



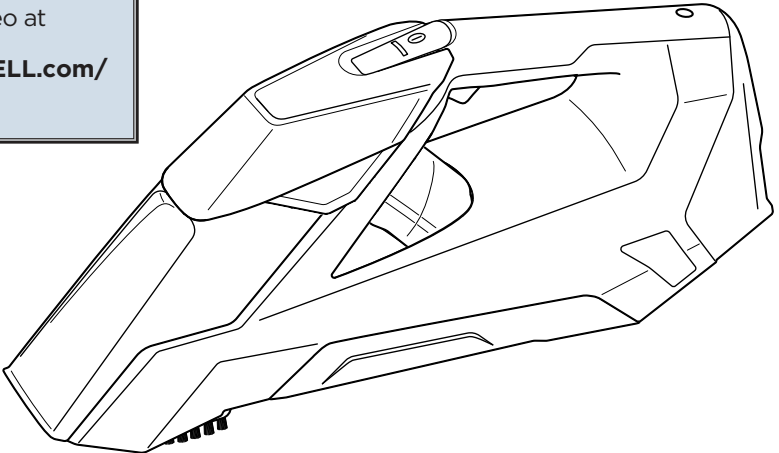
PET STAIN ERASER™

USER GUIDE
2164A SERIES



More of a video person? Look for this icon and go online for an instructional how-to video at

www.BISSELL.com/videos



IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR BISSELL PET STAIN ERASER CORDLESS HANDHELD DEEP CLEANER. Failure to follow the warnings and instructions may result in electric shock, fire, and/or serious injury. When using an electrical appliance, basic precautions should be observed, including the following:

⚠️ WARNING

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

- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- » Use only the type and amount of liquids specified under the Operations section of this guide.
- » Unplug charger from outlet when not in use and before servicing.
- » Always connect to a proper electrical socket.
- » Do not modify plug.
- » Do not expose to rain. Store indoors.
- » Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- » Use only as described in the user guide.
- » Use only manufacturer's recommended attachments.
- » Do not use with damaged charger, cord, or plug.
- » Do not immerse in water or liquid.
- » If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water; do not attempt to operate it and have it repaired at an authorized service center.
- » Do not pull or carry charger by the 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 charger away from heated surfaces.
- » Do not unplug charger by pulling on cord.
- » To unplug, grasp the plug, not the cord.
- » Do not handle charger, including Charger Plug and charger terminal with wet hands.
- » Do not put any object into openings.
- » Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- » Use extra care when cleaning on stairs.
- » Turn off all controls before plugging or unplugging appliance.
- » Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- » Do not 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.
- » Do not use appliance in an enclosed space filled with vapors given off by oil base paint, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- » Do not use a flammable or combustible liquid.
- » Prevent unintentional starting. Ensure the switch is in the OFF-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
- » Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- » Do not use appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- » Do not expose appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C/265°F may cause explosion.
- » Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- » Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- » Do not modify or attempt to repair the appliance except as indicated in the instructions for use and care.
- » Keep the temperature range of between 40-104°F when charging battery, storing unit or during use.
- » Use only with charger SIL, Model SSA-100060US.
- » Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.

SAVE THESE INSTRUCTIONS FOR FUTURE USE

This model is for household use only.

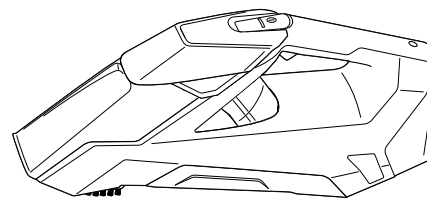
Thanks for buying a BISSELL portable carpet cleaner!

We love to clean and we're excited to share one of our innovative products with you. We want to make sure your portable carpet cleaner works as well in two years as it does today, so this guide has tips on using (pages 5-9), maintaining (pages 10-13), and if there is a problem, troubleshooting (page 14).

