

# Bissell®

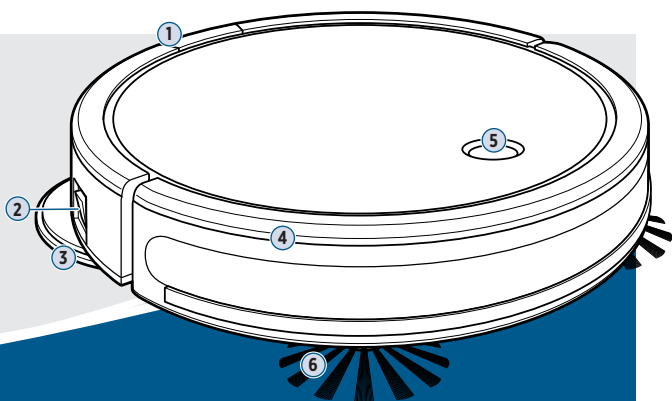
## SPINWAVE® ROBOT MODEL 2931N



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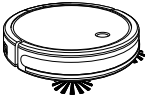


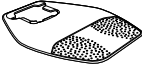
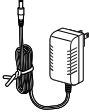

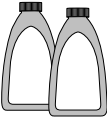
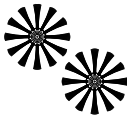
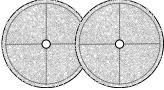
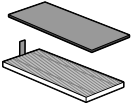
### Product Overview

1. Tank Release Button
2. Power Switch
3. Mop Pads
4. Bumper
5. Start/Pause Button
6. Edge Cleaning Brushes



This guide features everything you need to get ready for first use, including setting up, using and maintaining your machine. For additional support, download the **BISSELL Connect App**.

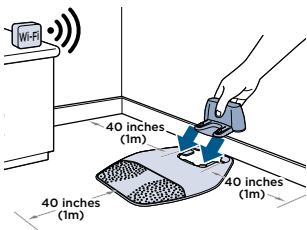
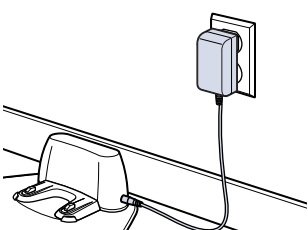
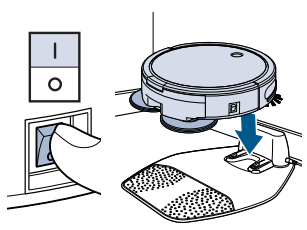
## What's in the Box?

|   |   |   |   |   |
|---|---|---|---|---|
|   |  |  |  |  |
| BISSELL® SpinWave® Robot with Dirt Bin  | Mop Tank with Mop Pads  | Docking Station   | Docking Tray  | Power Adapter   |
|  |  |  |  |  |
| Cleaning Tool   | (2) Trial-Size Formulas   | Replacement Edge Cleaning Brushes   | (2) Extra Mop Pads  | Extra Filters   |

## Docking and Charging Your Robot

**Note:** The Docking Station & Docking Tray must be installed on a hard surface. The robot's soft surface sensors prevent it from cleaning carpets and area rugs in Mop Mode.

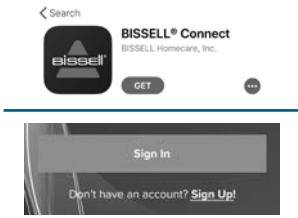
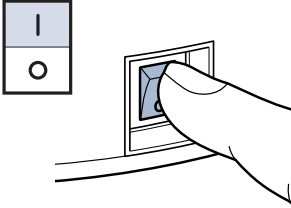
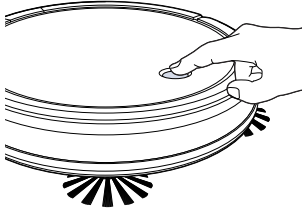
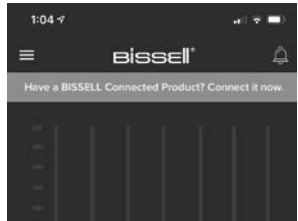
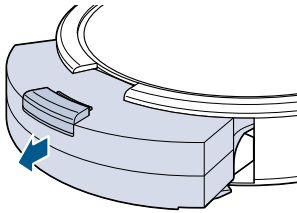
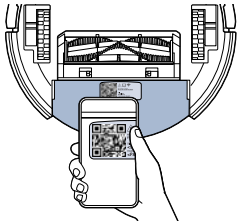
Be sure the device is near your WiFi router and the robot is fully charged or in the dock during the pairing process.

