

# **Bissell**<sup>®</sup>

## **BigGreen Commercial**<sup>™</sup>

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## **BGPRO14 & BGPRO18**

### **USER'S GUIDE**

MODEL 11X4

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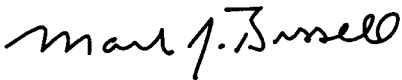
## **BISSELL Commercial Upright Vacuum BG11**

**Thanks for buying a BISSELL Commercial upright vacuum BG11. We're glad you purchased a BISSELL Commercial upright vacuum BG11. Everything we know about floor care went into the design and construction of this complete, high-tech commercial cleaning system.**

**Your BISSELL Commercial upright vacuum BG11 is well made, and we back it with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Customer Service 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 Commercial upright vacuum BG11.**

**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, President & CEO**

# IMPORTANT SAFETY INSTRUCTIONS

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

**READ ALL INSTRUCTIONS BEFORE USING YOUR COMMERCIAL UPRIGHT VACUUM-BG 11.**

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.

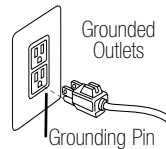
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

## **SAVE THESE INSTRUCTIONS.**

THIS MODEL IS FOR COMMERCIAL USE.

## **GROUNDING INSTRUCTIONS**

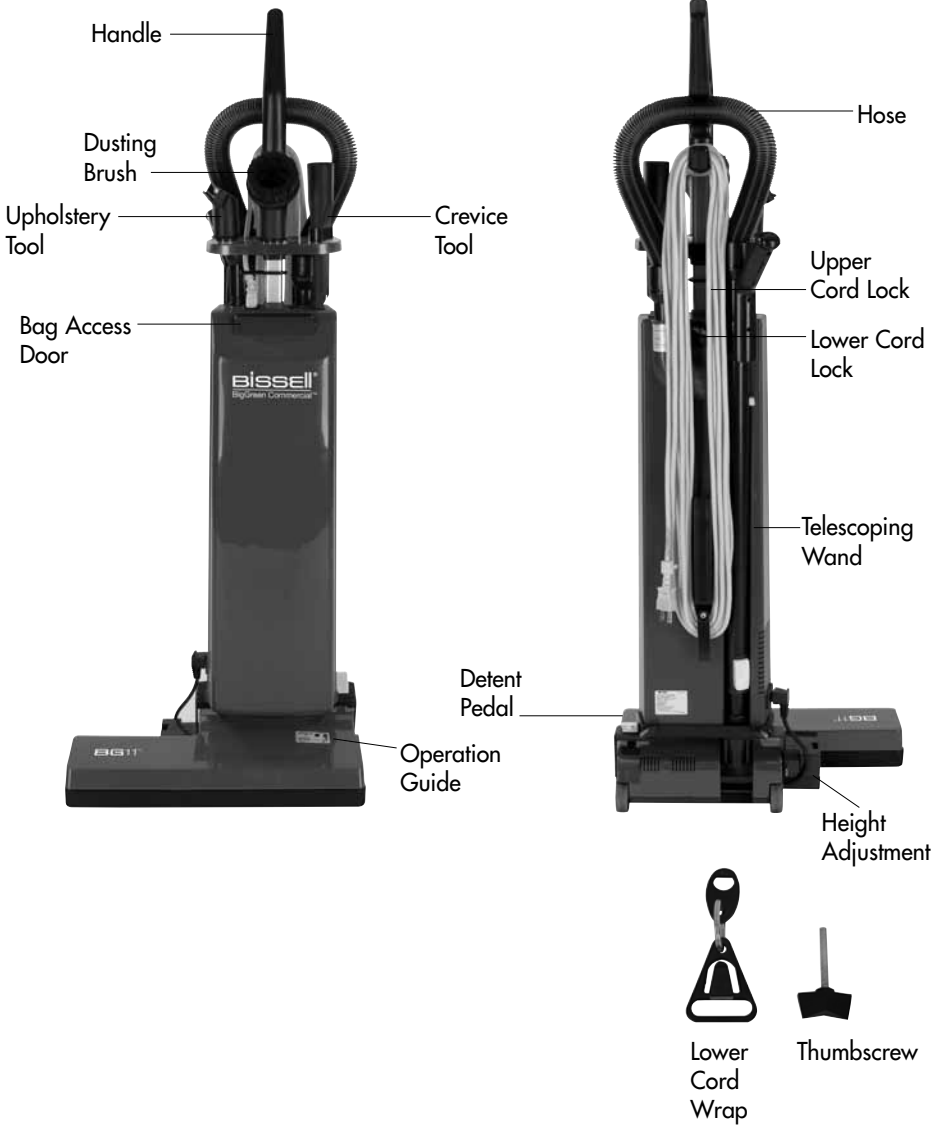
This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



## **WARNING:**

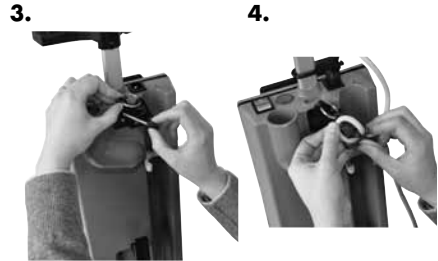
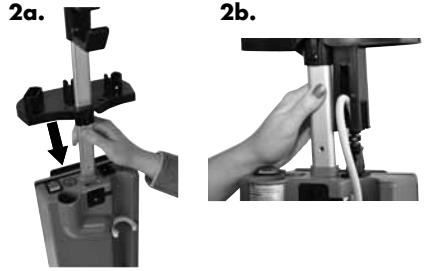
Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a 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



