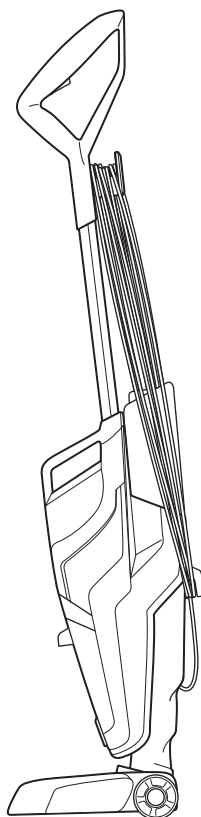
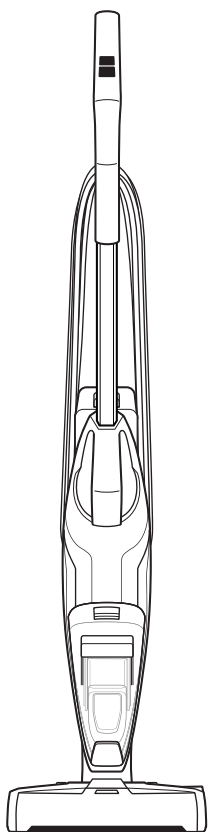




CROSSWAVE[®] PREMIER

USER GUIDE
2304 SERIES



IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR CROSSWAVE® PREMIER.

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

WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- » Connect to a properly grounded outlet only. See grounding instructions. Do not modify the 3-prong grounded plug.
- » Do not leave appliance when it is plugged in. Unplug from outlet when not in use and before servicing.
- » Use indoors only.
- » Do not allow to be used 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 guide. Use only manufacturer's recommended attachments.
- » Do not use with damaged cord or plug. If appliance is not working as it should, or 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 plug or appliance 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 appliance.
- » Use extra care when cleaning on stairs.
- » Do not use to pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in areas where they may be present.
- » Do not use appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing

- substances, flammable dust, or other explosive or toxic vapors.
- » Do not use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- » Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- » Use only BISSELL® cleaning products intended for use with this appliance to prevent internal component damage. See the Cleaning Formula section of this guide.
- » Do not immerse. Use only on surfaces moistened by the cleaning process.
- » Keep appliance on a level surface.
- » Do not carry the appliance while in use.
- » Always install float before any wet pick-up operation.
- » Do not carry the appliance while in use.

NOTE: STORE CLEANER IN A PROTECTED, DRY AREA. SINCE THIS PRODUCT USES WATER, IT MUST NOT BE STORED WHERE THERE IS A DANGER OF FREEZING. FREEZING WILL DAMAGE INTERNAL COMPONENTS AND VOID THE WARRANTY.

WARNING

Risk of injury. Brush may start unexpectedly. Unplug before cleaning or servicing.

WARNING

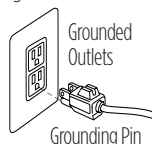
To reduce the risk of injury from moving parts – unplug before servicing.

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 illustration. 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.

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.



SAVE THESE INSTRUCTIONS FOR FUTURE USE

This model is for household use only. Commercial use of this machine voids the manufacturer's warranty.

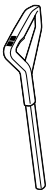
Thanks for buying a BISSELL®

CrossWave® Premier

We love to clean and we're excited to share one of our innovative products with you. We want your CrossWave Premier to work like new for the years to come, so this guide has tips on how to use, maintain and, if there's a problem, troubleshoot.

Your CrossWave Premier needs a little assembly before getting to work, so flip to the "Assembly" section and let's get started!

What's in the Box?