|  |  |  |
|--|--|--|
|    |   |                    |
| <b>1.</b> Place the back of Docking Tray firmly against a wall. Ensure there are at least 40 inches to one side, 40 inches to the opposing side and no obstructions in the front. Tip the Docking Station into the Docking Tray. | <b>2.</b> Insert the Docking Station Power Adapter plug into the port on the side of the Docking Station. Plug the other end into the wall outlet. | <b>3.</b> Turn the robot ON and put it on the Docking Station. The first charge will take 4-5 hours. |

| Status       | Button Light State      | Light Ring                                   | Sound            |
|--------------|-------------------------|--|------------------|
| Power ON     | Pulse Once > Blink > On | Pulse Once                                   | Activation Sound |
| Cleaning     | Blink > Fade In > On    | Pulse Once > Fade In > 30 seconds > Fade Out | Activation Sound |
| Charging     | Breathing               | Pulse Once > Breathing for 30 seconds > Off  | 1 Beep           |
| Pairing Mode | Blink                   | Off  | 1 Beep           |
| Paired       | On                      | Solid for 5 Seconds > Fade Out               | 3 beeps          |
| Docking      | Slow Pulsing, White     | Off  | None             |

## Connecting to the App

Downloading the BISSELL Connect App means you can change your robot's cleaning mode, start, pause, or stop your robot, schedule cleanings, view notifications, track your cleaning history, and troubleshoot all from the palm of your hand.

|   |   |  |
|---|---|--|
|   |          |    |
| <p><b>1.</b> In the App or Google Play Store search “BISSELL Connect” and download.</p> <p>Once downloaded, open the app and sign in or create a new login.</p> | <p><b>2.</b> Make sure you're near your WiFi router before turning the robot ON (I).</p>  | <p><b>3.</b> To put the robot in pairing mode, press and hold the Start/Pause Button for 5 seconds until you hear a single beep.</p> |
|   |          |   |
| <p><b>4.</b> From the app, select “Have a BISSELL Connected Product? Connect it now.” Then choose your product from the menu.</p>                               | <p><b>5.</b> Remove the Dirt Bin and turn the robot over to access the setup QR code.</p> | <p><b>6.</b> Scan the QR code, follow the instructions in the app to pair.</p>   |

## Automatic Cleaning

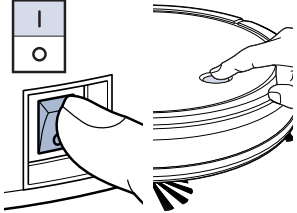
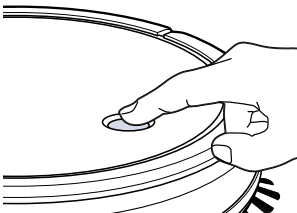
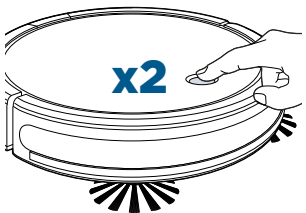
 Download the **BISSELL Connect App** to set up automatic features.

You can designate a day and time for your robot to run automatically using the BISSELL Connect App. Once the robot is connected to the app, go to the Schedule tab and follow the on-screen prompts.

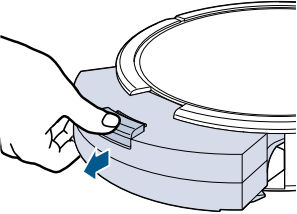

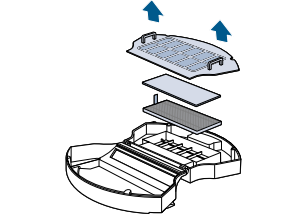
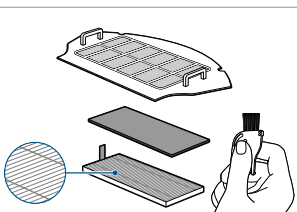
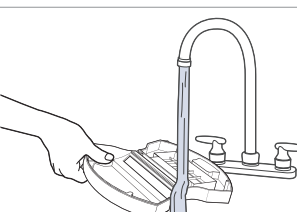
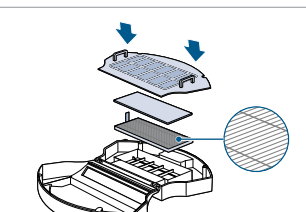
# Dry Vacuum Mode

