

**HEALTHY  
HOME**

*vacuum™*

**USER'S GUIDE**  
6100 SERIES 220-240V

**BISSELL®**

**WE MEAN CLEAN**  
a healthier

**3 Safety Instructions**

**4 Product View**

**5 Assembly**

**6-9 Operation**

**10-15 Maintenance and Care**

**16-17 Troubleshooting**

**18 Consumer Services**

**19 Replacement Parts**

**20 Warranty**



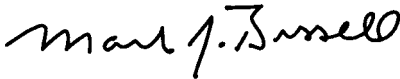
## **Thank you for buying a BISSELL Healthy Home Vacuum™**

Everything we know about floor care 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 two-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 Healthy Home Vacuum.

Thanks again, from all of us at BISSELL.



**Mark J. Bissell**

**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 UPRIGHT VACUUM.

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

- Use indoors only.
- Do not leave 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, return it to a service agent.
- Do not handle unit with wet hands.
- 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.
- Do not unplug by pulling on cord. Unplug by grasping plug.
- Do not run appliance over cord.
- Do not handle plug or appliance with wet hands.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects such as cigarettes, matches, or hot ashes.
- Do not pick up flammable or combustible materials (lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.
- Do not use appliance in an enclosed space filled with vapours given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapours.
- Not intended for use by young children or infirm persons without supervision.
- Young children should be supervised to ensure that they do not play with the appliance.

- Remove plug from electrical outlet before cleaning or maintaining the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, petrol, etc.).
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments.
- Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep appliance on a level surface.
- Turn off all controls before unplugging.
- Be extra careful when cleaning stairs.
- This appliance is provided with double insulation. Use only identical replacement parts.
- Do not use without debris tank and/or filters in place.
- Pay close attention when working around children.