Handle



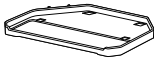
Body



Multi-Surface
Tangle-Free
Brush Roll



Brush Roll
Drying Tray



Rinse and
Storage Tray



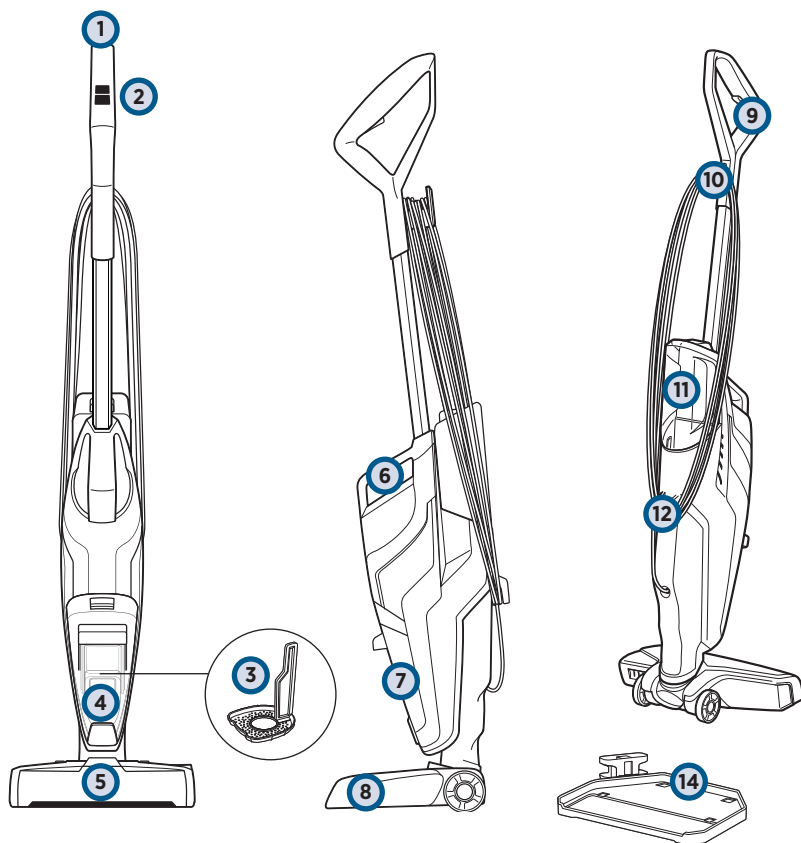
Multi-Surface Pet
with Febreze
Formula

NOTE: Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

Safety Instructions.....	2
Product View.....	4
Assembly	5
Cleaning Formulas.....	5
Operations	6-8

Maintenance & Care	9-13
Troubleshooting	14
Warranty.....	15
Service.....	15
Product Registration.....	16

Product View



- | | | | |
|---|--------------------------------|----|--------------------------|
| 1 | Upper Handle | 8 | Foot |
| 2 | SMARTCLEAN® Fingertip Controls | 9 | Solution Spray Trigger |
| 3 | Strainer | 10 | Quick Release™ Cord Wrap |
| 4 | Float Stack | 11 | Clean Water Tank |
| 5 | Easy Remove Brush Window | 12 | Lower Cord Wrap |
| 6 | Integrated Carry Handle | 13 | Rinse and Storage Tray |
| 7 | Dirty Water Tank | | |

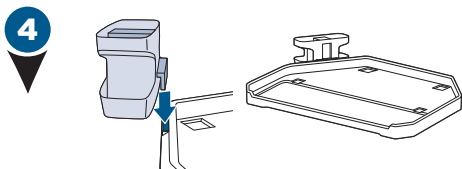
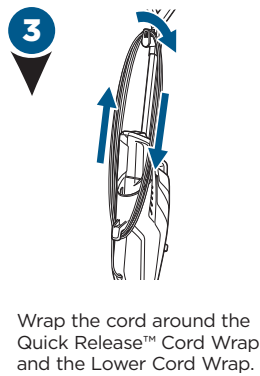
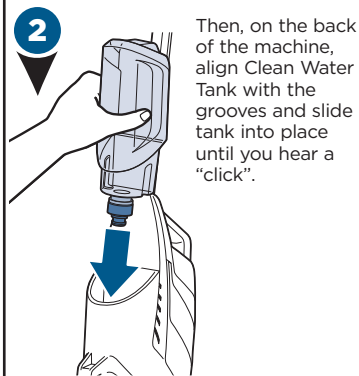
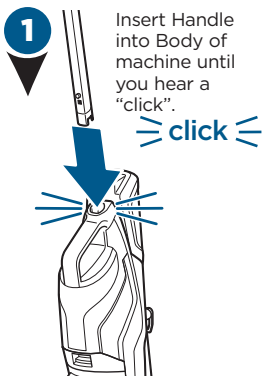
Your BISSELL® CrossWave® Premier machine comes in three easy-to-assemble components and does not require any tools to assemble. The machine also comes with a two-piece Rinse and Storage Tray.