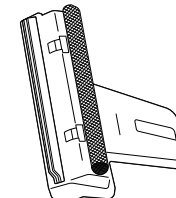
In just a few simple assembly steps, you'll be ready to spot clean. Flip to page 5 and let's get started!



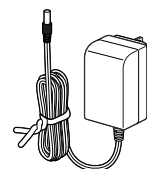
What's In The Box?



Pet Stain Eraser



Window Cleaning Tool
(select models)



Charger
Plug/Cord



Round Bristle Brush
(select models)



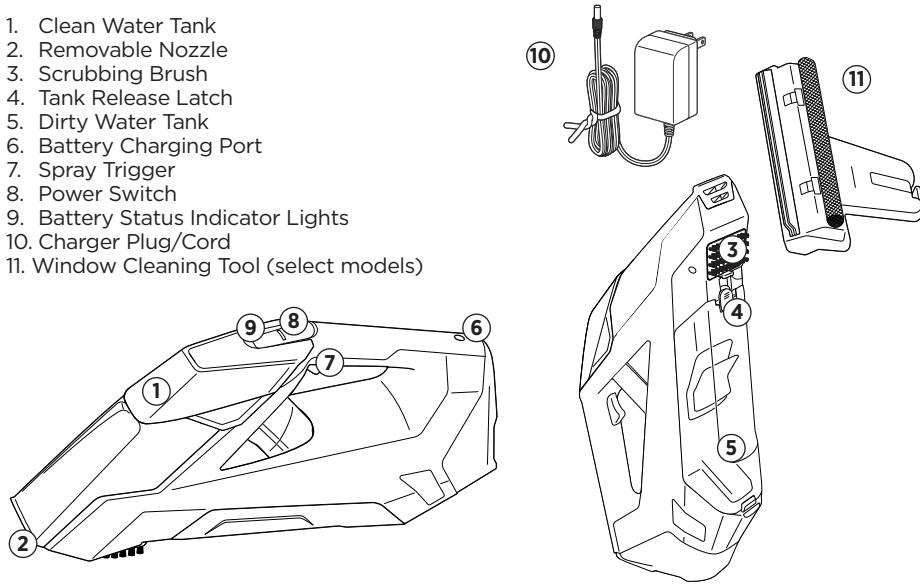
Straight Bristle Brush
(select models)

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 side of the carton.

Safety Instructions	2	Troubleshooting	14
Product View	4	Warranty	15
Cleaning Formula	4	Service	15
Operations	5-9	Product Registration	16
Maintenance & Care	10-13	Consumer Care	16

Product View

1. Clean Water Tank
2. Removable Nozzle
3. Scrubbing Brush
4. Tank Release Latch
5. Dirty Water Tank
6. Battery Charging Port
7. Spray Trigger
8. Power Switch
9. Battery Status Indicator Lights
10. Charger Plug/Cord
11. Window Cleaning Tool (select models)



Cleaning Formula

Keep plenty of genuine BISSELL Spot & Stain Cleaner formula for portable spot cleaning machines on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL cleaning formulas.



Use Professional formula for optimal cleaning results!

BISSELL Professional Spot & Stain + Oxy



Don't forget the BOOST formula!

BISSELL 2X® Pet Stain & Odor



BISSELL Pet Oxy Boost formula for carpet & upholstery



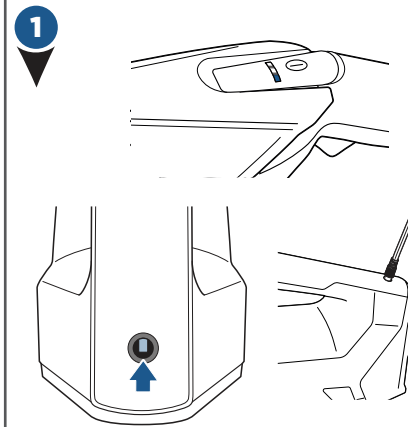
BISSELL Prevent Boost formula for carpet & upholstery



