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# Bissell 12U9 Owner's Manual

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----- Manual continues below -----



**USER'S GUIDE**  
1200/7887/12U9 SERIES



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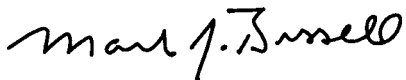
## Thank you for buying a BISSELL SpotBot

We're glad you purchased a BISSELL SpotBot. Everything we know about floor care went into the design and construction of this powerful, high-tech home vacuuming system.

Your BISSELL SpotBot is well made, and we back it with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services 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 homecare products like your BISSELL SpotBot.

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 SPOTBOT™

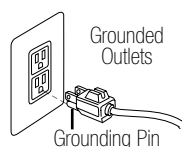
**⚠ WARNING:** To reduce the risk of fire, electric shock, or injury:

- Use indoors only.
- Use only BISSELL cleaning products intended for use in this appliance.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments.
- Do not handle SpotBot plug or appliance with wet hands.
- Do not put any object into appliance openings or use with blocked openings. Keep free of dust, lint, hair, and anything that may reduce air flow.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Keep appliance on a level surface.
- Be extra careful when cleaning stairs.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- 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, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapor.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, gasoline, etc.).
- Do not use appliance in an enclosed space filled with vapors given off by oil based thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- 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 use with damaged cord or plug.
- Turn off all controls before unplugging.
- Unplug from outlet when not in use and before conducting maintenance and troubleshooting.
- Do not use SpotBot if it is not working as it should, has been dropped, damaged, left outdoors or dropped into water. Have it repaired at an Authorized Service Center.
- Unplug by grasping the plug, not the cord. Do not unplug by pulling on cord.
- Always connect to a properly grounded outlet; see grounding instructions.

- Do not use without tanks in place.
- Do not use a flammable or combustible liquid to clean a floor.
- Do not modify the 3-prong grounded plug.

## SAVE THESE INSTRUCTIONS 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.

This model is for household use only.

## Product view



### Optional Accessories:

These items are available for purchase with your model. To order replacement parts, additional tools or formulas, please refer to page 15.



TurboBrush®



Storage Tray



64 oz.  
Little Green®  
Formula



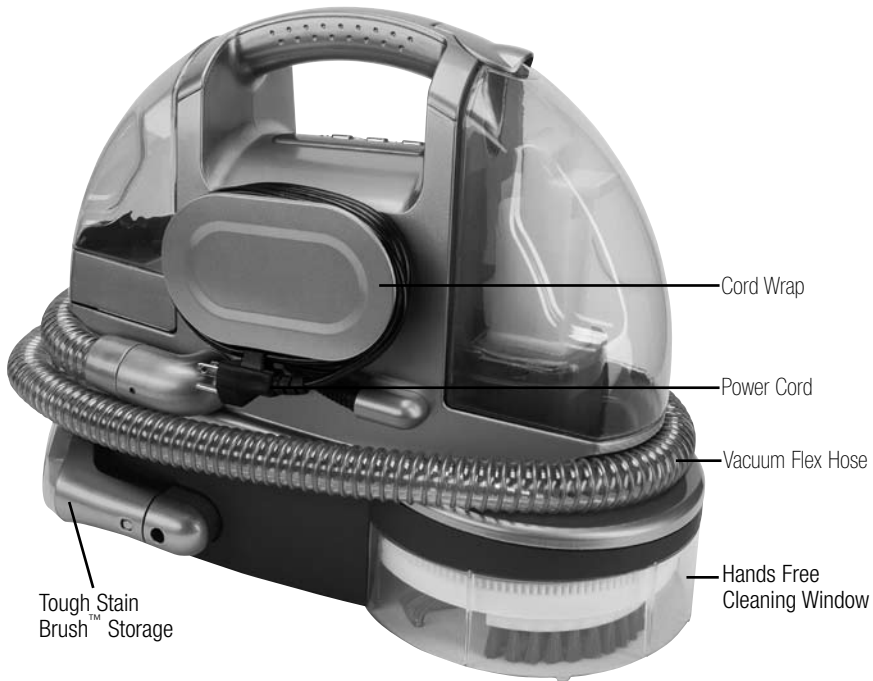
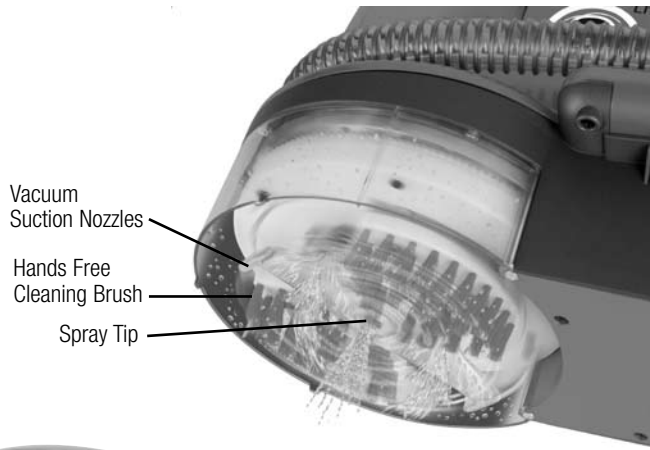
32 oz.  
Pet & Odor &  
Stain Removal™  
Formula



