Turn vacuum off and unplug from the outlet.
2. Turn the adjustment knob on the foot of the vacuum to the desired setting.
3. Turn vacuum ON and begin to vacuum. If the vacuum is too hard to push, unplug from outlet again and adjust to the next setting until easy to use.

**⚠ 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.



# Maintenance and care

## Clear Fan Chamber

The removable clear fan chamber enables the user of the vacuum cleaner to observe if any obstructions, dirt buildup, broken fan, broken belt, or any other maintenance issue needs to be addressed. We recommend that a qualified vacuum repair specialist at your local service center repair any maintenance issues that you may have.

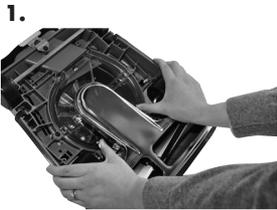
## Brush Roll Belt

**\*Replace the belt if it is stretched, cracked or looks worn.**

1. Push the metal locks to remove the metal plate on the bottom of the vacuum.
2. Remove the belt from the pulley. Remove the brush roll by lifting up, and then take off belt.
3. Place the new belt on center of brush roll.
4. Place the brush roll back in the vacuum and align the belt with the belt guide.
5. Pull belt over the pulley and rotate the pulley to make sure belt is smoothly riding on motor pulley.
6. Place the metal plate back onto the bottom of the vacuum and lock into place with both locks.

**NOTE: Turn off the switch and unplug the electrical cord**

 **CAUTION:**  
Turn off switch and unplug cord before replacing belt. Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.



# Troubleshooting



## **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.

### **Low Suction**

#### **Possible causes**

1. Shake-out bag is full

### **Poor Pick Up**

#### **Possible causes**

1. Brush not adjusted to the proper height
2. Brush is worn out

### **Vacuum motor is not working**

#### **Possible causes**

1. Electrical outlet not working
2. Air path obstructed

### **Brush Motor is not working**

#### **Possible causes**

1. Brush motor is not working

#### **Remedies**

1. Empty shake-out bag

#### **Remedies**

1. Adjust the height adjustment to confirm you're at the right carpet height
2. Brush might need to be replaced

#### **Remedies**

1. Check to make sure vacuum is plugged in properly
2. Check electrical source
3. Check to make sure the vacuum button is ON

#### **Remedies**

1. Check to make sure vacuum is plugged in properly

**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 1-855-544-7336.**

## Replacement parts

<b>Item</b>	<b>Part No.</b>	<b>Part Name</b>
1	203-7843	Belt
2	203-7857	Cloth bag twill (17X30)
3	203-8340	Cloth bag assy (17X31, 17X32)

**For a complete list of replacement parts for your  
BISSELL Commercial upright vacuum please visit  
[www.bissellcommercial.com](http://www.bissellcommercial.com) or contact  
BISSELL Customer Care at 1-855-544-7336**

# Warranty - BISSELL BigGreen Commercial Vacuum

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

## Limited One- or 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 one year (17X30) or two years (17X31 and 17X32), any defective or malfunctioning part.

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

This warranty does not apply to fans or routine maintenance components such as filters, belts, bumpers, bags, 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 Customer 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 Customer Care.

### Website

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

### Or Call:

BISSELL Customer Care

1-855-544-7336

Monday - Friday 8 am - 5 pm ET

### Or Write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Customer 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 ONE OR 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.

# BISSELL Customer Care

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

**BISSELL Customer Care**  
**1-855-544-7336**

Monday - Friday 8 am — 5 pm ET

Or write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids MI 49501

ATTN: Customer Care

Or visit the BISSELL website -  
**[www.bissellcommercial.com](http://www.bissellcommercial.com)**

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: \_\_\_\_\_

Please record your Purchase Date: \_\_\_\_\_

**BISSELL**<sup>®</sup>  
BigGreen Commercial<sup>™</sup>

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