

**Big Green Technical
Repair Manual**



BIG GREEN
deep cleaning machine™

Before beginning service, remove all visible dirt, lint or other debris and discard.



Check and clean all machine surfaces for dirt, hair and debris.



- No clumps of mud or hair should be visible on any surface of the machine.
- Bottom of machine must be free of all debris including strung or wrapped hair.

Remove visible dirt from bottom of machine.

Maintenance Point 1- Electrical Cord and Plug

Visually inspect the power cord and plug.

- ✓ Visually look for frayed wire or exposed cord insulation.
- ✓ Inspect male plug blades for damage. Look for missing or pitted plug blades.
- ✓ Replace cord if the ground prong is missing or damaged.



Cord access cover and screw

Cord relief

Repair Point 1.0- Electrical Cord and Plug

1. Remove 4 screws to access cord cover. (Lower right screw of cord cover requires T-20 hex bit)

2. Remove cord cover from handle assembly. Replace damaged cord assembly with new cord assembly.

*Technician Note – Install the new cord assembly as a complete unit. Do not attempt to disassemble internal components within the cord housing.



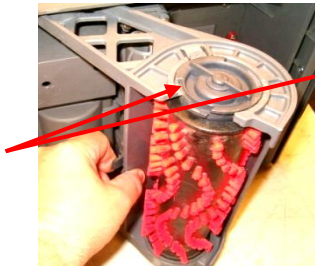


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Maintenance Point 2.0- Brush roll and Carriage Assembly

Visually inspect the Brush roll and Carriage assemblies.

- ✓ Look for proper brush roll alignment and mounting
- ✓ Check to ensure brush roll rotates 360°.
- ✓ Ensure brush pivot stop is snapped in place.
- ✓ Brush roll bristles are trimmed even and not worn.
- ✓ Check bristle tufts are secured in brush dowel
- ✓ Check there are eight rows of bristle on brush roll.
- ✓ Check carriage for damage.
- ✓ Ensure carriage moves freely.



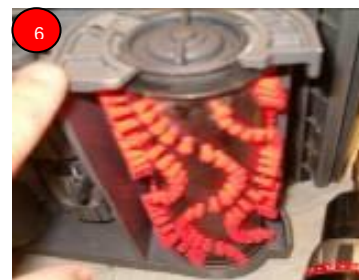
Repair Point 2.1- Brush roll and Carriage

1. Remove clean water and dirty water tanks from machine. Lay machine on it's side – cord side down.

2. Pull the brush carriage towards you till it stops. Pinch the carriage latch while pulling and tilting the carriage down.

3. Using a Phillips screwdriver, remove the 3 screws from the brush end cap.

4- 6 With the brush end cap removed, tilt the loose end of the brush roll out from the carriage assembly. The brush end cap has a sealed roller bearing. Ensure it is free of dirt and debris. Spin the brush by hand to ensure 360° rotation. Check the belt if there is not minor resistance on the brush roll. Replace the brush end cap and secure carriage - brush roll assembly into machine base.

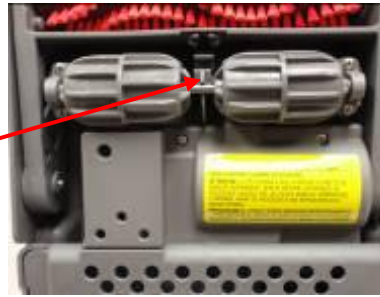




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Maintenance Point 3.0 - Front Wheels and Axel Assembly

- ✓ Look for hair or debris on front wheels and axel. Clean as required.
- ✓ Check to ensure front wheels and axel are not damaged, cracked or worn.
- ✓ Ensure wheels move freely on axel.
- ✓ Axel should be straight, with no abrasions or damage.