- Handle
- Body
- Clean Water Tank
- Rinse and Storage Tray

Assembly

WARNING

Do not plug in your CrossWave® Premier until you are familiar with all instructions and operating procedures.



The Easy Clean Storage Tray consists of a machine Storage Tray and a Brush Roll Drying Tray. To assemble the Easy Clean Storage Tray, align arrows on the storage tray with the arrows on the Brush Roll Drying Tray and slide into place.

NOTE: To easily unwrap the cord for use, just turn the Quick Release Cord Wrap down to remove the cord.

Cleaning Formulas

WARNING

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL® cleaning formulas intended for use with the hard floor device.

Keep plenty of CrossWave® formulas on hand so you can clean your hard floors and area rugs whenever it fits your schedule.

Always use CrossWave® formulas in your machine. Other solutions may harm the machine and void the warranty.

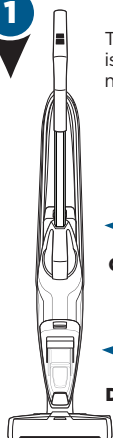
CROSSWAVE® FORMULAS

			
Multi-Surface Formula	Wood Floor Formula	Area Rug Formula	Multi-Surface Pet with Febreze Formula
Great for cleaning ALL sealed floors and area rugs	Restore your wood floors' natural shine	Removes stuck-on and embedded dirt from area rugs	Removes pet odors to clean and refresh

Filling the Clean Water Tank

1

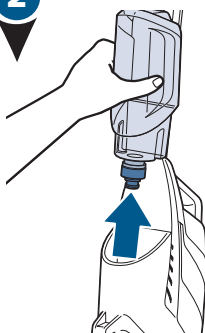
The Clean Water Tank is on the back of the machine.



Clean Water Tank

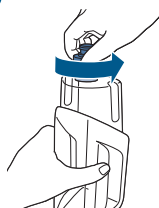
Dirty Water Tank

2



Lift the tank straight up to remove.

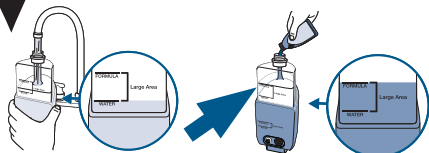
3



Unscrew the cap.

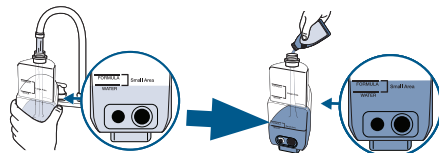
The Clean Water Tank has two measuring volumes depending on the amount of space you would like to clean.

4



For large area cleaning (up to 700 sq ft)

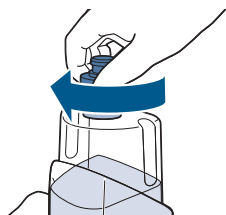
- Fill Clean Water Tank with warm tap water to the second water fill line.
- Then add formula to the second formula fill line.



For small area cleaning (<350 sq ft)

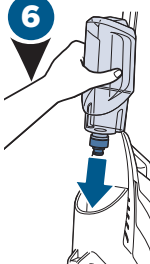
- Fill Clean Water Tank with warm tap water to the first water fill line.
- Then add formula to the first formula fill line.

5



Screw the cap back onto the tank.

6

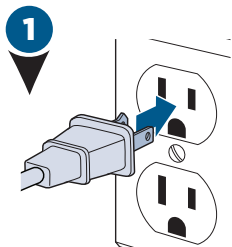


On the back of the machine, align tank with the grooves and slide tank into place until you hear a "click".

