

PowerForce Helix


2111F

Belt continues to Break

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Let's determine where the issue is.

- **Unplug the unit**, turn it over and remove the access plate by removing the 5 or 6 screws (33cm brush has 5 screws, 38cm brush has 6 screws)
- **Remove the brush and belt.**
 - Is belt damaged?

If:	Then:
Check the inside of the belt. Melting/Wear	Check the inside of the belt for any damage in the form of melting, tearing, or wear. Shown below:
Broken	



If there are signs of melting, wear, or damage,

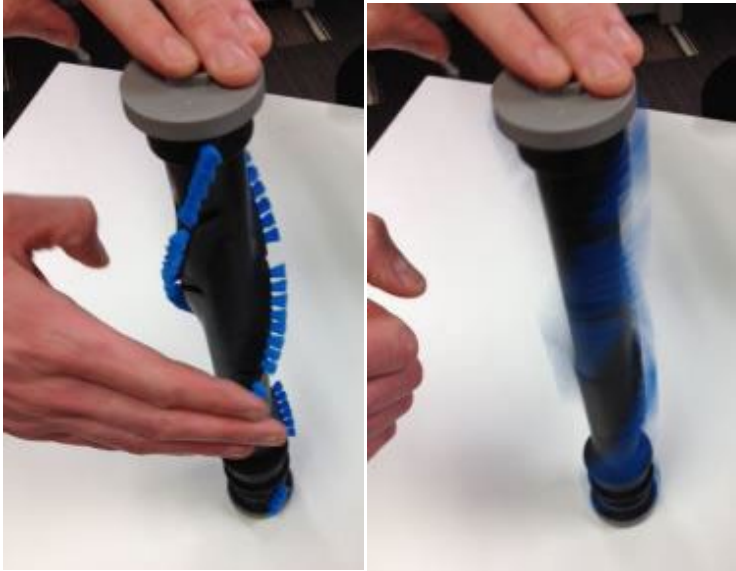
BISSELL Consumer Care: the brush will need to be replaced.

External Support: Contact BISSELL / replace part/product.

No Continue troubleshooting

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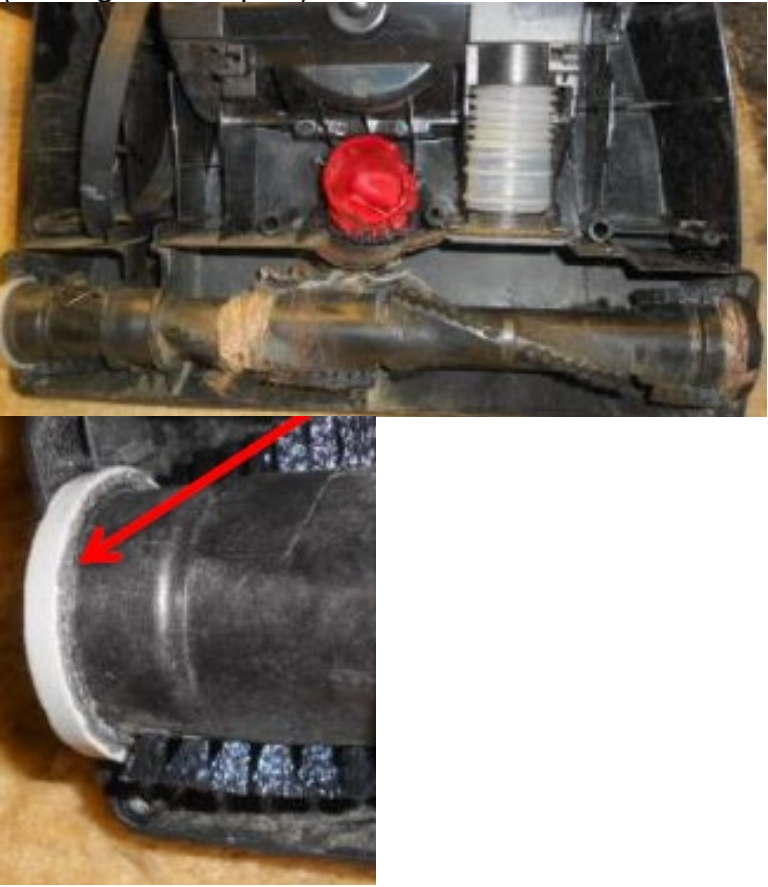
➤ Does the brush spin freely?