32 oz.  
Oxy GEN2®



## Product view



**Keep plenty of genuine BISSELL Advanced Cleaning Formulas on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL deep cleaning formulas. Non-BISSELL cleaning solutions may harm the machine and void the warranty.**

## Special features

### **Front view**

#### **Clean/solution tank**

Is located to the right of the unit when you are facing the unit.

#### **Automatic Smart System™ control panel**

Located in the center of the unit and is where you will begin selection of the smart cleaning cycle you would like to use (detailed instructions on page 9).

#### **Dirty/collection tank**

Looking at the front of the unit, the dirty/collection tank is on the left side.

#### **Vacuum flex hose**

Wraps around the center of the unit. This serves as the travel path for dirty water and formula that is suctioned up into the dirty/collection tank.

#### **Spray trigger**

When cleaning in the manual mode, press the spray trigger to release water and formula onto the area to be cleaned.

### **Underside view**

#### **Handsfree cleaning brushes**

Provides cleaning action when using the surface stain or set-in handsfree cleaning cycles.

#### **Spray tip**

Water and solution are dispensed here when cleaning in the handsfree mode.

#### **Vacuum suction nozzles**

Provides suction path when using the handsfree cleaning cycles.

### **Back view**

#### **Handsfree cleaning brushes**

Provides an area to see the handsfree cleaning action.

#### **Flex hose clip**

Is attached to the unit and is a guide for the vacuum flex hose.

## Special features

### Back view continued

#### **Tough Stain Brush™ Storage**

The Tough Stain Brush is conveniently stored on board.

#### **Power cord**

Has a three-prong plug and stores on the back of the unit around the oval cord wrap.

**NOTE: Unwrap the power cord completely before operating the unit.**

#### **Cord wrap**

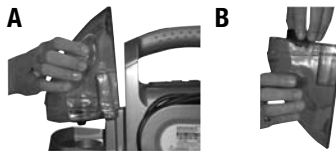
Serves as a guide for the power cord storage. The cord wrap can be gently pushed in during use.

## Operation

### Getting ready

1. To fill the clean tank:

- A. Remove the clean tank by lifting it straight up and then away from the unit.
- B. Unscrew the cap at the bottom of the clean tank.



**There are 2 ways you can fill and use the tank:**

2. For common stains such as dirt, grime, pet, or oily stains, use the fill lines on the left side of the tank and fill with Little Green formula (trial sizes included) and water.
3. For dye based stains such as coffee, fruit juices, cola and red wine, use the fill lines on the right hand side of the unit and fill with Little Green and Oxy GEN2 formulas (trial sizes included) and water.