## SAVE THESE INSTRUCTIONS.

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

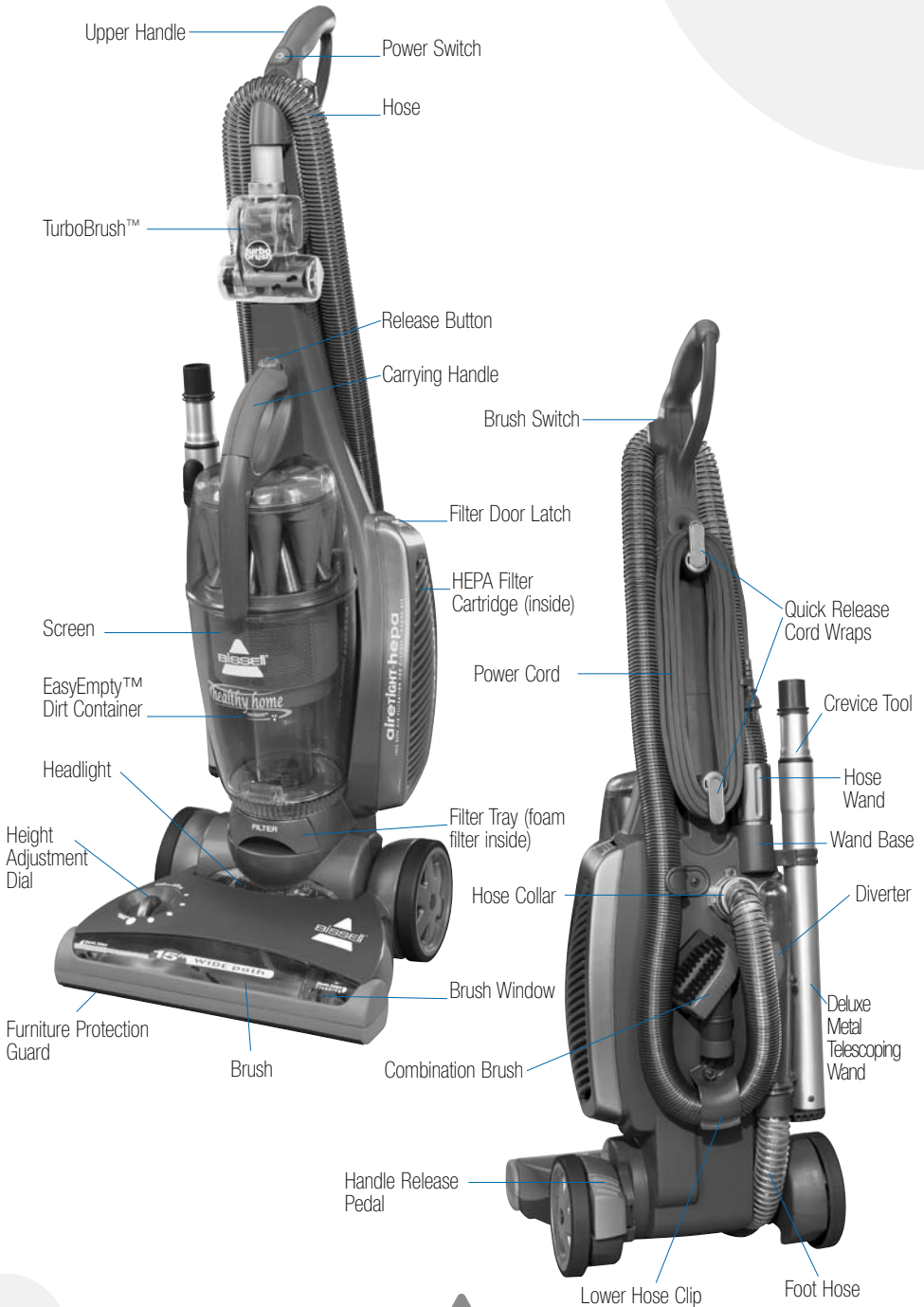
## IMPORTANT

FOR OPERATION ON A 220-240 VOLT A.C. 50/60 Hz POWER SUPPLY ONLY.

## FOR RESIDENTS OF THE UNITED KINGDOM ONLY

If your appliance is fitted with a nonrewireable BS 1363 plug it must not be used unless a 10 amp (ASTA approved to BS 1362) fuse is fitted in the carrier contained in the plug. (Spares may be obtained from your BISSELL supplier). If for any reason the plug is cut off, it must be disposed of, as it is an electric shock hazard should it be inserted into a mains socket.

# Product view



## Assembly

### Tool required: Phillips screwdriver

1. Slide upper handle onto lower handle. Insert one screw into hole marked with an arrow and tighten until snug.
2. Attach hose by lining up the tabs on the collar with the corresponding notches on the back of the vacuum as shown. Turn clockwise to lock the hose into place.
3. Wrap the hose by routing it down and into the lower hose clip then up and over the top of the handle. Insert the hose wand fully into the hose base.

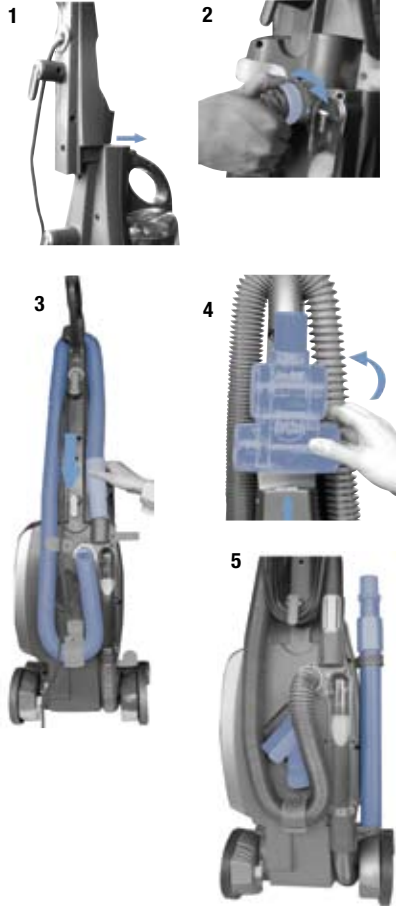
**Note: It is important that the hose is fully inserted into the base for the suction air to be directed properly to the foot during floor vacuuming.**

4. Store TurboBrush on the front of the handle by aligning the slot at the bottom with the tab and snapping into place.
5. Place crevice tool inside telescoping wand. Store tools on vacuum as shown.



