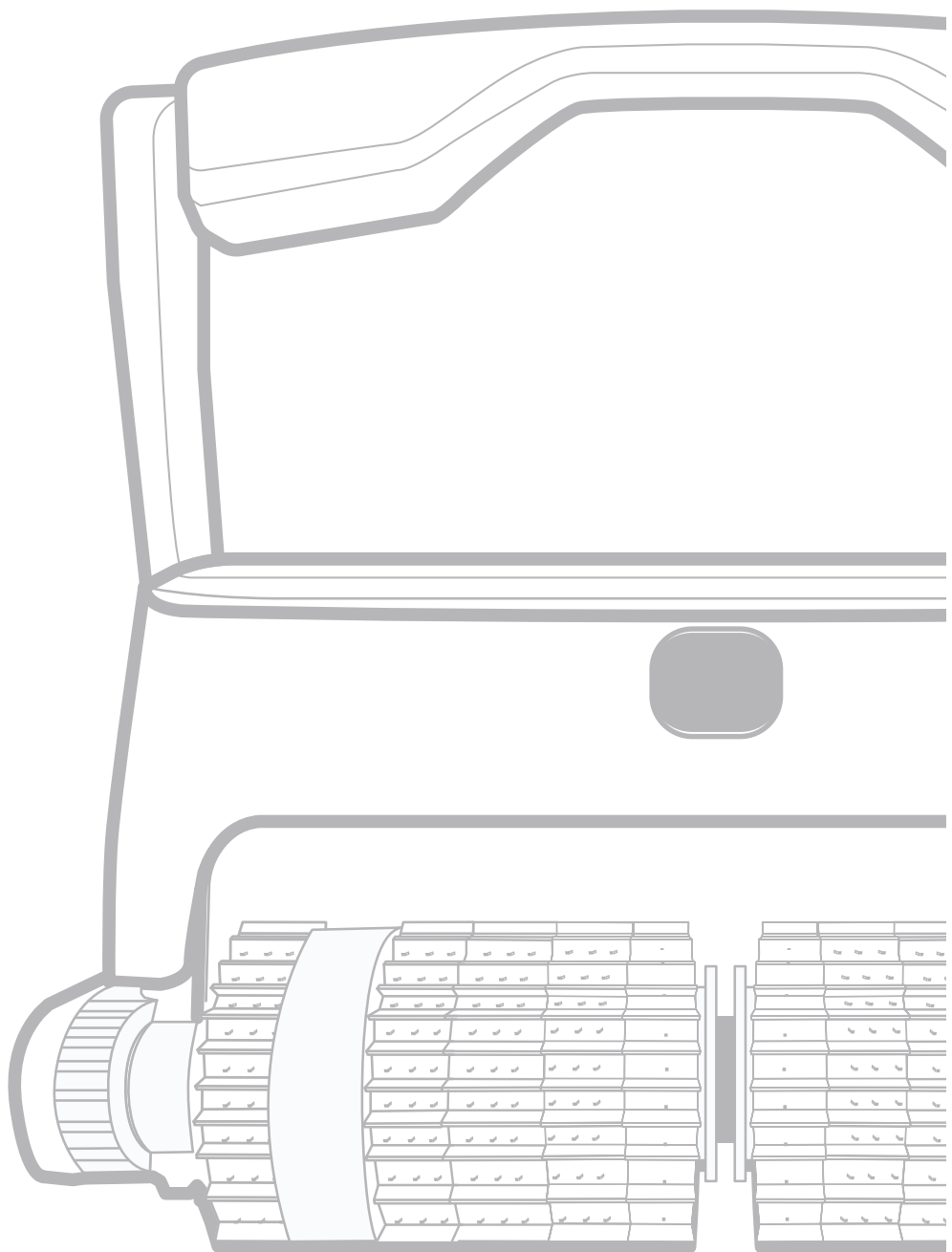


# X BLUE HELIX™

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# ONE



**PRODUCT MANUAL**

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# WARNING AND CAUTIONS

## IMPORTANT SAFETY INSTRUCTIONS READ AND FOLLOW ALL INSTRUCTIONS

### Please adhere strictly to the following WARNINGS

1. Please carefully read the manual and use the cleaner in accordance with the instructions provided. The manufacturer will not be held liable for any losses or injuries resulting from improper use.
2. Do not allow children to ride or play with the cleaner as a toy.
3. To avoid severe damage, never turn on the cleaner when it is out of the swimming pool.
4. Do not operate the cleaner when people are in the pool and ensure that the power supply is connected to a GFCI (Ground-Fault Circuit Interrupter) outlet.
5. To prevent overheating and damage to components, never impede airflow to the power supply.
6. To avoid accidents or damage, it is highly recommended to keep the power supply at least 12 ft away from the edge of the swimming pool, and to secure the power supply with a fixed holder using a safety rope.
7. Before turning on the cleaner, ensure that the filters are properly assembled and the cable is fully extended to prevent tangling, which could affect the cleaner's performance or cause damage.
8. When inserting or removing the cleaner from the water, hold the top handle and do not pull the robot out of the water by the cable.
9. Do not use the cleaner outside of the conditions specified in the manual.
10. Store the cleaner in a cool and well-ventilated area, away from direct sunlight.
11. Only professionals should disassemble the cleaner and its power supply; otherwise, the warranty will be voided.
12. Do not drop or strike the cleaner.
13. Use only accessories recommended or sold by the manufacturer.
14. It is strictly prohibited to place chemicals for water treatment inside the cleaner for dosing, otherwise the warranty will be voided.

# IMPORTANT SAFETY WARNINGS

## READ AND FOLLOW ALL INSTRUCTIONS:

---



Ensure that the electrical outlet used has a GFCI (Ground-Fault Circuit Interrupter)

---



The power supply should be kept away from any standing water.

