NEPTUNE
ROBOTIC POOL CLEANERS

NEPTUNE i10
NEPTUNE i20
NEPTUNE i30

Operating instructions

Introduction

System overview
The robotic cleaner sweeps the pool floor and walls collecting dirt and debris in its filter(s). This user manual explains how to operate the robotic cleaner, including cleaning, maintenance and storage procedures.

Robotic cleaner operation
Once the robotic cleaner is placed in the pool and activated, it operates according to its program. It moves along the floor and walls of the pool, covering the entire area of the pool floor and walls. When it has finished its program, it remains inactive on the pool floor. Power will automatically shut off.

Note: It's not recommended to stop the pool cleaner prior to cycle end.

Note: The robotic cleaner climbs the wall at intervals according to its internal program. Its ability to climb over stairs in swimming pools is subject to stair geometry and material.

Operating conditions
The robotic cleaner is intended for use in residential swimming pools only and in the following conditions:
(1) Recommended water temperature 13°C-35°C (55°F-95°F).
(2) Water pH : 7.2 - 7.6 (3) Chlorine level: pool is maintained according to the pool manufacturer's instructions.
(Recommended Chlorine level: 2-4 ppm)

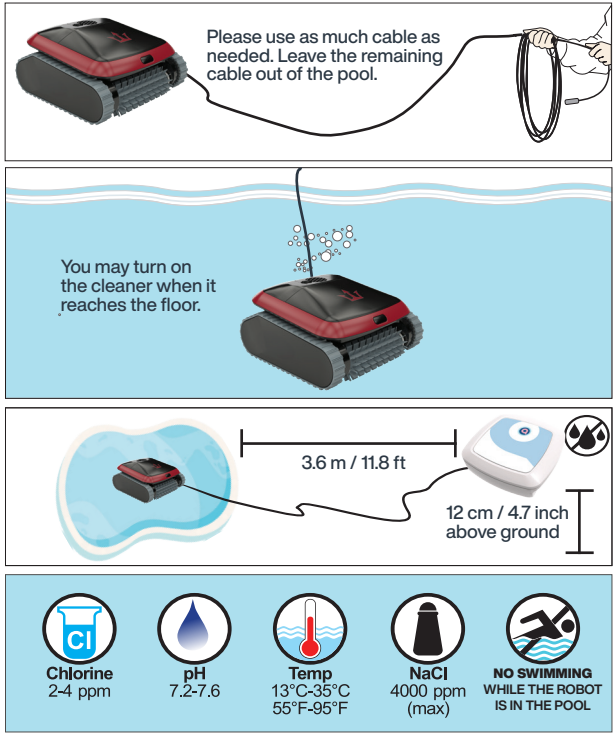
Note: Failure to maintain the pool according to the recommended operating conditions could prevent the robotic cleaner from functioning properly.

Components

Power Supply

Robotic Pool Cleaner

Operation



Placement of the Power Supply
Place the power supply at least 3.6 meters / 11.8 feet from the pool and at least 12 cm above ground. **CAUTION: The power supply is not water resistant; it must not be exposed to water or to direct sunlight.**

Press the plastic snap on the zip ties in order to release the floating cable. Use as much cable as needed in the water.

Before placing the cleaner unit in the water
Make sure there are no people in the pool. Make sure that the filters are clean. Make sure the pool conditions are met; (see “Operating Conditions”).

Placing cleaner in the water
Unroll the floating cable. It is recommended to extend a length of cable that is equal to the diagonal size of the pool plus an additional two meters. Smooth out coils or twists in the cable. Connect the floating cable to the socket located on the power supply. Roll extra cable, not in the pool, near the power supply. Place the robotic cleaner in the pool. Let it sink to the bottom of the pool. Do not start operation before the robotic cleaner is settled on the pool floor. **CAUTION: Operating the cleaner out of water may cause immediate and severe damage resulting in loss of warranty.**

Starting the robotic cleaner Connect the power supply to the wall socket. The on/off button will light up and the robotic cleaner will start its cleaning program. If the power supply is already connected to the wall socket, the on/off button will flash to indicate that the robotic cleaner is in standby mode. Press the On/Off button in order to change the above mode (On to Off – standby, or vice versa). **Note**: if the full filter indication light (only available on some models) is ON make sure to remove and clean the filter prior to putting the cleaner back in the pool.

Operation

Cleaning cycle
During the cleaning cycle, the cleaner moves across the pool floor picking up dirt and debris, changes direction and rotates automatically according to the selected program and climbs the pool walls every few minutes, as set in its internal program.
Note: The robotic cleaner might occasionally stop moving for a few seconds.
This is part of normal operation, not a malfunction.