## CAUTION:

Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.



## Operation

### Transporting your cleaner

Use the handle on the front to carry the cleaner or place the cleaner in the upright position and tip back to roll on the rear wheels.

### Releasing the power cord

The upper and lower cord wraps rotate to allow for quick and easy removal of the power cord.

### Fingertip power switch

The power button is located at the top of the vacuum handle.

To turn cleaner ON, press  button once.

To turn cleaner OFF, press  button again.

Note: The rotating brush will not turn on unless the unit is in the reclined position and the brush switch is on.

### Handle positions

Use your foot to pull the handle release pedal back to recline the vacuum cleaner.

### Height adjustment

There are seven height settings available for various floor surfaces. Turn the dial on the foot of the cleaner to the desired setting.

Lowest setting – For bare floors.

Medium settings – For short and medium pile carpets.

High setting – For plush carpet.

Note: For optimal cleaning performance, adjust to the lowest practical setting. If your cleaner is difficult to push, adjust to the next higher setting.

If the dial is difficult to turn, tilt the cleaner back slightly to take the weight off the foot while turning.



## ATTENTION:

Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area may aggravate this condition. Consider setting your cleaner on a higher than normal setting for this type of carpet.



# Operation

## Fingertip brush switch

The rotating brush is turned on or off using the switch at the side of the top of the handle. The brush will start rotating when the unit is reclined. The brush should be on for most carpeted floors. You may want to turn the brush off for bare floor cleaning or other delicate surfaces.

To turn the brush ON, press  button once.

To turn the brush OFF, press  button again.



## Brush auto shut-off feature

When your cleaner is in the upright position, the brush will not rotate. The brush will rotate only when the cleaner is in the reclined position and the brush switch is on.

## Using the tools

1. Make sure the cleaner is in the upright position.
2. Remove the hose wand from the wand base. This automatically diverts the suction to the hose. Unwind the hose from the cleaner.  
**Note:** To help prevent the machine from tipping, the hose should remain in the bottom hose clip.
3. Use the hose and wand alone or attach any of the tools to the end of the hose wand.

## **ATTENTION:**

Always place the vacuum cleaner on the floor in its fully upright position when using tools. Placing the vacuum in this position automatically stops the rotating brush.

2



# Operation

## TurboBrush

Use rotating brush action for small areas such as stairs and upholstery.

**Note:** Press gently when using the TurboBrush to gain maximum cleaning. Too much pressure could cause the brush to stop rotating.



## Combination brush

Use longer soft bristles for dusting.

Remove long bristle portion and use shorter stiff bristles when agitation is needed to remove debris.



## Crevice tool

Use in tight narrow spaces



## Metal telescoping wand

Use with desired attachment for a longer reach. To extend the wand, press down on the wand locking button and pull out. When you have reached the desired extension length, release the wand locking button and pull out until it clicks into locked position. To retract, press down on the wand locking button, push the extension back into the wand and release the wand locking button.

All items may not be included with your model. Other tools are available; to order, please refer to page 18-19.



## **CAUTION:**

To avoid personal injury and to prevent the cleaner from falling when cleaning stairs, always place it at the bottom of the stairs.



# Operation

## Emptying the dirt container

Empty the dirt container as soon as the dirt reaches the "Full" line on the side of the container.

1. Press the release button on top of the carrying handle to remove the dirt container.
2. Choose an emptying method. Method #2 is recommended for allergy sufferers.

Method #1 – hold the dirt container over trash can and push the emptying button to open the bottom (2a). Close the bottom after the dirt empties.

Method #2 – place a plastic bag over the bottom of the dirt container. Push the emptying button through the plastic to open the bottom (2b). After the dust settles, close the bottom and remove the bag to discard.