---



The power supply should be placed at a minimum distance of 12ft from the edge of the pool.

---



Do not swim or enter the pool while the Pool Cleaner is in operation.

---



Before performing any servicing or cleaning, be sure to unplug the power supply.

---



The Robot Pool Cleaner should be removed from the pool prior to allowing individuals to enter.

---



When inspecting the Robot Pool Cleaner, the main power supply should be disconnected.

---



Take steps to prevent children from accessing the Robot Pool Cleaner while it is running.

---



This device should also be kept out of reach of individuals with physical, sensory, or mental disabilities, or those lacking experience and knowledge, unless they are under proper supervision or have received instruction.

---



The unit must only be connected to a supply circuit that has protection from a ground-fault circuit interrupter (GFCI). The GFCI should be tested regularly by pushing the test button. The GFCI should interrupt the power, which can be restored by pressing the reset button. If the GFCI fails to operate properly, it is defective and the power unit should not be used. Disconnect the power unit and contact the manufacturer for assistance.

---



It is crucial to always use an original power supply and power cable to avoid hazards. If replacement is necessary, it should only be performed by a certified technician for the Robot Pool Cleaner.

---



To reduce the risk of electric shock, any damaged cords should be promptly replaced. Do not use extension cords to connect the unit to an electrical supply. Instead, ensure that a properly located outlet is provided.

---

# IMPORTANT SAFETY PRECAUTIONS

## PLEASE ENSURE FOLLOWING PRECAUTIONS ARE IMPLEMENTED:

---



Keep hands away from the driving belt mechanism.

---



Position the Caddy and power supply at least 12ft (3.5m) from the pool's edge during operation.

---



To prevent possible electric shock, place the power supply unit at least 4in (11cm) above the ground.

---



Take care to prevent back injury when lifting the Robot Pool Cleaner.

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Do not bury the cord and locate it in a way that minimizes abuse from lawn mowers, hedge trimmers, and other equipment.

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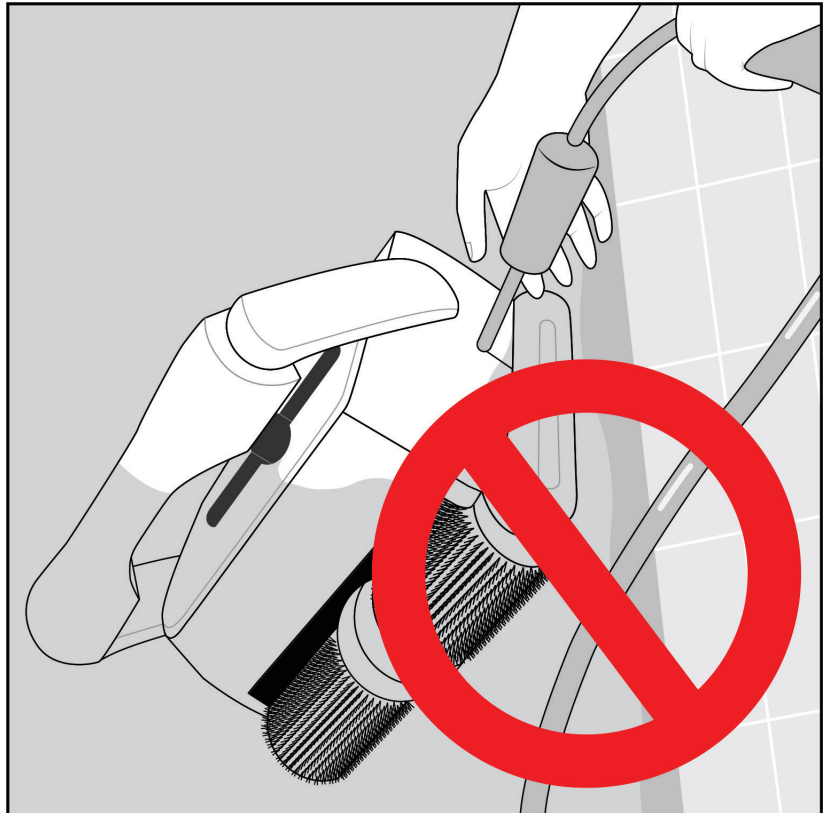
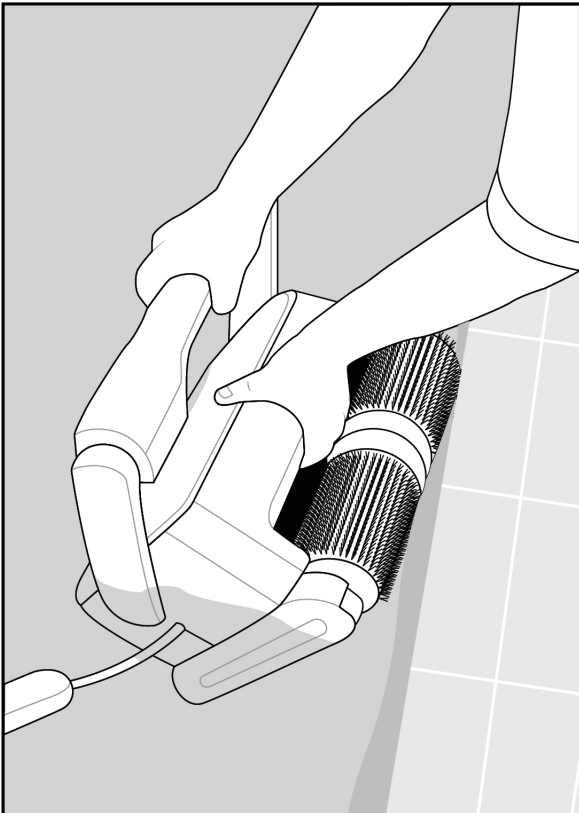
This Robot is only for use with permanently installed pools and not with storable pools. A permanently installed pool is built in or on the ground or in a building.

