

# **Bissell**<sup>®</sup>

## **BigGreen Commercial**<sup>®</sup>

### **COMMERCIAL**

### **Canister Vac**

### **Owner's Guide**

### **BGC3000**

### **Commercial Type**

### **IMPORTANT**

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#### **INDEX**

Important Safeguards.....	1
Service Information.....	2
Use.....	4
Accessories.....	5
Maintaining.....	6
Dust Bag.....	6-7
Problem Solving.....	8
Warranty.....	9
Psrs list.....	10-13
Customer Care.....	14

#### **PLEASE RETAIN**

We suggest you record the model, type, and serial numbers below. They are located on the silver rating plate on your cleaner. For prompt and complete service information, always refer to these numbers when inquiring about service

Model & Type \_\_\_\_\_

Serial No. \_\_\_\_\_

It is also important to keep your receipt as proof of date of purchase.

# IMPORTANT SAFEGUARDS

When using an electric appliance, basic precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER.**

## WARNING

To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- **Do not leave vacuum cleaner when plugged in.** Turn off the switch and unplug the electrical cord when not in use and before servicing.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center before using.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run vacuum cleaner over cord. Keep cord away from heated surfaces.
- Do not use extension cords or outlets with inadequate current carrying capacity.
- Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or vacuum cleaner with wet hands or operate without shoes.
- 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 airflow.
- This vacuum cleaner creates suction. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bag or filter(s) in place.
- Use extra care when cleaning on stairs.
- Do not pick up flammable or combustible liquids such as gasoline, or use in areas where they may be present.
- Store your cleaner indoors in a cool, dry area.
- Keep your work area well lighted.
- Unplug electrical appliances before vacuuming them.

**SAVE THESE INSTRUCTIONS  
FOR COMMERCIAL USE**

## GENERAL INFORMATION

The cleaner is designed to pick up dirt and dust particles only. Do not use on wet surfaces or water. Avoid picking up hard or sharp objects with the cleaner to avoid bag breakage, hose clogging, or possible motor damage.

## Service Information

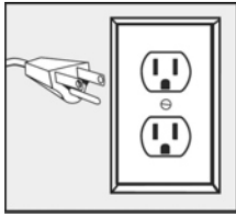
The instructions in this booklet serve as a guide to routine maintenance. Do not attempt to service this unit if you are not an authorized service dealer. Always have an authorized dealer repair vacuum.

## GROUNDING INSTRUCTIONS

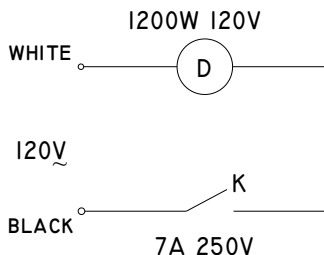
This appliance must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**WARNING-** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 120-volt circuit and has a grounding attachment plug that looks like the plug illustrated. Make sure that the appliance is connected to an outlet having the same configuration as the plug. No adapter should be used with this appliance.



# BGC3000 CIRCUIT DIAGRAM



**DO NOT OIL** the motor at any time. The bearings are permanently lubricated and sealed.

## Rating Plate

The model, type and serial numbers are indicated on the rating plate located on the back side of the cleaner. For prompt and complete service information, always refer to these numbers when inquiring about service.

**Bissell®**  
BigGreen Commercial®

**MODEL SERIAL NO.**  
**BGC3000**

**120V. 60Hz. 9AMPS**

Plymouth, Massachusetts 02360  
MADE IN CHINA / FABRIQUÉ EN CHINE  
**VACUUM CLEANER / ASPIRATEUR**



**Intertek**  
SERVICES  
CONFORME TO  
UL LIST ENEC  
CERTIFIED TO  
CSA C22.2 No.348

**1-800-242-1378** [WWW.BISSELLCOMMERCIAL.COM](http://WWW.BISSELLCOMMERCIAL.COM)

**Model & Type** \_\_\_\_\_ **Serial No.** \_\_\_\_\_

## Automatic Motor Shut-Off

To protect from overheating, this vacuum cleaner is equipped with a thermostat which automatically shuts off the motor if it overheats. Should this happen:

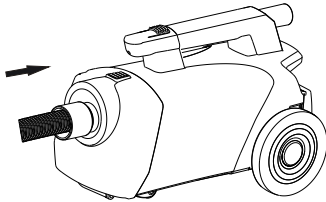
- 1. Turn off the switch and unplug the cleaner** because the thermostat will allow the cleaner to automatically start running again when the motor cools (approximately 30 minutes).
- 2. Check the hose, bag and filter** regularly, as a clogged hose, full bag or dirty filter could cause the motor to overheat.