## Manual Cleaning

In Dry Vacuum Mode, your robot will clean using a combination of dual Edge Cleaning Brushes, a rotating Brush Roll and powerful suction to clean multiple floor types in your home.

|   |   |  |
|---|---|--|
|     |      |    |
| <p><b>1.</b> Turn the robot ON. Press the Start/Pause Button to start cleaning.</p> | <p><b>2.</b> When finished, press the Start/Pause Button again to stop the robot.</p> | <p><b>3.</b> Return the robot to the dock. Press the Start/Pause Button twice. The light ring will flash white as it finds its way back.</p> |

## Maintaining the Dirt Bin

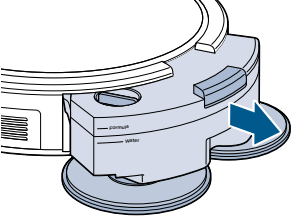
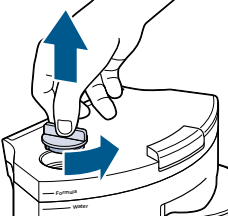
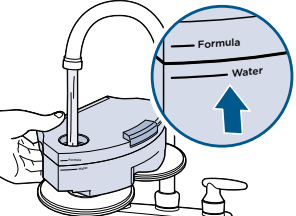
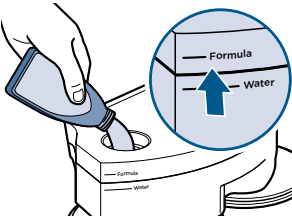
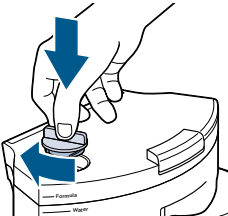
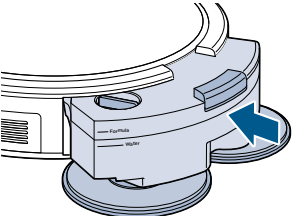
|   |   |  |
|---|---|--|
|                               |    |                          |
| <p><b>1.</b> Turn the Power Switch OFF. Press the button on top of the Dirt Bin and pull to remove.</p>       | <p><b>2.</b> Open filter door by pulling both sides apart. Empty the debris from the Dirt Bin.</p>  | <p><b>3.</b> Remove the filter cover, then the foam and pleated filters.</p>                               |
|                              |   |                         |
| <p><b>4.</b> Use the Cleaning Tool to brush the filter cover and filters. <b>Do not wash the filters.</b></p> | <p><b>5.</b> With filters removed, rinse the Dirt Bin with tap water. Ensure Dirt Bin is completely dry before reinstalling. <b>Do not machine wash the Dirt Bin.</b></p> | <p><b>6.</b> Once clean, reinstall the filters and filter cover, close and push back into the machine.</p> |

# Mop Mode

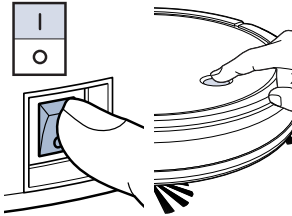
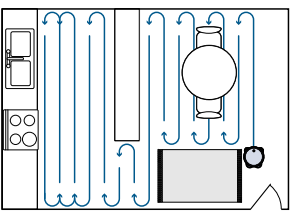
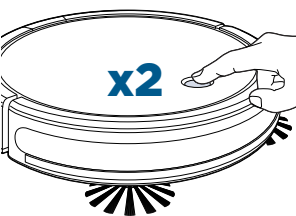
## Filling Your Mop Tank

In Mop Mode, your robot will clean using dual rear rotating Mop Pads combined with a BISSELL formula to clean your home's hard floors. Keep plenty of BISSELL® formulas on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL formulas in your machine. Other formulas may harm the machine and void the warranty.

