

BISSELL Partner Instructions



Contact Us

For assistance with the Partner set up process, please contact us:

BISSELL

800-457-1509

Schematics@bissell.com

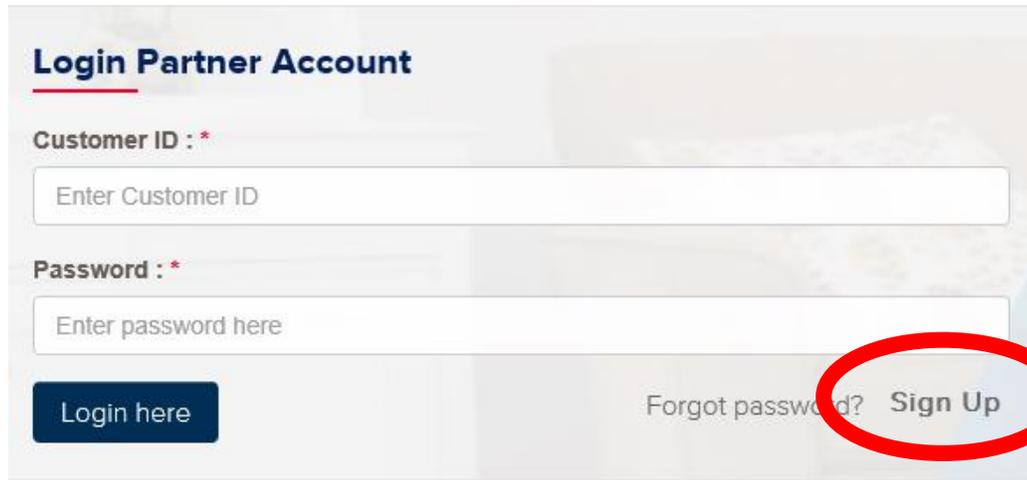
Sanitaire

866-213-9779, option 1

SanitaireSupport@bissell.com

Getting Started – Registration

- Visit <https://bissellpartner.bissell.com>
- Get started by clicking “Sign Up”.
- Enter your account number in the Customer ID field along with your billing zip code.
- Create a password and click “submit”.

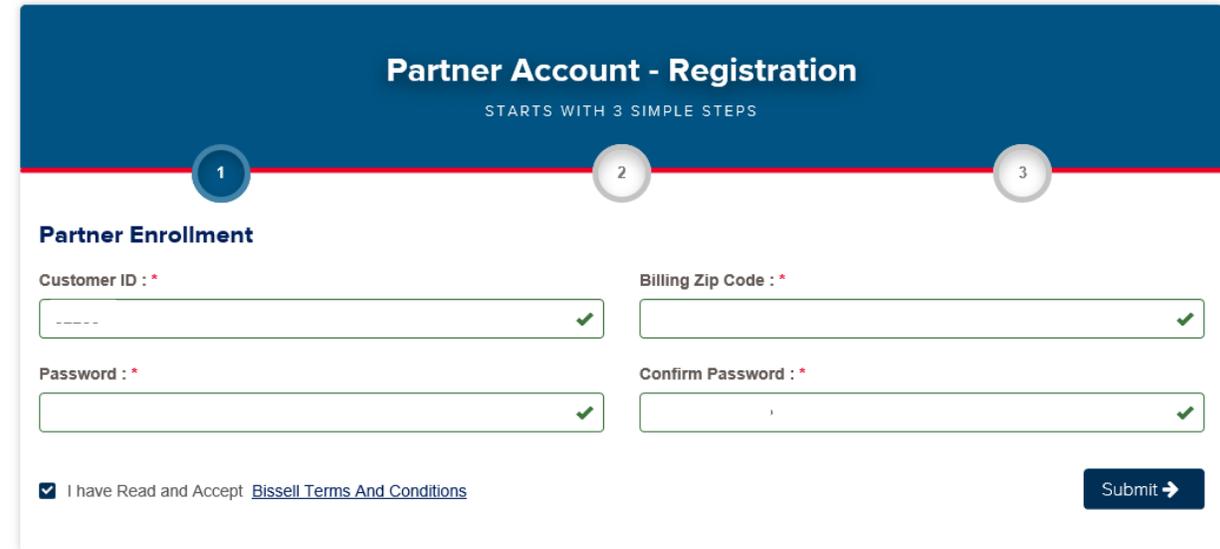


Login Partner Account

Customer ID : *

Password : *

[Login here](#) [Forgot password?](#) [Sign Up](#)



Partner Account - Registration
STARTS WITH 3 SIMPLE STEPS

1 2 3

Partner Enrollment

Customer ID : * ✓

Billing Zip Code : *

Password : * ✓

Confirm Password : * ✓

I have Read and Accept [Bissell Terms And Conditions](#)

[Submit →](#)

*This account will be the administrator for your company. Once the account set up is complete, you will be able to invite additional users who can create a unique login.

Registration

- Review your account information and confirm that everything is correct.
- If there is incorrect information, please contact us for assistance.