# ATTENTION - READ BEFORE USE

## How to handle your robot:

1. Lower into or lift out of the pool with the cleaner bottom towards the wall to avoid any possible scratches to the pool. Hold the top handle and lower it into the pool. Gently lower the robot to the pool floor and ensure all air has escaped out of the cleaner, otherwise the cleaner will not be able to run properly.

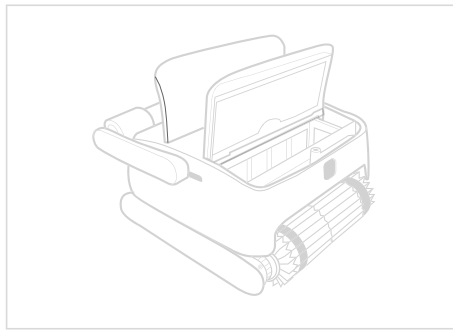
2. Please hold the top handle only and never pull the cable when lifting it out of the pool.



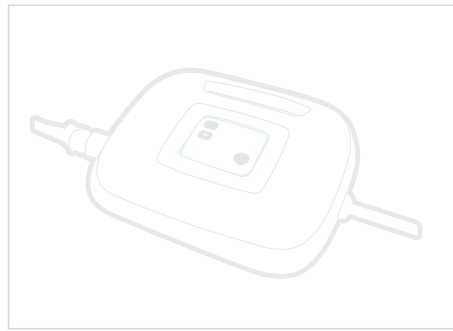
# WHAT'S IN THE BOX?

## Blue Helix includes the following:

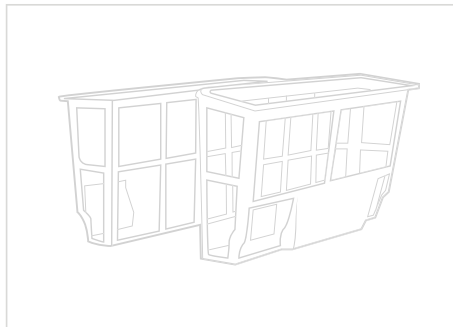
1. (1) Blue Helix Robot
2. (2) Filter Cartridges (Pre-Installed)
3. (1) Programmable Power Supply
4. (1) Product Manual
5. (2) Float Blocks



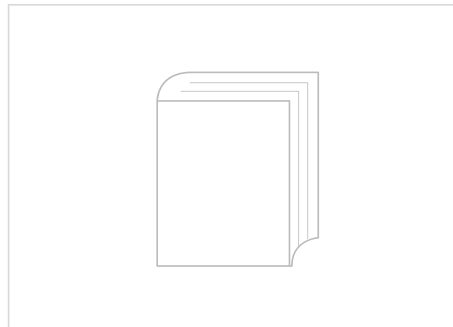
Blue Helix One



Programmable Timer



Dual Oversized Filters



Instruction Manual

# SPECIFICATIONS

<b>Pool Use</b>	
Type	In-Ground & Above Ground
Pools Up To	40'
Shape	All
Surface Type:	All Pools (Vinyl, Fiberglass, Gunite)
<b>Feature / Function</b>	
Smartphone App	Yes
Wall & Waterline Cleaning	Yes
Filter Loading	Easy Top Access Baskets
Filter Type	2 Oversized Filter Baskets
Length of Cable	50'
Timer With Auto Shut Off	Yes
Warranty	2 Year
<b>Performance</b>	
Gallons Per Minute	70.4
Cost of Operation (per cleaning)	Just Pennies Per Clean
Cleaning Time	3 Settings: 1hr, 2hr, or 3hr cycles
Focus Cleaning Modes	Floor, Wall/Waterline, or All
<b>Specifications</b>	
Voltage Power Supply	110v
Watts	150W



