

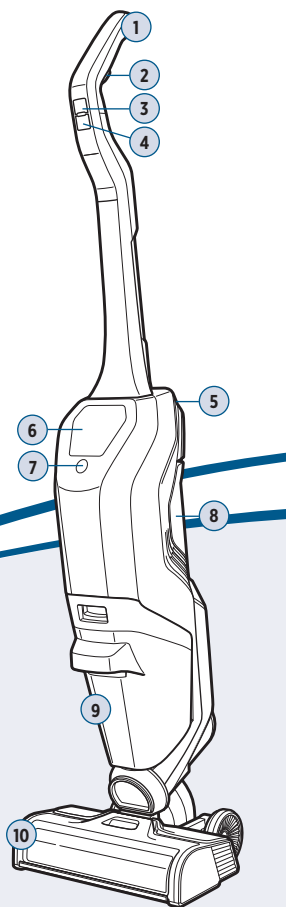


# CROSSWAVE® MAX TURBO

## ALL-IN-ONE MULTI-SURFACE CLEANER

MODEL 3642F

What's in the Box?.....3  
Assembly and Charging .....3  
Digital Display .....4  
Filling the Clean Water Tank .....4  
Cleaning Your Floors .....5  
Emptying the Dirty Water Tank .....6  
Using the Clean Out Cycle .....6  
After-Cleaning Care .....7  
Troubleshooting .....8  
Limited Warranty .....8



### Product Overview

- |                  |                           |
|------------------|---------------------------|
| 1. Upper Handle  | 6. Digital Display        |
| 2. Spray Trigger | 7. Clean Out Cycle Button |
| 3. Mode Button   | 8. Clean Water Tank       |
| 4. Power Button  | 9. Dirty Water Tank       |
| 5. Carry Handle  | 10. Brush Roll Window     |

# IMPORTANT SAFETY INSTRUCTIONS



## READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

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



## WARNING

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

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Unplug from electrical socket when not in use, before cleaning, maintaining, or servicing the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- Do not immerse in water or liquid.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- If the charger supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- The battery is to be disposed of safely.
- This appliance contains batteries that are only replaceable by skilled persons.
- 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.
- Use only with charger provided by manufacturer SIL, Model SSC-420085AU.
- 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.
- Unplug charger from electrical socket when not in use, before cleaning, maintaining or servicing the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- The battery must be removed from the appliance before it is scrapped.
- Do not use with damaged cable or charger. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Do not immerse. Use only on surfaces moistened by the cleaning process. Use only BISSELL® cleaning products intended for use with this machine.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Use only on carpet moistened by the cleaning process.
- Liquid must not be directed towards equipment containing electrical components.
- Always connect to a properly earthed electrical socket. Do not modify earthed plug.
- Always install float before any wet pick-up operation.

- Turn Off all controls before unplugging.
- Do not pull or carry charger by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- Keep charger cable away from heated surfaces.
- To unplug, grasp the charger plug, not the cable.
- Do not handle charger plug or appliance with wet hands.
- Battery pack and charger base output terminals are not to be short-circuited.
- Do not charge the machine outdoors.
- The appliance must be disconnected from the supply mains when removing the battery.
- Do not recharge, disassemble, heat above 60°C, or incinerate.
- Keep batteries out of reach of children.
- Dispose of used batteries promptly.
- Never put batteries in mouth. If swallowed, contact your physician or local poison control.
- 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 energising appliance that have the switch on invites accidents.
- 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 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 4-40°C when charging battery, storing machine or during use.
- Make sure the power switch is OFF and the battery pack removed from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws, or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- Use only as described in this user guide.
- Use only manufacturer's recommended attachments.
- 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 authorised service center.
- 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.
- Do not use to pick up flammable or combustible liquids, such as petroleum, or use in areas where they may be present.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use appliance in an enclosed space filled with vapours given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapours.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Do not use without filters in place.
- Use indoors only.

## IMPORTANT INFORMATION

- Keep appliance on a level surface.
- If your appliance has a motorised brush roll, do not leave machine running in the same spot without the handle fully upright.
- To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.


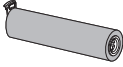


SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	Risk of fire.
	Risk of electric shock.
	For indoor use only.
	Protection against moving parts.
	Risk of automatic start-up.
	Use warm water, temperature up to 60°C.
	Do not overwet carpet. Use only on carpet moistened by the cleaning process.
	Use only BISSELL® cleaning formulas intended for use with this machine.
	Class III appliance.

## SAVE THESE INSTRUCTIONS

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

ORIGINAL INSTRUCTIONS. FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.