Partner Account - Registration
STARTS WITH 3 SIMPLE STEPS

1 2 3

Validate Information

Personal Information

Your Customer ID :
Service center name Email address :
Mobile number :

Shipping Address

Shipping address :
City name : State name :
Country name : Zip Code :

Billing Address

Billing address :
City name : State name :
Country name Zip Code :

* If any of above information is not correct please contact us

[← Previous](#) [Confirm →](#)



Partner Account - Registration
STARTS WITH 3 SIMPLE STEPS

1 2 3

Registration Successful
partner registration completed successfully.
You are all set to Login now !
[Login →](#)

Dashboard Navigation

- After logging in, you are brought to The Dashboard. From here, you can navigate using the menu at the top or left side of the screen.

The screenshot displays the Bissell user dashboard. At the top left is the Bissell logo. A search bar with the placeholder text "Search Keyword or Model" is located at the top center. To the right of the search bar are navigation links: "Product", "Parts", "Repair Guide", "Contact Us", and "Admin".

On the left side, there is a user profile menu. It features a user profile picture, a close button (X), and a list of menu items: "My Account", "Product", "Part", "Repair Guide", "Contact Us", and "Admin". Each item has a plus sign icon to its right. A red "Logout" button is positioned at the bottom of this menu.

The main content area is titled "Welcome [redacted]". Below this title are three primary dashboard cards:

- ORDER HISTORY**: Displays a message "No Order History!" with an information icon.
- ACCOUNT BALANCE**: Shows "Account Balance: \$0.0" and "Looking for Pending Credits".
- WARRANTY**: Displays "Coming Soon ...".

Below these cards are two more sections:

- ANNOUNCEMENTS**: Contains a red notice: "Please note that Faxed/ Emailed PO's may be subject to a \$25.00 Manual Order Processing Fee." and three links: "Click Here for BISSELL Partner Instructions.", "Click Here for US Warranty Forms", and "Click Here for CAN Warranty Forms".
- REPAIR GUIDES**: Lists four guides with checkmarks: "Sport Repair Guide", "Little green Repair Guide", "ProHeat 2x Repair Guide", and "PowerSteamer Repair Guide".

Product Search

- To shop or look for products, you can use the top or side menu to search by category.
- If you know the model number, you can utilize the search bar at the top. (remove any dashes when searching)

The screenshot displays the BISSELL website interface. At the top left is the BISSELL logo. To its right is a search bar with the placeholder text "Search Keyword or Model" and a magnifying glass icon. Further right are navigation links: "Product", "Parts", "Repair Guide", "Contact Us", and "Admin". A red arrow points to the search bar, and two red arrows point to the "Product" and "Parts" links. On the left side, there is a user profile section with a profile picture and a list of menu items: "My Account", "Product", "Carpet Cleaners", "Vacuums", "Steam and Hard Floor Cleaners", "Sweepers", "Formula", "Air Care", "Part", "Brush Rolls", "Accessories", and "Belts". Red arrows point to the "Product" and "Part" menu items. The main content area features a "Welcome" message, three summary cards: "ORDER HISTORY" (showing "No Order History!"), "ACCOUNT BALANCE" (showing "\$0.0"), and "WARRANTY" (showing "Coming Soon ..."). Below these are "ANNOUNCEMENTS" and "REPAIR GUIDES" sections. The "ANNOUNCEMENTS" section includes a note about PO's and links for partner instructions and warranty forms. The "REPAIR GUIDES" section lists five guides with checkmarks: Sport Repair Guide, Little green Repair Guide, ProHeat 2x Repair Guide, ProHeat Repair Guide, and PowerSteamer Repair Guide.

Product Search

Tradition Upright Vacuum



SKU: SC679J

\$0.00

600 Series Compact Upright 5 amp

[-](#) [1](#) [+](#) [Add to cart](#) [Show Schematics →](#)

Watch Instructional Videos:

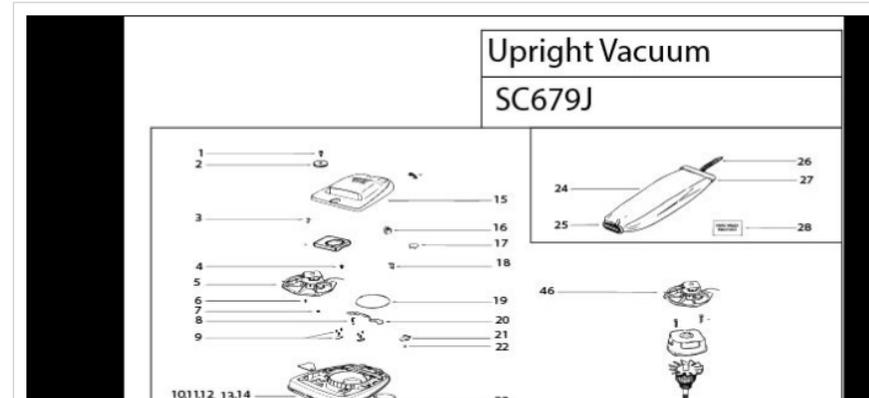


Once you select a model, click "show schematics" to see a list of the available parts and corresponding parts diagram.



