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# Bissell 21R9 Owner's Manual

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# V. (Versus™) Cordless Bare Floor Vacuum

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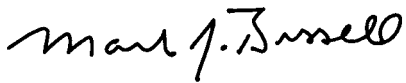
## Thank you for buying a BISSELL V. (Versus) Cordless Bare Floor Vacuum

Everything we know about floorcare went into the design and construction of this complete, high-tech home cleaning system.

We trust that it will bring you many years of satisfaction. It is backed with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services department, so, should you ever have a question, 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 V. (Versus) Cordless Bare Floor Vacuum.

Thanks again, from all of us at BISSELL.



**Mark J. Bissell**

**Chairman, President and Chief Executive Officer**



# IMPORTANT SAFETY INSTRUCTIONS

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

## READ ALL INSTRUCTIONS BEFORE USING YOUR 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 use outdoors or on wet surfaces.
- Do not immerse.
- Do not handle with wet hands.
- Do not use cordless bare floor vacuum if it has been dropped, damaged, left outdoors or dropped into water - take it to a Service Center.
- Do not use with damaged cord or plug on the charger.
- Do not damage the charging cord. Never carry or pull by the cord, use cord as a handle, close door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
- Do not use an extension cord. AC adapter should plug directly into electrical outlet.
- Do not put any object into appliance openings, or restrict air flow.
- Do not use with any opening blocked.
- Do not pick up hot, burning or smoking objects such as cigarettes, matches or hot ashes.
- 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 use without dust bin and/or filters in place.
- Do not charge the unit outdoors.
- Do not incinerate this appliance, even if it is severely damaged. The batteries can explode in a fire.
- Do not use for any purpose other than described in this User's Guide.

- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only the AC adapter supplied by BISSELL to recharge your cordless bare floor vacuum.
- Use charger unit only in standard electrical outlet (120v - 60hz).
- Use charger in dry location only.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Keep openings free of dust, lint, hair and anything that may reduce airflow.
- Turn off all controls before unplugging.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments.
- Disconnect cordless bare floor vacuum from AC adapter before maintenance or cleaning.
- Use extra care when cleaning stairs.

This product contains rechargeable nickel cadmium batteries. Do not incinerate batteries or they will explode when exposed to high temperatures.

Battery cell leaks can occur under extreme conditions. If battery cell liquid comes in contact with the skin:

- Wash immediately with soap and water.
- Neutralize with a mild acid such as vinegar or lemon juice.

If battery cell liquid gets into the eyes:

- Flush immediately with clean water for a minimum of 10 minutes.
- Seek medical attention.

## SAVE THESE INSTRUCTIONS.

THIS MODEL IS FOR HOUSEHOLD USE ONLY. Commercial use of this unit voids the manufacturer's warranty.



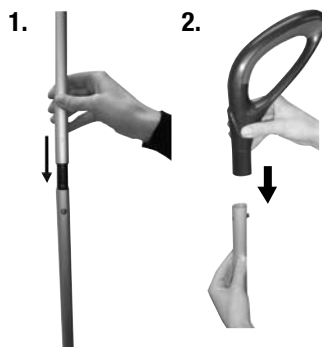
# Product view



## Assembly

### Quick and easy assembly

1. To assemble the handle connect all three handle sections by connecting the base of one section to the top of another. Repeat with remaining two sections.
2. Attach the handle grip by connecting handle grip to assembled handle.
3. Connect assembled handle and grip to base of unit by inserting handle into base until it snaps into place.



## Operation

### Power switch

Power button is red and located on back left hand side of unit.

To turn unit on, press red power button once with foot.

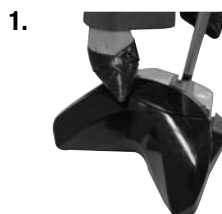
To turn unit off, press red power button once more with foot.



### How to use your cordless vacuum

The cordless bare floor vacuum is a quick and easy way to clean your bare floors and low pile carpets.