While mopping, your robot will also sweep and collect a limited amount of dry debris for a complete cleaning experience.

|   |   |  |
|---|---|--|
|                     |  |                                        |
| <p><b>1.</b> Turn the Power Switch OFF. Press the button on top of the tank and pull to remove.</p> | <p><b>2.</b> Twist to unlock the tank cap and pull up to remove.</p>              | <p><b>3.</b> Fill tank with hot tap water (140° F/60° C MAX) to the water fill line. Do not boil or microwave water.</p> |
|                     |  |                                        |
| <p><b>4.</b> Fill with a BISSELL formula to the "Formula" fill line.</p>                            | <p><b>5.</b> Twist the Mop Tank cap back into place.</p>                          | <p><b>6.</b> Reinstall the tank. <b>Note:</b> Hold the tank level to avoid leaking.</p>                                  |

## Manual Cleaning

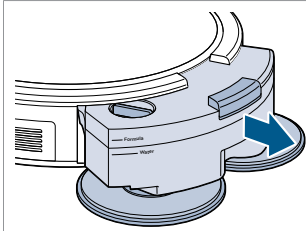
|   |  |  |
|---|--|--|
|   |   |    |
| <p><b>1.</b> Turn the robot ON. Press the Start/Pause Button to start cleaning. <b>Note:</b> When finished, the robot will return to where it started. To have the robot return to the dock, start the cleaning cycle while robot is on the dock.</p> | <p><b>2.</b> The robot will clean hard surfaces and avoid most soft surfaces, such as area rugs and carpet. <b>Note:</b> The robot will stop if water is low. To resume cleaning, refill Mop Tank and push the Start/Pause Button.</p> | <p><b>3.</b> Return the robot to the dock. Press the Start/Pause Button twice. The light ring will flash white as it finds its way back.</p> |

**⚠ WARNING** To reduce the risk of fire due to internal component damage use only BISSELL cleaning products intended for use with this appliance.

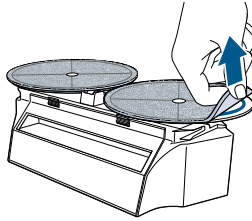
## Mop Mode (continued)

### Maintaining the Mop Pads and Debris Trap

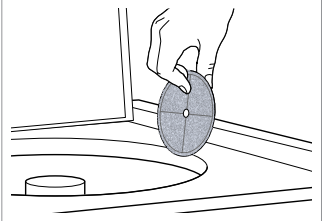
While in Mop Mode, your robot can sweep up a limited amount of dry debris, so be sure to empty the trap after each clean.



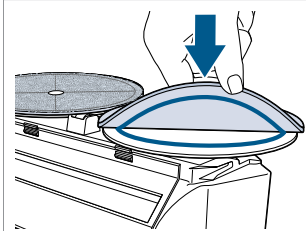
**1.** Turn the Power Switch OFF. Press the button on top of the Mop Tank and pull to remove. Place tank upside down on a soft surface.



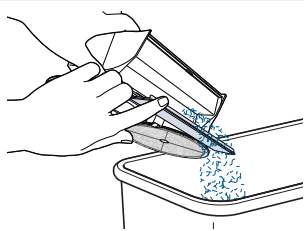
**2.** Firmly pull up on the Mop Pads to remove from Mop Pad Drivers. Replace Mop Pads if damaged.



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



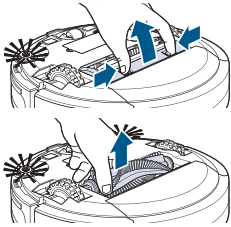
**4.** To reattach, use the middle hole on the pads to align with the driver.



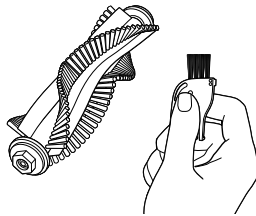
**5.** The debris trap is located on the back of the tank. Pull down the door and tip tank to empty debris.

## Cleaning the Brush Roll

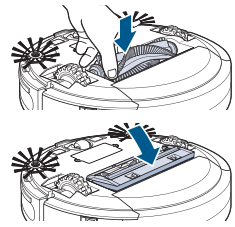
👉 Check out the **BISSELL Connect App** for tips and videos on Brush Roll Maintenance.



