

**ENG**

Translated from the original  
operating instruction manual



## ELECTRIC HEDGE TRIMMER HELION E

Operating instruction manual

54\_183241-B  
03/2025

**READ THE USER OPERATING GUIDE CAREFULLY BEFORE USE**



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## 1. INTRODUCTION

Dear Customer,

Thank you for purchasing your Electric hedge trimmer Helion E. Properly used and maintained, this equipment will give you years of satisfaction.



### Warning

In accordance with product liability laws, we are not responsible for damage caused by our product if the product includes an accessory that is not from the manufacturer or is not approved by the manufacturer. The use of any other accessory may increase the risk of injury.



### Warning

Your device contains numerous recoverable or recyclable materials. Return it to your dealer or, failing this, to an approved servicing centre to be treated.



Comply with the regulations in force in your country as concerns environmental protection associated with your activity.



### Warning

It is imperative that you read through the ENTIRE user's manual guide before using or servicing the tool. Always comply with the instructions and illustrations in the manual.


Throughout the user's manual guide you will find advisory notes and information entitled: NOTE, IMPORTANT, ATTENTION and WARNING.

Points marked "NOTE" indicate additional information.

Points marked "IMPORTANT" warn the user of a potential risk for the equipment.

Points marked "CAUTION" warn the user of a potentially hazardous situation which if not avoided may result in minor injuries.

Points marked "WARNING" warn the user of a potentially hazardous situation which if not avoided may result in serious injury or death.

The warning  indicates that damage resulting from failure to comply with the procedures and instructions is not covered by the warranty and the owner will be liable for any repair costs.

Safety signs on the tool also indicate the safety precautions to be observed. Locate these signs and read them before using your machine. Any partially illegible or damaged sign should be replaced immediately.

Refer to 2.4. Safety signage, page 9 for the location diagram of the safety stickers affixed to the tool.

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## 2. SAFETY

### 2.1. INTENDED USAGE

- The Electric hedge trimmer Helion E is a professional tool whose use is reserved exclusively for trimming vegetation.
- The Electric hedge trimmer Helion E is intended to be used by the operator at ground level and not while standing on ladders or unstable supports.
- Any other use of this tool is not intended.
- The company PELLENC accepts no responsibility for any damage caused by improper or unspecified use different from its original intention.
- The user is responsible for any accident resulting from improper use or unauthorized modification of this tool.
- The company PELLENC accepts no responsibility for any damage caused by the use of non-original parts or accessories.

### 2.2. GENERAL POWER TOOL SAFETY WARNINGS



#### Warning

**Read all safety warnings, instructions, illustrations and specifications provided with this power tool.** *Failure to follow all instructions listed below may result in electric shock, fire and/or serious injury.*

**Save all warnings and instructions for future reference.**

*The term “power tool” in the warnings refers to your mains-operated (corded) power tool or battery-operated (cordless) power tool.*

#### 2.2.1. WORK AREA SAFETY

- Keep work area clean and well lit.** *Cluttered or dark areas invite accidents.*
- Do not operate power tools in explosive atmospheres, such as in the presence of flammable liquids, gases or dust.** *Power tools create sparks, which can ignite dust or fumes.*
- Keep children and bystanders away while operating the power tool.** *Distractions can cause you to lose control.*

#### 2.2.2. ELECTRICAL SAFETY

- Power tool plugs must match the outlet. Never modify the plug in any way. Do not use adapter plugs with earthed (grounded) power tools.** *Unmodified plugs and matching outlets will reduce risk of electric shock.*
- Avoid body contact with earthed or grounded surfaces, such as pipes, radiators, ranges and refrigerators.** *There is an increased risk of electric shock if your body is earthed or grounded.*
- Do not operate the machine in rain or wet conditions.** *Water entering the machine may increase the risk of electric shock or malfunction that could result in personal injury.*
- Do not abuse the cord. Never use the cord for carrying, pulling or unplugging the power tool. Keep cord away from heat, oil, sharp edges, and moving parts.** *Damaged or entangled cords increase the risk of electric shock.*
- When operating a power tool outdoors, use an extension cord suitable for outdoor use.** *Use of a cord suitable for outdoor use reduces the risk of electric shock.*
- If operating a power tool in a damp location is unavoidable, use a RESIDUAL CURRENT DEVICE (RCD) protected supply.** *Use of an RCD reduces the risk of electric shock.*