BISSELL Pro Boost formula for carpet & upholstery

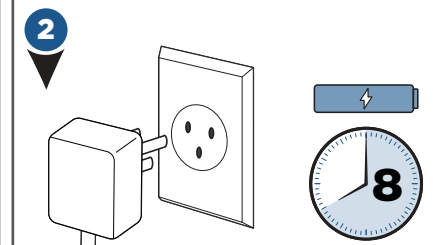
NOTICE: Use of cleaning formulas which contain lemon or pine oil may damage this appliance and void the warranty. Chemical spot cleaners or solvent-based soil removers also should not be used. These products may react with the plastic materials used in your cleaner, causing cracking or pitting.

Charging the Battery



Before charging, make sure unit is off by ensuring the battery status indicator lights are not illuminated. Insert the Charging Adapter Plug into the Charging Port on the handle near the base of the unit.

NOTE: There is a door covering the charging port that will automatically slide out of the way when the charging adapter is inserted.



Plug the adapter into a suitable wall outlet. The battery status indicator lights will illuminate when charging.

For maximum run time (up to 30 min), charge the unit 8 hours prior to use. Refer to the chart below for understanding the charging status.

NOTE: On first use, make sure your unit is fully charged before using it. To check the battery status, turn the machine ON by pressing the power button on the handle. Battery is fully charged when all three of the blue status lights are illuminated. See chart below.

IMPORTANT: Before storing unit, ensure Dirty Water Tank is empty. Unit should not be left on its side with water in the Dirty Water Tank.

Charging Light Display Status

BATTERY STATUS	LIGHT STATUS
100%	
99% to 66%	
65% to 33%	
32% to 1%	
0%	

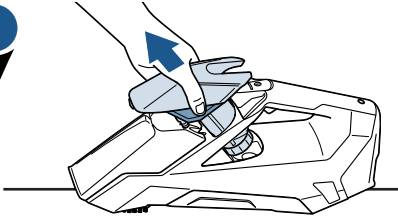
NOTE: Keep the temperature range of between 40-104°F when charging battery, storing unit or during use.

NOTE: Use only with charger SIL, Model SSA-100060US.

Filling the Clean Water Tank

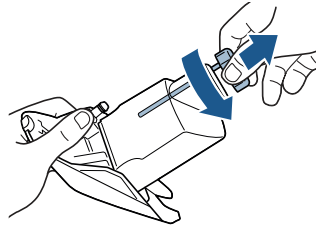
NOTE: No water is needed when using BISSELL Portable Deep Cleaning Formula.

1



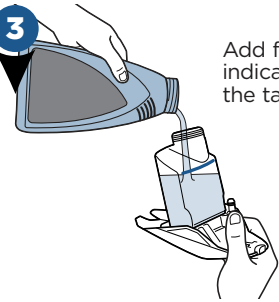
Pull the Clean Water Tank away at an angle to remove it from the unit.

2



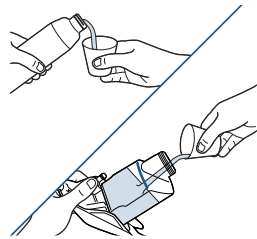
Twist and remove the tank cap.

3



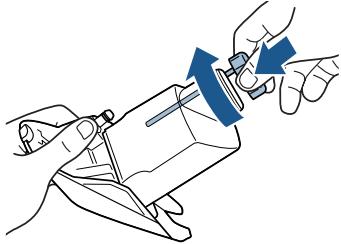
Add formula to the indicated fill line on the tank.

4



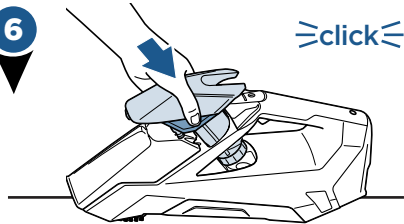
If desired, add 1/2 ounce of BISSELL BOOST Formula to 2X® Pet Stain & Odor formula.

