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# Bissell 1867 Owner's Manual

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# Steam Mop™

## USER'S GUIDE 1867 SERIES



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# IMPORTANT SAFETY INSTRUCTIONS

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

Read all instructions before using your STEAM MOP™

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

- Do not direct steam at people, animals, or at electrical outlets.
- Do not expose to rain.
- Store indoors.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave steam cleaner unattended.
- Do not leave the steam cleaner connected to an electrical outlet when not in use.
- Do not service steam cleaner when it is plugged in.
- Do not use with damaged cord or plug.
- Do not use steam cleaner if it has been dropped, damaged, left outdoors or dropped into water, return it to a service center.
- Do not handle steam cleaner 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, or expose cord to heated surfaces.
- Do not unplug by pulling on cord.
- Do not use appliance in an enclosed space filled with vapor given off by oil-base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not allow to be used as a toy.
- Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.
- Do not immerse.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments - use of attachments not provided or sold by BISSELL may cause fire, electric shock or injury.
- Never put descaling, alcoholic or detergent products into the steam cleaner, as this may damage it or make it unsafe for use.
- Unplug by grasping the plug, not the cord.
- Close attention is necessary when used by or near children.

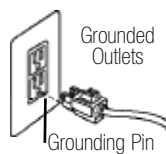
■ **WARNING:** The power cord on this product contains lead, a chemical known to the State of California to cause birth defects or other reproductive harm.  
**WASH HANDS AFTER HANDLING.**

## SAVE THESE INSTRUCTIONS

Commercial use of this unit void the manufacturer's warranty.

## 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 uses only.**

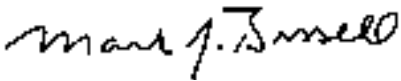
## Thanks for buying a BISSELL Steam Mop

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

Your Steam Mop 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 Steam Mop .

Thanks again, from all of us at BISSELL.



Mark J. Bissell

President and Chief Executive Officer

### Product view



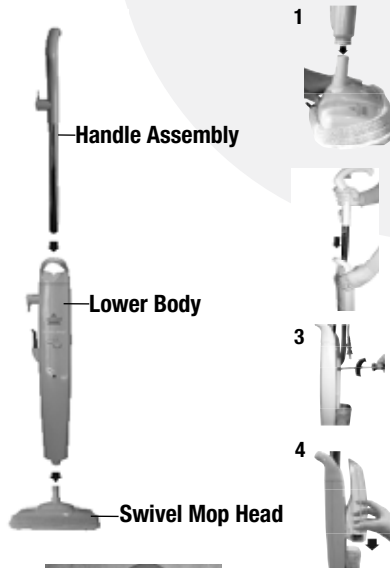
## Assembly

Your Steam Mop assembles quickly and easily. The only thing you will need for assembly is a Phillips head screwdriver.

Your Steam Mop comes in three easy to assemble components

### Handle Assembly Lower Body Swivel Mop Head

1. Attach lower body to swivel mop head and secure with small Phillips head screw. Tighten until secure.
2. Slide handle assembly down into lower body until it will go no further.
3. Secure the handle with large Phillips head screw through the screw. Tighten until secure.
4. Slide water tank onto lower body by lining up vertical glides and gently sliding tank into place.



### Wall Storage Hook (select models only)

Your BISSELL Steam Mop may have come with a storage hook. The storage hook provides a convenient way to store your Steam Mop. You may choose to hang it in a closet, utility room, or any location that works for you.



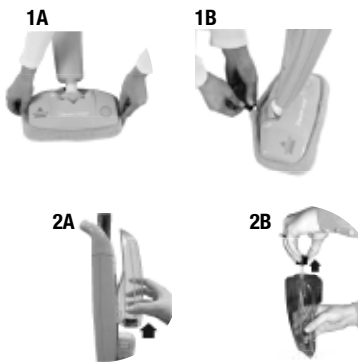
1. With the screw holes at the top, hold the Storage Hook in the location on the wall you want it to hang. Be sure a stud has been located so it can hang securely. With a pencil, mark the position of both screw holes.
2. Drill 1/8" diameter holes in the center of the pencil marks.
3. Place storage hook over drilled holes and secure by screwing in place with the provided screws.

## Operation

Thoroughly sweep or vacuum floor prior to cleaning with the Steam Mop.

### Getting ready

1. Attach mop pad.
  - A. Set swivel mop head in mop pad, making sure toggle is located on the back.
  - B. Tighten mop pad by pulling on elastic cord while pressing on toggle.
2. Fill the water tank
  - A. Remove tank by lifting straight up and away from unit.
  - B. Unscrew cap at bottom of water tank and remove the insert assembly. Fill water tank with water. Replace insert assembly and cap, tighten until snug. Replace water tank on unit.



# Operation

## Getting ready continued

3. Twist the quick release cord wrap to unwrap the power cord and plug into a 120-Volt grounded outlet as described in the Important Safety Instructions, on page 2.
4. The ready light will illuminate when the Steam Mop is ready for use.

**NOTE:** During the first use it may take several seconds for the Steam Mop to begin steaming. The water needs to flow through the filter to the heater. The delay will only occur during initial use or when using a new filter.