### 2.2.3. PERSONAL SAFETY

- a. **Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool while you are tired or under the influence of drugs, alcohol or medication.** *A moment of inattention while operating power tools may result in serious personal injury.*
- b. **Use personal protective equipment. Always wear eye protection.** *Protective equipment such as a dust mask, non-skid safety shoes, hard hat or hearing protection used for appropriate conditions will reduce personal injuries.*
- c. **Prevent unintentional starting. Ensure the switch is in the off-position before connecting to power source and/or battery pack, picking up or carrying the tool.** *Carrying power tools with your finger on the switch or energising power tools that have the switch on invites accidents.*
- d. **Remove any adjusting key or wrench before turning the power tool on.** *A wrench or a key left attached to a rotating part of the power tool may result in personal injury.*
- e. **Do not overreach. Keep proper footing and balance at all times.** *This enables better control of the power tool in unexpected situations.*
- f. **Dress properly. Do not wear loose clothing or jewellery. Keep your hair and clothing away from moving parts.** *Loose clothes, jewellery or long hair can be caught in moving parts.*
- g. **If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used.** *Use of dust collection can reduce dust-related hazards.*
- h. **Do not let familiarity gained from frequent use of tools allow you to become complacent and ignore tool safety principles.** *A careless action can cause severe injury within a fraction of a second.*

### 2.2.4. POWER TOOL USE AND CARE

- a. **Do not force the power tool. Use the correct power tool for your application** *The correct power tool will do the job better and safer at the rate for which it was designed.*
- b. **Do not use the power tool if the switch does not turn it on and off.** *Any power tool that cannot be controlled with the switch is dangerous and must be repaired.*
- c. **Disconnect the plug from the power source and/or remove the battery pack, if detachable, from the power tool before making any adjustments, changing accessories, or storing power tools.** *Such preventive safety measures reduce the risk of starting the power tool accidentally.*
- d. **Store idle power tools out of the reach of children and do not allow persons unfamiliar with the power tool or these instructions to operate the power tool.** *Power tools are dangerous in the hands of untrained users.*
- e. **Maintain power tools and accessories. Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the power tool's operation. If damaged, have the power tool repaired before use.** *Many accidents are caused by poorly maintained power tools.*
- f. **Keep cutting tools sharp and clean.** *Properly maintained cutting tools with sharp cutting edges are less likely to bind and are easier to control.*
- g. **Use the power tool, accessories and tool bits etc. in accordance with these instructions, taking into account the working conditions and the work to be performed.** *Use of the power tool for operations different from those intended could result in a hazardous situation.*
- h. **Keep handles and grasping surfaces dry, clean and free from oil and grease.** *Slippery handles and grasping surfaces do not allow for safe handling and control of the tool in unexpected situations.*

### 2.2.5. BATTERY TOOL USE AND CARE

- a. **Recharge only with the charger specified by the manufacturer.** *A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.*
- b. **Use power tools only with specifically designated battery packs.** *Use of any other battery packs may create a risk of injury and fire.*
- c. **When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another.** *Shorting the battery terminals together may cause burns or a fire.*
- d. **Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help.** *Liquid ejected from the battery may cause irritation or burns.*

- e. **Do not use a battery pack or tool that is damaged or modified.** *Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, EXPLOSION or risk of injury.*
- f. **Do not expose a battery pack or tool to fire or excessive temperature.** *Exposure to fire or temperature above 130 °C (265 °F) may cause explosion.*
- g. **Follow all charging instructions and do not charge the battery pack or tool outside the temperature range specified in the instructions.** *Charging improperly or at temperatures outside the specified range may damage the battery and increase the risk of fire.*

