



SPINWAVE® SMARTSTEAM™ SCRUBBING AND SANITIZING STEAM MOP MODEL 3712, 3897 SERIES

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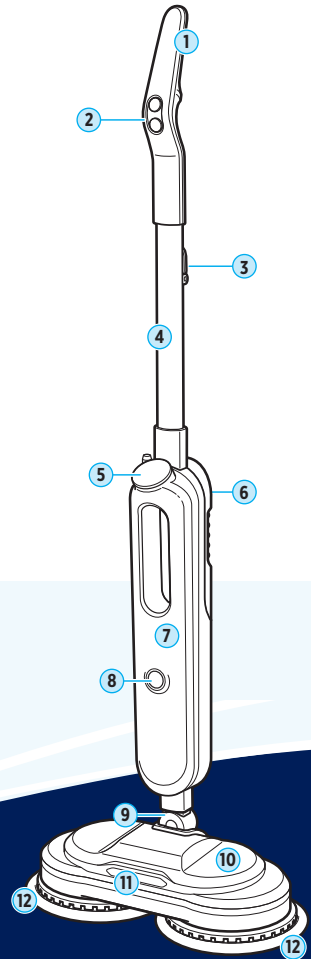
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Product Overview

- | | |
|--------------------|--------------------------------------|
| 1. Handle | 8. Power Button |
| 2. Mode Buttons | 9. Mop Head Spindle |
| 3. Upper Cord Wrap | 10. Foot |
| 4. Handle Tube | 11. LED Lights (certain models only) |
| 5. LED Display | 12. Mop Pads |
| 6. Water Tank | |
| 7. Body | |



Meet your new BISSELL® product!

Go online for a comprehensive walkthrough of your new purchase, including videos, tips, support, and more. Want to get started right away? This guide has all the information you need to set up your new product. Let's take a look...

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 can be used by children 8 years old and above, and persons with reduced physical, sensory and mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children without supervision.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children. **WARNING: CHOKING HAZARD** – Includes small parts. Not for children under 3 yrs.
- If the cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Use extra care when cleaning on stairs.
- Do not use with damaged cord or plug.
- Do not expose this product to rain or moisture. Store indoors when not in use.
- Always turn OFF this appliance before connecting or disconnecting the nozzle. Do not direct steam at people, animals, or at electrical outlets.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave steam cleaner unattended.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not service steam cleaner when it is plugged in.
- Do not handle steam cleaner with wet hands.
- Do not use steam cleaner if it has been dropped, damaged, left outdoors or dropped into water, return it to a service center.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, or expose cord to heated surfaces.
- Do not unplug by pulling on cord.
- Do not use appliance in an enclosed space filled with vapor given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not allow to be used as a toy.
- Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.
- Do not immerse in water or liquid.
- Not for space heating purposes.
- Do not use for any purpose other than described in this user guide.
- Use only manufacturer's recommended attachments – use of attachments not provided or sold by BISSELL® may cause fire, electric shock or injury.
- Never put descaling, aromatic, alcoholic, detergent or vinegar products into the steam cleaner, as this may damage it or make it unsafe for use.
- Unplug by grasping the plug, not the cord.
- Close attention is necessary when used by or near children.
- Keep the appliance out of reach of children when it is energized or cooling down.
- The foot surfaces are liable to get hot during use.
- Do not open the aperture during use.
- The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be tripped over, snagged, or pulled on unintentionally (especially by children).
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- To reduce the risk of a leaking condition, do not store where freezing may occur. Damage to internal components may result.
- Keep appliance on a level surface.
- Surface may be hot. Avoid contact.
- Do not use for any purpose other than described in this user guide.
- Use only manufacturer's recommended pads.
- Close attention is necessary when used near children and pets.
- Avoid exerting excessive pressure on mop pole as breaking may occur.
- **CAUTION** – to reduce the risk of injury from moving parts – unplug before servicing.
- Do not use outdoors.