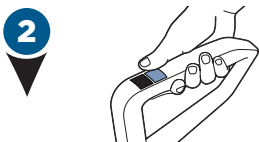
A few notes about filling the Clean Water Tank:

- Fill with warm (140°F/60°C MAX) tap water and add the appropriate BISSELL® formula. **DO NOT USE BOILING WATER. DO NOT HEAT WATER OR TANK IN MICROWAVE.**

Cleaning Hard Floors

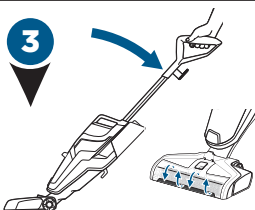


Plug machine into a properly grounded outlet.

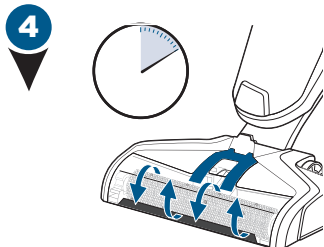


Select cleaning mode:

To start cleaning your hard floors, turn the machine ON by pressing the **HARD FLOOR** button. Once the setting is selected, the dry vacuum will turn on. To turn OFF, press the **HARD FLOOR** button a second time.

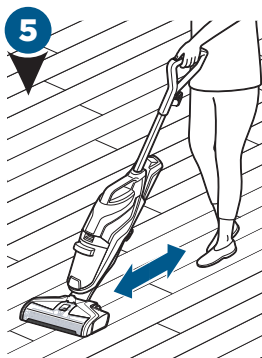


Recline the machine to start the Brush Roll spinning. To stop stand the machine upright.

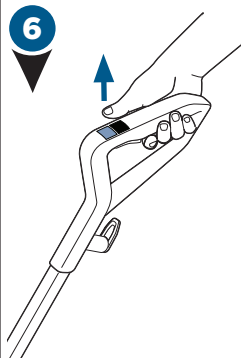


Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution. LED lights illuminate when holding the trigger.

NOTE: When solution is flowing, you will see bubbles forming at the edges of the Easy Remove Brush Window.



To clean, hold the solution spray trigger to apply solution on both forward and backward passes.



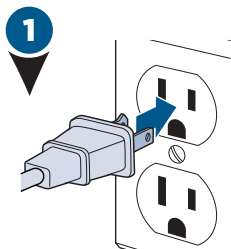
To dry hard floors faster, release the trigger and clean a second pass without dispensing solution.

TIP: When cleaning excessively dirty or muddy hard floors, or if your Brush Roll looks dirty, use the Easy Clean Storage Tray to rinse your Brush Roll before cleaning your area rugs.

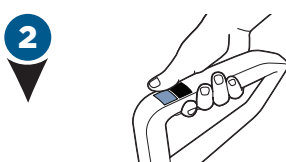
TIP: For overly challenging and stuck-on messes on your hard floors, activate the **RUG** mode and hold your CrossWave® Premier over the mess. Using short passes while holding the trigger allows the multi-surface brush to go to work.

Cleaning Area Rugs

NOTE: Before cleaning area rugs, test an inconspicuous area of the rug for colorfastness. Also, please check manufacturer's tag before cleaning area rugs for any specialized cleaning instructions. Not for use on silk or delicate area rugs.

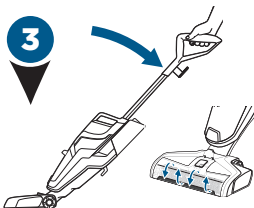


Plug machine into a properly grounded outlet.

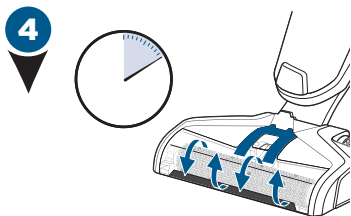


Select cleaning mode:

To start cleaning your rugs, turn the machine ON by pressing the **RUG** button. Once the setting is selected, the dry vacuum will turn on. To turn OFF, press the **RUG** button a second time.



Recline the machine to start the Brush Roll spinning. Stand the machine upright to stop the spinning.

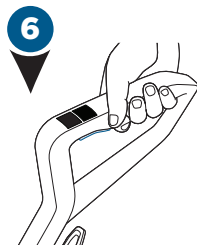


Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution. LED lights illuminate when holding the trigger.

NOTE: When solution is flowing, you will see bubbles forming at the edges of the Easy Remove Brush Roll Window.



To clean, hold the spray trigger to apply solution on both forward and backward passes.