#### 2.2.6. SERVICE

- a. **Have your power tool serviced by a qualified repair person using only identical replacement parts.** *This will ensure that the safety of the power tool is maintained.*
- b. **Never service damaged battery packs.** *Service of battery packs should only be performed by the manufacturer or authorized service providers.*

#### 2.2.7. SAFETY INSTRUCTIONS FOR HEDGE TRIMMERS

##### Hedge trimmer safety warnings :

- a. **Do not use the hedge trimmer in bad weather conditions, especially when there is a risk of lightning.** *This decreases the risk of being struck by lightning.*
- b. **Keep all power cords and cables away from cutting area.** *Power cords or cables may be hidden in hedges or bushes and can be accidentally cut by the blade.*
- c. **Wear ear protection.** *Adequate protective equipment will reduce the risk of hearing loss.*
- d. **Hold the hedge trimmer by insulated gripping surfaces only, because the blade may contact hidden wiring.** *Blades contacting a "live" wire may make exposed metal parts of the hedge trimmer "live" and could give the operator an electric shock.*
- e. **Keep all parts of the body away from the blade. Do not remove cut material or hold material to be cut when blades are moving.** *Blades continue to move after the switch is turned off. A moment of inattention while operating the hedge trimmer may result in serious personal injury.*
- f. **When clearing jammed material or servicing the hedge trimmer, make sure all power switches are off and the battery pack is removed or disconnected.** *Unexpected actuation of the hedge trimmer while clearing jammed material or servicing may result in serious personal injury.*
- g. **Carry the hedge trimmer by the handle with the blade stopped and taking care not to operate any power switch.** *Proper carrying of the hedge trimmer will decrease the risk of inadvertent starting and resultant personal injury from the blades.*
- h. **When transporting or storing the hedge trimmer, always use the blade cover.** *Proper handling of the hedge trimmer will decrease the risk of personal injury from the blades.*

#### 2.2.8. MANAGEMENT OF THE RECYCLING AND RECOVERY OF WASTE FROM YOUR TOOL

- a. **When the tool reaches the end of its life, PELLENC keeps the end of life sheet of the equipment at disposal.** *The end-of-life sheet provides instructions for safely removing components.*

#### 2.3. SAFETY MEASURES ASSOCIATED WITH BATTERY USE

1. If not using the battery unit, store it away from other metal objects such as paper clips, coins, keys, nails, screws or other such small metal items that might form a connection between the two terminals. Creating a short circuit between the battery terminals can result in burns or even a fire.
2. Keep the battery out of the reach of children and place it on a non-combustible support.
3. Do not interfere with its cooling cycle.
4. Do not use or leave the battery near a heat source (> 60°C).
5. Do not leave the battery in direct, strong sunlight.
6. Do not expose the battery to microwaves or high pressure.



7. Do not immerse the battery in water.
8. The batteries must be charged in a dry, ventilated room at a temperature between 10°C and 25°C maximum, away from any moisture.
9. If the battery is not used for 10 days, the battery will automatically discharge until it reaches its storage charge rate, and then goes to sleep. The battery heats up during this phase.<sup>1</sup>
10. Over time, the capacity of your battery decreases. When it reaches half of its original battery-life operating autonomy, it should be replaced.
11. The battery may lose 1 to 4 % of its capacity when exposed to a temperature higher than or equal to 55 °C for one week.
12. The charging location must be equipped with a class D fire extinguisher (for metal fire) in good working order.
13. The standards in effect must be complied with when either shipping a complete tool or a battery.
  - Complete tool with battery: product classified UN3481 class 9.
  - Battery alone: product that is classified as class 9, UN3480.
14. Use of a battery other than that provided by Pellenc SA is dangerous (risk of serious injury). If a different battery is used, Pellenc SA cannot be held responsible for any consequences.
15. The battery must be protected from any impact and must be positioned and secured appropriately during transportation.
16. In the case of suspicious smoke, place the battery outside the charging area or transportation vehicle as far away as possible from any inflammable material.
17. Never store a battery when its capacity is below 50 %. Recharge the battery before storage if the value is below 50%.
18. Under inappropriate conditions, liquid may leak from the batteries; avoid contact. In the event of accidental contact, rinse with water. In the event of contact with eyes, seek professional medical help. The liquid leaking from the batteries can cause irritations or burns.
19. Pellenc power tools must only be used with the battery units designed for the purpose. Use of other battery units can present a risk of injury and fire.
20. Recharge only with the charger specified by the manufacturer. A charger suitable for one type of battery pack may present a risk of fire if used with another type of battery pack.
21. Do not use the battery for any purpose other than that initially envisaged (exclusively for use with Pellenc tools).
22. At the end of its life, the battery must be returned to the authorized distributor from whom it was purchased to be recycled in accordance with waste regulations.
23. Fragile case, contains an electronic board and lithium.