3. Replace dirt container on cleaner by aligning the bottom and pushing back until it snaps into place.



## **CAUTION:**

**Make sure vacuum cleaner has been switched OFF and unplugged before removing dirt container.**

1



2a



2b



3



## Maintenance and care

### Cleaning the dirt container

**Additional steps can be taken to clean the dirt container as necessary.**

1. Ensure the dirt container has been emptied.
2. Remove the lower portion by pressing the front and back latches on the upper portion as shown.
3. Clean the screen with a cloth or soft brush to remove dust or debris.
4. If desired, the lower dirt container may be washed in warm water. Make sure it is completely dry before reassembling.
5. To reassemble, hold the carry handle and place the upper portion into the lower portion, lining up the front and back latches. Push down until both latches click into place. Make sure the dirt container is securely assembled before replacing it on machine.

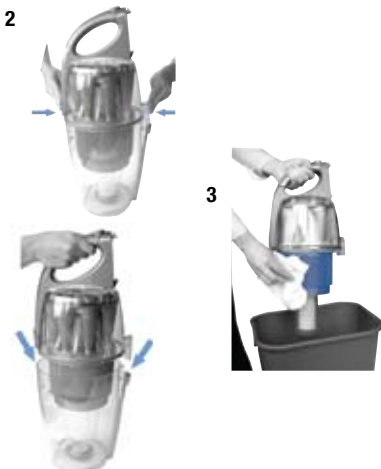
### Cleaning the foam filter

**The foam filter should be checked monthly and washed as needed to maintain performance. More or less frequent cleaning may be required based on individual vacuuming habits and types of debris picked up.**

1. The foam filter is located in the tray labeled "FILTER" underneath the dirt container. Pull the tray out to access the filter.
2. Remove foam filter from tray and hold under running water to wash. Mild detergent may also be used if desired. Wring excess water from filter. **Air dry thoroughly before replacing.**

### **⚠️ WARNING:**

To reduce the risk of electric shock, turn power switch OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.



### **⚠️ WARNING:**

Do not operate the cleaner with a damp or wet filter or without all the filters in place.



### **NOTICE:**

This product is intended for household use only and not for commercial or industrial use. Vacuuming of dust from products like plaster, concrete or ashes will damage the motor and void the warranty.

# Maintenance and care

## Replacing the HEPA filter cartridge

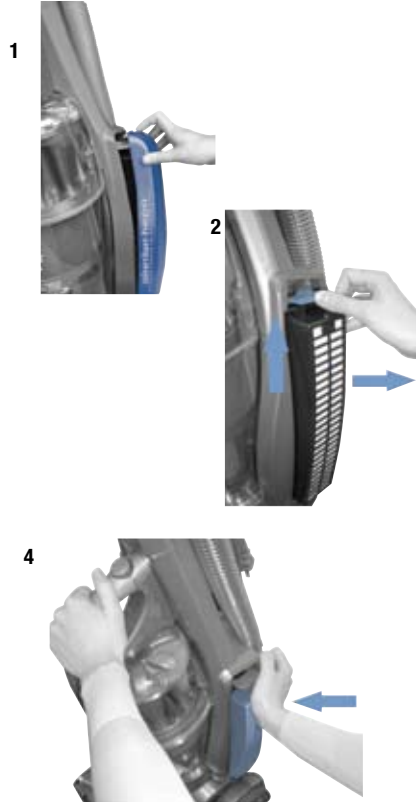
The HEPA filter cartridge should be replaced every six months or if suction is declining. More or less frequent replacing may be required based on individual vacuuming habits and types of debris picked up.

**Note: To have the benefits of the Airtight™ HEPA System, you must use the BISSELL HEPA filter cartridge.**

1. To remove the HEPA filter cartridge, push down on the filter door latch and pull door away from the cleaner.
2. Lift the tab at the top of the HEPA filter cartridge and pull cartridge away from the cleaner.
3. Replace the used HEPA filter cartridge with a new one.

**Note: To avoid damaging the HEPA filter cartridge and reducing its filtration capabilities, be careful not to touch the filter material. The HEPA filter cartridge is NOT washable.**

4. To ensure a tight seal, the filter cartridge must latch fully in place. To install, push firmly near the top with the palm of your hand while holding the vacuum with your other hand.



# Maintenance and care

## Clearing clogs

Low suction or poor pickup may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the motor or a reduction in the spinning action in the dirt container, check for a clog.