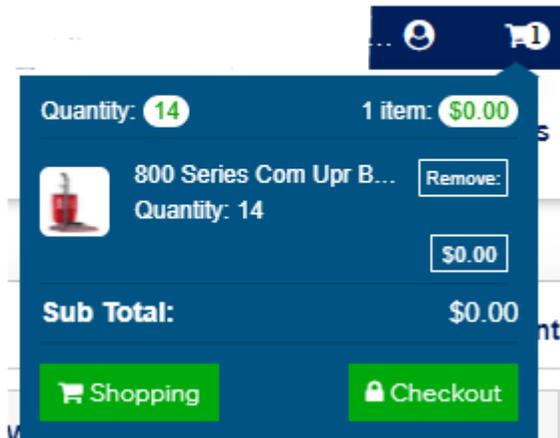
No	SKU	Price	Cart	Total
1	53143-SCREWSPKG 10 48868	\$ 0.00		\$ 0.00
2	380532-KNOB ASYBLNER 380531	\$ 0.00		\$ 0.00
3	601921-WIRE SPLICE 5 532142	\$ 0.00		\$ 0.00
4	5323814-SCREW PKG 5323817	\$ 0.00		\$ 0.00
5	159432-MOTOR CHANGE KIT 5AMP CRTD	\$ 0.00		\$ 0.00
6	546692-SCREW PKG OF 10	\$ 0.00		\$ 0.00
7	532135-NUT PK 10 EW1410C	\$ 0.00		\$ 0.00
8	53097-SPRINGSFT PEDPKG5	\$ 0.00		\$ 0.00
9	53140-CLAMPSSCREWSPKG 6	\$ 0.00		\$ 0.00

Download



Shopping Cart

- Click on the shopping cart icon on the top right corner to view the products that have been added.
- The shopping carts shows the options to remove the products that aren't wanted and allows for a checkout option once done shopping.



Checkout

- The Checkout Page will show you the products in your shopping cart and allow you to make edits if needed. If everything looks correct click the "checkout" button to move onto the review and payment page.
- The Review and payment page will require you to enter a unique Purchase Order Number. This section also provides an area to enter credit card information if necessary.

Shopping Cart 1 Shopping Cart 2 Review and Payment 3 Order Complete [Print](#)

Item / Part No:

To add item on your cart, enter the Product # and Quantity here.

Image	Product	Price	Quantity	Total
	POWERLIFTER POWERBRUSH SKU : 1622 <input type="button" value="View Details"/> <input type="button" value="X"/>	\$79	<input type="button" value="1"/>	\$79

YOUR ORDER

Product total: **\$79**

Standard Shipping Cost: **\$0**

Tax: **\$0**

Grand Total: **\$79**

Shipping Address:

LULI



Billing And Payment

» Purchase Order Details

Purchase Order No: *

» Payment Details



Select Card

CARD NUMBER

CARD HOLDER

EXPIRATION DATE CVV

All set to go! Please verify the Billing Address and place the order.

» Billing Address

Order Email Confirmation

- Once the order has been placed a confirmation email will be sent to the email address of the user that is currently logged in.
- The confirmation gives you access to view order details and provides an order number for your reference.

Order History

- Order history gives you access to open, completed, and cancelled orders.
- You can filter orders by date range or search the order number.

*Only orders placed on Partner will display. You will not have visibility to e-mailed or EDI PO's.

ORDER HISTORY

- ✓ # 31413754 - \$266.2 12/5/2018 Order Awaiting Shipment
- ✓ # 31413753 - \$316.0 12/5/2018 Order Awaiting Shipment
- ✓ # 31413751 - \$748.8 12/5/2018 Order Awaiting Shipment
- ✓ # 31413742 - \$2226.91 12/5/2018 Order Awaiting Shipment
- ✓ # 31374845 - \$100.8 10/29/2018 Order Awaiting Shipment

[View More »](#)

Order History

Search Order(Dates)

Show / Hide details OFF

Order Awaiting Shipment 11/23/2018	ORDER TOTAL: \$7.5	ORDER #: 31413226 +
Order Awaiting Shipment 11/19/2018	ORDER TOTAL: \$50820.0	ORDER #: 31413097 +
Order Awaiting Shipment 11/13/2018	ORDER TOTAL: \$18.75	ORDER #: 31412923 +