**2.4. SAFETY SIGNAGE**



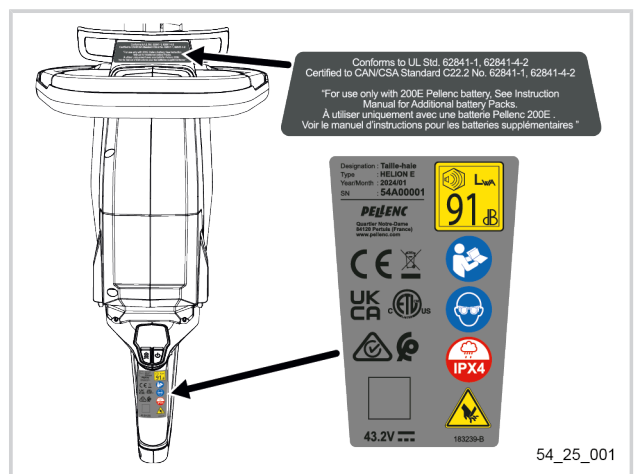
LwA sound power level guaranteed.



**Please read the operating instructions.**  
*Read the instructions carefully and follow the safety precautions.*



Always wear goggles.



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<sup>1</sup>Except for Alpha Lite batteries, which are discharged directly.



IPX4 protection rating: the product is suitable for all weather conditions and is resistant to heavy water splashes. However, it is not immersion-resistant.



Sharp cutting tool: Keep your hands away from the blade.



Tool compliant with EC standards.



**Waste electrical and electronic equipment.**

At the end of its life, the tool and the battery must be returned to the authorised dealer from whom they were purchased to be recycled in accordance with waste regulations.



Tool compliant with British standards



Tool designed for compliance North American market.



**Regulatory Compliance Mark (RCM).**

The product complies with the regulatory requirements of Australia and New Zealand for electrical safety, electromagnetic compatibility, radio frequency.



Tool compliant with Moroccan standards.