Stopping robotic cleaner operation
The robotic cleaner moves automatically to 'standby' after every cleaning cycle and the on/off button starts flashing. To stop the cleaner operation during a cleaning cycle, press the On/Off button once. The On/Off button starts flashing and the cleaner is in standby mode.

Pulling cleaner unit out of the water
(1) Unplug the floating cable from the power supply. (2) Pull the floating cable and when the unit is close enough to reach the handle, using the handle, lift the cleaner out of the pool. **CAUTION: Do not use the floating cable to lift the cleaner out of the water.**

The power supply is connected to the robotic cleaner via the floating cable (1).
The unit is powered by AC power (2) and supplies low voltage and commands to the robotic cleaner through the outlet socket.
The power supplies feature a control panel with indicators:
a. On/Off (all models)
b. Full filter indicator (only some models)
c. Bluetooth indicator (only some models)

Power Supply

Maintenance and Storage

Cleaning the filters
The filter(s) must be cleaned after each cleaning cycle. Press the button to release the lid and pull out the filter(s). Spray water on the outer sides of the filter and then spray water towards the inner side of the filter to clean all the dirt and debris. Reinsert the filter(s).

Storing the robotic cleaner
Follow these instructions to store the robotic cleaner when not in use: Disconnect the power cord from the wall outlet. Disconnect the floating cable from the power supply. Make sure that the power supply is not exposed to water. Spread out the floating cable and roll it. Wash the interior and exterior of the cleaner unit with fresh water and let it dry. Roll the floating cable and place it on the cleaner unit. Caution: Store the robotic cleaner components in a dry, closed location.

Checking water outlet propeller
It is recommended to periodically clean debris and hair from the propeller of the water outlet: (1) Unscrew the outlet locker that secures the outlet cover. (2) Remove the water outlet cover (3) Clean any hairs, dirt, or debris. (4) Return the outlet locker resecuring the outlet cover.

Single or double filter depends on the model

Troubleshooting

CLEANER DOES NOT TURN ON

There is no electricity in the wall socket:
(1) Disconnect cleaner from the power supply unit.
(2) Disconnect power supply from the wall socket, wait 30 seconds and reconnect. (3) Turn power on.
If not activated, connect the unit to a different wall socket.

Obstacle in the drive system of the cleaner unit:
(1) Check for obstacles and debris caught in the drive belts.
(2) Clean and remove obstacles and debris if necessary.

Propeller is broken or seized due to accumulation of hair:
(1) Unscrew the outlet locker on the top outlet.
(2) Check if the propeller is broken or needs to be cleaned.

CLEANER MOVES BUT DOES NOT PUMP WATER

Filters are dirty: (1) Remove the filters and clean them.

Propeller is broken or seized due to accumulation of hair:
(1) Unscrew the outlet locker on the top outlet.
(2) Check if the propeller is broken or needs to be cleaned.

CLEANER PUMPS WATER BUT DOES NOT MOVE

Obstacle in the drive system of the cleaner unit:
(1) Check for obstacles and debris caught in the drive belts.
(2) Clean and remove obstacles and debris if necessary.

CLEANER STARTS AND SHUTS OFF AFTER A SHORT TIME

Filters are dirty: (1) Remove and clean the filters.
(2) Restart the robot and try again.

Propeller is broken or seized due to accumulation of hair: (1) Unscrew the outlet locker on the top outlet.
(2) Check if the propeller is broken or needs to be cleaned.

Obstacle in the drive system of the cleaner unit:
(1) Check for obstacles and debris caught in the drive belts.
(2) Clean and remove obstacles and debris if necessary.

CLEANER DOES NOT PICK UP DIRT

Filters are dirty or have holes.
Clean as needed and verify that there are no holes in the filters. If there are holes in the filter it needs to be replaced.

Propeller is broken or seized due to accumulation of hair.
Check if the propeller is broken or needs cleaning.
(1) Unscrew the outlet locker on the top outlet.
(2) Check if the propeller is broken or needs to be cleaned.

CLEANER UNIT DOES NOT COVER THE ENTIRE POOL

Clean the filters.
1. Verify that there is enough length of the floating cable in the water to reach the far end of the pool.
2. Make sure that the floating cable is properly spread out and is not tangled.

Propeller is broken or seized due to accumulation of hair: (1) Unscrew the outlet locker on the top outlet. (2) Check if the propeller is broken or needs to be cleaned.

THE CLEANER DOES NOT CLIMB WALLS

(1) Make sure to clean the filters (2) Make sure propeller isn't broken or seized with debris/hair.

Warning

Do not stay in the pool and remove any and all items from the pool before operating the robotic pool cleaner.
Do not leave the robot inside the pool if unused.

The power supply must be connected through a Ground Fault Current Interrupter (GFCI USA) or a Residual Current Device (RCD Europe) not exceeding 30 mA.
The connection to the power must meet local and national wiring rules.