## Cleaning hard floors

Your Steam Mop is designed to clean hard flooring such as ceramic tile, laminate, marble, stone and sealed hard wood floors. Use of your Steam Mop on waxed or some unwaxed floors may result in diminished glossiness. On surfaces that have been treated with wax, the wax may be removed by the heat and steam action. Do not use on unsealed wood floors or let unit stand on any wood floor for an extended period of time. This could cause the wood grain to rise. When using on peel-and-stick vinyl, linoleum or any other heat sensitive floors, use extra caution. Too much heat can melt down glue in the flooring. For best results test in an inconspicuous area and check the care instructions from your flooring manufacturer.

1. When the ready light illuminates, begin cleaning by passing over surface while pressing trigger to emit steam.
2. To sanitize an area of your floor, place the center of the Steam Mop over the spot for a minimum 15 seconds, but no longer than 20 seconds.
3. When the Steam Mop stops emitting steam, simply remove the water tank, refill, and continue cleaning.

**Tip:** Do not attempt to use your Steam Mop without water in the tank.

## Carpet Refresher Attachment (select models only)

This accessory is recommended for the refreshing of carpets. Once the steam mop is cradled in the carpet refresher attachment, it will easily glide over the carpet.

**NOTE:** Always be sure a mop pad is in place before placing in carpet refresher attachment. It is recommended that only white mop pads be used with the carpet attachment. Do not use carpet attachment on spots or stains, or glide it over the same spot for longer than 20 seconds.

1. Attach the mop pad to the swivel mop head. As directed in step 1 on page 4.
2. Place the swivel mop head, with mop pad attached, in the carpet refresher attachment.  
**Note:** that the Steam Mop rests in the carpet refresher attachment and may not stay attached to the swivel mop head. It is meant to glide over the carpet.
3. Fill the water tank with water. Begin refreshing your carpet or rug by pushing the Steam Mop in a forward and backward motion, releasing steam as you go.



## Operation

### Carpet Refresher Attachment (select models only) continued

4. When you have finished refreshing your carpet or rug, unplug the steam mop and remove from the carpet or rug.

**NOTE:** Move the Steam Mop and carpet refresher attachment in a continuous motion until you are finished. This product is not intended to be used as a carpet cleaner, only a carpet refresher or deodorizer. Never attempt to use the Steam Mop on carpet without the carpet refresher attachment in place. DO NOT leave the mop in a stationary position.

## Maintenance and care

### When you're done

1. Unplug power cord from outlet.
2. Carefully remove mop pad from swivel mop head, as mop pad and lower assembly will be hot.
3. Any water remaining in the water tank should be emptied prior to machine storage.
4. Mop pad can be machine washed in warm water. Use only liquid detergents. Do not use bleach or fabric softeners. For best results, air dry.
5. Wrap power cord around quick release cord wrap.
6. Wipe all surfaces of Steam Mop with a soft cloth. Store upright in a protected, dry area.



### Replacing the water filter

If you fill your Steam Mop cleaner with normal tap water, it is essential to check the water filter and replace it when it is no longer effective. Change the filter when the bright green grains turn blue. If the filter is not changed at the appropriate time, calcium deposits will accumulate on the heating element, causing damage or reduced performance. Using distilled or demineralized water will maximize the performance of your filter.

## Troubleshooting

### Reduced steam or no steam.

#### Possible Cause

1. Water tank empty
2. Depleted water filter
3. Blocked steam nozzle

Brass Spray Tip  
Swivel Head Neck



#### Remedies

1. Fill tank
2. Replace filter
3. Unplug unit, remove swivel head from lower body and pour vinegar through center tube of swivel head "neck". Clear nozzle by inserting a paper clip into the brass spray tip located in bottom of lower body.

### Water is left on the floor.

#### Possible Cause

1. Mop pad is too wet

#### Remedies

1. Change mop pad

### White marks left on floor.

#### Possible Cause

1. Steam Mop left in one spot too long

#### Remedies

1. Steam Mop should never be left sitting with wet mop pad attached when not in use

## Troubleshooting

### White marks left on floor continued.

#### Possible Cause

2. Hard water is being used

#### Remedies

2. Use distilled water in Steam Mop tank

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

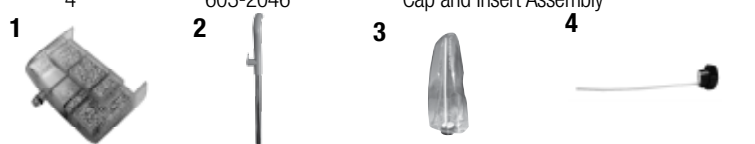
**Please do not return this product to the store.**

For any questions or concerns, **BISSELL** is happy to be of service.  
Contact us directly at **1-800-237-7691**.

**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 8 for details.

## Replacement parts

Item	Part No.	Part Name
1	3252-2	Water Filter
2	203-2167	Handle Assembly with Screw (Mineral Blue)
	203-2178	Handle Assembly with Screw (Lavender)
3	203-2159	Water Tank with Cap and Insert
4	603-2046	Cap and Insert Assembly



## Additional Accessories

These items are available for purchase as accessories for your **BISSELL Steam Mop**:  
To purchase call **1-800-237-7691** or visit [www.bissell.com](http://www.bissell.com).

Item	Part No.	Part Name
1	3252-3	White Microfiber Mop Pads - 2 pack
2	203-6006	Carpet Refresher Attachment
3	203-2168	Storage Hook with Screws (Mineral Blue)
	203-2179	Storage Hook with Screws (Lavender)
4	3252-1	Eucalyptus Mint Natural Aroma



## Warranty - BISSELL Steam Mop

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 Service" 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

When contacting BISSELL, have model number of unit available.

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

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

**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.**

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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