## What's in the Box?

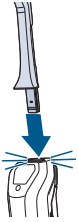
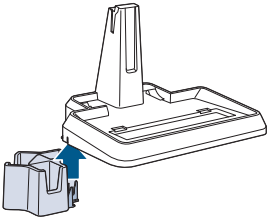
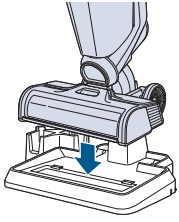
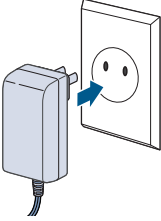
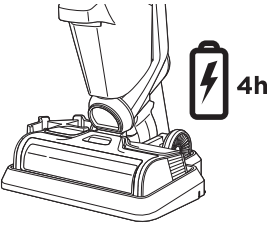
			
Handle & Body	Brush Roll	(2) Trial Formulas	Dock and Brush Roll Drying Tray

## Assembly and Charging

▶ Go to [global.BISSELL.com](http://global.BISSELL.com) for assembly & helpful how-to videos.

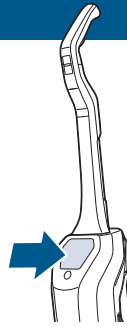
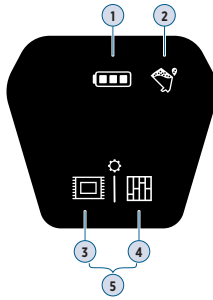


Make sure the machine is fully charged before first use. To check the battery status, remove the machine from the dock and turn it ON by pressing the power button. You'll know the battery is fully charged when all three white status lights are illuminated.

		
<b>1.</b> Firmly insert handle until it clicks into place.	<b>2.</b> Slide the brush roll drying tray up into place.	<b>3.</b> Place your machine onto the docking station to charge.
		
<b>4.</b> Plug adapter into suitable outlet. The battery indicator will illuminate when charging.	<b>5.</b> Charge machine for four hours before first use.	

## Digital Display

1. Battery Status
2. Dirty Water Tank Full
3. Area Rug Mode
4. Hard Floor Mode
5. Turbo Mode (Area Rug and Hard Floor icons blinking)

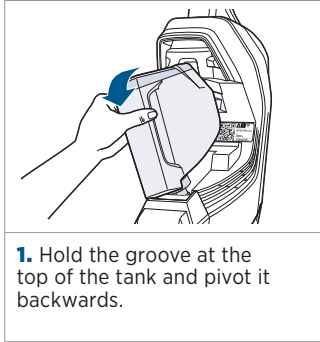


## Filling the Clean Water Tank

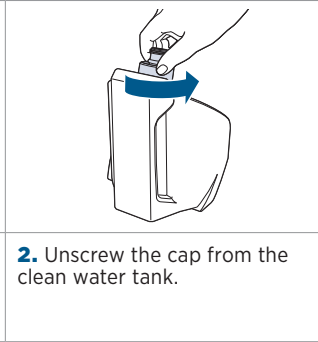
▶ Go to [global.BISSELL.com](https://www.global.BISSELL.com) for additional how-to videos.



Keep plenty of CrossWave® formulas on hand so you can clean whenever it fits your schedule. Only use CrossWave formulas in your machine. Other formulas or household cleaners may harm the machine. Do not use hard floor formula on area rugs or carpet.



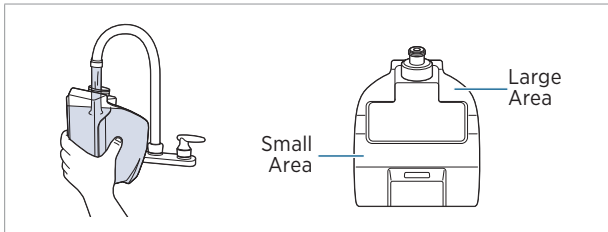
1. Hold the groove at the top of the tank and pivot it backwards.



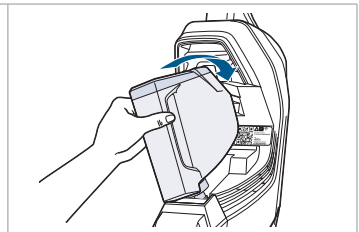
2. Unscrew the cap from the clean water tank.



3. Choose your formula\*. Scan the QR code with your smartphone camera or visit [BISSELL.com](https://www.BISSELL.com) for formulas.



4. Add warm tap water (140°F/60°C max) and BISSELL formula. The **Large Area** fill lines are for areas up to 100 sq meters. The **Small Area** fill lines are for areas under 50 sq meters.



5. Screw cap back on. Align bottom of the tank with grooves and pivot until it clicks into place.

\*Compatible BISSELL formulas include: Multi-Surface, Wood Floor, Area Rug, PET Multi-Surface with Ambipur, Hard Floor Sanitise  
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**⚠ WARNING** To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with the hard floor device.