SAVE THESE INSTRUCTIONS

THIS MODEL IS FOR HOUSEHOLD USE ONLY.







COMMERCIAL USE OF THIS UNIT voids the MANUFACTURER'S WARRANTY.

THIS APPLIANCE HAS A POLARIZED PLUG

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

What's in the Box?

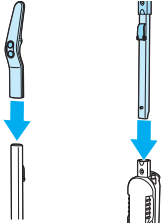
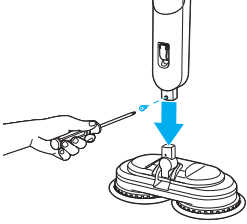
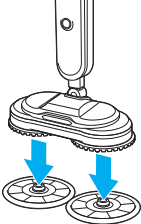
Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

					
Handle	Handle Tube	Body	Mop Head	Mop Pads	Screw

Assembly

Required for Assembly


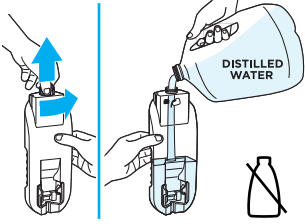
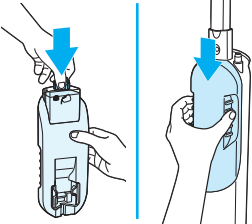


		
<p>1. Slide handle into handle tube until it clicks into place. Slide handle tube with handle installed to body until it clicks into place.</p>	<p>2. Insert body into steam mop head until screw holes align. Tighten screw with Phillips-head screw driver.</p>	<p>3. Position steam mop directly over mop pads and align center plastic piece on mop pads with center of steam mop head. Press down firmly.</p>

Filling the Clean Water Tank




Note: Use of distilled water in place of tap water is recommended for optimal steam performance and to prolong the life of your steamer. Do not use formula, chemicals or cleaning solutions (including vinegar) in the water tank. Doing so may cause damage to the machine.

To add a fresh scent as you clean, try BISSELL® Demineralized Waters in scents like Citrus, Eucalyptus Mint and Spring Breeze.

		
<p>1. Slide water tank upward to remove.</p>	<p>2. Unscrew water tank cap to open and fill with water. Do not use formula, chemicals or cleaning solutions (including vinegar) in the water tank. Doing so may cause damage to the machine.</p>	<p>3. Screw and tighten cap. Reinstall water tank, sliding down tank until it clicks into place.</p>

Controls and Display

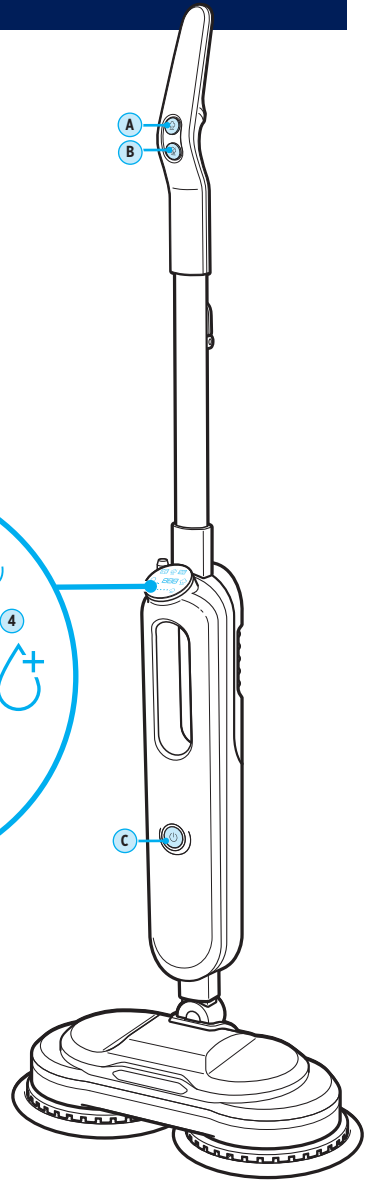
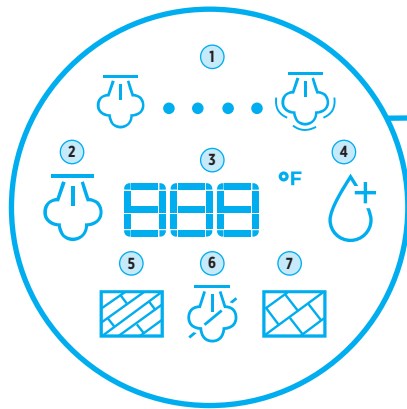
Controls

