

FAQ:

**What should I do if I have a faulty product?**

BISSELL are committed to ensuring that all products are to the highest standard. All our products have a minimum one year's manufacturer guarantee from the date of purchase and should you experience a problem within this period please contact the BISSELL Consumer Care line on 0344 888 66 44 - Option 1. One of our dedicated customer services representatives will try to solve your problem over the phone. If your problem cannot be solved over the telephone, a collection may be arranged. Once our Service Centre has received your faulty item, it will be tested and the fault/problem identified. Upon identification of this, we will repair the fault. If the fault cannot be identified we will contact you and offer you a replacement or full refund.

**Can I use 'non-BISSELL' formulas in my BISSELL machine?**

We don't recommend this, as some cleaning products may not be suitable

**Can I use a Carpet Cleaner on wool carpets?**

This is not recommended, as wool carpets can be extremely delicate. Check with the carpet manufacturer before cleaning.

**Where do I find the model/serial number of my machine?**

Model and serial numbers are printed on a label, which is usually located on the back or on the base of the unit. The serial number follows the model number.

**How does the "3 for 2" offer on Cleaning Formulas work? Can I mix and match?**

When you buy 3 bottles of BISSELL Cleaning Formula, you receive the cheapest one for free. You can "mix and match", you don't have to buy 3 of the same formula. To take advantage of this offer, you must add 3 bottles of cleaning formula to your basket, and then the discount will be applied when you checkout. This offer only applies to BISSELL Cleaning Formulas - machines, accessories, and bundles are not included.

**How do BISSELL Carpet Cleaners compare with rental machines or professional cleaners?**

When it comes to convenience, there is no comparison. Owning your own machine means you can clean when it fits your schedule - you're not tied to someone else's schedule or a store's 24-hour return policy. Besides, spills and pet accidents don't happen on a planned basis and the sooner they're cleaned, the better. But beyond convenience, when you add up the continuous cost of professional cleaning of several machine rentals, the initial cost of a BISSELL Carpet Cleaner is quickly recouped.

**How large an area can I clean with a BISSELL carpet cleaner?**

When using our full size upright deep cleaning machines (such as the ProHeat 2X Revolution), typically a 10' x 12' room can be cleaned before the dirty water tank needs to be emptied and new cleaning formula and fresh water need to be added. With our smaller upright deep cleaning machines (such as InstaClean Compact or HydroWave), typically an 8' x 8' area can be cleaned before the dirty water tank needs to be emptied and new cleaning formula and fresh water need to be added. These amounts will vary based on how much water/solution you are releasing onto your cleaning surface.

**Are all deep cleaners properly equipped to clean an entire home?**

Some deep cleaners, such as the upright InstaClean Compact or the HydroWave, are better suited to cleaning small areas and everyday messes and spills. If you are planning to clean your entire home, it would be better to choose a full-sized deep cleaner, such as the ProHeat 2X Revolution.