# INTRODUCTION

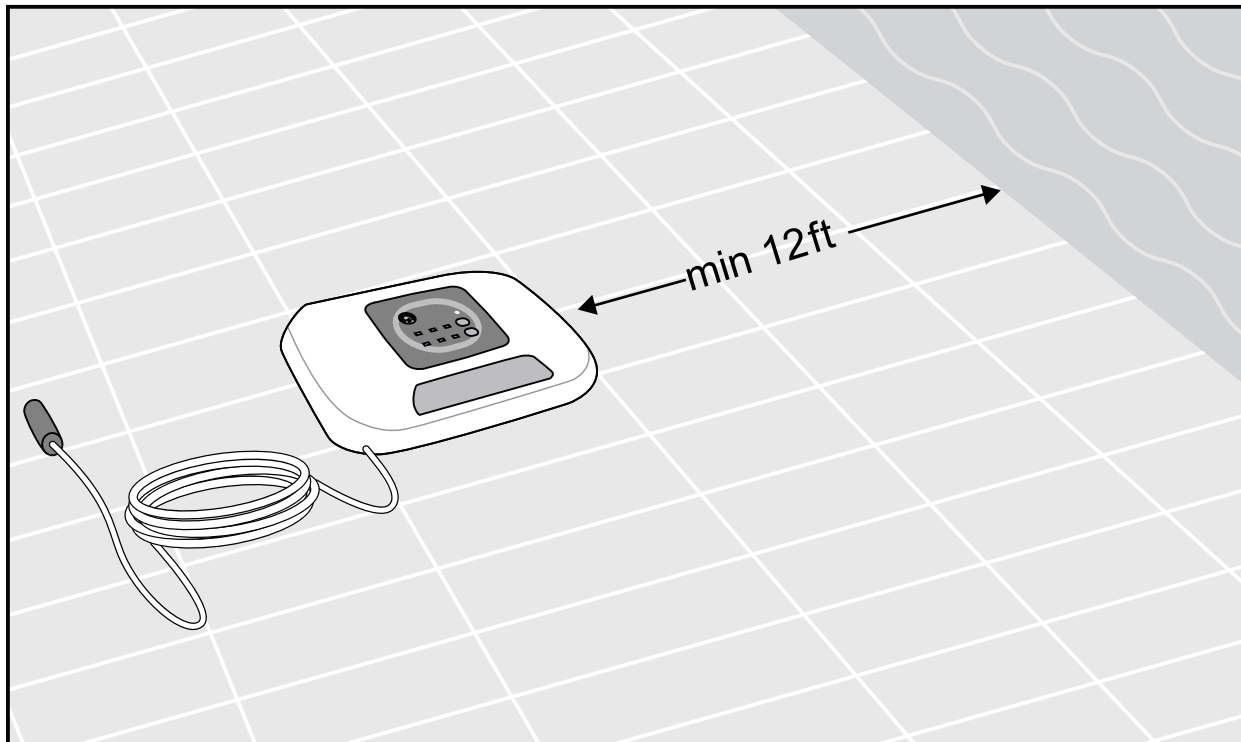
## 1. INTRODUCTION

Introducing Blue Helix, the revolutionary robotic pool cleaner that is taking the pool maintenance industry by storm. This cutting-edge technology is designed to provide highly efficient and energy-saving cleaning for your swimming pool. With its advanced microprocessor-controlled program, Blue Helix can automatically clean the floor, walls, and waterline of your pool, all while filtering the water and removing debris from your swimming pool.

**Please read this user manual carefully before use.**

## 2. SAFETY

Power supply needs to be placed in a proper position to reach the coverage for the whole pool, meanwhile as least 12ft away from the swimming pool edge.



# INTRODUCTION

## 3. CAUTION

- Only use the original supplied power supply unit.
- Do not immerse the power supply unit in water.
- Do not plug the power supply unit in before placing the cleaner in the water.
- Unplug the power supply unit before cleaning the unit.

## 4. OPERATING INSTRUCTIONS

### 4.1 Preparing the Cleaner for Use

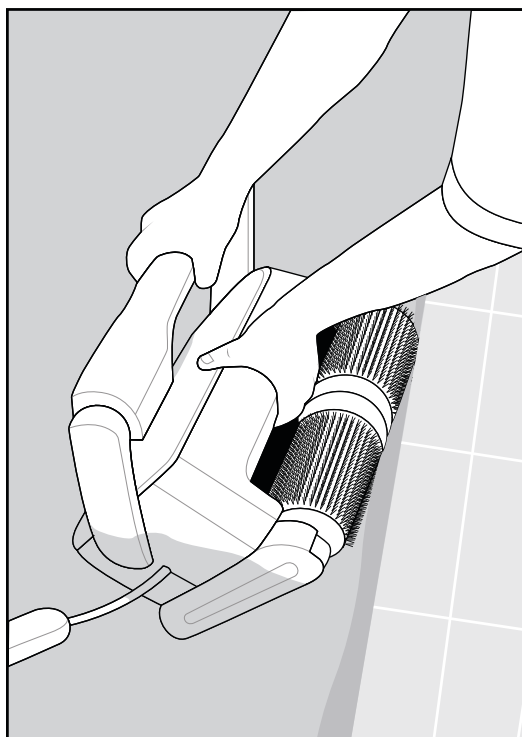
#### Laying out the cable

- Fully unwind Blue Helix's cable to straighten the cable and ensure there are no twists / kinks.
- Plug in the Power Supply.
- Properly positioning the power supply unit is crucial for ensuring optimal coverage of the entire pool. The power supply unit should be positioned at least 12 ft away from the edge of the swimming pool in order to ensure proper coverage.