### How to begin

#### **Using the Automatic Smart System™**

**Your new SpotBot features an Automatic Smart System that takes the guesswork out of spot and stain cleaning. With the touch of a button, you can select the cleaning cycle to use your preferred method of cleaning.**

#### *Tip:*

Before spot cleaning with the SpotBot's Handsfree feature, dry vacuum the area first.

# Operation

## How to begin continued

- 1. Surface Stain Cycle** This cycle has been designed for stains that are on the surface of your carpeting and have not had time to penetrate deep in to your carpet fibers. This cycle will run for approximately 3 minutes.
- 2. Set-In Stain Cycle** Use on stains that have had a period of time to set-in and penetrate deep into your carpet fibers. These are typically the most difficult stain types to remove. This cycle runs for approximately 6 minutes.
- 3. Manual / Hose** By selecting this option you can clean spots and stains manually on surfaces such as upholstery, car interiors, stairs or wherever you have a need to clean manually.
- 4. Pause/Resume** Is used to check the status of a cleaning cycle (Surface Stain or Set-In). If you hit the Pause button once, it pauses the cleaning cycle it is currently in. By pressing it one more time to Resume, you will pick up in the cleaning cycle where you left off.
- 5. Heater** (ProHeat models only) The SpotBot ProHeat gives you the ability to raise the water temperature for improved cleaning performance based on your cleaning needs. After pressing the heater button, the ring around the button will illuminate to indicate the heater is turned on.
- 6. Stop** By depressing the **Stop** button, you will stop your SpotBot in either the Surface or Set-In stain cycle. To begin cleaning again, you will need to select one of the 2 cycles.
- 7. Status Indicators** Much like the dishwasher in your kitchen, the Status Indicators will instruct you regarding status within a cleaning cycle. You will hear changes in the sound of the machine at different points in a cycle. When your selected cleaning cycle is complete, the Finish light will illuminate and you will hear a “beep” every 5 seconds until you depress the stop button.



### Tip:

Some spots and spills require that you pick up the chunky debris with a rag or towel before you begin cleaning in the Handsfree or Manual cycles.

# Operation

## To begin cleaning

1. Plug your SpotBot in. The Power light will illuminate instructing you that there is power to the unit and it is ready to go.
2. Place the filled Clean/Solution tank onto the unit.

## Handsfree cleaning

1. Place the unit directly over the spot or stain, making sure the stain is in the center of the handsfree cleaning area.
2. Select which cleaning cycle (surface stain or set-in) you would like to begin with. Your SpotBot will begin spraying, brushing and suctioning up the spots and stains, in its pre-programmed cycle. Both cycles have been tested and proven to deliver superior cleaning results, taking the guesswork out of cleaning for you.

**NOTE: If your unit has a built in heater (not standard on all models) press the heater button to turn on the heat feature.**

3. When the cleaning cycle you have selected is complete, the SpotBot will beep. The beep will continue until you hit the **STOP** button.
4. Pick up the unit and check the area that was cleaned.
5. If you have used Oxy GEN2, this chemical will continue to work for the next six to eight hours, cleaning your spots and stains all the way to the backing of the carpet.



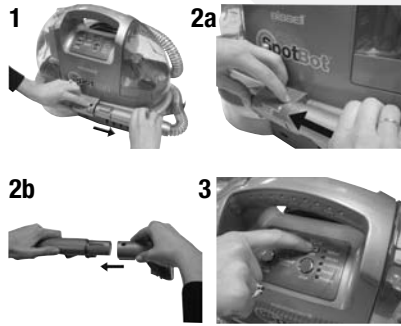
### *Tip:*

Some difficult stains may require that you run the cleaning cycle a second time.