## HOW TO USE

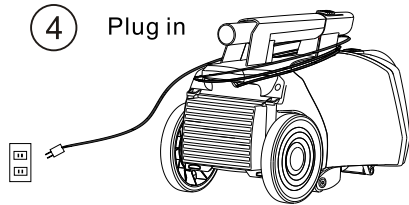
**CAUTION: Moving parts. Make sure on/off switch is in off position before plugging in.**

A carpet should be cleaned regularly over heavily traveled areas, and once a week over the entire carpeted area. Vacuum slowly, making several passes (forward and backward) over the carpet, covering small areas at a time. The time required to clean the carpet will depend on several factors-including type of carpet and amount of dirt.

① Connect Hose



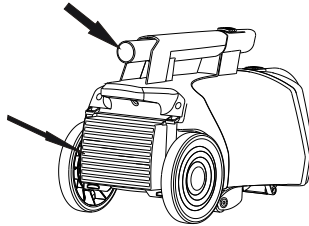
③ Release the cord



② Store crevice tool

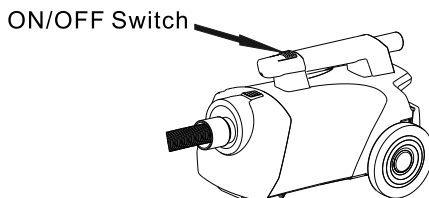
Crevice tool

Advance Filtration Filter  
(on some models)



⑤ Push ON/OFF Switch

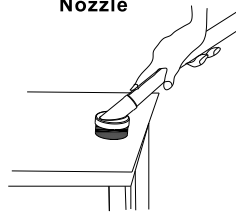
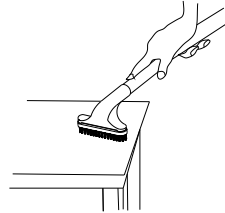
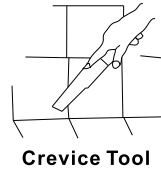
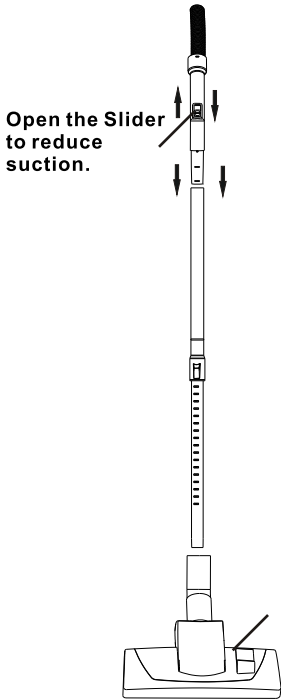
(A thermostat automatically shuts the motor off if it overheats, see Automatic Motor Shut-Off)



## Cleaning Accessories

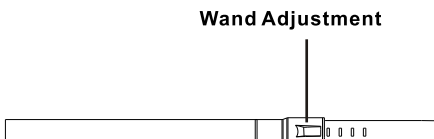
### Attach wands and cleaning tools (Wands may vary by model)

Slip the circular end of an accessory tool onto the end of the hose handle and twist slightly to secure. If additional reach is needed, place a wand on the hose handle first.



### Telescoping Wand

To adjust the length of the telescoping wand, hold the wand adjustment collar in one hand while pulling or pushing the wand with the other hand until you have the desired length.



**Crevice Tool:** For crevices, corners, baseboards, between cushions.

**Upholstery Nozzle:** For curtains, draperies, cushions, fabrics.

**Dusting Brush:** For furniture, blinds, books, lamp shades, shelves.

**Bare Floor Brush:** For any type of hard surface floor.

## HOW TO MAINTAIN

The instructions given in this booklet serve as a guide to routine maintenance. To avoid unnecessary service calls, check the hose, bag and filter often. Change the bag if it is full, and clean the motor filter when it is dirty.