- A  **Steam Mode**
- B  **No Steam Mode**
- C  **Power ON/OFF**

LED Display

1. Steam Level (Low or High)
2. Steam Readiness
3. Temperature*
4. Add Water
5. Hard Floor Mode
6. No Steam Mode
7. Tile Mode

*Represents temperature inside the tank. Temperature may be higher inside tank to maintain steam during use.



Steam Cleaning & Sanitizing*



Your steam cleaner was tested by third-party laboratories under controlled conditions to ensure it sanitizes and kills 99.9% of germs, bacteria and viruses*, including Coronavirus and Influenza viruses. Please use as directed; your results may vary.

Cleaning Tips

- Before using your steam mop to clean and sanitize*, thoroughly sweep or vacuum floor.
- Your steam mop is designed to clean hard flooring such as ceramic tile, laminate, marble, stone, and sealed hardwood floors. Use of your steam mop on waxed or some unwaxed floors may result in a diminished glossiness. The steam mop is not intended for use on vinyl, vinyl plank, linoleum, or unsealed floors. For best results, test in an inconspicuous area and check the care instructions from your flooring manufacturer.

Tough Messes

For difficult, stuck-on messes, aim center of mop pad on stain. Steam comes through center of each mop pad.

Seeing a dry path on the floor where the pads touch?

Slow down for even cleaning. Aim for 8 inches per second. Your foot may be a helpful reference as you move the machine along.

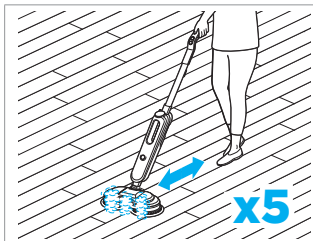
<p>1. Plug machine into an outlet. Press power button to turn machine ON.</p>	<p>The display screen will light and blink. Note: When upright, mop heads will not spin and (---) will show on display screen.</p>	<p>2. Recline machine. The display screen will light in standby mode.</p>

<p>3. Press steam mode button to heat. Mop pads will begin to spin. Temperature will be displayed and rise as machine heats up. After 15 seconds, blinking amber light will turn solid indicating that steam is ready.</p>	<p>4. Press the steam mode button again to select your desired floor type setting.</p> <ul style="list-style-type: none"> Hard Floor Tile Standby 	<p>5. To steam clean, move the machine slowly and evenly, back and forth over your floors</p>

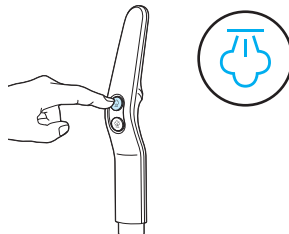
*Kills 99.9% of Human Coronavirus (Strain 229E), Influenza A (H1N1) virus, Staphylococcus aureus, Klebsiella aerogenes, and Trichophyton interdigitale when used as directed. Testing conducted in a third-party laboratory under controlled conditions. Results may vary.

CONTINUED ON NEXT PAGE ➔

Steam Cleaning & Sanitizing* (continued)



6. To **sanitize*** an area of your floor after cleaning, ensure your machine is in tile mode for 3 minutes, then slowly and evenly move machine back and forth at least 5 times over the area using **continuous steam**.