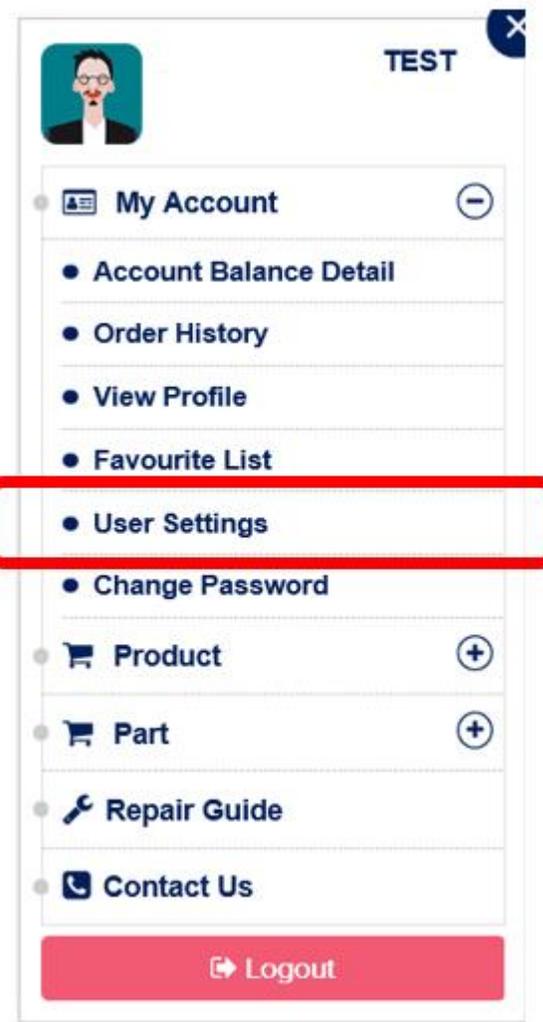
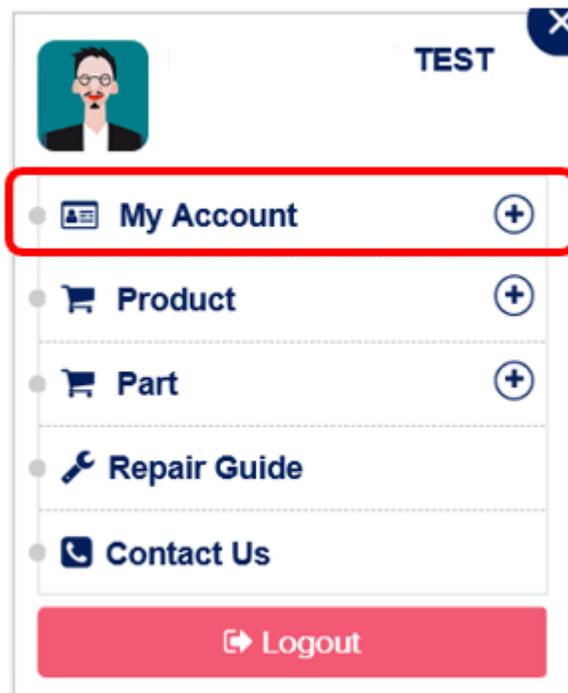
PARTNER Multiple User Login

New Multiple User Feature

- The Partner site now allows multiple people in your organization to have unique User ID's and passwords.
- The current account login now has administrative rights, which allows them to add more users. The admin user will still use the BISSELL Customer # when logging in to Partner. Additional users will use their e-mail address to log in.
- All users can purchase product. If items are left in the cart by one user, the next person to log in will see these items in the cart. Please make sure to share this information to anyone that is given access.