1. Detent by holding base steady with one foot and tip handle back.
2. Gently tap red power button on base with your foot to turn unit on.
3. Clean along edges, in corners, and around tables and chairs by lining unit up along surface you want to clean.
4. When finished cleaning, tap red power button on base with your foot to turn unit off.
5. To properly store, return handle to upright position.
6. Recharge if needed.



**Note:** The cordless bare floor vacuum has a 360 degree swivel handle. To store properly, make sure handle has rotated back to its original position.



## Maintenance and care

### Cleaning the dirt cup

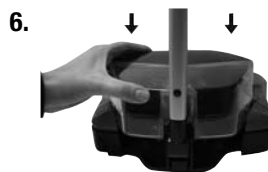
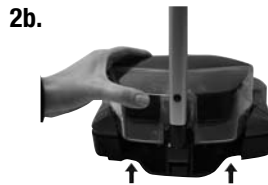
The dirt cup should be emptied after each use.

1. Make sure cordless bare floor vacuum is turned OFF.
2. Press grey dirt cup release button on back of unit to release dirt cup and filter assembly.
3. Separate dirt cup from filters by pulling rectangular tab with index and thumb fingers.
4. Empty dirt cup in trash can. Rinse in warm water if desired. Make sure it is completely dry before reassembling.
5. To reassemble, snap filter assembly back into dirt cup.
6. Replace dirt cup and filter assembly by gently pressing it into unit until assembly clicks into place. Make sure dirt cup and filter assembly are secure before turning unit on.

### Cleaning the filters

The pleated filter cartridge should be replaced every six months or if suction is declining. More or less frequent replacing or cleaning may be required based on individual vacuuming habits and types of debris picked up.

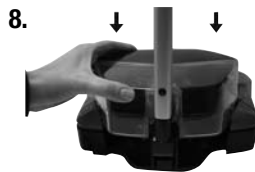
1. Press grey dirt cup release button on back right side of unit to release dirt cup and filter assembly.
2. Separate dirt cup from filters by pulling rectangular tab with index and thumb fingers.
3. Separate filter assembly by pulling on either side of assembly.
4. Foam filter rests in front of pleated filter. Pull the foam filter out to access pleated filter.



## Maintenance and care

### Cleaning the filters (continued)

5. To wash foam filter hold under running water. Mild detergent may also be used if desired. Air dry thoroughly before replacing.
6. To clean pleated filter tap gently against trash bin.
7. To reassemble, snap filter assembly back into dirt cup.
8. Replace dirt cup and filter assembly by gently pressing it into unit until assembly clicks into place. Make sure the dirt cup and filter assembly are secure before turning unit on.



### Clearing clogs

**Low suction or poor pickup may be due to a clog in dirt cup. If this occurs, follow these steps to check for and clear clog:**

1. Unplug unit from electrical outlet. Ensure power is OFF.
2. Check foam filter and clean as necessary (see Cleaning the filters on page 6.)
3. Check pleated filter and replace if necessary (see Cleaning the filters on page 6.)
4. Check to see if dirt cup is full. Empty if needed.
5. Check to see if air duct in dirt cup and exhaust inlet to motor are clear of all debris. Clear debris if needed.
6. Replace filter and dirt cup assembly.

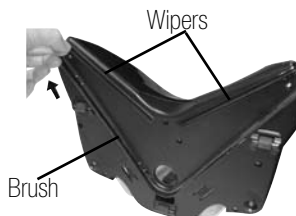


### Brush and wiper maintenance

**Regularly check rear angle brush and front wipers on underside of the unit to keep clean. Wipe any debris that has accumulated on angled brush or front wipers with a damp cloth.**

1. Unsnap rear angled brush by pulling up from one side. Replace with a new brush by snapping into track.
2. To remove wipers, slide old wiper out and insert new wiper.

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





## Maintenance and care

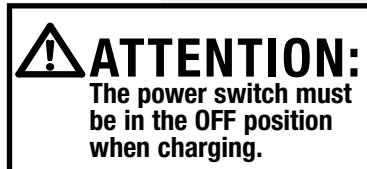
### Charging the battery

When completely charged, the cordless bare floor vacuum provides up to 20 minutes of full cleaning power.