If there is no suction or if suction is reduced at the hose, follow these steps to check for and clear the clog:

1. Unplug cleaner from electrical outlet.
2. Check the foam filter and clean as necessary (see cleaning the foam filter on page 10).
3. Check the HEPA filter and replace if necessary (see replacing the HEPA filter cartridge on page 11).
4. Check to see if dirt container is full. Empty if needed.
5. Remove lower portion of dirt container. Clean the screen and check center tubes for dirt accumulation.
6. While dirt container is removed, check dirt inlet for clogs.
7. Remove the hose from the cleaner by twisting the collar counterclockwise. Straighten the hose and check for a clog.
8. Check diverter area at back of machine for diverter position and clogs. When the hose wand is removed from the base, the diverter should be up (8a). If a clog is visible near the diverter, the plastic cover may be removed to clear the clog by removing the 7 screws as shown (8b).

**Note:** When removing and reinstalling the plastic cover, make sure the rope gasket remains fully in its track.



## **WARNING:**

To reduce the risk of electric shock, turn power switch OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.



# Maintenance and care

## Clearing clogs continued

**If suction is normal at the hose, follow these steps to check for and clear the clog for floor cleaning:**

1. Check diverter area at back of machine for diverter position and clogs. When the hose wand is inserted in the base, the diverter should be down. If a clog is visible near the diverter, the plastic cover may be removed to clear the clog by removing the 7 screws as shown in illustration 8b on page 12.
2. Check the foot hose for clogs (2a). If you are not able to tell from the outside if a clog is present, remove the bottom 4 screws from the diverter cover to loosen and straighten the foot hose (2b).

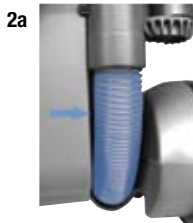
Remove any clogs found and fully reassemble the cleaner before attempting to check suction again or use the cleaner.

## Thermal motor protection

**An internal thermal protector has been designed into your cleaner to protect it from overheating. When the thermal protector activates, the main vacuum motor will stop operating. If this happens, proceed as follows.**

1. Turn the cleaner OFF and unplug from electrical outlet.
2. Check the cleaner for the source of overheating problem (i.e. full dirt cup, dirty filters or clog).
3. Fix the problem by following the steps in the maintenance section of the user guide.
4. When the motor cools for approximately 30 minutes, the thermal protector automatically resets and cleaning may continue. If the cleaner will not turn on or the thermal protector continues to activate, your cleaner may need servicing.

**Note: The thermal protector controls the main vacuum motor only, not the brush motor. If the thermal protector activates, the brush will continue to operate normally; however, there will be no suction.**



## Maintenance and care

### Brush reset

If something becomes lodged in the foot and the brush shuts off, turn the cleaner off and unplug from the electrical outlet. Remove the obstruction. The brush will automatically reset when the cleaner is plugged in and turned back on.

### Brush maintenance

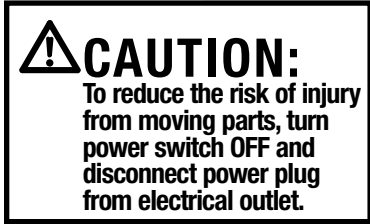
The rotating brush should be checked regularly for accumulating debris that might reduce the cleaning performance of your vacuum.

1. Unplug cleaner from electrical outlet.
2. Recline the handle and turn your cleaner over so the bottom side is up.
3. Carefully cut away any visible hair, fibers or debris from the brush roll.

**Do not attempt to disassemble the vacuum foot or to remove the brush roll. If you feel it needs to be checked or replaced, have your cleaner serviced.**

### Belt maintenance

The brush belt is designed to last the useful life of the cleaner when used according to all instructions in this user's guide under normal household conditions. If you feel that it needs to be checked or replaced, have your cleaner serviced. Do not attempt to disassemble the vacuum foot or to change the belt.



# Maintenance and care

## Changing the light bulb

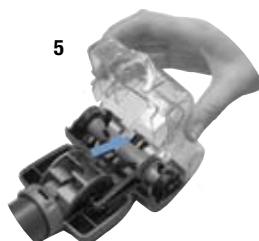
1. Unplug cleaner from electrical outlet.
2. Recline handle for easier access to light bulb and remove screw to lift off lens.
3. Remove the bulb by grasping bulb and pulling straight out of the socket. Install the new bulb by pushing gently into the socket until the bulb snaps into place.