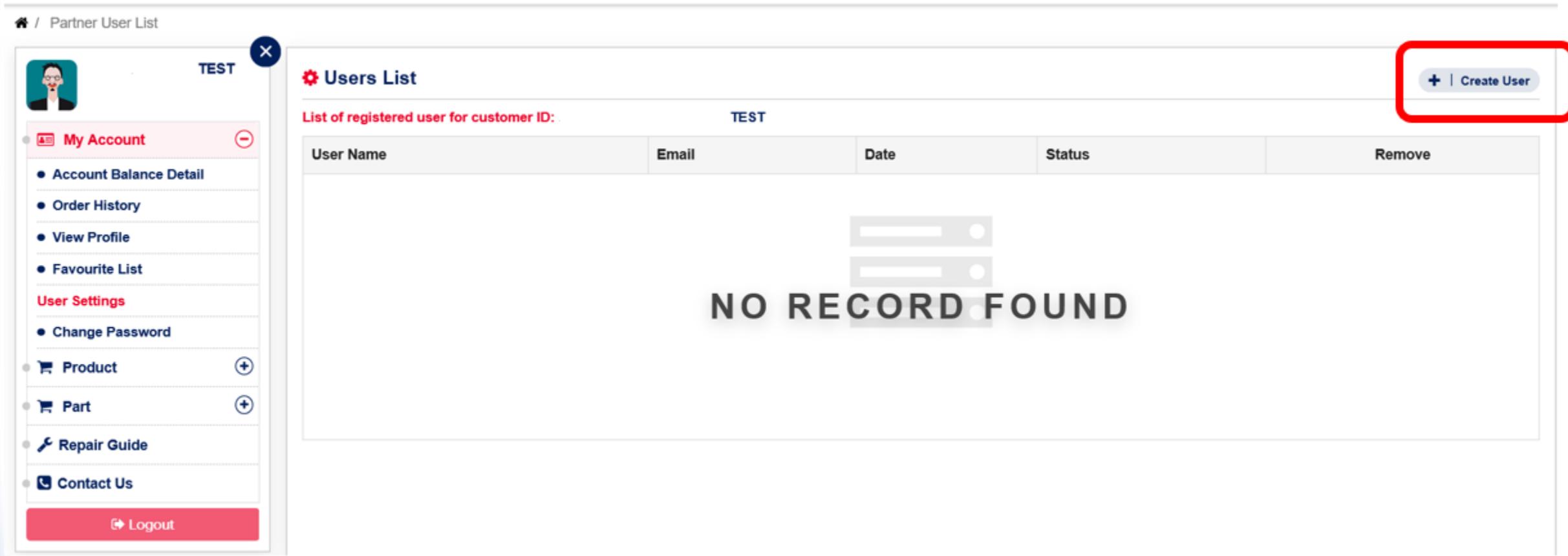
Adding a New User

- To add a new user, select “My Account” on the left side of your dashboard and open “User Settings”.



Adding a New User

- Select “Create User” in the top right corner.



The screenshot displays the 'Partner User List' interface. On the left is a user profile sidebar for 'TEST' with a navigation menu including 'My Account', 'Account Balance Detail', 'Order History', 'View Profile', 'Favourite List', 'User Settings', 'Change Password', 'Product', 'Part', 'Repair Guide', and 'Contact Us', along with a 'Logout' button. The main content area is titled 'Users List' and shows a table with columns for 'User Name', 'Email', 'Date', 'Status', and 'Remove'. The table is currently empty, displaying a 'NO RECORD FOUND' message. In the top right corner of the main area, a '+ | Create User' button is highlighted with a red rectangular box.

Home / Partner User List

TEST

Users List

List of registered user for customer ID: TEST

User Name	Email	Date	Status	Remove
NO RECORD FOUND				

+ | Create User

Logout

Adding a New User

- Enter an email address for the user you are wishing to add. You can set a time limit on the expiration of the invite for 1 hour, 1 day, or 1 week. This invite will be sent via email from BISSELL.

Home / User Invite

TEST

My Account

- Account Balance Detail
- Order History
- View Profile
- Favourite List

User Settings

- Change Password

Product

- Part
- Repair Guide
- Contact Us

Logout

Invite New User Show All Users

Invite user to create login:

Email address: *

Please enter email id

Invitation will auto expire in next,

1 Hour 1 Day 1 Week

Send Invite

On click Send Invite - User will receive a welcome email from Bissell which contain registration link in it.
User will redirect to partner site post clicking of that link.

Adding a New User

- Once the new user receives the invite, they can click the link provided to create their own login.

Partner Account - Registration

Welcome to Bissell Partner Network!

You are invited by: **TEST**

Please provide below mentioned details to create your login.