To dry area rugs faster, release the trigger and clean a second pass without dispensing solution.

NOTE: The RUG button dispenses twice the solution of the HARD FLOOR button to help with area rug cleaning.

ATTENTION

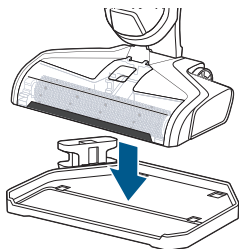
Do not overwet carpet. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.

Using the Rinse and Storage Tray

WARNING

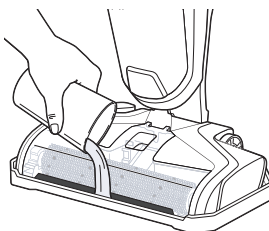
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



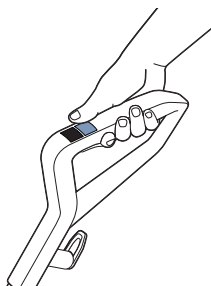
Place machine on Rinse and Storage Tray.

2



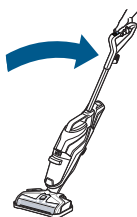
Pour water to the MAX line of the self-cleaning storage tray.

3



Turn the machine ON by pressing the Hard Floor button.

4



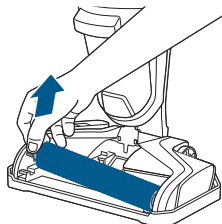
Recline the machine while in storage tray. Allow machine to run for 10-15 seconds until all water is picked up. Repeat as needed.

5



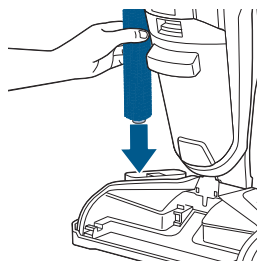
Grab brush roll window at the front and pull up to remove.

6



Pull Brush Roll out by grabbing the tab and pulling upward.

7



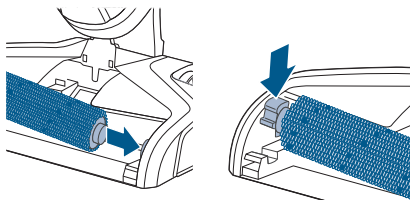
Place the Brush Roll upright in the Brush Roll Drying Tray to dry.

Using the Rinse and Storage Tray (cont.)

WARNING

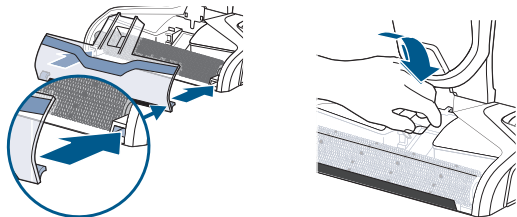
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

9



Replace Brush Roll by inserting the Brush Roll end into the right side of the Foot. Then lock the pull tab into place by pressing downward.

10



Replace the brush roll window by first lining up the brush window tabs with the edges of the Foot. Then press the window back into place until you hear a "click".

Machine Storage

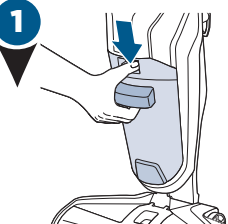
Put the machine away in a closet or basement until the next use. Store in a protected, dry area. Since this product uses water, it must not be stored where there is a danger of freezing. Freezing will damage internal components and may void the warranty.

NOTE: Any solution remaining in the Clean Water Tank should be emptied prior to machine storage.

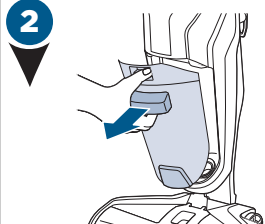
Emptying the Dirty Water Tank

WARNING

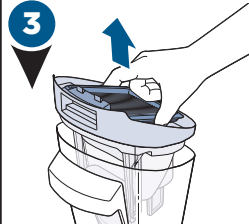
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.



To release Dirty Water Tank, press down on recessed button on top of the tank.