## TurboBrush maintenance

**The TurboBrush should be checked regularly for clogs or debris wrapping around the brush.**

1. Remove tool from hose or front of vacuum.
2. Twist collar so opening is at the top and lift top cover to remove.
3. Remove the brush from the belt and clean debris.
4. Replace the brush inside the belt and place ends into slots on sides as shown.
5. Reposition top cover, making sure to line up inside tab at the front with the opening on the cover. Twist collar until opening is at the bottom to lock into place.



# Troubleshooting



## **WARNING:**

To reduce the risk of electric shock, turn power switch OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

### **Vacuum cleaner won't turn on**

#### **Possible causes**

1. Power cord not plugged in
2. Thermal protector activated
3. Handle not fully attached

### **Brush not rotating**

#### **Possible causes**

1. Brush switch turned to "OFF"
2. Vacuum is in upright position
3. Brush is jammed
4. Brush needs to be reset
5. Handle not fully attached

### **Vacuum cleaner won't pick up or low suction**

#### **Possible causes**

1. Incorrect height setting
2. Hose wand not properly positioned
3. Dirt container not installed properly
4. Dirt container full
5. Clog in cleaner
6. Filters are dirty
7. Hose not properly attached

#### **Remedies**

1. Check electrical plug
2. Allow cleaner to cool for 30 minutes, see page. 13
3. Remove handle and reinstall

#### **Remedies**

1. Make sure brush switch is in "ON" position
2. Recline vacuum to operate brush
3. Remove obstruction or debris and unplug cleaner to reset brush, see page. 14
4. Unplug cleaner to reset brush, see page. 14
5. Remove handle and reinstall

#### **Remedies**

1. Turn dial to lower setting
2. Make sure hose wand is fully seated in base and diverter is in down position
3. Check assembly of upper and lower portions, correctly position and snap into place
4. Empty dirt container
5. Follow instructions on pgs. 12-13 for clearing clogs
6. Check and clean foam filter, check and replace HEPA filter cartridge if needed
7. Make sure hose collar is twisted to lock position



# Troubleshooting

## **Vacuum cleaner is difficult to push**

### **Possible causes**

1. Incorrect height setting

### **Remedies**

1. Turn dial to higher setting

## **Visible dust escaping from cleaner**

### **Possible causes**

1. Filter tray missing or not installed properly
2. Foam filter missing or not installed properly
3. HEPA filter cartridge missing or not installed properly
4. Dirt container not installed properly
5. Dirt container not assembled properly
6. Hose not installed properly
7. Hole or crack in hose

### **Remedies**

1. Check filter tray to make sure it is fully inserted
2. Check for foam filter and correct installation
3. Check for HEPA filter cartridge and correct installation
4. Make sure dirt container is correctly positioned and snapped into place
5. Check screen, upper and lower portions of the dirt container for proper assembly
6. Make sure hose wand is fully seated in base, make sure foot hose is properly attached to diverter area
7. Check hose for holes or cracks and replace if needed

**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.**

## **BISSELL Consumer Services**

### **If your BISSELL product should require service:**

In the UK, Australia or New Zealand, call BISSELL Consumer Services at the numbers below and we will give you the location of a BISSELL Authorized Service Center in your area. For all other countries, contact your local in country distributor for questions, service, or repair.

If you have questions about your warranty or need replacement parts please contact the numbers below.