Customer Id: 5080180

Email: noah.zomberg@bissell.com

First Name:* 
Please enter first name

Last Name:*

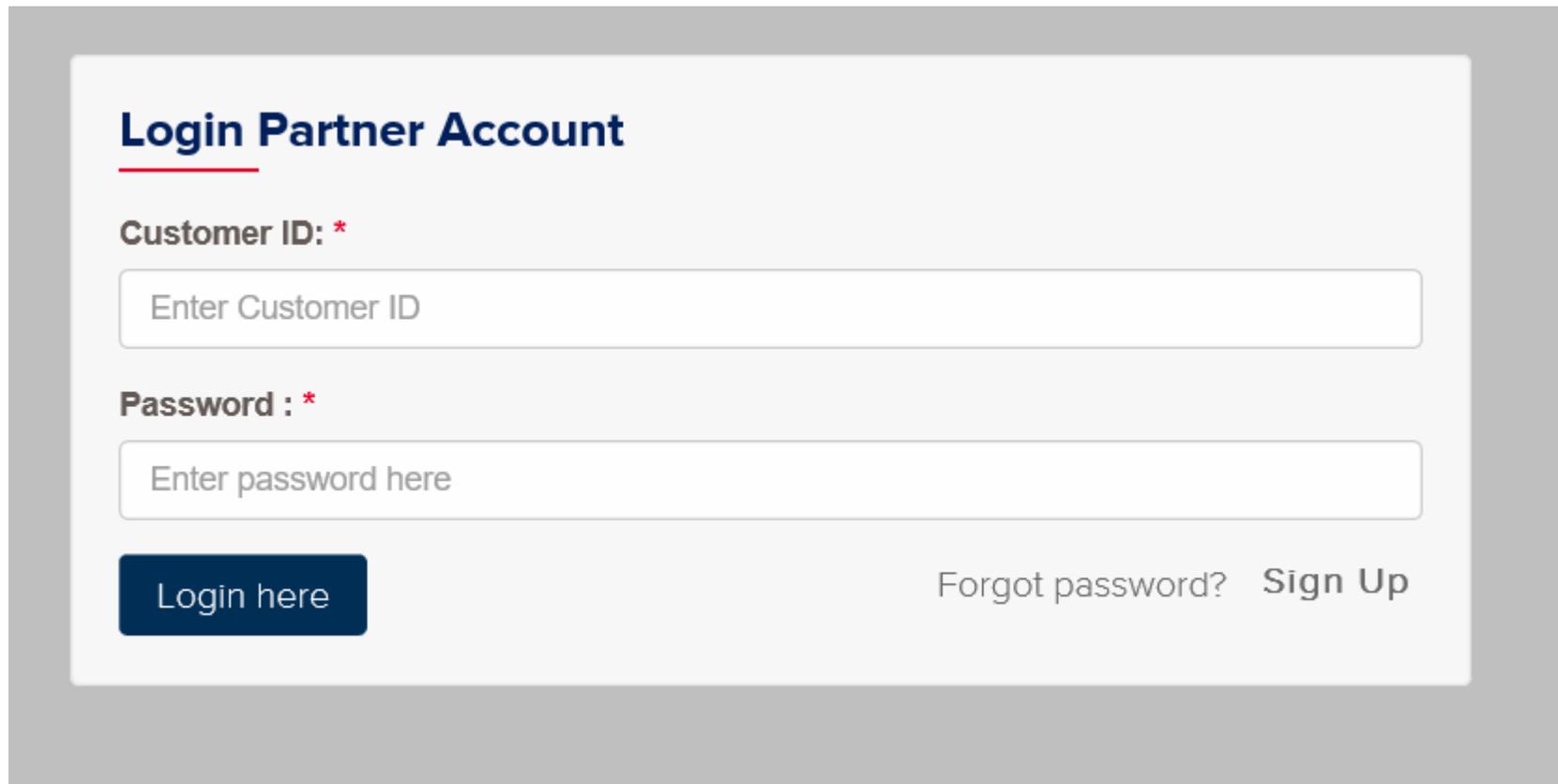
Password:*

Confirm Password:*

I agree to accept the assignment to BISSELL International Trading Company, B.V, of the current [Terms and Conditions](#) of the purchase of Sanitare Product

Adding a New User

- The new user can now log in with their e-mail address and the password they created.



The screenshot shows a login form titled "Login Partner Account". It contains two input fields: "Customer ID" and "Password". Below the fields are a "Login here" button and a link for "Forgot password? Sign Up".

Login Partner Account

Customer ID: *

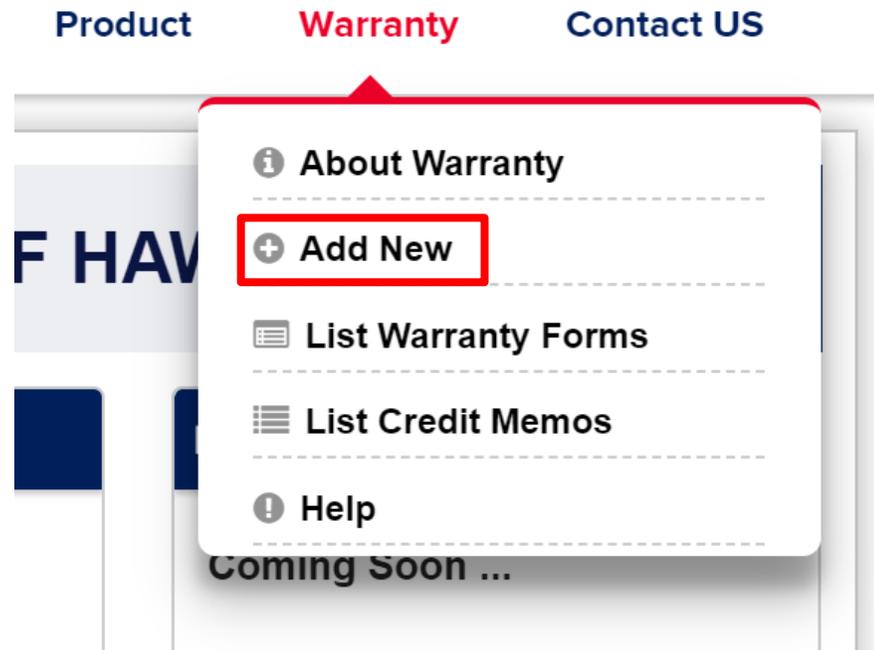
Password : *

[Login here](#) [Forgot password? Sign Up](#)

Online Warranty Submission

Warranty Navigation

- Select the "Warranty" option in the top right corner of your dashboard.
- Click "Add New" to begin a new warranty submission.
- "List Warranty Forms" will show you the status and details of past submissions.
- "List Credit Memos" will show credit memos of approved warranties.



Starting a New Submission

- Select whether you are repairing a machine or if you are requesting a replacement machine*

Add New Warranty

* Please select below mentioned warranty category



Repair



Replace

* Online machine replacement is only available for BISSELL brand products. For Sanitaire replacements, please call 866-213-9778 and choose prompt 1.

