



# Steam Mop™ Max

USER'S GUIDE  
21H6 SERIES



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## Thanks for buying a BISSELL Steam Mop Max

We're glad you purchased a BISSELL Steam Mop Max. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your Steam Mop Max is well made, and we back it with a limited one-year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your Steam Mop Max .

Thanks again, from all of us at BISSELL.

**Mark J. Bissell**  
President and Chief Executive Officer



# IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

Read all instructions before using your STEAM MOP MAX™

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

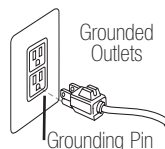
- Do not direct steam at people, animals, or at electrical outlets.
- Do not expose to rain.
- Store indoors.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave steam cleaner unattended.
- Do not leave the steam cleaner connected to an electrical outlet when not in use.
- Do not service steam cleaner when it is plugged in.
- Do not use with damaged cord or plug.
- 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 handle steam cleaner with wet hands.
- 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-base 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.
- Do not use for any purpose other than described in this User's 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 or detergent 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.

## SAVE THESE INSTRUCTIONS

Commercial use of this unit void the manufacturer's warranty.

## 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.

This model is for household uses only.



# Product view



## Optional Accessories:



Deluxe Mop Pads - 2 pack



Water Purification System




Steam Mop Scented Water-Eucalyptus Mint







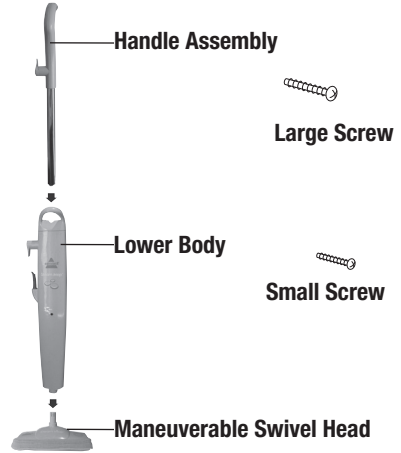
# Assembly

Your Steam Mop Max assembles quickly and easily. The only thing you will need for assembly is a Phillips head  screwdriver.

Your Steam Mop Max is packaged with the following items:

- Handle Assembly
- Lower Body with Water Purification System
- 360° Swivel Head
- Removable Water Tank
- 1 large Phillips Head Screw
- 1 small Phillips Head Screw
- 2 Deluxe Mop Pads

1. Attach lower body to maneuverable swivel head.
  2. Secure 360° swivel head with small Phillips head  screw. Tighten until secure.
  3. Slide handle assembly down into lower body until it will go no further.
  4. Secure the handle by placing the large Phillips head  screw through the screw opening in the lower body and into the rear of the handle assembly. Tighten with screwdriver until secure.
  5. Slide water tank onto lower body by lining up vertical glides and gently sliding tank into place.
- Steam Mop Max assembly is now complete.



Removable Water Tank



2 Deluxe Mop Pads





## Special features

### Removable water tank

The water tank is located on the back of the Steam Mop Max. It can be refilled with water any time during use. Distilled or demineralized water may be used in place of tap water.

Do not use chemicals with your Steam Mop Max.

### Water purification system

This filter removes minerals and other impurities from tap water, preventing water deposits from damaging your Steam Mop Max. It should be replaced when the bright green grains turn blue. To maximize performance of the filter, distilled water may be used.

### Ready light

The ready light will glow when tap water has been converted to steam and the Steam Mop Max is ready to use.

### Steam on demand trigger

Press to release steam.

### Maneuverable Swivel head

Allows you to clean in tight spaces and under cabinets.

### Deluxe mop pads

Reuseable microfiber mop pad is machine washable and safe for all hard floor surfaces.

### *Tip:*

Do not attempt to use your Steam Mop Max without water in the tank.

## Operation

### Getting ready

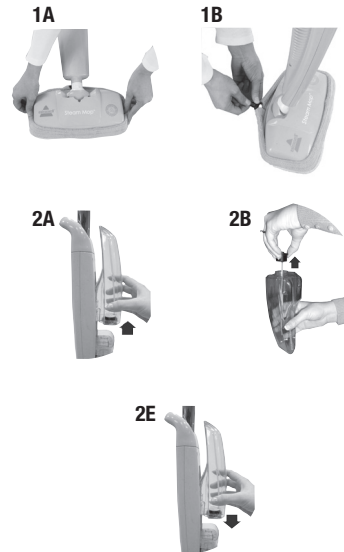
The mop pad may have already come attached to the swivel head, if not follow steps 1A and 1B below.