5



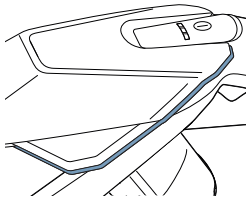
Twist to replace the cap on the tank.

6



Return the tank to the unit making sure it is fully seated.

7

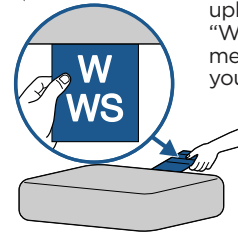


To ensure the tank is fully seated, make sure there are no gaps in the seams between the tank and unit.

Pretreating

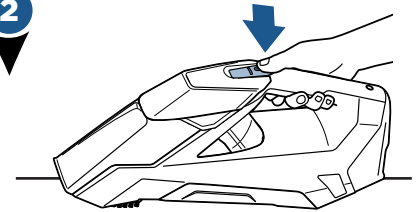
IMPORTANT: Check the manufacturer's tag before cleaning upholstery. "W" or "WS" on the tag means you can use your Pet Stain Eraser. If tag is coded with an "S" (with diagonal strike-through), or says "Dry Clean Only," do not proceed. If manufacturer's tag is missing or not coded, check with your furniture dealer.

1



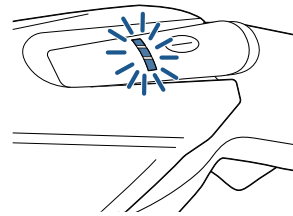
Check the manufacturer's tag before cleaning upholstery. "W" or "WS" on the tag means you can use your Pet Stain Eraser.

2



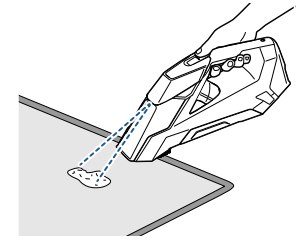
Push power button to turn the unit ON.

3



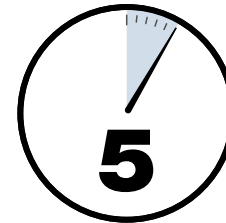
Battery status lights will illuminate to show how much battery remains.

4



To pretreat stained or soiled areas, hold the unit above soiled surface and press Spray Trigger until the entire area is wet.

5



Let cleaning solution set for 5 minutes before cleaning.

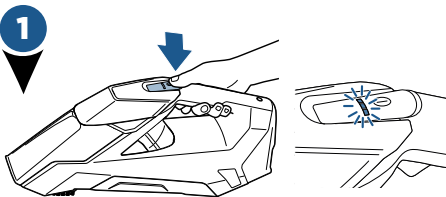
Spot Cleaning Carpet & Upholstery

⚠️ WARNING

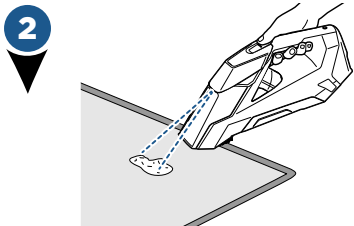
Keep spray away from face. Failure to do so may result in personal injury.

NOTE: If unit stops spraying, push power button to turn unit OFF and check cleaning solution level. Refill if needed. Never run dry.

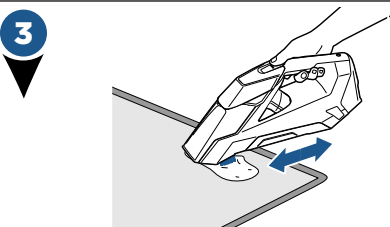
NOTE: When cleaning on upholstery, be sure to use the unit vertically upward.



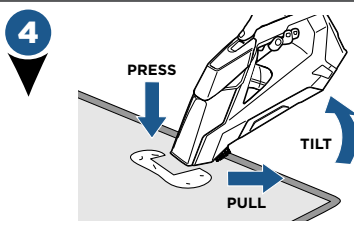
1 Push power button to turn the unit ON. Battery status lights will illuminate to show how much battery remains.