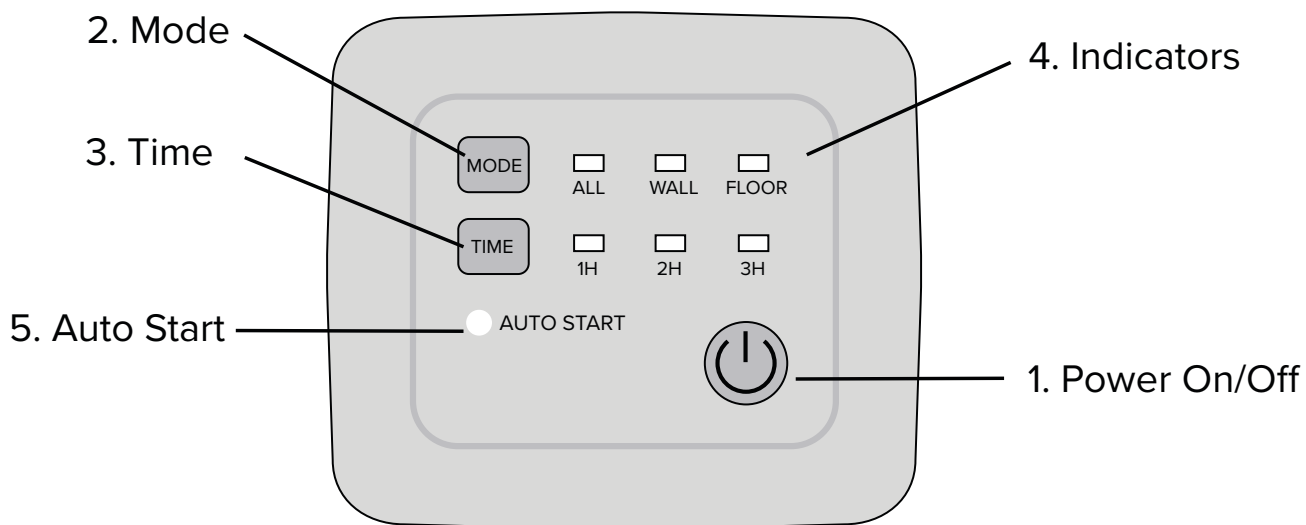
# INTRODUCTION

## 4.2 Insert the Cleaner into the Water



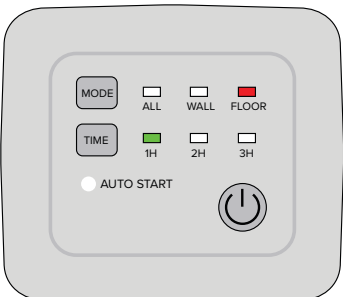
Hold the handle and lower the cleaner into the pool with the bottom of the cleaner facing the wall to prevent any potential scratches.



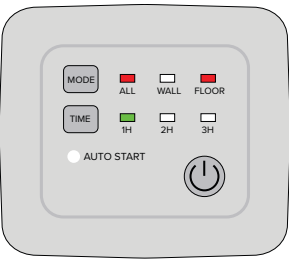
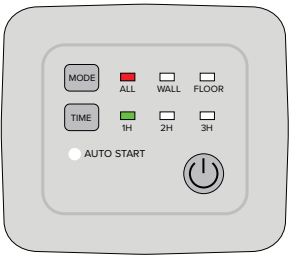
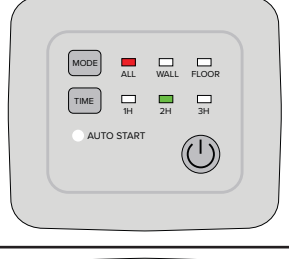

## 4.3 Instructions for Programmable Power Supply



# POWER SUPPLY

No.	Sign	Instruction	Function description
1	ON/OFF	Power On / Power Off	To turn the cleaner on, press the power button once. To turn it off, press the power button again.
2	MODE		CLEAN ALL: Blue Helix thoroughly clean the pool floor, walls, and waterline.
			FOCUS WALL: Blue Helix will focus on cleaning the walls and waterline
			FOCUS FLOOR: Blue Helix will focus on cleaning the floors

# POWER SUPPLY

3. TIME			ALL + FLOOR: Blue Helix will clean the entire pool with an focus on the floor
			1H: Blue Helix will run for 1 hour
			2H: Blue Helix will run for 2 hours
			3H: Blue Helix will run for 3 hours
4. INDICATORS	Indicate the operation modes and cleaner status		
	Working status	2 or 3 indicators on	Cleaner stopped
		"1H" flashes slowly	Cleaner running for 1 hour
		"2H" flashes slowly	Cleaner running for 2 hours
		"3H" flashes slowly	Cleaner running for 3 hours
		"ALL" on	Working under mode "ALL"
"WALL" on	Working under mode "WALL"		

# POWER SUPPLY

4. INDICATORS	“ FLOOR” on	Working under mode “ FLOOR”
	“ ALL” & “ FLOOR” on “ ALL” >>	Working under mode “ ALL” & “ FLOOR”
	“ WALL” >>” FLOOR” Flash in order	Manual: forward
	“ FLOOR” >> “ WALL” >>” ALL” flash In order	Manual: backward
	“ 3H” >> “ 2H” >>” 1H” Flash in order	Manual: left turning
	“ 1H” >> “ 2H” >>” 3H” Flash in order	Manual: right turning
	All indicators flash Slowly	Auto- running finished

	Code	Fault	Suggestion
4. WARNING INDICATORS	All indicators flash quickly with buzz	Power supply is Overloaded	Stop using and contact Customer support
	WALL” & “ 2H” flash quickly with buzz	Driving Motor 1 is overloaded	Check the belt
	“ FLOOR” & “ 3H” flash Quickly with buzz	Driving Motor 2 is Overloaded	Check the belt

# POWER SUPPLY

5	AUTO START	Auto Start Function	Indicator off: no reservation
			Indicator on steadily: reserve successfully, and wait for
			Indicator flashes: start working

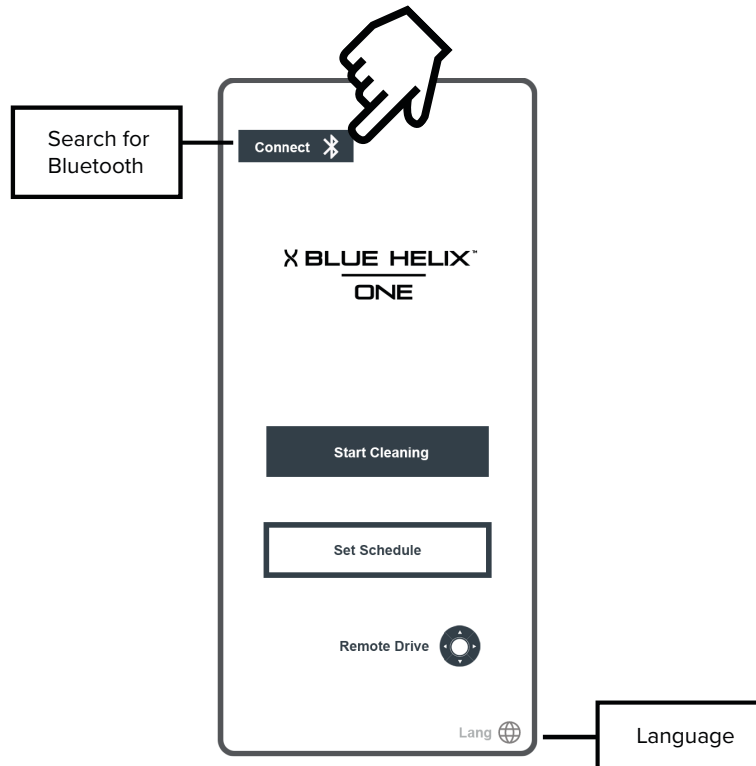
# SMARTPHONE APP

## 4.4 Smartphone App Control via Bluetooth

To start, simply download the Blue Helix app. Please make sure your device's bluetooth is turned on.