# Cleaning Your Floors



**Note:** Before cleaning rugs, check the manufacturer's tag and test an inconspicuous spot for colorfastness. Don't use on silk or delicate rugs.

<p><b>1.</b> Press power button ON. Press mode button to switch between modes. Area Rug Mode &amp; Turbo Mode dispense double the solution of Hard Floor Mode. Turbo Mode increases suction performance.</p>	<p><b>2.</b> Recline to start the brush roll spinning. Brush roll will not spin when machine is upright. <b>Note:</b> Laying machine flat or sideways will cause the dirty water tank to leak.</p>	<p><b>3.</b> Hold trigger for 10 seconds to wet brush roll. LEDs illuminate when holding the trigger. Bubbles appear in window when solution is flowing.</p>

<p><b>4.</b> Hold the solution spray trigger to apply solution on forward and backward passes.</p>	<p><b>5.</b> Release the trigger and make forward and backward passes without dispensing solution. To dry floors faster, make additional dry passes.</p>	<p><b>6.</b> Press power button OFF. The battery icon will beep for 1.5 seconds while shut off is in progress. Do not move machine until it finishes powering down.</p>

## Cleaning with Hard Floor Sanitise Formula

Please read "DIRECTIONS FOR USE" on Hard Floor Sanitise label. Use on hard nonporous floors only.

<p><b>1.</b> Remove visible soil before cleaning. Hold trigger down to apply solution to the floor.</p>	<p><b>2.</b> Allow formula to remain wet on the floor for five minutes. This may require additional wet passes.</p>	<p><b>3.</b> With the trigger released, make forward and backward passes to extract solution.</p>

## ATTENTION

- Do not overwet carpet or hardwood floors. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.
- This machine is designed to be used on sealed hard floors and area rugs.

## Emptying the Dirty Water Tank



<p><b>1.</b> Press the button on the top of the tank, grab the front handle and pull tank out.</p>	<p><b>2.</b> Hold tank lid near sides of filter and pull up. Pull strainer to separate debris for disposal.</p>	<p><b>3.</b> Pour dirty water into utility sink or similar receptacle for waste water. Rinse the tank.</p>

## Using the Clean Out Cycle



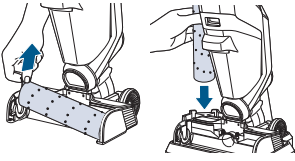
**Note:** Empty the dirty water tank prior to cleaning the machine.

<p><b>1.</b> Place the machine on the dock. Add water to reach the Clean Out Cycle line if needed.</p>	<p><b>2.</b> Press the Clean Out Cycle Button to start the 40-second cycle.</p> <p><b>Note:</b> If the battery runs out, the Clean Out Cycle cannot run until your machine has been charged for up to 30 minutes.</p>

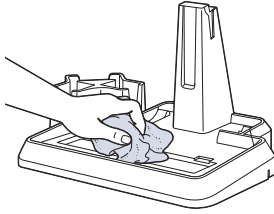
**⚠️ WARNING** To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting on the dock.

## After-Cleaning Care

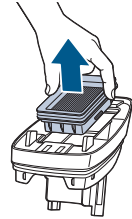
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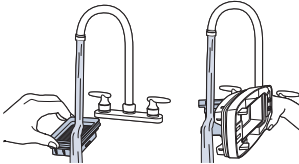
**1.** Pull up on brush roll window. Pull the brush roll tab to remove and place in drying tray. Brush and window can be hand washed.



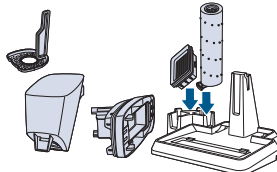
**2.** Remove the machine from the dock and wipe out the tray. Do NOT rinse under faucet. This keeps water out of the charging plug.



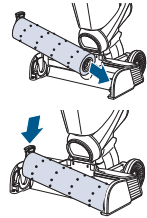
**3.** Remove filter from the top of the tank by pulling it up.



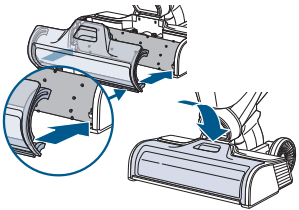
**4.** Wash filter and screen with warm water and mild detergent. Rinse the bottom of the tank cover, including mesh screen.



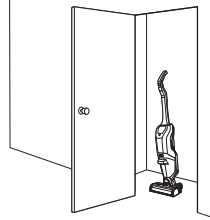
**5.** Leave all parts out to dry before reassembling.



**6.** Reinstall brush roll. Place end of brush into right side of foot. Press tab of brush down to lock into place.



**7.** Align window tabs with grooves on foot. Press window back so it clicks into place.



**8.** Store machine in a protected, dry area. Since this product uses water, it must not be stored where there is danger of freezing. Freezing will damage internal components and may void the warranty.