Repair Point 3.1- Front Wheels and Axel Assembly

1. With machine on it's side (cord side down), lower brush roll and carriage assembly and swing it away from front wheels.
2. Remove 2 (each) phillips head screws from the upper axel holder. This will free the axel assembly from the machine body.
3. Tilt wheel and axel assembly away from machine body.
4. Remove axel holder from axel. Wheels easily slide off axel assembly for replacement or cleaning as required.
5. To reinstall wheels and axel assembly, secure axel into the lower holder first. Then, insert entire front wheel assembly into position. Place upper axel holder onto the end of the axel.
6. Place upper axel holder on top of axel and secure holder with screws into machine body.



***Technician Note – Front wheel axel will accumulate carpet fibers and debris. Look for excessive wear on front wheels and axel and replace wheels or axel assembly as required.



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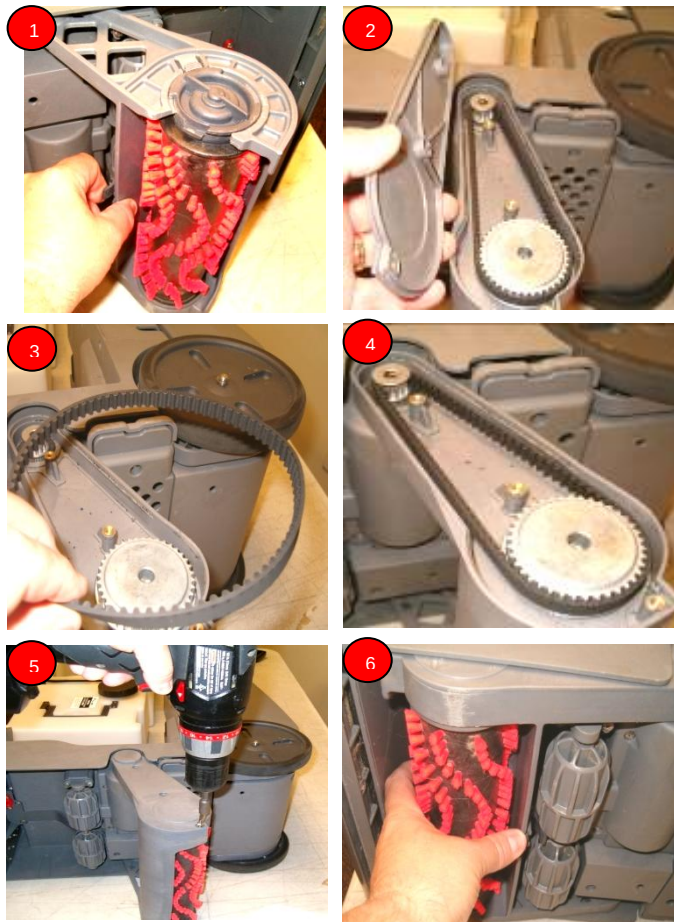
Maintenance Point 4.0 – Belt Inspection

- ✓ Unplug the machine and lay the unit on it's side. (Cord side up). Pull the brush carriage towards you till it stops. Pinch the carriage latch while pulling and tilting the carriage down
- ✓ Using a cordless drill, remove three screws from the belt cover.
- ✓ Turn the belt inward towards the large pulley while lifting it out.
- ✓ Inspect the belt for cracks, damage or excessive wear.



Repair Point 4.1 – Belt Replacement

1. With machine on it's side (cord side up), lower brush roll and carriage assembly and swing it away from front wheels.
2. Remove the three phillips screws from the belt cover and set the cover aside.
3. Remove the belt by turning the belt inward while lifting it out.
4. If the belt shows signs of wear, cracking, or damage, replace it.
5. Replace the belt cover and secure it with three phillips screws.
6. Push brush carriage back into place with a light pull against the carriage latch to secure.





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Maintenance Point 5.0 – Dirty Water Separator Assembly/Clean Water Tank

✓ Unplug the machine and remove the Water Separator Assembly located on top of the machine.

✓ Ensure clear tank lid is in good condition. Look for damage, cracks in tank lid.