Having trouble finding the app or connecting your robot? Visit [www.thebluehelix.com/app](http://www.thebluehelix.com/app) to find where to download and get help troubleshooting your robot.

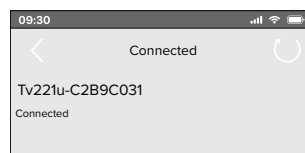
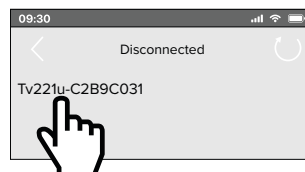
### 4.4.1 Initial Interface



### How To Connect to Your Robot

To get started, make sure your robot's power supply is turned on. Open the app and click the "Search for Bluetooth" button in the top left corner (see figure 4.4.1 above).

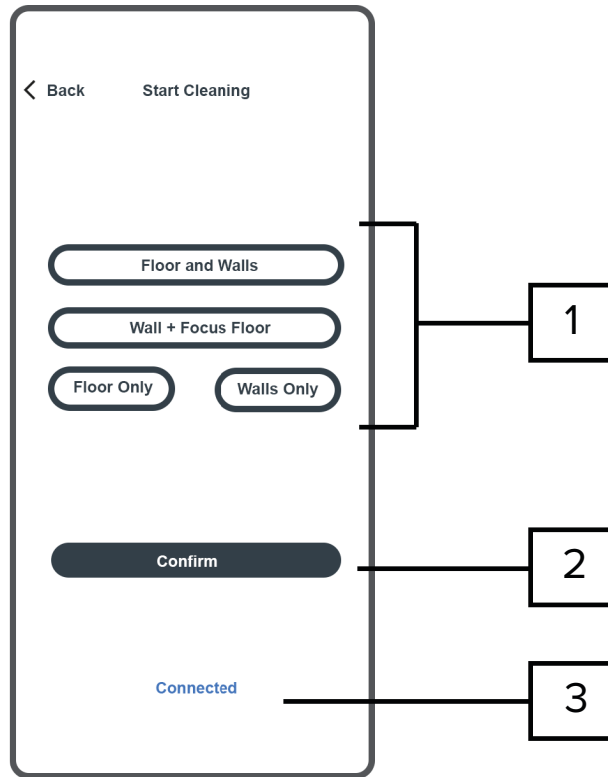
Next, you will find your cleaner as a string of characters and numbers. Simply tap on the name, and you'll be connected. **This step may be required before each use of the robot via the app.**





# SMARTPHONE APP

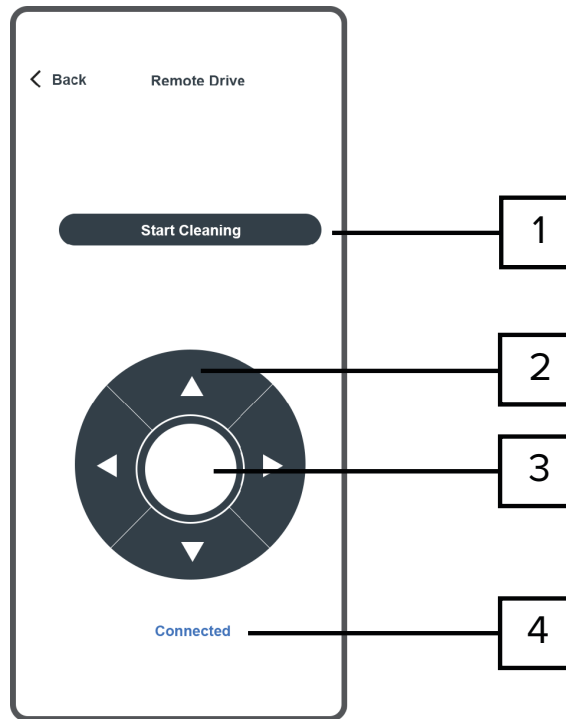
## 4.4.3 Interface of Start Cleaning



No.	Indication	Function
1	Cleaning Mode Selector	<ul style="list-style-type: none"> <li>• Pool Floor - Cleans Floor Only</li> <li>• Pool Wall - Cleans Walls/Waterline Only</li> <li>• Floor and Wall - Cleans Floor &amp; Walls</li> <li>• Focus Floor + Wall - Primarily Floor, Some Wall</li> </ul>
2	Confirm Button	<ul style="list-style-type: none"> <li>• Press Confirm to Start Cleaning</li> </ul>
3	Connection Status	<ul style="list-style-type: none"> <li>• Disconnected</li> <li>• Connected</li> </ul>