If:	Then:
To check:	<p>Stand the brush on end on a flat surface. Hold the top with one finger, and spin the brush with the other hand.</p> 
No	<p>The brush should spin freely several revolutions with the flick of the wrist.</p> <ul style="list-style-type: none"> • If it does not spin • or, If it only spins one rotation <p>BISSELL Consumer Care: the brush will need to be replaced.</p> <p>External Support: Contact BISSELL / replace part/product.</p>

	A brush that doesn't spin freely can continue to break belts
Yes	Continue troubleshooting

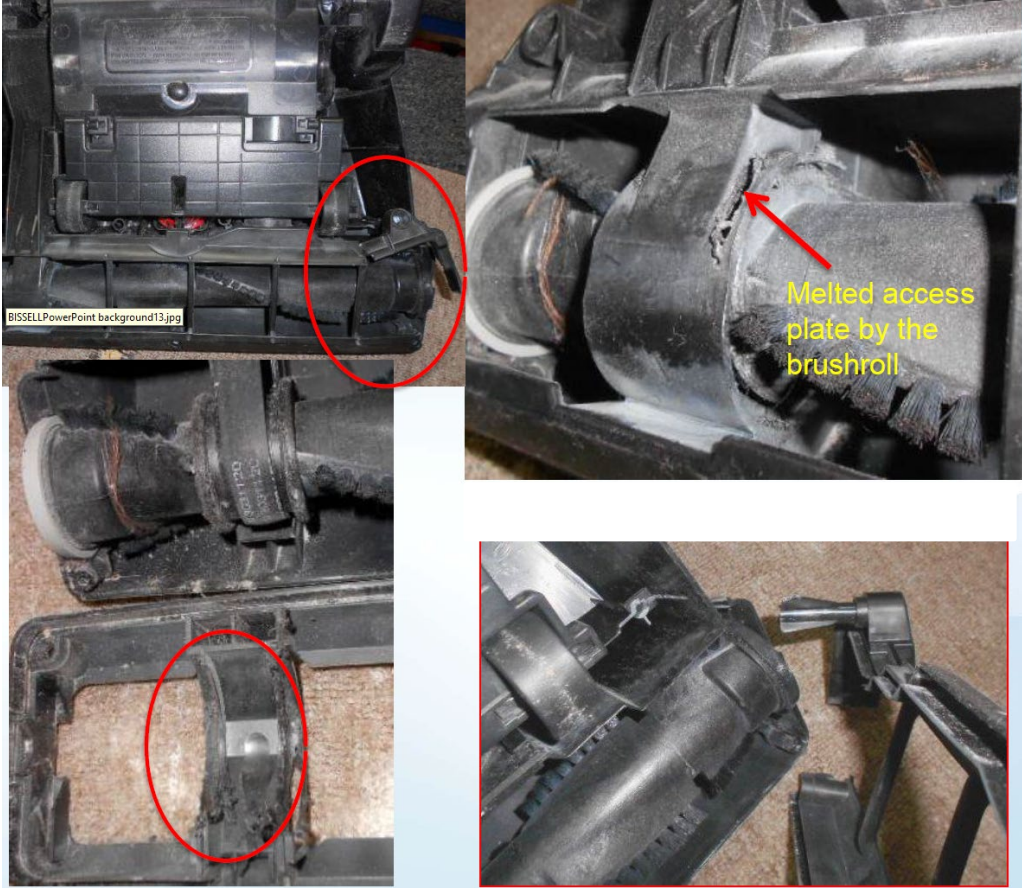
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- Is there damage to the endcaps of the brush?