✓ Check to ensure hose inlet cover and seal fit snugly onto the hose inlet of tank lid. Ensure inlet cover axel is not damaged.

✓ Ensure tank handle moves in the up position and the lock slots of the tank handle face forward.

✓ Check label condition on the tank cover and handle. Replace as required.

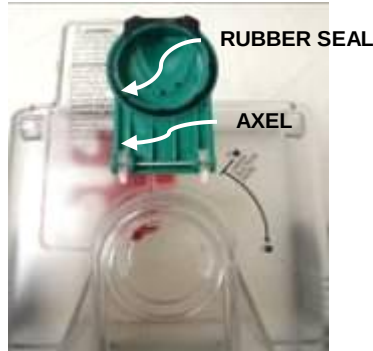
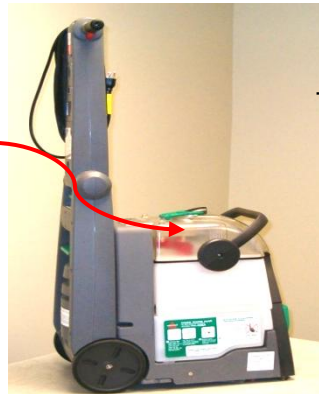
✓ Validate the handle pivots front to back freely without issue. The tank handle should lock into position while is seated on the dirty water recovery tank lid.

✓ Ensure tank float pivots up and down freely without resistance.

✓ Check conditon of tank seal. Replace if required.

✓ Ensure nozzle duct is in good condition. The nozzle duct reduction plate located in the nozzle duct housing should be in good conditon and free from defect.

✓ Validate the nozzle duct is secured to the the tank by four stainless steel screws.

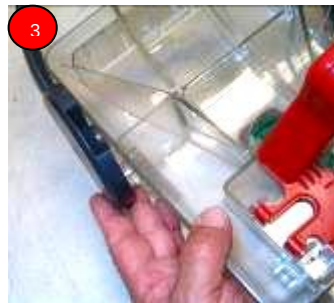




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Repair Point 5.1 – Dirty Water Separator Assembly Tank

1. To replace tank handle, remove tank cover from tank.
2. Tilt the tank lid on it's side and remove one phillips screw with a cordless drill.
3. Carefully lift handle assembly from both sides of the tank cover.
4. Remove handle assembly and replace as required.
5. To replace tank float, turn tank cover upside down. Gently pinch tank float pins and remove float. Replace damaged floats as needed.



6. To replace the tank seal, remove tank cover from base. Start at one corner of the tank and slowly remove old tank seal. Tank seal is grooved to easily fit onto tank base.

(*Tech Tip – Start at one corner of the tank base and begin to pull seal from base. To replace the seal, start at one corner and fit seal around tank base.)

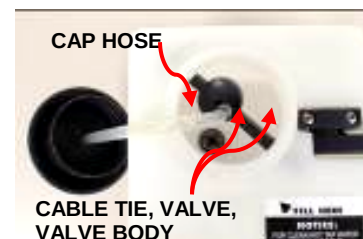


Maintenance Point 5.2 – Clean Water Tank

✓ Unplug the machine and remove the Clean Water Tank. (The clean water tank is positioned under the dirty water recovery tank on the machine base)

✓ Ensure tank and tank cap is in good condition. Look for damage, cracks in tank, handle, handle straps and tank cap.

✓ Ensure label graphics, cap seal and pressure clamp, are not





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damaged and in good condition.

✓ Validate cable tie, cap hose, valve and valve body are in good condition.

✓ Check cap and insert on bottom of clean water tank.

✓ Validate over – seal, valve and filter screen are free from defect. Rinse debris from filter screen and seal. Replace cap on bottom of tank.