**Note:** When charging for first time, allow time to charge uninterrupted for at least 16 hours. Thereafter, charge at least 12 hours to renew the cordless bare floor vacuum.

1. Plug charging cord into charging port.
2. Decreased operating time may indicate battery has built up a charging resistance. To recharge, first completely exhaust battery, recharge it, then exhaust it again before recharging a second time. This procedure may be required more than once.
3. When charging is complete, be sure to unplug cordless bare floor vacuum from charger. This will maximize the battery's lifetime.

**Note:** Red light will remain on as long as unit is receiving power. Red light will NOT shut off once battery is fully charged.



**WARNING:** This product contains a nickel-cadmium (Ni-Cd) rechargeable battery pack. According to Federal and State regulations, removal and proper disposal of Ni-Cd batteries is required. For removal of the battery pack in your cordless bare floor vacuum, see instructions below:



Do not unscrew battery door for any purpose other than to recycle the battery assembly at end of unit's life.

1. **IMPORTANT:** Unplug charger.
2. Remove filter and dirt cup assembly.
3. Remove shrink wrap battery pack by unscrewing battery door.
4. Remove wire connectors from the battery pack.
5. Keep battery pack together - DO NOT separate individual batteries.
6. Discard remainder of product.

For specific disposal instructions of batteries, please contact: RBRC (Rechargeable Battery Recycling Corporation) 1-800-822-8837 or visit the website: [www.rbrc.com](http://www.rbrc.com)

**Caution:** Altering battery in any way will destroy the appliance and invalidate the warranty.



### **WARNING:**

**To reduce the risk of fire, electric shock or injury, unplug from the outlet before servicing.**

#### **Cordless bare floor vacuum will not turn on**

##### **Possible cause**

1. Cordless bare floor vacuum is not charged thoroughly
2. Dirt cup is not secure in unit

#### **Cordless bare floor vacuum won't pick up or low suction**

##### **Possible cause**

1. Dirt cup is not secure in unit
2. Dirt cup is full of debris
3. Clog in unit
4. Filters are dirty

#### **Handle will not store properly**

##### **Possible cause**

1. Handle is upside down

##### **Remedies**

1. Make sure cordless bare floor vacuum has been properly plugged in an outlet for recommended amount of time. See Charging the battery on page 8
2. Ensure dirt cup is latched into base by pressing down on unit

##### **Remedies**

1. Check assembly of base, correctly position and secure into place
2. Empty dirt cup and replace
3. Follow instructions on page 7 for clearing clogs
4. Check and clean filters. See Cleaning the filters on page 6

##### **Remedies**

1. Rotate handle 180 degrees

**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.**

## **BISSELL Consumer Services**

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

**BISSELL Consumer Services**  
**1-800-237-7691**

Monday - Friday 8 a.m. — 10 p.m. EST

Saturday 9 a.m. — 8 p.m. EST

Or write:

BISSELL HOMECARE, INC

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

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

When contacting BISSELL, have model number of unit available.

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

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

**NOTE: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim. See Warranty on page 12 for details.**



## Replacement parts

Item	Part No.	Part Name
1	203-0189	Pleated Filter
2	203-0190	Foam Filter
3	203-0193	Dirt Cup Assembly
4	203-0194	Charger
5	203-0196	Handle Assembly
6	203-0197	Wiper
7	203-0214	Brush



## Warranty - BISSELL V. (Versus) Cordless Bare Floor 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 Consumer Services 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 BISSELL Homecare, Inc. 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 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 Services 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 Services.

#### Website or E-mail:

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

Use the "Customer Services" tab.

#### Or Call:

BISSELL Consumer Services

1-800-237-7691

Monday - Friday 8 a.m. - 10 p.m. ET

Saturday 9 a.m. - 8 p.m. ET

#### Or write:

BISSELL Homecare Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

BISSELL HOME CARE, INC. 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 lasts, so the above limitation may not apply to you.



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