### Disposable Dust Bags and Filters

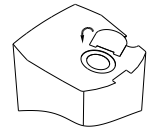
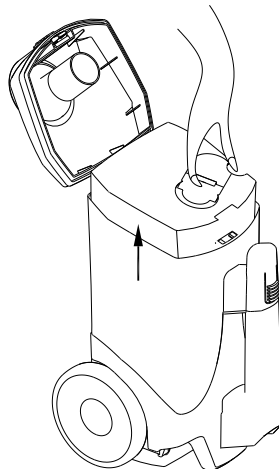
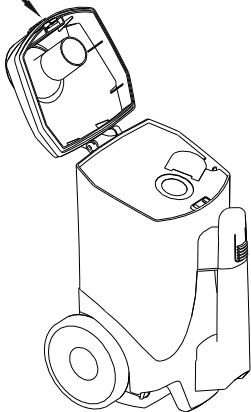
The dust bag and motor filter play a very important role in the efficiency of the vacuum cleaner. The purpose of the dust bag is to trap dirt, but at the same time, the paper bag must be porous enough to allow air to pass through. If the bag or the motor filter become clogged, no air can pass through the cleaner and no cleaning can take place regardless of how powerful the unit is. To keep the cleaner operating at maximum efficiency, change the dust bag frequently and clean the filter as needed. Some fine particles can restrict airflow very quickly and will decrease performance even before the bag appears to be full. For that reason, when vacuuming carpet fresheners or cleaners, powder, plaster dust, or similar fine substances, the bag and filter may need to be changed more often.

### How to Remove Disposable Dust Bags

**NOTE: Turn off vacuum and unplug the electrical cord before changing dust bag or cleaning motor filter. Never operate the vacuum cleaner without the dust bag or filter.**

- ① Turn off and unplug cleaner.
- ② Open lid by pushing down hood latch
- ③ pull out and remove bag when dirty or full.

Latch

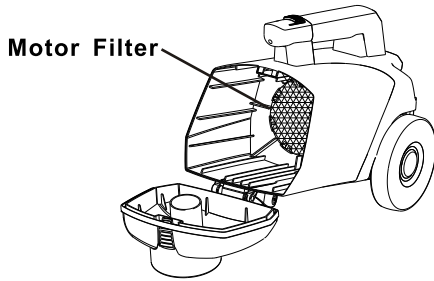
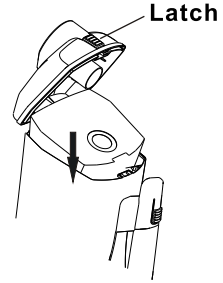


Insert the flap behind rubber seal.

## How to Install Disposable Dust Bags

**NOTE: Turn off vacuum and unplug the electrical cord before changing dust bag or cleaning motor filter. Never operate the vacuum cleaner without the dust bag or filter.**

1. Turn off and unplug cleaner.
2. Open bag cover by pushing latch.
3. Clean motor filter by rinsing under warm water and let air dry if heavily soiled.

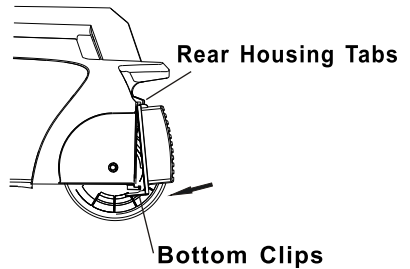
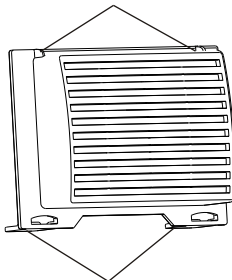


4. Place bag in cleaner.
5. Swing bag cover closed and push to latch.

## How to Install Advance Filtration Filter (optional)

Check the Advance Filtration filter with each disposable dust bag change. Replace twice a year or after every six bag changes.

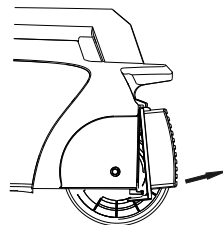
### Upper Filter Tabs



Insert upper filter corner tabs firmly under rear housing tabs and pivot filter down until bottom clips on filter click securely into place on the cleaner.