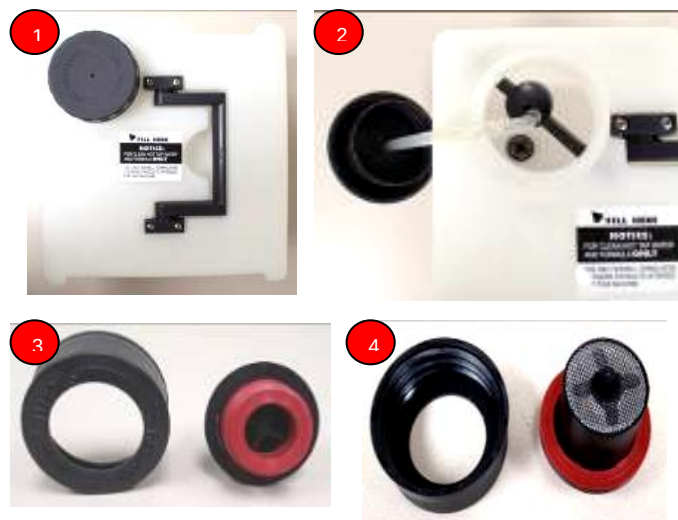
Repair Point 5.3 – Clean Water Tank

1. To replace cap and valve body assembly, unscrew cap from tank body and remove entire assembly.

2. Install new cap and valve body assembly into tank.

3. To replace the cap assembly from the bottom of the tank, unscrew cap and remove seal and filter screen from cap body.

4. Install new cap insert and screen assembly into tank base.

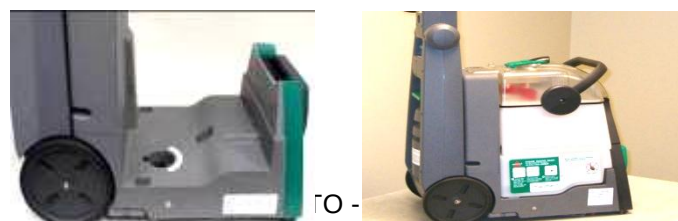
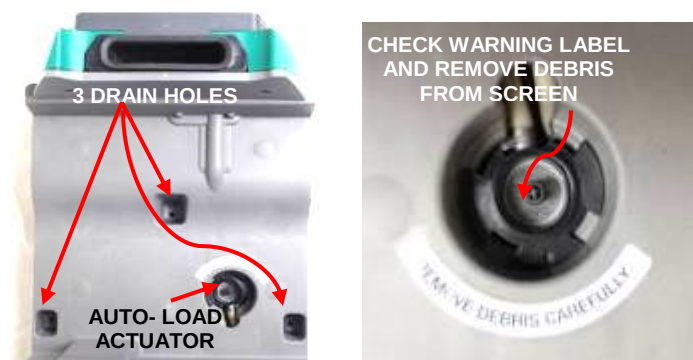


Maintenance Point 6.0 – Base and Actuator Maintenance

✓ Unplug the machine and remove both dirty water and clean water tanks from machine base.

✓ Locate Auto-Load Actuator and filter screen on base bottom. Remove debris from three drain holes. Ensure warning label is in good condition. Replace as needed.

✓ Carefully rinse Auto - Actuator and rinse debris from screen and housing.





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✓ Ensure filter screen and Actuator is installed into machine base.

✓ Ensure clean water tank fits securely onto auto load in base of machine.

Repair Point 6.1 – Actuator

1. Locate Auto-Load Actuator and filter screen on machine base.

2. Remove plastic pump service plates from back of machine.

3. Using needle nose pliers remove hose clamp and pull hose from Actuator assembly.

4. Using a small standard screwdriver, push in on Actuator tabs while pushing up on Actuator. The Actuator can now be removed from the top side of the machine base.

5. Install new Actuator assembly by pressing it into the top side of the machine base till tabs lock into place.

6. Connect Actuator hose and secure with clamp.

Maintenance Point 7.0– Spray Tip and Suction Nozzle Assembly

✓ Unplug the machine. Lay machine on it's side (cord side up). Pinch the carriage latch and lower the brush roll to get access to the spray tip.