# Assembly

1. Plug end of the yellow power cord into the top of the unit.
2. Slide handle into the slot on top of main body of vacuum making sure the cord is secured under the upper cord lock. See image 2a and 2b.
3. Locate the lower cord lock and place over screw hole as shown. Secure with thumbscrew provided.
4. Plug cord into outlet on top of unit. Secure Cord into lower cord lock as shown.
5. Install the hose by pushing one end into the top of the housing. Push opposite end in to the wand. Place the open end of wand over the opening of the power brush housing and push the wand into the sleeve in the back of the bag housing until you hear it click.
6. Place accessories onto the tool caddy.
7. Before turning your BG11 on, make sure a bag is installed. See Installation/Removal of Dust Bag for detailed instructions on how to install a vacuum bag



# Operations

1. Check to see if a bag is installed in the unit. Refer to Installation/Removal of Dust Bag for detailed instructions.
2. Power switch on top of unit should be in "OFF" position. 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. Turn machine to "ON" position.
5. To detent the handle, push on yellow release pedal. When the handle is in the detent position the brush motor will start rotating.
6. You can now begin to vacuum.

# Operations

## How to Use the Wand to clean

1. Keep machine in upright position.
2. Remove the wand by pulling on wand handle and pulling until yellow clips release it from the base. The brush will stop rotating when the wand is detached from base.
3. Choose the desired cleaning tool (dusting brush, upholstery brush or crevice tool) and attach to the end of the wand. When done using the wand, remove tool from the end of the wand place back onto tool caddy. Secure the wand back onto the machine. Wand is secure when you hear it "click" into the yellow security clips.

# Maintenance and care

## **Installation/Removal of Vacuum Dirt Bag**

1. Push on the front door latch to gain access to the bag.
2. If removing a full bag, fold the ends of the dust bag together and remove the bag slowly. Dispose of the bag.
3. If placing a new bag on, push bag onto the hole opening as far as it will go. Fold the bag top down so you can close front door.
4. Door should latch properly if bag was installed correctly. If door does not latch securely check to make sure the bag is secured properly.

## **Full Bag Indicator**

1. At the top of the unit there is a red light that will turn on when your vacuum bag is to full capacity or if there vacuum air flow is obstructed.
2. Turn vacuum "Off", unplug the vacuum and then check to see if the vacuum bag is full and needs to be replaced with a new clean bag.
3. If the bag is not full check the hose for clogs.

# Maintenance and care

## Electronic Brush Alert

1. These lights should be monitored while you are using the vacuum

**Green Light:** Operating properly

### **Green Light and Blinking Red Light:**

Check brush drive. The belt is either of the track or broken. Bring to Service Center for repair or contact BISSELL.

**Red Light:** Brush is not working properly. Unplug machine and inspect for any type of obstruction. Bring to Service Center for repair or contact BISSELL.

## How to Replace the Brush

1. Remove the screw on the side of the vacuum foot to access the brush
2. Pull out the brush strip
3. Replace brush strip with a new one by sliding back in the brush "door"
4. If brush bristles do not extend above the base plate a new brush assembly should be ordered for your vacuum

## Thermal Overload

**The internal temperature of the vacuum motor on the BG11 is monitored at all times while you are vacuuming. If at any time the temperature gets too high the sensor will shut off the vacuum motor. Inspect the units brush and hose for any type of obstruction. The sensor will automatically reset when the sensor and motor are cooled. You can now restart the motor.**

 **WARNING:**  
Unplug the vacuum from electrical outlet before attempting to replace the brush

2.





# 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.

### **Red Sensor Light is On**

#### **Possible causes**

1. Brush Motor is Obstructed

#### **Remedies**

1. Unplug machine and look for something blocking the brush.

### **Red and Green Sensor Light are on at the same time**

#### **Possible causes**

1. Brush drive belt broken

#### **Remedies**

1. Bring to Service Center for repair

### **Full Bag Indicator Flashes**

#### **Possible causes**

1. Dust Bag Full
2. Hose and Wand blocked
3. Power Brush connection blocked

#### **Remedies**

1. Replace Dust Bag
2. Inspect and remove any obstruction
3. Inspect and remove any obstructions

### **Low Suction**

#### **Possible causes**

1. Dust Bag Full
2. Wand is not installed properly

#### **Remedies**

1. Replace Dust Bag
2. Secure the wand properly to ensure no air leaks

### **Poor Pick Up**

#### **Possible causes**

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

#### **Remedies**

1. Adjust the height adjustment to confirm your at the right carpet height
2. Replace the brush

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

#### **Possible causes**

1. Vacuum might not be plugged in
2. Electrical outlet might not be working

#### **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
4. Check for any air flow obstructions
5. Switches might need to be replaced

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

#### **Possible causes**

1. Vacuum outlet might not be working

#### **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	203-7759	Upholstery Tool
2	203-7760	Crevice Tool
3	203-7761	Dusting Brush
4	203-7745	Brush Roller Assembly
5	203-7758	Brush Strip
6	203-7771	Belt

**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 Service at 1.855.544.7336.**

# Warranty - BISSELL Upright Vacuum BG11

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

## Limited one Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product Business Ventures, LLC. 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 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, 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 Service 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 Service.

### Website

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

### Or Call:

BISSELL Customer Service

1-855-544-7336

Monday - Friday 8 a.m. - 5 p.m. ET

### Or Write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Customer Service

BISSELL BUSINESS VENTURES, LLC. 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 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 Service**

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

**BISSELL Customer Service**

**1-855-544-7336**

Monday - Friday 8 a.m. — 5 p.m. ET

Or write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids MI 49501

ATTN: Customer Service

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: \_\_\_\_\_

**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.**

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

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