7. Press steam mode button to stop pads and steam.


Note: Allow floor to dry for 5 minutes before returning to use.

More Tips



Press the no steam mode button to scrub without steam if desired.

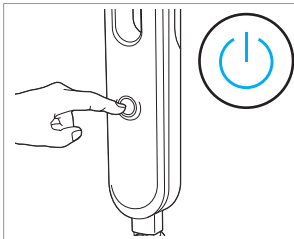
When water is depleted during use, () symbol will appear to notify that water tank needs to be filled.

When machine is standing upright, it will stop spinning and producing steam. Display will blink ().

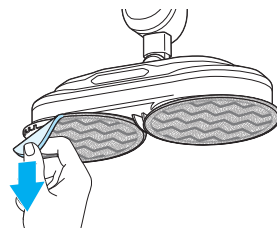
Caution: To prevent damage to machine, do not step on foot of machine during use.

*Kills 99.9% of Human Coronavirus (Strain 229E), Influenza A (H1N1) virus, Staphylococcus aureus, Klebsiella aerogenes, and Trichophyton interdigitale when used as directed. Testing conducted in a third-party laboratory under controlled conditions. Results may vary.

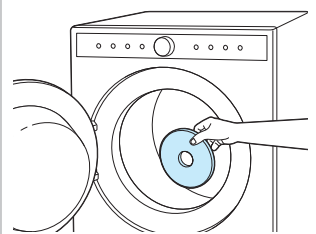
After-Cleaning Care



1. Press power button to turn OFF. Unplug the machine.



2. Carefully remove mop pads.
Note: Mop pad and foot may be hot.



3. Mop pads may be machine** or hand washed. Let mop pads **dry completely** before reattaching.

**Machine wash warm. Use only liquid detergents. Do not use bleach or fabric softener. Tumble dry on low. Do not iron or dry clean.

Note: Any other maintenance or servicing not included in this manual should be performed by an authorized service representative.

Storing Your Machine

When finished using the product, wrap cord around cord wrap for storage. Store machine indoors in a dry location in an area where the product is not likely to get damaged.

Troubleshooting

🔧 Below are some of the issues you may run into. If you don't see the issue you're experiencing below, visit support.BISSELL.com.

Problem	Possible Cause	Remedies
Reduced steam or no steam	Water tank empty.	Refill tank.
	Steam mode not selected.	Select steam mode by pressing steam mode button on handle.
	Mineral deposits from hard water caused clog.	Contact BISSELL Consumer Care.
Mop pads are not spinning	Machine is upright.	Recline machine.
Mop pads are wobbling	Mop pads are not installed properly.	Turn Power OFF. Turn machine upside down to see pad installation. Ensure pads are aligned to center circles on foot and secured tightly.
Streaking	Dirty mop pad.	Remove and wash pad per instructions on page 6.
	Use on waxed or oiled floor.	If you have used floor polishes or wax on your floors, steam products may decrease glossiness. Refer to wax or polish manufacturer. If you don't wax or polish your floors, check floorcare instructions from your flooring manufacturer.
Machine is leaking	Cap of clean water tank is not closed properly.	Remove clean water tank and reinstall cap. See instructions on page 3.
	Clean water tank is not seated properly.	Reinstall clean water tank. See instructions on page 3.

Limited Warranty

Limited 2-year warranty, may vary by state. Visit support.BISSELL.com or call 1-800-237-7691 for complete warranty information.

 **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.



We're Waggin' Our Tails!

BISSELL proudly supports BISSELL Pet Foundation® and its mission to help save homeless pets. When you buy a BISSELL® product, you help save pets, too. We're proud to design products that help make pet messes, odors and pet homelessness disappear.

Visit [BISSELLsavespets.com](https://www.bissellsavespets.com) to learn more.

But wait, there's more!

Join us online for a complete guide to your new product, including troubleshooting, product registration, parts, and more.

Go to [support.BISSELL.com](https://support.bissell.com).



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