✓ Check spray tip for damage. Clean debris from tip end as required.

✓ Using a wipe, clean suction nozzle seal of debris and check for damage.





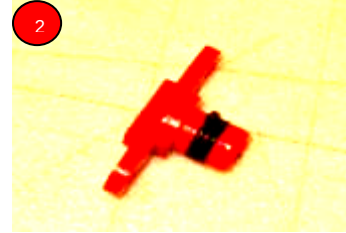
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Repair Point 7.1 – Spray Tip and Suction Nozzle Assembly

1. To replace the spray tip, locate the spray tip mounting plate and remove two Phillips head screws from plate ends. Check tip gasket for damage.



2. Insert new spray tip into tip hole. Secure with two Phillips head screws. (*Spray tip must be replaced in the same direction it was removed –do not reverse it and do not over torque the screws)



3 To replace Suction nozzle, remove green handle and nozzle housing from the front of the machine.



4. Remove rear nozzle cover plate from the back of the nozzle housing.



5. Remove four Phillips head screws from nozzle plate cover.



6. Remove nozzle housing from plate cover.



7. Assemble nozzle components and secure nozzle assembly to machine body.

Maintenance Point 8.0– Lint Screen

✓ Unplug the machine. Machine should be upright. Remove lint screen and seal from grill.

✓ Inspect lint screen, seal and grill for damage. Rinse lint screen and remove debris. Replace lint screen seal if needed. Seal should always face upward. Replace lint screen into grill housing.





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Maintenance Point 9.0 – Flow Indicator, Hose and Attachments

✓ Plug the machine in. Machine should be upright. Locate the Flow Indicator on top machine.

✓ Place a small amount of water into the clean water tank. Depress spray trigger while moving machine forward. Check to see if the flow indicator is spinning. Unplug machine.

✓ Check hose connector port and hose and ensure inlet port is not damaged. Clean debris from hose inlet port.

✓ Insert hose connector tabs into the hose inlet port to validate it locks in place and can be removed easily.

✓ Inspect hose and hose attachments for damage and excessive wear.

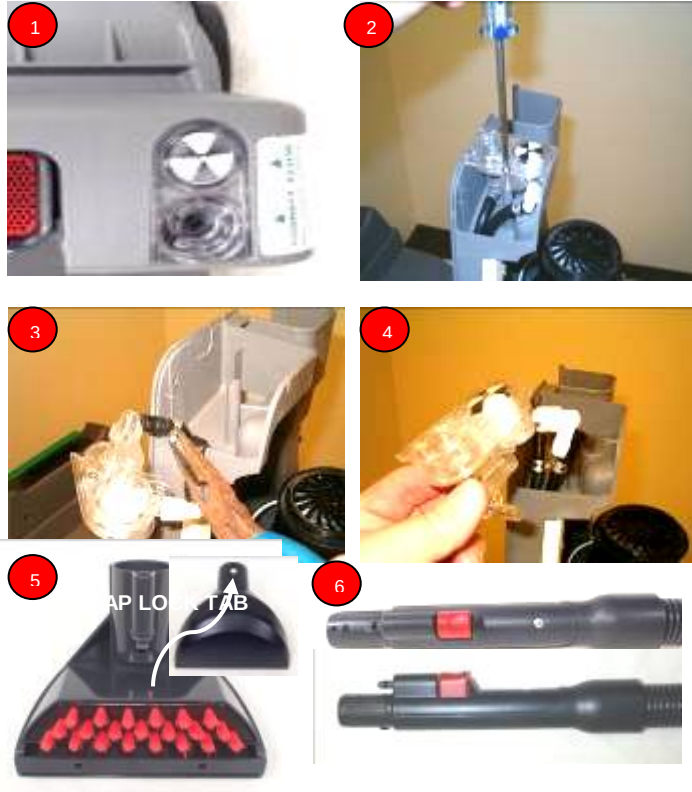




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Repair Point 9.1 – Flow Indicator

1. Remove machine housing cover to replace the Flow Indicator and hose connector port
2. Remove one Phillips head screw from Flow Indicator and hose connector port assembly.
3. Using needle nose pliers pinch and remove hose clamps from hose ends. Remove both hose connections from Flow Indicator assembly.
4. Remove damaged Flow Indicator assembly. Install the new Flow Indicator assembly as required.
5. To replace brush head, remove nozzle by depressing snap lock tab and retaining screw.