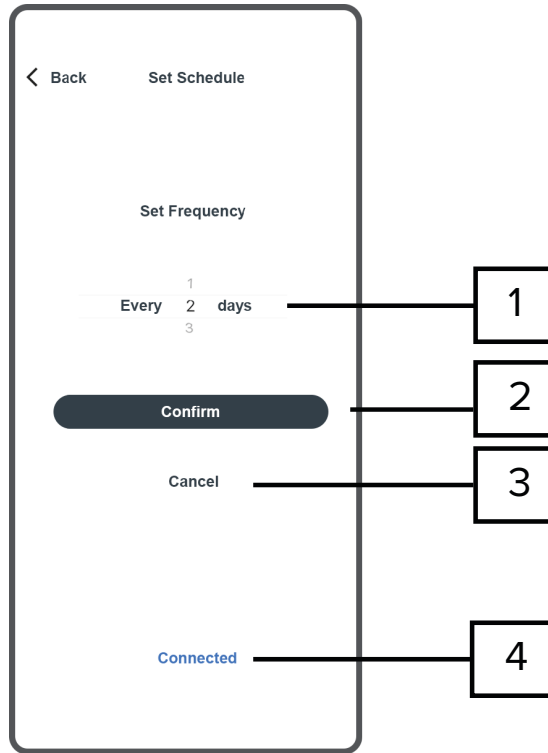
# SMARTPHONE APP

## 4.4.4 Interface of Remote Drive



No.	Indication	Function
1	Start to Clean	Press to start the cleaner
2	Direction Button	Press the button to left, right, forward and back to move the cleaner.
3	Direction Joystick	The closer the button to the edge of the area, the faster the cleaner will move.
4	Connection Status	<ul style="list-style-type: none"> <li>• Disconnected</li> <li>• Connected</li> </ul>

## 4.4.5 Interface of Set Schedule



No.	Indication	Function
1	Set Frequency	Choose the desired frequency to run the robot every X amount of days
2	Start to Clean	Robot will start the schedule and run every X days
3	Cancel	Cancels the set schedule
4	Connection Status	<ul style="list-style-type: none"> <li>• Disconnected</li> <li>• Connected</li> </ul>

# SMARTPHONE APP

## CAUTION!

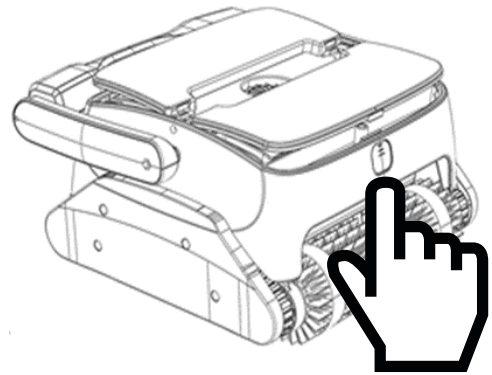
The power unit needs to be powered on for more than eight hours when setting reservation. Otherwise, the reservation may fail.

# REMOVING AND CLEANING FILTERS

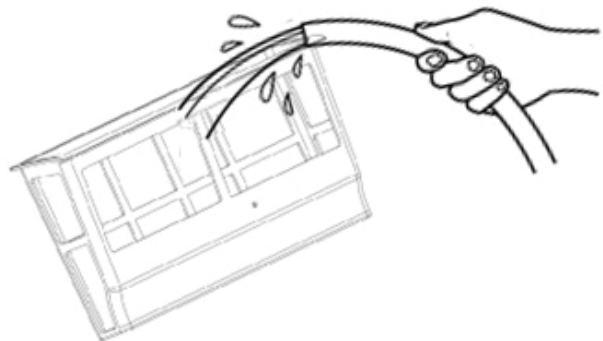
## 4.6 Cleaning the Filters

### 4.6.1 Remove the Filter Baskets:

- a. Lower handle of the robot
- b. Press the button on the center of the unit and the top cover will automatically pop-up.



- c. Open the top cover and remove the filter baskets.
- d. Rinse both filter baskets out with water and remove all debris.



## 4.7 Storage Advice

Coil the cable and store the cleaner in a cool and ventilated place.

Do NOT store the clean exposed to direct sunlight, excessive heat, or freezing.

Blue Helix should be stored with temperature from 50 - 95 °F

Using a caddy and caddy cover to store and protect your cleaner is recommended.

# FLOAT BLOCK - TROUBLE CLEANING WALLS/WATERLINE

## 5. Trouble Cleaning Walls and/or Waterline

Please ensure your pool walls are free from algae, biofilm, and slime. You must resolve this condition before the cleaner will be able to adhere to the wall.

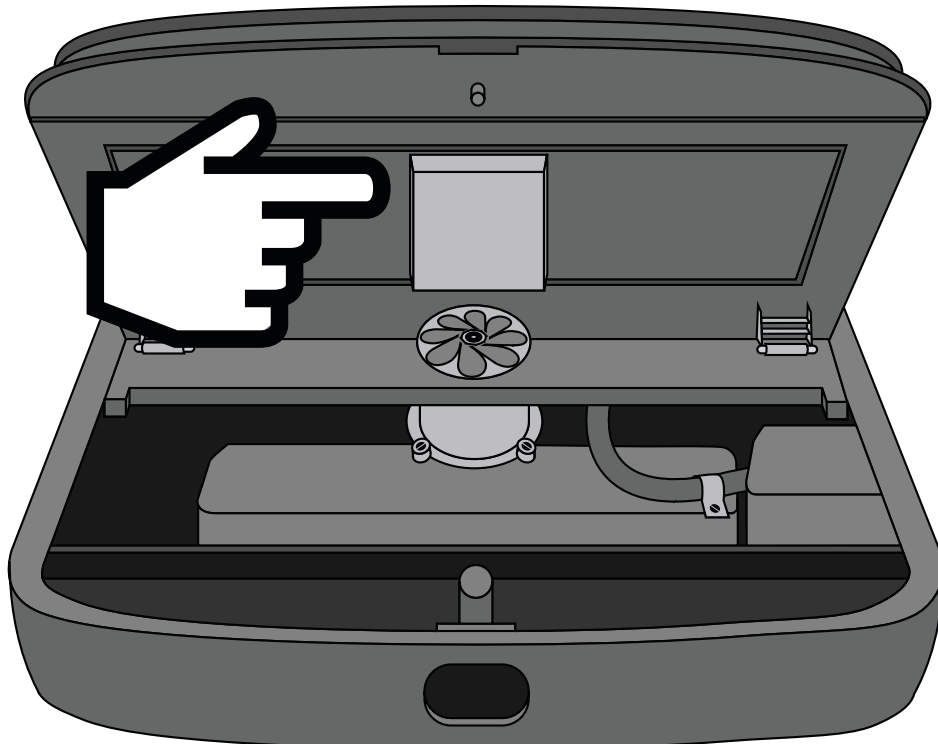
If your Blue Helix has continued difficulty cleaning the walls and waterline, please follow these steps to install the float block. If your cleaner is not having trouble cleaning the walls and waterline, please skip this operation.