**1.** Turn the Power Switch OFF. Pinch the tabs on the brush guard inward and pull to remove. Lift to remove the Brush Roll.



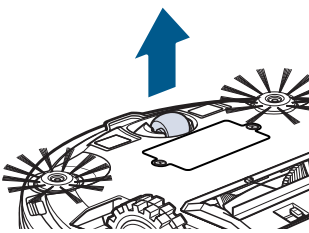
**2.** Clean the Brush Roll with the Cleaning Tool.



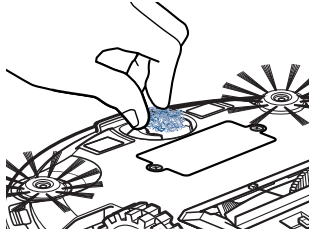
**3.** Replace the Brush Roll and brush guard. **Note:** The Brush Roll has two different end pieces. Ensure the square-shaped end piece is inserted into the square-shaped port.

## Removing and Cleaning the Caster Wheel

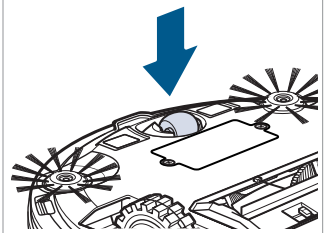
👉 For more help with maintaining your robot, open up the **BISSELL Connect App**.



**1.** Turn the Power Switch OFF. Set your robot on a soft surface and pull up firmly on the caster wheel.



**2.** Clean out any visible hair and debris with a dry cloth.

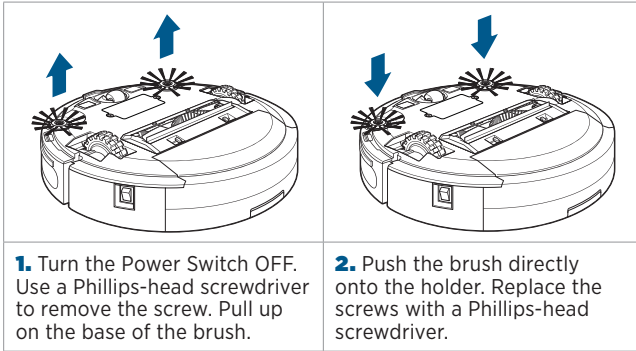


**3.** To reinstall the caster wheel, push down firmly until you hear a “click”.

**⚠️ WARNING** To reduce the risk of electric shock, turn the Power Switch OFF before performing maintenance or troubleshooting checks.

## Replacing the Edge Cleaning Brushes

Occasionally, the Edge Cleaning Brushes need to be cleaned to work more effectively. Once removed, they can be rinsed or soaked in water. Be sure they are completely dry before returning to the machine.



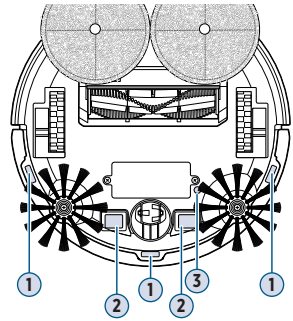
## Cleaning the Sensors

After repeated use, debris can accumulate on the sensors of the robot and performance could be affected.

Turn the Power Switch OFF and wipe the sensors with a cloth to remove any debris.

### Sensors and Contacts

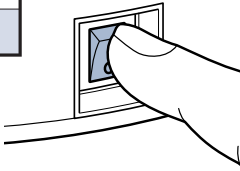
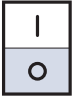
1. Cliff Sensors
2. Charging Contact Points
3. Soft Surface Avoidance Sensor



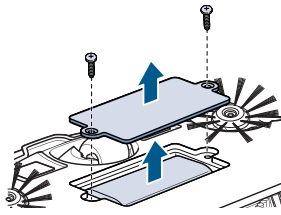
**⚠ WARNING** To reduce the risk of electric shock, turn the Power Switch OFF before performing maintenance or troubleshooting checks.



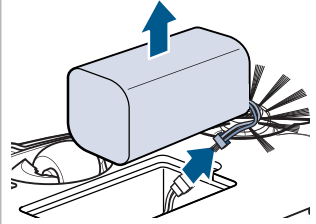
## Replacing the Battery



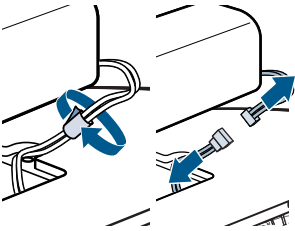
**1.** Turn the Power Switch OFF.