Repairing a Machine

- After you have made your selection enter in the customer information. All fields are required.
- Once complete, click "Select Parts".

Warranty Details WARRANTY REF #:2000092

[Add Details](#) [Select Parts](#) [Parts Availability](#)

Please enter warranty detail and click on Select Part(s):

Customer Details:

First Name:*
Bob ✓

Last Name:*
Smith ✓

Phone number:*
(821)514-9767 ✓

Address:*
862 BISSELL Drive ✓

City:*
Grand Rapids ✓

Country:*
US ✓

ST/Province:*
MI ✓

Zip/Postal Code:*
49506 ✓

Warranty Information:

Model:*
SC888K-800 Series Com Upr Bag ✓

DOP (mm/dd/yyyy):*
01/01/2019 ✓

Serial Number:*
185210009 ✓

Comment(s):*
The fan cover is broken. ✓

[Save](#) [Select Part\(s\) →](#)

Repairing a Machine

- Select ALL parts that will be used to complete the warranty repair by clicking on the shopping cart icon.
 - You will have the option in the next screen to indicate whether you need the part shipped or if you will be using your own inventory.
- Once all parts are added click on “Next”.

Repair Warranty Form

1 Warranty details 2 Checkout 3 Billing & Payment 4 Warranty Summary

Warranty Details WARRANTY REF #:20000092

Add Details **Select Parts** Parts Availability

Please select required parts & its quantity needed to repair the selected model.

* Click  to select part quantity.
* Click  to SAVE your data & proceed further.

No	SKU	Price	Cart	Total
21	601921	\$2.12		\$0
42	532282	\$1.41		\$0
43	53160	\$1.44		\$0
49	137701	\$9.94		\$0

Labor Only


Selected Model: 800 Series Com Upr Bag | SC888K

Repairing a Machine

If you are not using any parts, select the "Labor Only" box and choose the corresponding labor rate.

1 Warranty details 2 Checkout 3 Billing & Payment 4 Warranty Summary

Warranty Details WARRANTY REF #:20000359

Add Details **Select Parts** Parts Availability

Please select required parts & its quantity needed to repair the selected model.


Selected Model: Tradition Upright Vacuum | SC679J

* Please select appropriate labor rate from below dropdown & proceed further.

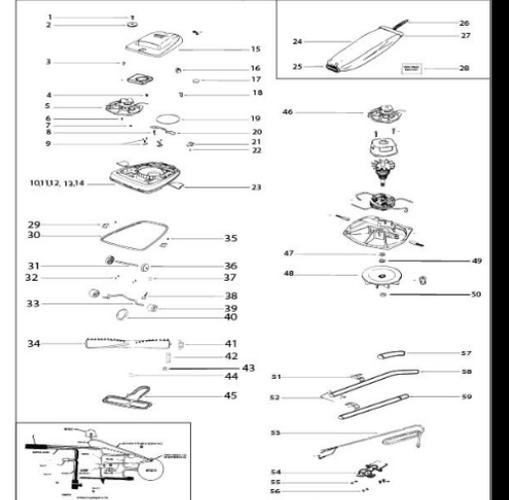
Labor Only

Select list (select one):

-- Select Labor Rate --

[Download](#)

Upright Vacuum
SC679J



Part Number	Part Name
1	Motor
2	Motor Housing
3	Motor Mounting Bracket
4	Motor Mounting Screws
5	Motor Mounting Nut
6	Motor Mounting Washer
8	Motor Mounting Pin
9	Motor Mounting Pin
10/11/12, 13,14	Motor Mounting Screws
15	Motor Mounting Bracket
16	Motor Mounting Bracket
17	Motor Mounting Bracket
18	Motor Mounting Bracket
19	Motor Mounting Bracket
20	Motor Mounting Bracket
21	Motor Mounting Bracket
22	Motor Mounting Bracket
23	Motor Mounting Bracket
24	Motor Mounting Bracket
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50	Motor Mounting Bracket
51	Motor Mounting Bracket
52	Motor Mounting Bracket
53	Motor Mounting Bracket
54	Motor Mounting Bracket
55	Motor Mounting Bracket
56	Motor Mounting Bracket

Issued: 2018
Revised:
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Repairing a Machine

- On the Parts Availability page, you will review your parts and select whether you need the parts shipped or if you are using parts on hand.
- If you check the "Place Part Order" box, an order will be automatically generated, and the parts will be shipped to you.
- If you leave the box unchecked, this indicates you used parts from inventory and only need reimbursement.
- Once you are finished click "Save".

Repair Warranty Form

1 Warranty details 2 Checkout 3 Billing & Payment 4 Warranty Summary

Warranty Details WARRANTY REF #:20000092

Add Details Select Parts **Parts Availability**

Part(s) Summary:

No	Item	SKU	Price	Quantity	Place Part Order? <input type="checkbox"/>	Delete
49	COVER FAN SCROLL52334	137701	\$9.94	1	<input checked="" type="checkbox"/>	

Un-check if you are going to use on-hand part(s).