If:	Then:
To Check:	Inspect each grey endcap for wear, melting, or debris.
Yes	<p>(Damaged Examples)</p>  <p>Remove any debris on the brush or around endcaps.</p> <p>If there is wear as shown above,</p> <div style="border: 1px solid black; padding: 5px;"> <p>BISSELL Consumer Care: the brush will need to be replaced.</p> <p>External Support: Contact BISSELL / replace part/product.</p> </div>
No	Continue Troubleshooting

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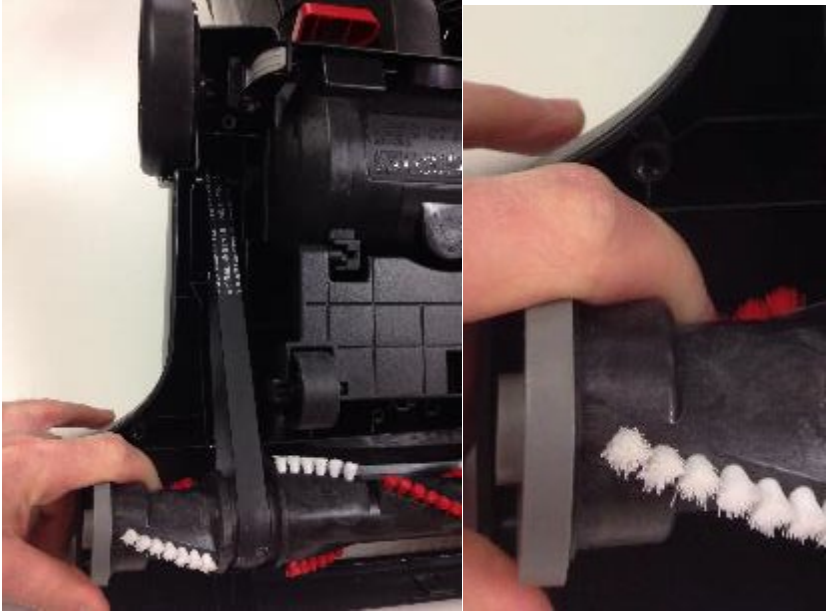
➤ Is the brush access plate damaged?

If:	Then:
Yes	 <p data-bbox="397 1197 1347 1228">If the access plate is broken, melted, or damaged in any other way,</p> <div data-bbox="389 1260 1372 1396" style="border: 1px solid black; padding: 5px;"><p data-bbox="397 1270 1282 1302">BISSELL Consumer Care: the brush will need to be replaced.</p><p data-bbox="397 1344 1242 1375">External Support: Contact BISSELL / replace part/product.</p></div> <p data-bbox="397 1795 714 1827">If housing is damaged</p>

	<p>BISSELL Consumer Care: please refer to the product changeover guide.</p> <p>External Support: Contact BISSELL.</p>
No	<p>If other steps have not resolved the issue</p> <div style="border: 2px solid black; padding: 5px;"> <p>BISSELL Consumer Care: please refer to the product changeover guide.</p> <p>External Support: Contact BISSELL.</p> </div>

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➤ Reassembly

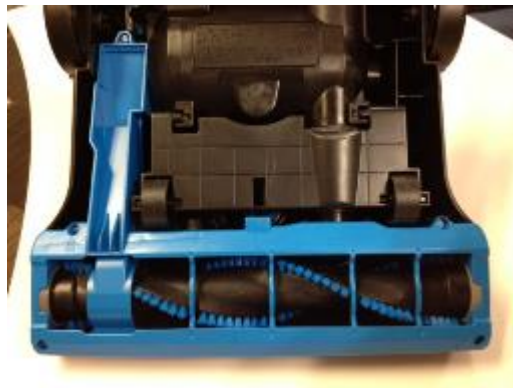
If:	Then:
<p>If brush and belt are intact and not damaged and housing looks ok</p>	<ul style="list-style-type: none"> ○ Place the belt back on the brush. ○ Then hook the other end onto the metal motor pulley and slide the brush into place holding both ends. Note, one end is round and can be placed in the housing first, and the other end is squared and it may be easier to place last. <div style="text-align: center;">  </div> <ul style="list-style-type: none"> ○ Once in place, rotate the brush by hand several turns to center the belt.



- **Lastly, replace the access plate making sure it is evenly in place and screw back in all screws.**



6 Screws to replace on the Helix turbo



5 Screws to replace on the Helix

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BISSELL Consumer Care: please refer to the product changeover guide.

External Support: Contact BISSELL.