1. Attach mop pad.
  - A. Set swivel head in mop pad, making sure toggle is located on the back.
  - B. Tighten mop pad by pulling on elastic cord while pressing on toggle.

# Operation

## Getting ready continued

2. Fill the water tank
  - A. Remove tank by lifting straight up and away from unit.
  - B. Unscrew cap at bottom of water tank and remove the insert assembly.
  - C. Fill water tank with water. For best results, water should be at room temperature.
  - D. Replace insert assembly and cap, tighten until snug.
  - E. Replace water tank by lining up vertical guides and gently sliding tank into place.
3. Twist the quick release cord wrap clockwise to unwrap the power cord completely and plug into a 120-Volt grounded outlet as described on the Important Safety Instructions, page 3.
4. The ready light will illuminate when the Steam Mop Max is ready for use.



## Before you clean

Thoroughly sweep or vacuum floor prior to cleaning with the Steam Mop Max.

## Cleaning hard floors

Your Steam Mop Max is designed to clean hard flooring such as ceramic tile, vinyl, laminate, marble, stone and sealed hard wood floors. Use of your Steam Mop Max on waxed or some unwaxed floors may result in a diminished glossiness. The Steam Mop Max is not for use on unsealed wood floors. For best results test in an inconspicuous area or check the care instructions from your flooring manufacturer.

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## Operation

### Cleaning hard floors continued

1. When the ready light illuminates, begin cleaning by slowly passing over surface while pressing the steam on demand trigger to emit steam as needed.
2. To sanitize an area of your floor, (attack invisible germs and bacteria) leave the Steam Mop Max over area for a minimum 15 seconds, but no longer than 20 seconds. For larger areas, overlap swivel head placement.
3. When the Steam Mop Max stops emitting steam, simply remove the water tank, refill, and continue cleaning.

### Carpet Refresher Attachment

**This accessory is recommended for the refreshing of carpets. Once the steam mop is cradled in the carpet refresher attachment, it will easily glide over the carpet.**

**NOTE: Always be sure a mop pad is in place before placing in carpet refresher attachment. Only white mop pads should be used with the carpet attachment. Do not use carpet attachment on spots or stains, or glide it over the same spot for longer than 20 seconds.**

1. Attach the mop pad to the swivel mop head. As directed in step 1 on page 4.
2. Place the swivel mop head, with mop pad attached, in the carpet refresher attachment. **Note: that the Steam Mop rests in the carpet refresher attachment and may not stay attached to the swivel mop head. It is meant to glide over the carpet.**
3. Fill the water tank with water. Begin refreshing your carpet or rug by pushing the Steam Mop in a forward and backward motion, releasing steam as you go.
4. When you have finished refreshing your carpet or rug, unplug the steam mop and remove from the carpet or rug.

**NOTE: Move the Steam Mop and carpet refresher attachment in a continuous motion until you are finished. This product is not intended to be used as a carpet cleaner, only a carpet refresher or deodorizer. Never attempt to use the Steam Mop on carpet without the carpet refresher attachment in place. DO NOT leave the mop in a stationary position.**

**⚠ WARNING:**  
**Never put descaling, aromatic, alcoholic, or detergent products into the steam cleaner, as this may damage it or make it unsafe for use.**

### *Tip:*

During first use, it may take several seconds for the Steam Mop Max to begin steaming. The water needs to flow through the filter to the heater. This delay will only occur during initial use or when using a new filter.

**⚠ CAUTION:**  
**Never put descaling, alcoholic, or detergent products into the steam cleaner, as this may damage it or make it unsafe for use.**





## Maintenance and care

### When you're done

1. Unplug power cord from outlet.
2. Carefully remove mop pad from swivel head, as mop pad and lower assembly will be hot.
3. Any water remaining in the water tank should be emptied prior to machine storage.
4. Mop pad can be machine washed in hot water. Tumble dry on low heat or air dry.
5. Wrap power cord around quick release cord wrap on side of Steam Mop Max.
6. Wipe all surfaces of Steam Mop Max with a soft cloth. Store upright in a protected, dry area.