### Float Block Installation

PLEASE NOTE: The float block utilizes adhesive and you must wait 24 hours before using your robot in the pool or the float block may not fully adhere.

To install, open the top cover and remove the adhesive backing. Then, place the float block at the position shown in the figure below:

Repeat for both sides.



# WARRANTY INFORMATION

## Blue Helix One Limited Warranty

Blue Helix warrants that your Blue Helix One pool cleaner will be free from defects in material and workmanship for 24 Months subject to qualifications, conditions and limitations as described below.

If your product proves to have any defects during the warranty period, Blue Helix will take care of it by either repairing or replacing it, at their discretion. This may involve using refurbished parts or units, or substituting parts or components of similar value and design for discontinued designs, also at Blue Helix's discretion.

**For service, contact Blue Helix at [www.thebluehelix.com](http://www.thebluehelix.com).**

To make a warranty claim, you need to provide proof of purchase and confirm that you are the original owner of the Blue Helix One pool cleaner. If the unit needs to be shipped to an authorized service center, the cost of shipping must be paid by the purchaser and they should include a copy of the purchase invoice with the unit, including the date of purchase, serial number, and a description of the issue. This warranty only covers the original consumer and units used and is not transferable. The Blue Helix One pool cleaner is designed to work in water with a salt concentration of up to 5000 P.P.M. Using it in water with a higher concentration will void the warranty.

All shipping, transportation costs, and damages are not covered by the warranty.

The warranty only applies to normal and appropriate use of the product. It covers only manufacturing defects, not damage or issues arising from failure to follow the instructions in the Operator's manual or provide proper maintenance. The warranty is void if the unit is repaired by anyone other than an authorized Blue Helix representative or if electrical components not made by Blue Helix are used. Exclusions include normal wear and tear of parts such as brushes, power supply, and filters/filter bags. Blue Helix will not be held responsible for any indirect or accidental damages, injury, loss of profit, or any other costs in connection with the use of the Blue Helix One pool cleaner, including damages to pool surfaces.

Blue Helix will not be held responsible for any indirect or incidental damages, personal injury or property damage caused by the use of the Blue Helix One pool cleaner, including but not limited to, damages to a pool's plaster or vinyl liner, loss of profit, or any other costs or expenses.

Under no circumstances will Blue Helix be held responsible or accountable for any indirect or incidental damages, injury to individuals or property associated with the use of the Blue Helix One pool cleaner, or for any loss of profit, costs or expenses of any nature, including but not limited to claims for damage to the pool plaster or vinyl liner in the purchaser's pool due to the use and/or operation of the Blue Helix One pool cleaner.

Some states do not permit the exclusion or limitation of incidental or consequential damages, so the aforementioned limitation or exclusion may not apply to you.

The length of any implied warranties is restricted to the length of the limited warranty outlined above. However, this limited warranty does not provide you with any additional implied warranties beyond what you are already entitled to, and it does not extend the typical length of these warranties, nor make Blue Helix responsible for any implied warranties they would not otherwise be accountable for if the limited warranty had not been given.

There are some states that do not restrict the length of an implied warranty, so the above limitation may not apply to you.

This warranty grants you specific legal rights and you may also possess other rights that vary from state to state.

# TROUBLESHOOTING

## TROUBLESHOOTING

### **Is your robot not turning on?**

Make sure the robot is getting power from your outlet. Ensure the robot's cord is connected directly into the power supply, and the power supply is connected to your outlet.

If the power supply is not lighting up, you may need to check your Ground-Fault Circuit Interrupter (GFCI) and reset it.

If the power supply is lighting up, restart power supply by disconnecting and reconnecting.

### **Is your cleaner not climbing your pool walls?**

Ensure all pool walls are free from excessive algae, slime, or biofilm. If your pool has a severe case of algae, slime, or biofilm, this issue must be resolved before the cleaner will adhere to the wall.

If algae, biofilm, or slime is not present on your walls, please refer to the Float Block Installation page.

### **Is your robot's cable developing kinks / twisting up?**

Unplug the robot from the power supply, straighten the cable, and fully layout the cable in sunlight for 12 or more hours to reduce the memory in the cord.

### **Is your robot getting stuck on the drain?**

Order a free drain clip on at [www.thebluehelix.com/drain](http://www.thebluehelix.com/drain) (Shipping and Handling Fee May Apply)

### **Need Help with your Blue Helix Robotic Pool Cleaner?**

Contact Blue Helix at [www.thebluehelix.com/support](http://www.thebluehelix.com/support) to get help with your robotic pool cleaner.

Made in China