2 Hold the unit above soiled surface and press the trigger to spray cleaning solution.

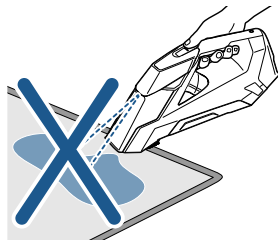
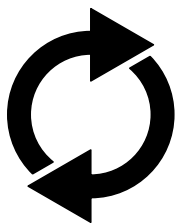


3 For stubborn spots, use brush to gently scrub soiled area while continuing to spray cleaning solution.

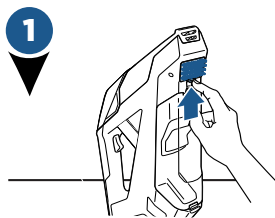


4 For maximum suction performance, tilt unit upward and press nozzle down firmly on cleaning surface.

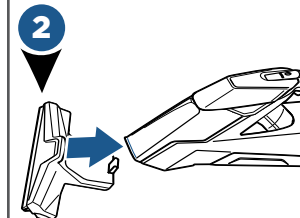
5 Repeat steps 2 and 4 until no more dirt or cleaning solution can be removed. Do not overwet.



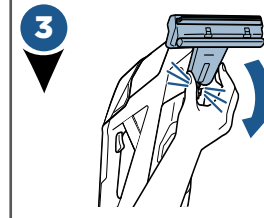
Window Cleaning (select models)



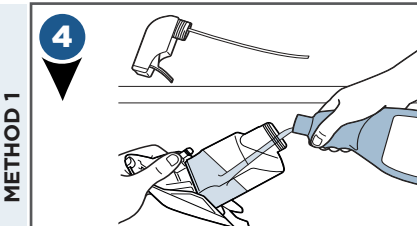
1 Remove Scrubbing Brush by pushing tab up and pulling gently.



2 Attach Window Cleaning Tool by first securing on the clear Nozzle.

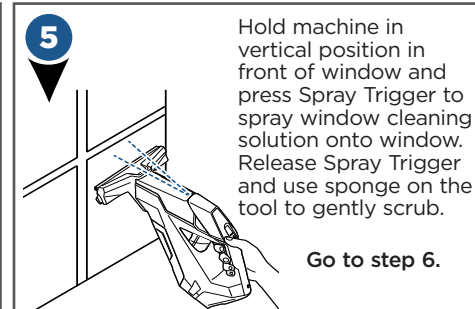


3 Then rotate Window Cleaning Tool until it clicks into place.



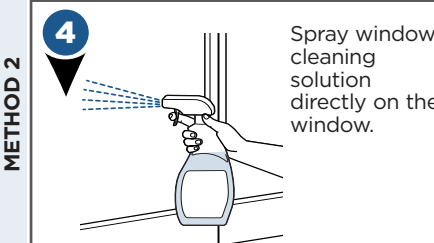
METHOD 1

4 Rinse Clean Water Tank to remove any previous contents. Fill with window cleaner (not included).



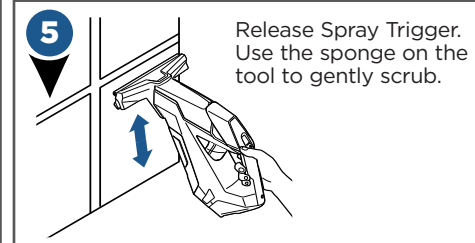
5 Hold machine in vertical position in front of window and press Spray Trigger to spray window cleaning solution onto window. Release Spray Trigger and use sponge on the tool to gently scrub.

Go to step 6.