#### **For UK inquiries:**

Monday - Thursday 9 am — 5 pm  
Friday 9 am — 4 pm

#### **BISSELL Homecare (Overseas) Inc.**

The Boat Yard  
105 Straight Road  
Old Windsor  
Berkshire, SL4 2SE  
United Kingdom  
Telephone: 0870-225-0109

#### **For New Zealand inquiries:**

Monday - Friday 9 am — 5 pm

#### **Parex Industries Ltd.**

103 Central Park Drive  
Henderson  
Auckland  
New Zealand  
Telephone: 0800-247-735

#### **For Australian inquiries:**

Monday - Friday 9 am — 5 pm

#### **BISSELL AUSTRALIA PTY LIMITED**

Unit 35  
15 Ricketts Road  
Mount Waverley, Victoria 3149  
Australia  
Telephone: 1-800-811-183

#### **For all other inquiries:**

Monday - Friday 8 am — 4 pm

#### **BISSELL Homecare, Inc.**

PO Box 1888  
Grand Rapids, MI 49501 USA  
Telephone: 01-616-453-4451  
Fax: 01-616-453-1383

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: \_\_\_\_\_

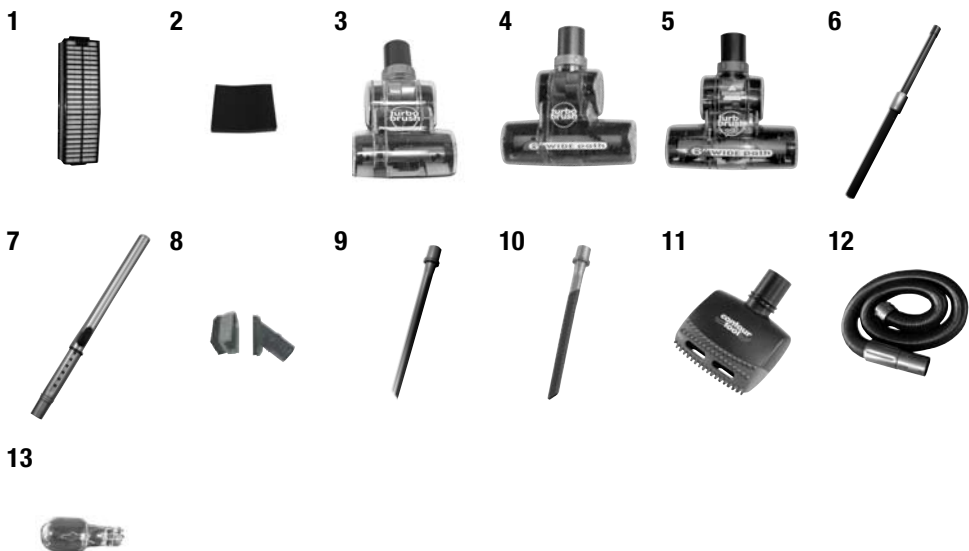
**Note: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim. See Warranty on page 20 for details.**

Please do not return this product to the store.

# Replacement parts - BISSELL Healthy Home Vacuum™

Below is a list of common replacement parts. While not all of these parts may have come with your specific model, they are available for purchase if desired. Please note, all attachments may not store on board your vacuum.

Item	Part No.	Part Name
1	3282	HEPA Filter Cartridge
2	203-1374	Foam Filter
3	203-1362	TurboBrush
4	203-1381	Wide TurboBrush
5	203-1367	Pet Wide TurboBrush
6	203-1364	Telescoping Wand
7	203-1373	Metal Telescoping Wand
8	203-1365	Combination Brush
9	203-1363	Crevice Tool
10	203-1366	Flexible Crevice Tool
11	203-1382	Contour Tool
12	203-1359	Hose
13	203-1377	Light Bulb



## Warranty - Healthy Home Vacuum™

This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by telephone, or regular post as described below, or contact your local in country distributor.

### Limited Two Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, BISSELL Homecare, Inc., will replace (with new or remanufactured components), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two years any defective or malfunctioning part do to manufacturers defect.

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, or use not in accordance with the User's Guide is not covered.

#### For UK inquiries:

Monday - Thursday 9 am — 5 pm  
Friday 9 am — 4 pm

#### BISSELL Homecare (Overseas) Inc.

The Boat Yard  
105 Straight Road  
Old Windsor  
Berkshire, SL4 2SE  
United Kingdom  
Telephone: 0870-225-0109

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103 Central Park Drive  
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Grand Rapids, MI 49501 USA  
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Fax: 01-616-453-1383

**BISSELL HOMECARE 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.**

#### \*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.**



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