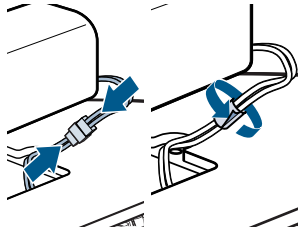
**2.** Use a Phillips-head screwdriver to remove the two screws and battery cover.



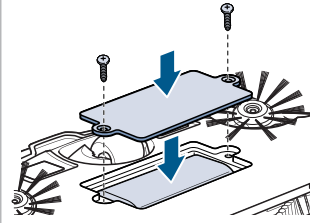
**3.** Remove the battery and disconnect.



**4.** Note the tape location that covers over the connectors. Remove the tape by unwrapping, then separate the connectors.



**5.** Connect the new battery. Wrap the tape to the original location to completely cover the connectors and terminals. **Do not remove the plastic shrink sleeve from the battery pack.**



**6.** Use a Phillips-head screwdriver to replace the battery cover.

**Note:** Any other servicing should be performed by an authorized service representative.

**⚠ WARNING** To reduce the risk of electric shock, turn the Power Switch OFF before performing maintenance or troubleshooting checks.

## Troubleshooting

This guide has everything you need to get ready for first use, including setting up, using and maintaining your machine, but online you'll find additional resources like tips and troubleshooting, videos, product registration, parts, and more.

| Problem                               | Possible Cause                        | Remedy   |
|---------------------------------------|---------------------------------------|--|
| Streaking or water spots when mopping | Too much water is being used.         | Choose a lower water level in the BISSELL Connect App. |
|                                       | Mop Pads are dirty.                   | Attach clean Mop Pads.                                 |
|                                       | Debris is trapped on bottom of robot. | Use a damp cloth to clean bottom of robot.             |

## Error Notifications

| Sound   | Button Light State                 | Error   | Remedies   |
|---------|------------------------------------|---|--|
| 1 Beep  | Flashing Red                       | Robot is Trapped, Lifted or Cliff Sensors are Dirty | Place robot on floor away from objects and resume cleaning. If error persists, turn robot OFF and use a dry cloth to clean the three cliff sensors on the bottom of the robot. |
| 1 Beep  | Flashing Red > Solid Red           | Left or Right Wheel is Stuck                        | Turn robot OFF and remove hair and debris from wheels.   |
| 1 Beep  | Flashing White                     | Water Pump Has Failed                               | Contact Consumer Care.   |
| 2 Beeps | Flashing Red > Solid Red           | Edge Cleaning Brushes are Stuck                     | Turn OFF the robot and remove hair and debris from Edge Cleaning Brushes.  |
| 2 Beeps | Flashing White                     | Bumper is Stuck or Robot is Trapped                 | Turn OFF the robot and tap the Bumper several times to release any debris that may have accumulated.   |
| 2 Beeps | Flashing Red and White Alternately | Robot is Trapped on Carpet (Mop Mode)               | Move robot from carpeted area to hard floor and resume cleaning.   |
| 3 Beeps | Flashing Red                       | Front Caster Wheel Sensor is Blocked                | Turn robot OFF and remove front caster wheel assembly. Clear debris from assembly housing. Reinstall wheel.  |
| 3 Beeps | Flashing Red > Solid Red           | Brush Roll is Stuck                                 | Turn OFF the robot and remove hair and debris from Brush Roll.   |
| 3 Beeps | Flashing Red and White Alternately | Low Water   | Remove the Mop Tank and refill within 3 minutes to resume cleaning.  |
| 3 Beeps | Flashing White                     | Water Tank Motor Has Failed                         | Clean contacts on side of Mop Tank and ensure nothing is wrapped around either pad driver. If issue persists, replace tank.  |

## Storing Your Robot

Store your robotic vacuum cleaner safely indoors where it is unlikely to be damaged. Store with clean, dry Mop Pads. Any solution remaining in the Mop Tank should be emptied prior to storage.

**NOTICE** To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.