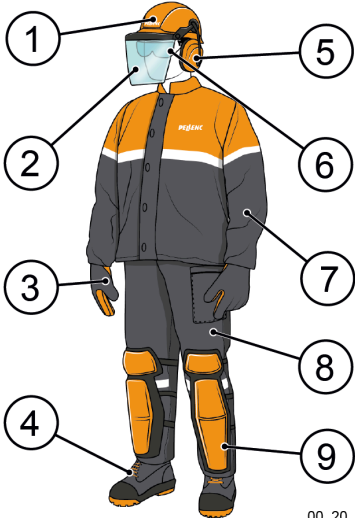
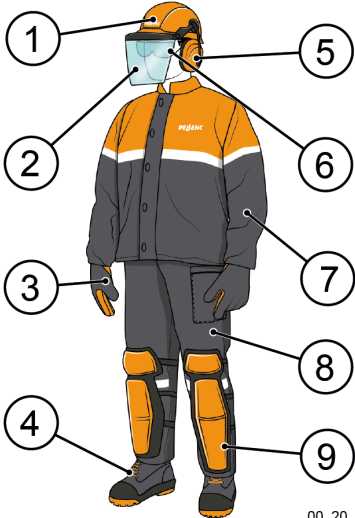
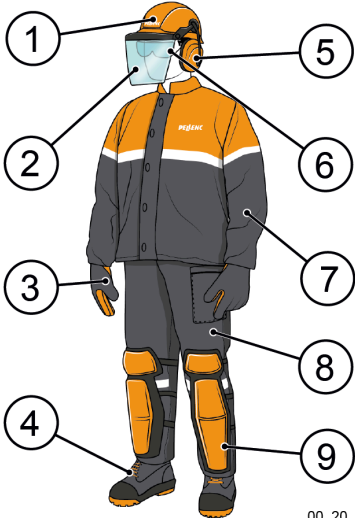
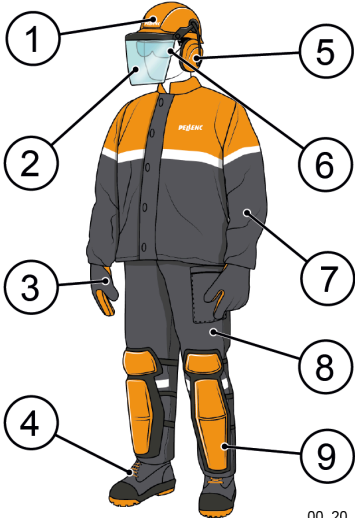
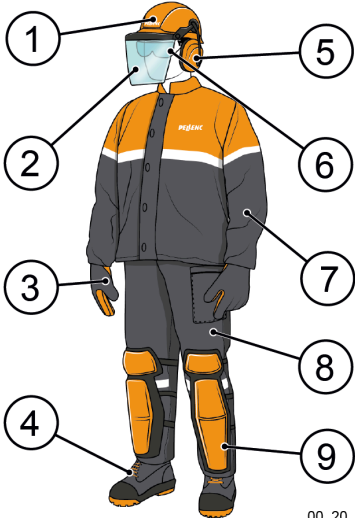
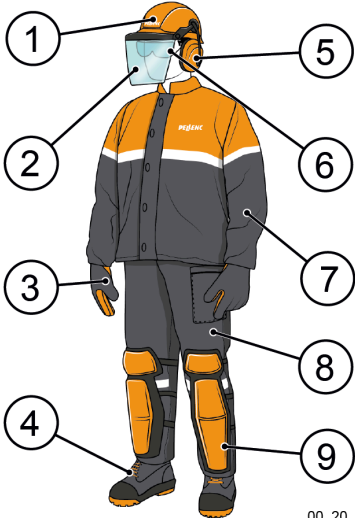
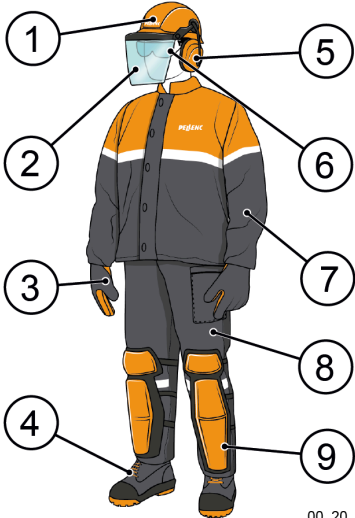
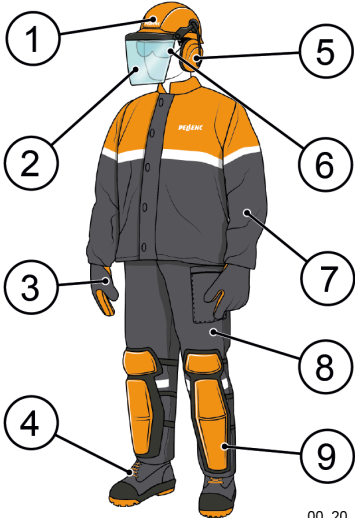
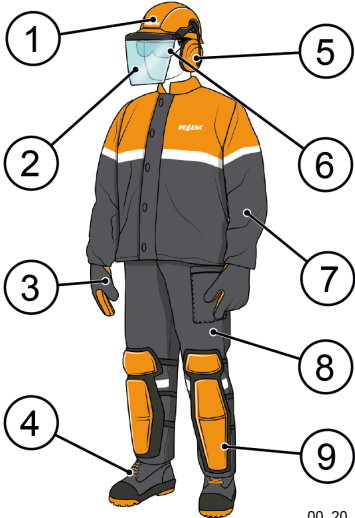
Conforms to UL Std. 62841-1, 62841-4-2  
Certified to CAN/CSA Standard C22.2 No. 62841-1, 62841-4-2