## How to Remove Advance Filtration Filter

Grasp the bottom clips on the filter and pull out and down to release the upper filter tabs from the rear housing tabs on the cleaner.





**PROBLEM SOLVING**

**NOTE: Turn OFF the power switch and unplug the electrical cord before servicing.**

PROBLEM	CAUSE	SOLUTION
Motor won't start	<input type="checkbox"/> Electric plug  <input type="checkbox"/> Power switch not turned "ON".	<input type="checkbox"/> Push plug securely into outlet. <input type="checkbox"/> Try another outlet. <input type="checkbox"/> Check circuit breaker. <input type="checkbox"/> Make sure power switch is "ON".
No suction at end of hose	<input type="checkbox"/> Full paper bag <input type="checkbox"/> Hose  <input type="checkbox"/> Front cover not latched	<input type="checkbox"/> Replace paper bag. <input type="checkbox"/> Remove any clogs from hose that restrict airflow, then try again. <input type="checkbox"/> Push front cover until it latches firmly
Reduced suction	<input type="checkbox"/> Full paper bag <input type="checkbox"/> Slip slider open air flow <input type="checkbox"/> Hose	<input type="checkbox"/> Replace paper bag. <input type="checkbox"/> Slip slider on wand until hole is covered. <input type="checkbox"/> Remove any clogs from hose that restrict airflow, then try again.
Cleaner shuts off	<input type="checkbox"/> Internal safety thermostat trips  <input type="checkbox"/> Cord connection at hose	<input type="checkbox"/> Unplug cleaner and check for obstructions in hose, wands, and attachments. <input type="checkbox"/> Check for full paper bag. <input type="checkbox"/> Clean/replace motor filter. <input type="checkbox"/> Check powerhead and hose plugs for proper connection.

**STORING THE VACUUM CLEANER**

When not in use, store the vacuum cleaner indoors in a clean, dry location.

Wrap the cord around the vacuum cleaner when not in use.

Take care to not run the cord around sharp edges or under furniture during use.

# Warranty – BISSELL® BigGreen Commercial® Vacuums

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® BigGreen Commercial® Customer Care by E-mail, telephone, or regular mail as described below.

## Limited One-Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL® BigGreen Commercial® will repair or replace (with new or remanufactured components or products), at BISSELL® BigGreen Commercial® 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® BigGreen Commercial® product should require service".

This warranty does not apply to routine maintenance components such as filters, belts. 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.

## If your BISSELL® BigGreen Commercial® product should require service:

Contact BISSELL® BigGreen Commercial® Customer Care to locate a BISSELL® BigGreen Commercial® 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® BigGreen Commercial® Customer Care.

## Website

[www.bissellcommercial.com](http://www.bissellcommercial.com)

## Or Call:

BISSELL® BigGreen Commercial® Customer Care  
800-242-1378

Monday - Friday 8 am - 5 pm ET

## Or Write:

BISSELL® BigGreen Commercial®  
100 Armstrong Rd Suite 101 Plymouth Ma 02360  
ATTN: Customer Care

BISSELL® BIGGREEN COMMERCIAL® IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL®BIGGREEN COMMERCIAL® 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.**

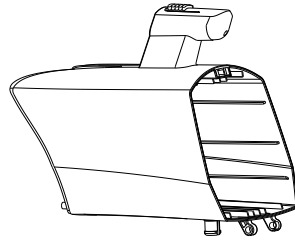
## \*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY

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.

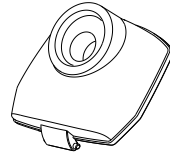
Some states do not allow limitations on how long an implied warranty last so the above limitation may not apply to you.

