


PowerForce Helix 2111F

Blowing Dust

[Hose Secured](#)
[Hose](#)
[Height Adjust](#)
[Lower Hose Clog](#)



- Is the hose properly secured in the back of the unit?

If:	Then:
No	  <ul style="list-style-type: none">• If hose is not properly secured, have the consumer connect the hose into place in the back of the unit. If the end of the hose is cracked <p>BISSELL Consumer Care: please refer to the product changeover guide.</p> <p>External Support: Contact BISSELL.</p>

Yes	<p>Continue troubleshooting</p> 

[Back to top](#)

- Are there cracks in the hose or lower hose?

If:	Then:
<p>To Check:</p>	<p>Remove the hose where it attaches to the back of the vacuum by twisting $\frac{1}{4}$ turn to the left.</p>  <p>Check the entire length of the hose for any holes, cracks, or damage and replace if needed.</p>  <p>Also inspect the lower hose for holes, cracks, or damage</p>

	
Yes	Continue troubleshooting

[Back to top](#)


- Is height adjustment dial on the correct setting?

If:	Then:
No	Adjust the dial and test to see if this eliminates
Yes	Continue Troubleshooting

[Back to top](#)

- Is there a clog in the lower hose?

A lower hose clog could cause a build-up of dirt, sand, & debris in the brush area leading to it being kicked out the bottom-back of the vacuum.

If:	Then:
<p>To check:</p>	<p>Unplug the vacuum and remove the screw on the lower back of the machine holding the lower hose in place.</p>  <p>Pull the lower hose flat to the ground</p>

Yes - Clogged



Insert a broomstick to push any clogs thru.



No

If other steps have not resolved the issue,

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

External Support: Contact BISSELL.

[Back to top](#)