"For use only with 200E Pellenc battery. See Instruction Manual for Additional battery Packs.  
À utiliser uniquement avec une batterie Pellenc 200E.  
Voir le manuel d'instructions pour les batteries supplémentaires."

Conforms to UL Std. 62841-1, 62841-4-2. Certified to CAN/CSA Standard C22.2 No. 62841-1, 62841-4-2

"For use only with 200E Pellenc battery, See Instruction Manual for Additional battery Packs.

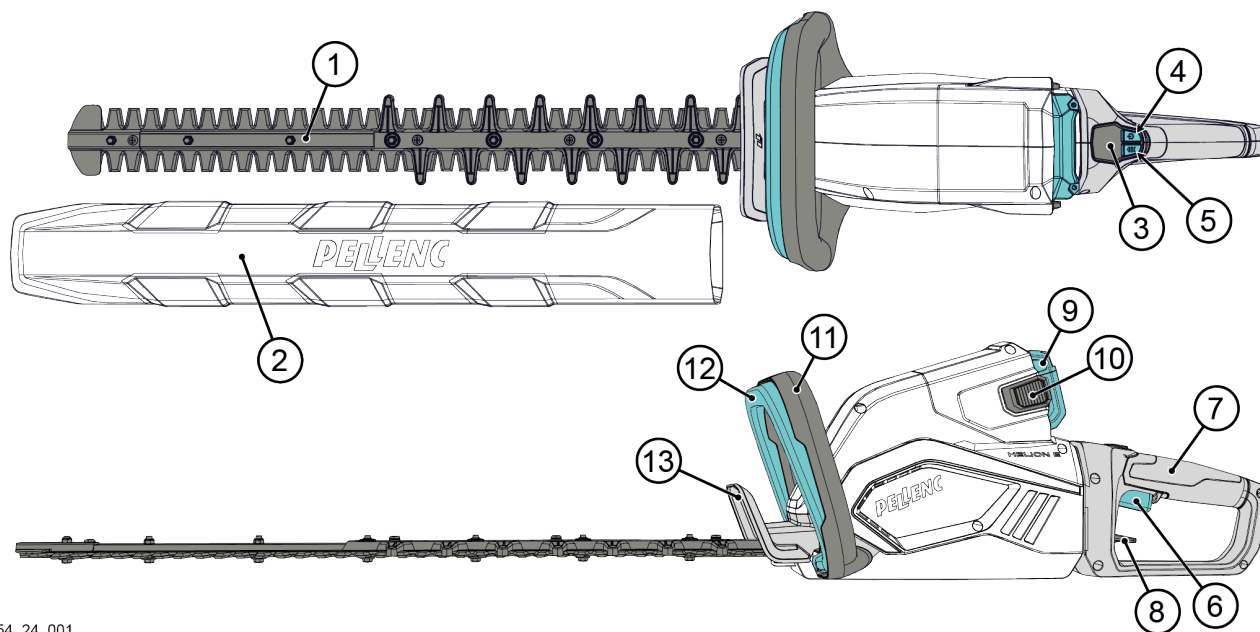
**2.5. PERSONAL PROTECTION EQUIPMENT**

	Equipment	Wearing of	Description
 <p>1</p>	Safety helmet	Recommended	Mandatory if there is a risk of falling objects.
 <p>2</p>	Protective visor	Recommended	Risk of projections.
 <p>3</p>	Hard-wearing gloves	Recommended	Wear hand protection especially when working on the cutting tool.
 <p>4</p>	Robust, non-slip safety shoes	Recommended	When operating the machine, always wear non-slip safety shoes. Do not operate the machine barefoot or with sandals on.
 <p>5</p>	Hearing protection	Recommended	Wear approved ear protectors with sufficient noise attenuating effect. Prolonged exposure to noise can cause permanent hearing damage.
 <p>6</p>	Safety goggles	Mandatory	Wear approved eye protection.
 <p>7</p>	Safety jacket or over-sleeves	Recommended	Risk of projections.
 <p>8</p>	Work trousers	Recommended	Always wear clothing that covers the operator's legs when the machine is in operation.
 <p>9</p>	Shin pads	Optional	Risk of projections.

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### 3. DESCRIPTION AND TECHNICAL FEATURES

#### 3.1. DESCRIPTION OF THE TOOL



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- |                                    |                            |
|------------------------------------|----------------------------|
| 1. Trimmer blade                   | 8. Handle rotation trigger |
| 2. Trimmer blade protection sheath | 9. Battery                 |
| 3. Human Machine Interface (HMI)   | 10. Battery locking clip   |
| 4. On/off button                   | 11. Front handle           |
| 5. Speed and mode selection button | 12. Safety trigger         |
| 6. Operating trigger               | 13. Hand guard             |
| 7. Rotating handle                 |                            |

#### 3.2. TECHNICAL FEATURES

##### 3.2.1. TOOL FEATURES

	<b>HELION E</b>
Tool voltage (V)	43.2
Tool + trimmer blade weight (kg)	4
Tool + trimmer blade weight + 200 E battery (kg)	5.4