All parts must be replaced with original parts supplied by a BWT authorized service center.

Keep out of children's reach.

Do not use the robotic pool cleaner if you have added liquid flocculant or any other clarifier to the pool water. These substances obstruct and damage the robot filters.

Warranty - NEPTUNE i10

Subject to the terms and conditions of this Warranty, BWT Pool Products US, warrants to the consumer who is the initial purchaser of this unit ("you") that such unit will be free from defects in workmanship and materials under normal use and conditions (as described below) for (a) a period of two (2) years from the original date of purchase (the "Coverage Period") with respect to all parts of such unit. For this unit to be covered by this Warranty an original or a copy of the receipt or sales slip demonstrating such purchase and the Purchase Date is required.

Warranty: This Warranty covers: (a), during the Coverage Term, all parts of this unit, including power supplies, pumps, motors, electrical cables, brushes, treads, belts, bushings, handles, enclosures, bags, wheels, remote controls and other components; (b), during the Additional Coverage Term, the power supply, pump and motor of this unit; and (c), throughout the period this Warranty is in effect, defects in workmanship or materials with respect to the then covered parts under normal conditions and normal use, with such use (i) in compliance with the Operator's Manual (including without limitation the preventative maintenance described in such Manual) and (ii) in private residential pools in the United States of America and Canada.

Each defect or failure of this unit or any parts of it due to commercial use, unauthorized modification, misuse, abuse, neglect, acts of God (such as an earthquake) or accident is excluded from this Warranty. Furthermore, BWT Pool Products US recommends (but does not require) that maintenance or repairs be performed only by a BWT Pool Products US Authorized Service Center ("Authorized Service Center"), as improper or incorrectly performed maintenance or repairs (including without limitation the use of defective parts) voids this Warranty.

For each part determined by BWT Pool Products US to be defective or to have failed under such use and conditions within the Initial Coverage Term or the Additional Coverage Term, as applicable, BWT Pool Products US will, at its option, repair or replace such part at no expense to you (provided, however, that you will be responsible for all shipping or transportation costs in connection with transporting this unit to and from a BWT Pool Products US Authorized Service Center. In the event of such defect or failure of any such part, the foregoing will be your exclusive remedy.

This warranty shall be valid in each state, subject to the legal limitations of each state where it is enforced.

WARNING: Some vinyl liner patterns are specifically susceptible to rapid surface wear and pattern removal caused by objects coming into direct contact with vinyl surface, including pool brushes, pool toys, floats, fountains, chlorine dispensers, and automatic pool cleaners. Vinyl liner patterns can be seriously scratched or abraded simply by rubbing the surface with a pool brush. Additionally, Ink from the pattern can also rub off during the installation process or when it comes into contact with objects in the pool. BWT Pool Products US is not responsible for, and the Limited Warranty does not cover, pattern removal, abrasion or marking on vinyl liners.

Warranty Service: To obtain warranty service for this unit please contact the closest Authorized Service Center by going to:
the www.bwt.com/en-us/ then choose Pools then choose Customer Service then select Authorized Service Centers or alternatively you can contact (833) 4MY-AQUA (833) 469-2782. Or you can email us at: service@bwtpool.us

Warranty - NEPTUNE i20 | NEPTUNE i30

Subject to the terms and conditions of this Warranty, BWT Pool Products US, warrants to the consumer who is the initial purchaser of this unit ("you") that such unit will be free from defects in workmanship and materials under normal use and conditions (as described below) for (a) a period of three (3) years from the original date of purchase (the "Coverage Period") with respect to all parts of such unit. For this unit to be covered by this Warranty an original or a copy of the receipt or sales slip demonstrating such purchase and the Purchase Date is required.

Warranty: This Warranty covers: (a), during the Coverage Term, all parts of this unit, including power supplies, pumps, motors, electrical cables, brushes, treads, belts, bushings, handles, enclosures, bags, wheels, remote controls and other components; (b), during the Additional Coverage Term, the power supply, pump and motor of this unit; and (c), throughout the period this Warranty is in effect, defects in workmanship or materials with respect to the then covered parts under normal conditions and normal use, with such use (i) in compliance with the Operator's Manual (including without limitation the preventative maintenance described in such Manual) and (ii) in private residential pools in the United States of America and Canada.

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Warranty Service: To obtain warranty service for this unit please contact the closest Authorized Service Center by going to:
the www.bwt.com/en-us/ then choose Pools then choose Customer Service then select Authorized Service Centers or alternatively you can contact (833) 4MY-AQUA (833) 469-2782. Or you can email us at: service@bwtpool.us

Notes

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Your ACTIVATION CODE is found on the
silver label XXXX - XXXX inside the robot

Control your NEPTUNE pool cleaner with BWT Best Water Home App

BK0019497/PA