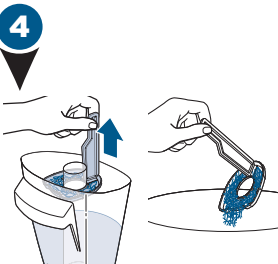
Grab the front handle while pressing down on button and pull tank.



Grasp top of tank in recessed areas on each side of the filter and pull up to remove the top of the tank.

Did You Know?

The Float Stack is what prevents your Dirty Water Tank from overflowing. When your tank is full, the float will shut off your suction motor creating a high pitched sound indicating it is time to empty your Dirty Water Tank.



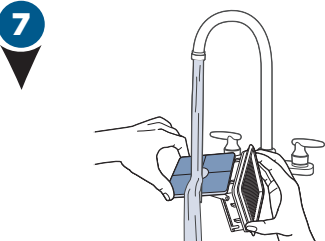
Remove strainer from tank then throw debris in trash.



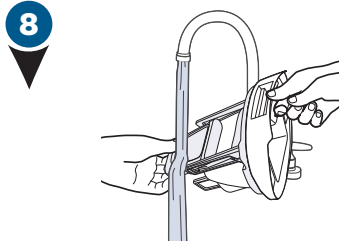
Pour dirty water out. Rinse the inside of the tank.



Remove the filter from the top of the tank by pulling it up.



Hand wash the vacuum filter and screen with warm water and mild detergent.



Rinse the float located at the bottom of the tank's top.

Emptying the Dirty Water Tank (cont.)

WARNING

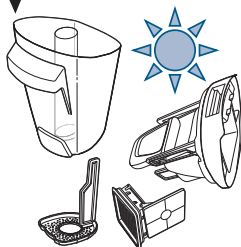
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

9



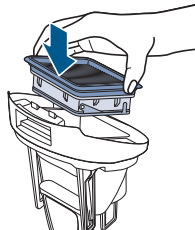
If the inside area where the tank sits is dirty, wipe it clean with a cloth or towel.

10



Leave parts out to dry before reassembling.

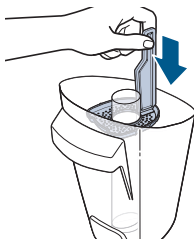
11



Place vacuum filter back into the top of the dirty water tank.

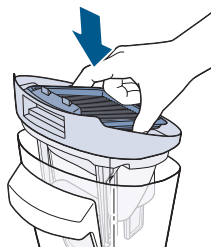
NOTE: Make sure to clean your Dirty Water Tank and let all components dry out after each use to keep your product at its best.

12



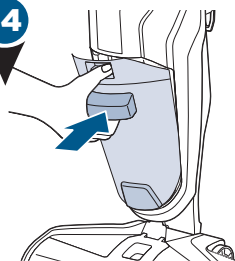
Place Strainer back into tank.

13



Once parts are dry, reassemble and replace the top of tank.

14



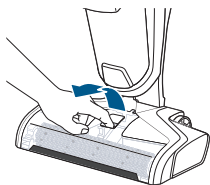
Angle the tank back into Body of machine inserting bottom first. Then tilt the top of the Dirty Water Tank toward the machine and push into place until you hear a "click".

Maintaining the Brush Roll and Chamber

WARNING

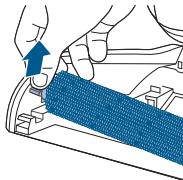
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



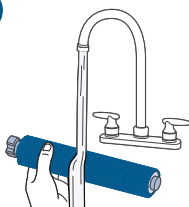
Grasp Easy Remove brush roll window at the front and pull upward to remove.

2



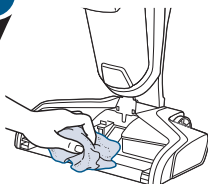
Pull Brush Roll out by grabbing the tab and pulling up.

3



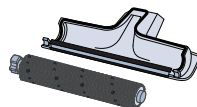
With warm water, rinse your brush roll window and Brush Roll.

4



If your brush roll chamber is dirty, clean with a cloth or towel.

5

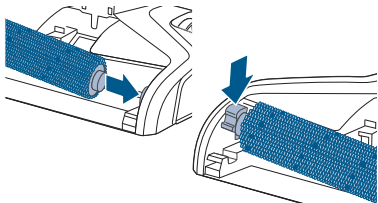


Let your Brush Roll and window dry before reassembling.