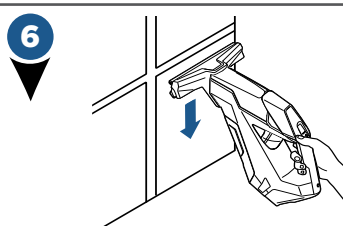


METHOD 2

4 Spray window cleaning solution directly on the window.

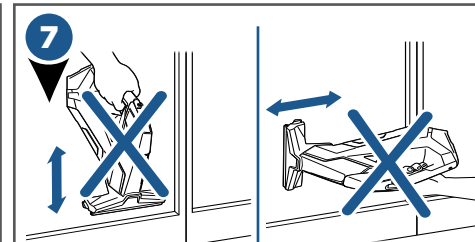


5 Release Spray Trigger. Use the sponge on the tool to gently scrub.



6

6 Spray Trigger still released, tilt cleaner down to engage the squeegee. Clean with complete vertical strokes and work across entire window.



7

7 When cleaning, ensure squeegee is against window for optimal suction and hold machine in upright position.

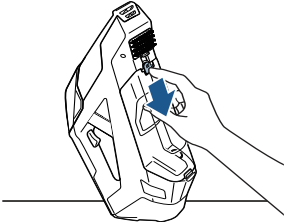
NOTE: This machine is safe to use with any off-the-shelf ammonia-based window cleaning solutions. Do not attempt to use any other types of cleaning fluids, such as lemon-based, pine-based, or solvent based cleaning fluids, as it may damage your machine and void your guarantee.

Empty Dirty Water Tank

⚠️ WARNING

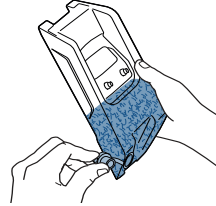
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect from charger before performing maintenance or troubleshooting.

1



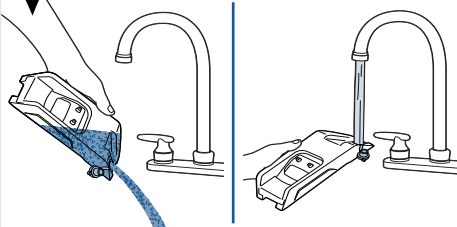
Ensure the unit is OFF and set upright on a flat surface. Simply push up on the release button located on the top of the tank to remove.

2



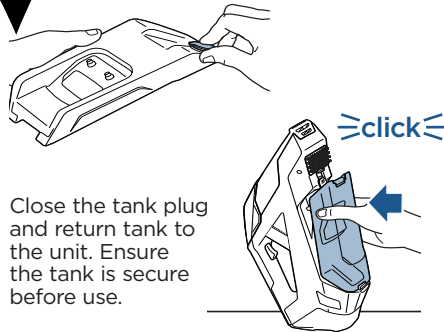
Carefully remove the Dirty Water Tank from the unit and carry to a sink. To prevent spills, hold tank vertically after removing. To empty, pull tab at the end of the tank and empty to remove the dirty water.

3



Rinse out the Dirty Water Tank with clean water after emptying.

4



Close the tank plug and return tank to the unit. Ensure the tank is secure before use.

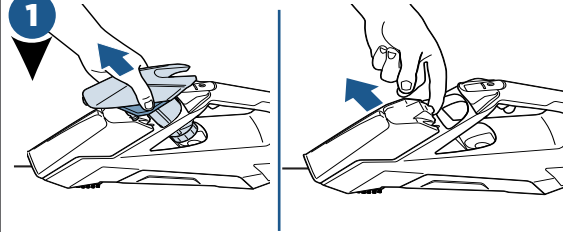
NOTICE: To reduce the risk of a leaking condition, do not store where freezing may occur. Damage to internal components may result.

Clean the Nozzle

⚠️ WARNING

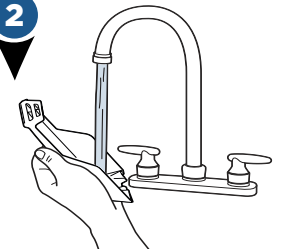
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect from charger before performing maintenance or troubleshooting.