**NOTE: If steam output is reduced, the nozzle may be blocked. To remedy, unplug unit, remove swivel head from lower body and pour vinegar through center tube of swivel head "neck". Clear nozzle by inserting a paper clip into the brass spray tip located in bottom of lower body.**

### Replacing the water purification system

If you fill your Steam Mop Max cleaner with normal tap water, it is essential to check the water purification system and replace it when it is no longer effective. Change the filter when the bright green grains turn blue. If the filter is not changed at the appropriate time, calcium deposits will accumulate on the heating element, causing damage or reduced performance.

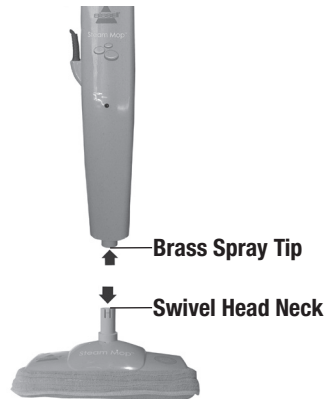
Using distilled or demineralized water will maximize the performance of your filter.

To order a replacement water purification system refer to the replacement parts section on page 11.



### CAUTION:

**Upright storage of the Steam Mop Max with a wet mop pad may result in the formation of white marks on your floor. To remove the white marks, clean area with vinegar.**



#### Tip:

Using distilled or demineralized water will maximize the performance of your filter.

#### Tip:

Be sure to use only a BISSELL water filter in your Steam Mop Max.



## Troubleshooting

### Reduced steam or no steam.

#### Possible Cause

1. Water tank empty
2. Depleted water filter
3. Blocked steam nozzle

#### Remedies

1. Fill tank
2. Replace filter
3. Refer to NOTE on bottom of page 8

Other maintenance or service not included in the manual should be performed by an authorized service representative.

**Thank you for selecting a BISSELL product.**

**Please do not return this product to the store.**

For any questions or concerns, BISSELL is happy to be of service.  
Contact us directly at 1-800-237-7691.

## BISSELL Consumer Services

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

**BISSELL Consumer Services**  
**1-800-237-7691**

Monday - Friday      8 a.m. — 10 p.m. ET  
Saturday              9 a.m. — 8 p.m. ET

Or write:  
BISSELL HOMECARE, INC  
PO Box 3606  
Grand Rapids MI 49501  
ATTN: Consumer Services

Or visit the BISSELL website - **www.bissell.com**

When contacting BISSELL, have model number of unit available.

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

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

**NOTE: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim. See Warranty on page 12 for details.**

**Please register your new BISSELL product at**  
**www.bissell.com/productregistration**





## Replacement parts - BISSELL Steam Mop Max

| Item | Part No. | Part Name                      |
|------|----------|--------------------------------|
| 1    | 018-5600 | Water Filter                   |
| 2    | 203-2167 | Handle Assembly with Screw     |
| 3    | 203-2159 | Water Tank with Cap and Insert |
| 4    | 603-2046 | Cap and Insert Assembly        |
| 5    | 203-2168 | Storage Hook with Screws       |



## Additional Accessories

These items are available for purchase as accessories for your BISSELL Steam Mop:  
To purchase call 1-800-237-7691 or visit [www.bissell.com](http://www.bissell.com).

| Item | Part No. | Part Name  |
|------|----------|--|
| 1    | 3252-A   | Carpet Refresher Attachment with Pad             |
| 2    | 3252-1   | Eucalyptus Mint Natural Aroma                    |
| 3    | 3255-H   | Deluxe Mop Pads - 2 pack                         |
| 4    | 59V4     | Steam Mop Scented Water Eucalyptus Mint 32 FL oz |



## Earn Rewards Points!

To qualify you for discounts, rebates, and other BISSELL perks.  
Visit [www.bissell.com/rewards](http://www.bissell.com/rewards) to learn more.



## Warranty - BISSELL Steam Mop Max

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 Consumer Services 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 Homecare, Inc. will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for one year, any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. 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 product should require service:

Contact BISSELL Consumer Services to locate a BISSELL 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 Consumer Services.

#### Website or E-mail:

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

Use the "Customer Service" tab.

#### Or Call:

BISSELL Consumer Services

1-800-237-7691

Monday - Friday 8 a.m. - 10 p.m. ET

Saturday 9 a.m. - 8 p.m. ET

#### Or write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

**BISSELL HOME CARE, INC. IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S 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 ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.**

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



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