TIP: Running your machine with a wet Brush Roll will help the Brush Roll dry faster. The trigger should not be pressed.

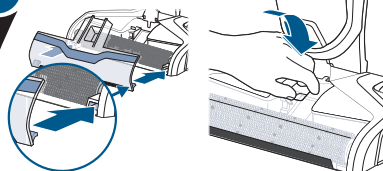
NOTE: The Brush Roll is not dishwasher or automatic washing machine safe. Please follow cleaning instructions.

6



Replace Brush Roll by inserting the Brush Roll end into the right side of the Foot. Then lock the pull tab into place by pressing downward.

7



Replace the brush roll window by first lining up both tabs with the edges of the Foot. Then press the window back into place until you hear a "click".

Troubleshooting

WARNING

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

Problem	Possible causes	Remedies
Reduced spray OR no spray	Clean Water Tank may be empty.	Refill tank.
	Clean Water Tank may not be seated completely.	Turn power OFF / Remove and reseal tank.
	System isn't completely primed.	Hold trigger for 10 to 15 seconds.
	Brush window is not latched in place.	Turn power OFF / Unplug machine and reinstall brush window.
	Not holding Solution Spray Trigger.	Hold trigger continuously while using the machine.
	Spray tips on Foot clogged.	Use a pin to clean the spray tips located underneath the brush roll window.
Loss of suction power	Tanks may not be seated properly.	Turn Power OFF / Remove both tanks and reseal them so they fit properly.
	Dirty Water Tank has picked up maximum amount of dirty water and has reached full line.	Empty tank and make sure to make slow cleaning passes back and forth while cleaning.
	Brush window is not latched in place.	Turn Power OFF / Unplug machine and reinstall brush window.
	Debris channel in Foot is clogged.	Clean the channel with a paper towel.
	Filter clogged by debris.	Remove debris clogging the filter screen and clean the filter.
Brush Roll is not turning	Brush Roll is not installed properly.	Turn Power OFF / Unplug machine and follow instructions on page 10 for replacing Brush Roll.
	Machine is standing upright.	Recline machine to make Brush Roll turn on.
	Obstruction has caused Brush Roll to stop.	Turn Power OFF / Unplug machine and remove brush window and Brush Roll cleaning hair and string off of brush ends.
Machine won't turn ON	Obstruction has caused Brush Roll to stop and shut down machine.	Unplug machine to reset the system. While the machine is unplugged, remove the brush window and Brush Roll cleaning hair and string off of brush ends.
	Handle not inserted properly into body of machine.	Remove the handle and reinsert into the Body of the machine making sure to push down until you hear a "click".
Machine is leaking	Cap of Clean Water Tank is not closed properly.	Remove the tank and reapply the cap.
Machine is streaking	Too much water applied.	Go over area without spraying down water.
	Previous floorcare products used.	Contact product manufacturer regarding how to remove.

Warranty

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 or telephone as described below.

It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill terms of this warranty. Any personal data will be handled pursuant to BISSELL's Privacy Policy, which can be found online at www.BISSELL.com/privacy-policy.

Limited Three-Year Warranty

Subject to the ***Exceptions and Exclusions from the Terms of the Limited Warranty**, upon receipt of the product BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for three years, 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 guide is not covered. This warranty will only be valid if the product is used in the same country in which it was sold.

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 three-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.

NOTE: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim.

Service

Please do not return this product to the store.

Other maintenance or service not included in the manual should be performed by an authorized service representative.

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:

www.BISSELL.com/service-centers

E-mail:

www.BISSELL.com/email-us

Call:

BISSELL Consumer Care
1-800-237-7691

Register your product today!

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 BISSELL.com/registration!

Parts & Supplies

For Parts and Supplies, go to www.BISSELL.com and enter your model number in the search field.

We're Waggin' Our Tails!

BISSELL® proudly supports BISSELL Pet Foundation® and its mission to help save homeless pets. When you buy a BISSELL product, you help save pets, too. We're proud to design products that help make pet messes, odors and pet homelessness disappear.

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