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

**⚠ 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 on the dock.

## Troubleshooting

For a comprehensive walkthrough of your product and support tips visit [support.BISSELL.com](http://support.BISSELL.com).

**Note:** Any other servicing should be performed by an authorized service representative.

## Limited Warranty

This limited warranty is provided by BISSELL® International Trading Company B.V. ("BISSELL") and applies in Australia and New Zealand. It gives you specific rights. It is offered as an additional benefit to your rights under law. You also have other rights under The Australian Consumer Law or New Zealand Consumer Laws, whichever applies to you. You can find out about your legal rights and remedies by contacting your local consumer advice service. Nothing in this warranty will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor.

This warranty is given to the current owner of the product with the original sales receipt. The original sales receipt must include the product(s) purchased, the date purchased, and which country it was purchased from new. You must be able to evidence the date of purchase and show the product was purchased in Australia or New Zealand to submit a claim under this warranty. You will receive the warranty that is applicable to the country where your product was originally purchased, as shown on the original sales receipt. If you use the product outside of the country where it was purchased, your warranty may be void in BISSELL's sole discretion. It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill the terms of this warranty. Any personal data will be handled pursuant to BISSELL's Privacy Policy, which can be found at [global.BISSELL.com/privacy-policy](http://global.BISSELL.com/privacy-policy).

### Limited Two-Year Warranty

For two years from the date of purchase by the original purchaser, subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge, any defective or malfunctioning part or product.

BISSELL recommends that the original packaging and original proof of purchase with the date of purchase and country where purchased be kept for the duration of the warranty period in case you want to redeem the warranty during the warranty period. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the warranty.

If your product is replaced by BISSELL under this warranty, then the new item will benefit from the remainder of the term of this warranty (calculated from the date of the original purchase). The period of this warranty shall not be extended whether or not your product is repaired or replaced.

### \*Conditions of Warranty

This warranty applies to products used for personal domestic use and not commercial or hire purposes. Consumable components and attachments such as filters, belts, shells, water tanks, scraping strips, brushes, and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this warranty.

This warranty does not apply to any defect arising from fair wear and tear, including but not limited to the battery discharging time shortening due to the aging or use. Damage or malfunction caused by the user or any third party whether as a result of accident, negligence, abuse, neglect,

or any other use not in accordance with the user guide is not covered by this warranty. An unauthorised repair (or attempted repair) may void this warranty whether or not damage has been caused by that repair/attempt. Removing or tampering with the Product Rating Label on the product or rendering it illegible will void this warranty.

Except as set out below, BISSELL and its distributors are not liable for any loss or damage that is not foreseeable or for incidental or consequential damages of any nature associated with the use of this product including without limitation loss of profit, loss of business, business interruption, loss of opportunity, distress, inconvenience, or disappointment. Except as set out below, BISSELL's liability will not exceed the purchase price of the product. BISSELL does not exclude or limit in any way its liability for (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; (b) fraud or fraudulent misrepresentation; (c) or for any other matter which cannot be excluded or limited under law.

To make a claim under this warranty contact BISSELL Australia PTY LTD (details below). Contact BISSELL prior to returning any goods. Where agreed, BISSELL will reimburse reasonable postage / handling costs (if any) for returning goods to BISSELL. To claim expenses incurred in making a claim under this warranty please provide BISSELL with a copy of the receipt of the expenses by email or post.

For Australian Consumers Only: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### Important Notes

Please keep your original sales receipt. It provides proof of the date of purchase and where it was purchased in the event of a warranty claim. See warranty for details.

Please note that using your BISSELL machine outside of its country of original purchase and/or use with a power converter may damage your BISSELL machine and damage caused by mismatched power voltage will not be covered by your warranty.

Please note that putting vinegar, bleach, dish soap, detergent, homemade soap, and other non-BISSELL products in your BISSELL machine may damage your BISSELL machine. Damage caused by using non-BISSELL products in your machine will not be covered by your warranty.

### Consumer Care

If your BISSELL product should require service or to claim under our limited guarantee, please contact us.

#### Australia

Telephone: 1300 247 735  
Website: [BISSELL.com.au](http://BISSELL.com.au)  
Address: 789 Springvale Road,  
Mulgrave, Victoria 3170  
Email: [consumercareau@bissell.com](mailto:consumercareau@bissell.com)

#### New Zealand

Telephone: 0800 247 735  
Website: [www.BISSELL.co.nz](http://www.BISSELL.co.nz)  
Address: 789 Springvale Road,  
Mulgrave, Victoria 3170  
Email: [consumercarenz@bissell.com](mailto:consumercarenz@bissell.com)

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