1



The front nozzle of the unit removes for easy cleaning of dirt and debris. Remove the Clean Water Tank and locate the latch at the top of the nozzle. Pull tab and rotate back to separate from unit.

2



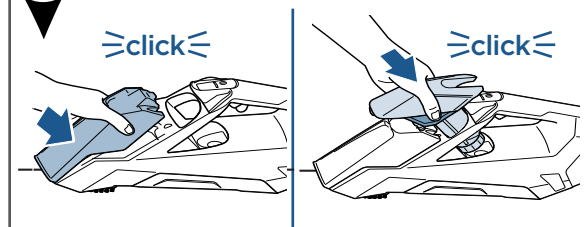
Rinse Nozzle with clean water and check spray nozzle for dirt or debris.

3



If necessary, wipe with a clean cloth or soft bristle brush.

4



Replace the front Nozzle by hooking lower edge onto unit and snapping into place. Then place the Clean Water Tank back on the unit.

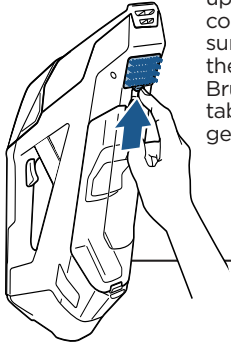
NOTICE: Ensure Nozzle clicks into place and that it's properly installed prior to replacing the Clean Water Tank. If Nozzle does not click, then the seal isn't made and will significantly reduce suction.

Clean the Brush

⚠️ WARNING

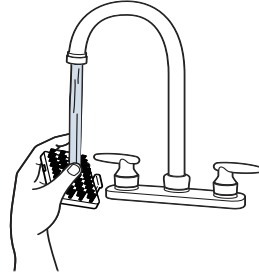
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect from charger before performing maintenance or troubleshooting.

1



Ensure the unit is OFF and set upright on a countertop or flat surface. Remove the Scrubbing Brush by lifting the tab up and pulling gently to release.

2



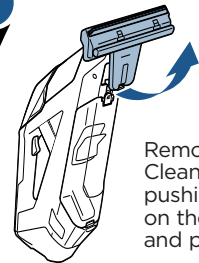
Rinse brush with clean water and check brush for debris. Once cleaned, insert brush by aligning the top of the brush into the unit and snap into place. Ensure it is secure before using.

Clean the Window Tool (select models)

⚠️ WARNING

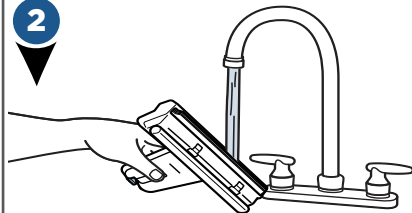
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect from charger before performing maintenance or troubleshooting.

1



Remove Window Cleaning Tool by pushing the tab upward on the back of the unit and pulling gently.

2



Rinse tool under water and let air dry.

Disposal of Batteries

⚠️ WARNING

This product contains lithium-ion rechargeable batteries. According to Federal and State regulations, removal and proper disposal of lithium-ion batteries is required. For removal of the batteries in your Pet Stain Eraser, see instructions on this page.

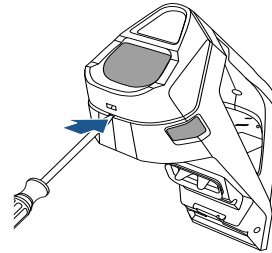


NOTICE: Disconnecting the battery will destroy the appliance and invalidate the warranty.

Before proceeding, ensure that:

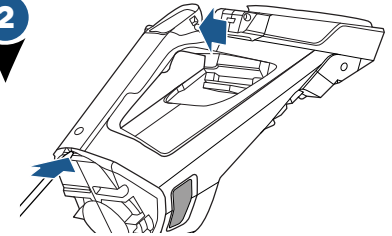
- the unit is disconnected from the charger
- the Clean Water Tank, Dirty Water Tank, Nozzle and brush have been removed from unit (see removal instructions on pages 10-12)
- you have a flat-head and Phillips-head screwdriver, required for disassembly

1



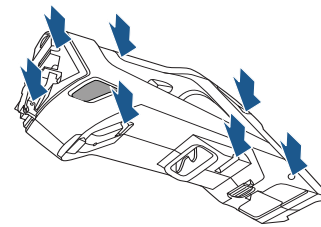
Remove the cover on the base of the unit by using a flat-head screw driver.