Maintenance Point 10.0 – Wheels and Handle Assemblies

- ✓ Unplug the machine and stand machine upright.
- ✓ Check the condition of each wheel. Look for damage, missing C- Clips or cracks in wheel housing.
- ✓ Inspect the entire handle assembly. Look for worn or damaged grips, cracks in the lift handles. Check for handle mobility.
- ✓ Inspect the hour meter and on/off switch. Check to ensure hour meter and on/off switch are in working order. To check hour meter, insert small punch into meter check port. Meter will display current





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hours.

Repair Point 11.1 – Wheels, Hour Meter and Handle Grips

1. To replace damaged wheels on the machine, using a small standard screwdriver, remove the E-Clip from the slot on the wheel axel. Wheel will lift off. **Only replace wheels one at a time. Machine must be on it's side. Do not pull the axle out!**



2. Insert new wheel onto metal wheel axel and secure with E-Clip.

3 – 5. To replace the hour meter, remove the 4 screws from the plate cover and gently pull the hour meter assembly away from the handle housing. Unplug wires from spade terminals and reconnect to new meter. Replace hour meter by securing with screws.



6. Remove the RH and LH handle grips from each side of the upper handle assembly. Use small screwdriver to gently pry the handle grip off. Replace grips as needed





Bissell Big Green Deep Cleaning Machine

When using an electrical appliance, basic precautions should be observed, including the following: Read all instructions before using The Big Green Clean Machine.

WARNING:

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

- Do not immerse.
- Use only on surfaces moistened by cleaning process.
- Always connect to a properly grounded outlet.
- See Grounding Instructions.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave machine when it is plugged in.
- Do not service machine when it is plugged in.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized Service Center.
- Use indoors only. ■ Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, run appliance over cord, or expose cord to heated surfaces.
- Unplug by grasping the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into appliance openings, use with blocked opening, or restrict air flow.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects.

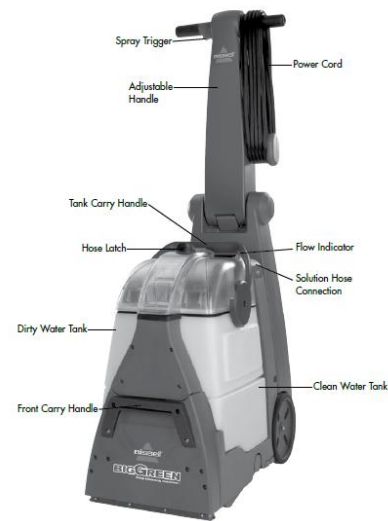




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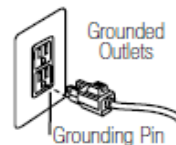
Safety Requirements 12.0 (Cont'd)

- Do not pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapor.
- Do not use appliance in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, gasoline, etc.).
- Do not modify the 3-prong grounded plug.
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this user's guide.
- Do not unplug by pulling on the cord.
- Use only manufacturer's recommended attachments.
- Always install float before any wet pick up operation.
- Use only cleaning products formulated by BISSELL for use in this appliance to prevent internal component damage. See the cleaning fluid section of this guide.
- Keep openings free of dust, lint, hair, etc.
- Do not point attachment nozzle at people or animals
- Do not use without intake screen filter in place.
- Turn off all controls before unplugging.
- Unplug before attaching the TurboBrush®.
- Be extra careful when cleaning stairs.
- Close attention is necessary when used by or near children.



GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an 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 electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the drawing above. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.