# Operation

## Manual/hose cleaning

1. Remove the hose from the unit by depressing the release button.
2.
  - a. Remove the Tough Stain Brush from the back of the unit.
  - b. Attach the Tough Stain Brush onto the grip of the flex hose.
3. Select the manual/hose button on the control panel to start the SpotBot.  
**NOTE: In manual mode, the SpotBot will not turn on until the grip is removed from the unit. If it is not removed within 30 seconds of pushing the start button, the unit will shut off.**
4. If your unit has a built in heater (not standard on all models) press the heater button to turn on the heat feature. Begin cleaning by holding the tool no more than six inches above the soiled surface. Depress the spray trigger for about 5 seconds to apply the cleaning solution to the soiled area. Release the trigger. Be careful not to over wet.
5. Using the brush on the tool, gently scrub the soiled area for about 30 seconds or until the soiled area appears to be clean.
6. To suction up the dirt and cleaning solution, position the suction nozzle over the cleaned area, apply downward pressure on the tool, and pull nozzle toward you. You should see the dirty solution pass through the nozzle. Continue until no more solution can be removed. Normally, this step will require no more than one minute of back and forth passes.  
**NOTE: In manual mode, the SpotBot is equipped with a safety feature which will shut the unit off after 30 minutes. Press start to resume cleaning.**
7. If the stain is still visible, repeat steps 4-6 as necessary.
8. When the cleaning is complete, lightly drag the suction nozzle across the stain for about two minutes to further aid in drying the cleaned area.
9. Press the Manual/Hose button to turn off the SpotBot.
10. Unplug the machine, wrap the cord on the cord wraps and wrap the hose around the machine so that the wand can be placed in the holder for convenient storage.



### Tip:

One of the effective stain removing ingredients in Oxy Gen2 is Hydrogen Peroxide. Certain people may be affected by the product when it comes into contact with their skin; it may turn the skin white and/or cause tingling. Washing your hands after use and applying hand lotion will remove any possible white discoloration.

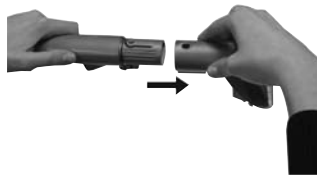
### Tip:

Check upholstery stuffing before cleaning. Colored stuffing may bleed through the fabric when it becomes wet.

# Maintenance and care

## Hose cleaning

1. Before turning off the SpotBot, suction up clean water to thoroughly rinse out the inside of the vacuum flex hose. Then, lift the vacuum flex hose upwards to drain any remaining water into the dirty tank.
2. Disconnect the cleaning tool from the vacuum flex hose by pushing down on the button lock and pulling straight off (do not twist tools to remove them).
3. Once the tool is removed from the vacuum flex hose it can be cleaned by rinsing under clean running water.



## Storage

1. Unplug the power Cord from the outlet. Wrap power cord around the cord wrap.
2. Empty and rinse the dirty/collection tank after each use, or when dirty water reaches the indicated maximum fill line. To remove the tank, lift up the dirty tank latch and pull the tank out. Dump out the dirty water and rinse with clean. Replace the tank into the unit for storage. After using the SpotBot's handsfree feature, wipe the window and brushing area with a soft cloth.
3. If you were using your SpotBot manually, wrap the vacuum flex hose around the unit and secure the spray trigger into the receiver on the front of the unit.
4. Store unit indoors at room temperature (40° to 110°F).

### *Tip:*

If a significant amount of water and solution(s) remain in the clean tank, your unit can be stored with liquid in the clean tank. However, if you have added Oxy GEN2 into the clean tank, fresh Oxy GEN2 should be added prior to the next use to optimize performance.



### *Tip:*

Clean out the Black Valve periodically inside of the Dirty/Collection Tank.

## Handsfree Cleaning

### Cleaner will not run

#### Possible Causes

1. Power cord not plugged in.
2. Blown fuse/tripped breaker.
3. The unit is not sitting flat on the carpeting.
4. Vacuum Flex Hose is not snapped into place securely.