Save **Back**

Repairing a Machine

- You will be brought back to the customer details page.
 - If you need to add another warranty submission, click "Add New Record".
 - If you are done, select the customer's name under the "Saved Records" field and click "Proceed"

Repair Warranty Form

Warranty details Checkout Billing & Payment Warranty Summary

WARRANTY REF #:2000092

Warranty Details

← Click to add another line of record

Bob Smith
800 Series Com Upr Bag| SC888K
Part(s): 1

Proceed →

Save

Select Part(s) →

Customer Details:

First Name:*
Enter First Name

Last Name:*
Enter Last Name

Phone number:*
Enter Phone Number

Address:*
Enter address

City:*
Enter city

Country:*
US

ST/Province:*
AL

Zip/Postal Code:*
Enter zipcode

Warranty Information:

Model:*
Select Product

DOP (mm/dd/yyyy):*
03/25/2019

Serial Number:*
Enter Serial Number

Comment(s):*
Enter Comments- What are the issues with this product?

Repairing a Machine

- Review all the information on the warranty. Once confirmed, click "Checkout".

Repair Warranty Form

1 Warranty details 2 Checkout 3 Billing & Payment 4 Warranty Summary

Checkout WARRANTY REF #:2000092

Bob Smith Update

Customer Details: First Name: Bob Last Name: Smith Phone number: (821)514-9767 Address: 862 BISSELL Drive City: Grand Rapids ST/Province: MI Country: US Zip/Postal Code: 49506	Warranty Information: Model: 800 Series Com Upr Bag SC888K DOP: 01/01/2019 Serial Number: 185210009 Comment(s): The fan cover is broken.	Part(s) Summary: <table border="1"><thead><tr><th>No</th><th>SKU</th><th>Price</th><th>Quantity</th><th>Order Parts</th></tr></thead><tbody><tr><td>49</td><td>137701</td><td>\$9.94</td><td>1</td><td><input checked="" type="checkbox"/></td></tr><tr><td colspan="5" style="text-align: right;">\$9.94 + \$54.69 (labor Rate) = \$64.63</td></tr></tbody></table>	No	SKU	Price	Quantity	Order Parts	49	137701	\$9.94	1	<input checked="" type="checkbox"/>	\$9.94 + \$54.69 (labor Rate) = \$64.63				
No	SKU	Price	Quantity	Order Parts													
49	137701	\$9.94	1	<input checked="" type="checkbox"/>													
\$9.94 + \$54.69 (labor Rate) = \$64.63																	

[+ Add Another Customer](#) **Accessories & Parts Total: \$64.63** Checkout

Repairing a Machine

- After you click "checkout" you will be provided with the warranty reference number, corresponding order number (if parts were ordered), and reimbursement details.

Warranty Summary Print

WARRANTY REF #: 20000092
Order Number # 31849906
Customer Id #: 3165.

Status: **Submitted** 03/25/2019

Reimbursement Summary

Customer Details:		Warranty Information:		Part(s) Summary:					
First Name:	Bob	Model:	800 Series Com Upr Bag SC888K	No	SKU	Price	Quantity	Order/On-hand	
Last Name:	Smith	DOP:	01/01/2019	49	137701	\$9.94	1		
Phone number:	(821)514-9767	Serial Number:	185210009	\$9.94 + \$54.69 (labor Rate) = \$64.63					
Address:	862 BISSELL Drive	Comment(s):	The fan cover is broken.						
City:	Grand Rapids								
ST/Province:	MI								
Country:	US								
Zip/Postal Code:	49506								

[Reimbursement Details](#)

[View Warranty form](#)

Replacing a Machine (BISSELL Brand only)

- To replace a machine, complete the required fields.
- You will be prompted to select replacement option "A" or "B".
- See guidelines below, to the right.

The screenshot shows a web form titled "Replace Warranty Form" with a progress bar at the top indicating three steps: "1 Warranty details", "2 Billing & Payment", and "3 Warranty Summary". The current step is "1 Fill Out Warranty Details". The form is divided into two columns. The left column contains "Customer Details" with fields for First Name, Last Name, Phone number, Address, Country, ST/Province, City, and Zip/Postal Code. The right column contains "Warranty Information:(Machine Being Replaced:)" with fields for Model, DOP (Date of Purchase), Serial Number, Replacement Option (highlighted with a red box and an orange arrow), Replacement Products, and Comment(s). A "Save" button is at the bottom left and a "Next" button is at the bottom right. The warranty reference number "WARRANTY REF#: 20000339" is displayed at the top right of the form area.

Products with 1 Year Warranty:

- 0-6 months of ownership = Option A
- 6-12 months of ownership = Option B

Products with 2-6 Year Warranty:

- 0-1 year of ownership = Option A
- 1-6 years of ownership = Option B
- If you encounter a system error, or neither option displays an available unit, please call 800-457-1509 and choose prompt 1.

For Sanitaire replacements, please call 866-213-9778 and choose prompt 1.