2



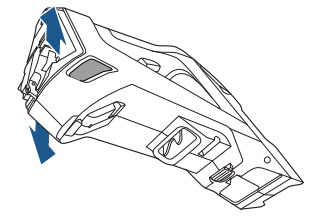
Remove the screw near the LED window using a Phillips-head screwdriver. Then, remove entire top handle portion from unit by using a flat-head screwdriver.

3



Using a Phillips-head screwdriver, remove seven screws in the locations referenced in the image.

4



Remove product rating label. Pull open the housing on the base of the unit in opposite directions. Disconnect and remove the entire battery assembly.

NOTE: Keep Battery Pack together - DO NOT separate individual batteries. For specific disposal instructions of batteries, please contact the RBRC (Rechargeable Battery Recycling Corporation) at 1-800-822-8837 or visit www.Call2Recycle.org.

Troubleshooting

WARNING

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

Problem	Possible causes	Remedies
Reduced suction or no suction	Dirty Water Tank is full	Empty Dirty Water Tank
	Dirty Water Tank drain plug is loose	Check plug for snug fit
	Batteries weak/undercharged	Recharge according to instructions
	Dirty Water Tank not properly installed	Snap Dirty Water Tank into place
	Nozzle improperly installed	Remove and reinstall Nozzle
Reduced or no suction on the Window Tool (select models)	Nozzle improperly installed	Remove and reinstall Nozzle
	Squeegee is tilted away from the window	Ensure the squeegee is against the window for optimal suction
	Improperly attached window tool	Remove and reinstall Window Tool
Reduced spray or no spray	Clean Water Tank is empty	Refill Clean Water Tank
	Pump not primed	While the unit is turned ON, press Spray Trigger and gently rock Pet Stain Eraser back and forth
	Batteries weak/undercharged	Recharge according to instructions
	Spray tip clogged	Rinse tip with clean water
	Clean Water Tank is not fully inserted	Ensure Clean Water Tank is securely seated by removing and then replacing
Unit is not powered or underpowered	Charger Plug/Cord not connected	Make sure Charger Plug is completely plugged into wall outlet and charging cord is completely plugged into port on back of unit
	Not the correct charger	Use only the charger that comes with the machine
Unit is leaking	Clean Water Tank is not properly seated	Ensure Clean Water Tank is fully seated, see page 6
	Dirty Water Tank plug is not sealed properly	Ensure Dirty Water Tank plug is sealed properly, see page 10
	Dirty Water Tank is full	Empty Dirty Water Tank. Unit should not be left on its side with water in the tank, see page 10
	Unit is not level	Ensure unit is upright, see page 9
	Clean Water Tank cap is not properly threaded on tank	Ensure cap is properly threaded on Clean Water Tank. If still experiencing issues, see page 15 for Consumer Care contact information.

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.

Limited Two-Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, 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 two 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's Guide is not covered.

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 TWO-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

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

E-mail:

www.BISSELL.com/email-us

Call:

BISSELL Consumer Care
1-800-237-7691
Monday - Friday 8am - 10pm ET
Saturday 9am - 8pm ET
Sunday 10am - 7pm ET

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.

For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 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 www.BISSELL.com/registration!

Visit the BISSELL website: 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 purchase date in the event of a warranty claim. See Warranty page for details.

For cleaning tips and more visit www.BISSELL.com or find us at:



BISSELL



BISSELLClean



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We can't wait to hear from you!

Rate this product and let us (and millions of your closest friends) know what you think!

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