### Unusual or Odd Noise

#### Possible Causes

1. Clean/Solution tank is out of fluid.

### Reduced or No Spray

#### Possible Causes

1. Spray Tip clogged.
2. Clean/Solution tank is out of fluid.
3. Clean/Solution tank is not inserted into the unit securely.

### No Suction

#### Possible Causes

1. Tank is full.
2. Dirty/Collection tank latch is not down.
3. Black Valve on the Dirty/Collection Tank is missing.

#### Remedies

1. Check electrical plug.
2. Replace household fuse or reset breaker.
3. Remove what is obstructing the floors surface.
4. Check to make sure the Vacuum Flex Hose is snapped into place.

#### Remedies

1. Fill Clean Solution Tank.

#### Remedies

1. Clean Spray Tip.
2. Fill Clean/Solution Tank.
3. Gently press the Clean/Solution Tank until you see "bubbles" coming from the base of the tank.

#### Remedies

1. Empty tank.
2. Push latch down, securely into place.
3. Replace Black Valve into Dirty/Collection tank.

## Manual/Hose Cleaning

### Cleaner will not run

#### Possible Causes

1. Power cord not plugged in.
2. Blown fuse/tripped breaker.
3. Hose not removed from receiver.

#### Remedies

1. Check electrical plug.
2. Replace household fuse or reset breaker.
3. Remove Hose.

### Unusual or Odd Noise

#### Possible Causes

1. Clean/Solution tank is out of fluid.

#### Remedies

1. Fill Clean Solution Tank.

### Reduced or No Spray

#### Possible Causes

1. Spray Tip clogged on Tough Stain Brush.
2. Clean/Solution tank is out of fluid.
3. Clean/Solution tank is not inserted into the unit securely.

#### Remedies

1. Clean Spray Tip.
2. Fill Clean/Solution Tank.
3. Gently press the Clean/Solution Tank until you see "bubbles" coming from the base of the tank.

### No Suction

#### Possible Causes

1. Tank is full.
2. Dirty/Collection tank latch is not down.
3. Black Valve on the Dirty/Collection Tank is missing.

#### Remedies

1. Empty tank.
2. Push latch down, securely into place.
3. Replace Black Valve into Dirty/Collection tank.

**Thank you for selecting a BISSELL product.**

If you should happen to need assistance during assembly or operation, call 1-800-237-7691.

**Please do not return this product to the store.**

## **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. ET

Saturday 9 a.m. — 8 p.m. ET

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 cleaner 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 16 for details.**

**Please register your new BISSELL product at**  
**[www.bissell.com/productregistration](http://www.bissell.com/productregistration)**



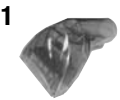
## Replacement parts

Item	Part No.	Part Name
1	203-6643	Clean Tank Assembly (includes Cap/Insert)
2	203-6644	Clean Tank Cap
3	203-6645	Dirty Tank
4	000-0000	Hose Clip



## Additional accessories

Item	Part No.	Part Name
1	203-6651	3" Tough Stain Brush
2	203-6652	TurboBrush®
3	203-6653	4" Upholstery Tool
4	203-6654	6" Wide Stair Tool
5	203-6655	Spraying Crevice Tool
6	203-6647	Storage Tray
7	497	64 oz. Little Green® Formula
8	499	32 oz. Little Green® Formula
9	797	64 oz Pet Odor & Stain Removal™ Formula
10	799	32 oz Pet Odor & Stain Removal™ Formula
11	801	32 oz Oxy GEN2®



**Earn Rewards Points!**  
 To qualify you for discounts, rebates, and other BISSELL perks.  
 Visit [www.bissell.com/rewards](http://www.bissell.com/rewards) to learn more.

## Warranty - BISSELL SpotBot

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.

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

### 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.

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



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