**Parts list**

**C3000-1 Mainbody** \_\_\_\_\_



**C3000-2 Front Cover** \_\_\_\_\_



**C3000-3 Release Button Spring** \_\_\_\_\_



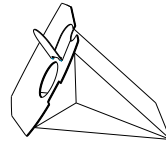
**C3000-4 Front Cover Release Button** \_\_\_\_\_



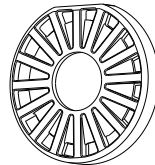
**C3000-5 Front Cover Seal** \_\_\_\_\_



**C3000-PK12 Disposable Paper Bag 12PK** \_\_\_\_\_  
**C3000-PCB Optional Reusable Cloth Bag**



**C3000-6 Motor Seal** \_\_\_\_\_

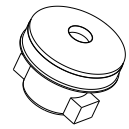


**C3000-7 Switch** \_\_\_\_\_

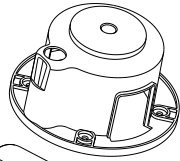


**Parts list**

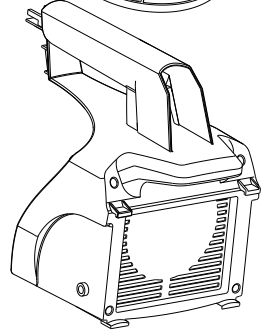
C3000-8 Motor \_\_\_\_\_



C3000-9 Motor Shroud \_\_\_\_\_



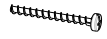
C3000-10 Rear Cover \_\_\_\_\_



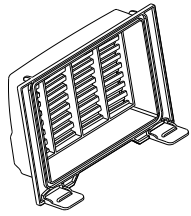
C3000-11 Motor Screw \_\_\_\_\_



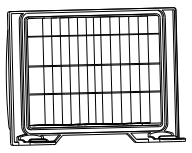
C3000-12 Exhaust Frame Screw \_\_\_\_\_



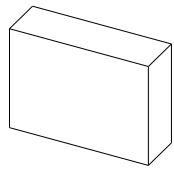
C3000-13 Exhaust Frame \_\_\_\_\_



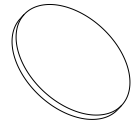
C3000-14 Optional Advance Filtration Filter \_\_\_\_\_



C3000-15 Exhaust Sponge-sound Muffler \_\_\_\_\_

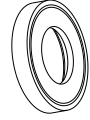


C3000-16 Foam Filter \_\_\_\_\_



**Parts list**

C3000-17 Motor Cusion \_\_\_\_\_



C3000-18 Oil Bearing \_\_\_\_\_



C3000-19 Washer \_\_\_\_\_



C3000-20 Clip \_\_\_\_\_



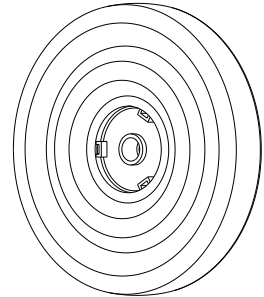
C3000-21 Rear Wheel Decorate Cap \_\_\_\_\_



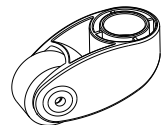
C3000-22 Rear Wheel Axle \_\_\_\_\_



C3000-23 Rear Wheel \_\_\_\_\_



C3000-24 Front Swivel Wheel \_\_\_\_\_



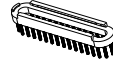
# Parts list

C300-25 Metal Extension Tube \_\_\_\_\_ 

C300-26 Uph Tool \_\_\_\_\_



C300-27 Slide On Brush \_\_\_\_\_



C300-28 Dusting Brush \_\_\_\_\_



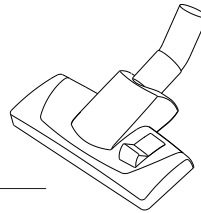
C300-29 Crevice Tool \_\_\_\_\_



C300-30 Hard Floor Nozzle \_\_\_\_\_



C300-31 Combo Tool \_\_\_\_\_



C300-32 Power Cord \_\_\_\_\_



C300-33 Hose \_\_\_\_\_



# **BISSELL® BigGreen Commercial® Customer care**

For information about repairs or replacement parts, or questions about your warranty, call:

**BISSELL® BigGreen Commercial® Customer Care**  
**800-242-1378**

Monday - Friday 8 am - 5 pm ET

Or write:

BISSELL® BigGreen Commercial®

100 Armstrong Rd Suite 101 Plymouth Ma 02360

ATTN: Customer Care

Or visit the BISSELL® BigGreen Commercial® website -  
**[www.bissellcommercial.com](http://www.bissellcommercial.com)**

When contacting BISSELL® BigGreen Commercial®, have model number of cleaner available.

Please record your Model Number: \_\_\_\_\_

Please record your Purchase Date: \_\_\_\_\_