Dimensions (l x w x h) (mm)	1175 x 2500 x 215
Covered area (m <sup>2</sup> /h)	172
Battery life	Depending on the use and type of battery
Protection rating	Water-resistant
Ambient operating temperatures	-10°C – 35°C
Ambient storage temperatures	10°C - 35°C
Compatible batteries	200 E only

**3.2.2. TRIMMER BLADE FEATURES**

Effective cutting length / Trimmer blade	640 mm
No tothing	36 mm
Open	27 mm
Tooth height	21 mm
Tooth thickness	2,25 mm

**3.2.3. VIBRATION AND NOISE EMISSION VALUES**

The determination of noise levels and vibration rates is based on operating conditions at maximum rated speed according to a standardised test method. It can be used to compare two machines.

**Sound pressure values**

Maximum sound pressure level at the user's position (uncertainty $K_{pA}$ : 3 dB(A))	$L_{pa} = 82,4 \text{ dB (A)}$
--	--------------------------------

**Sound power values**

Measured sound power level $L_{WA}$ (uncertainty $K_{WA}$ : 0.72 dB(A))	$L_{WA_{m}} = 90,4 \text{ dB}$
Guaranteed sound power level $L_{WA_{g}}$	$L_{WA_{g}} = 91 \text{ dB}$

*The measured sound power level and the guaranteed sound power level were measured according to a procedure in accordance with Directive 2000/14/EC Annex V.*

**Vibration values**

Vibratory emission values at the handle determined in accordance with EN 62841-4-2: 2009 (uncertainty of $K = 1.5 \text{ m / s}^2$ )	$a_h = 3,7 \text{ m/s}^2$
--	---------------------------

The total declared values for vibration and noise emissions can be used for a preliminary exposure assessment.

**Note**

- The declared vibration total values and the declared noise emission values has been measured in accordance with a standard test method and may be used for comparing one machine with another
- The declared vibration total values and the declared noise emission values may also be used in a preliminary assessment of exposure.

**Caution**

Vibrations during actual working use of the machine may differ from the total declared value, depending on the way the machine is used

It is necessary to identify safety measures to protect the operator, based on an estimate of exposure under actual operating conditions (taking into account all parts of the operating cycle, such as the time the machine is switched off and the time it is idling, in addition to the working time).

## 4. START-UP

### 4.1. PACKAGE CONTENTS

Check that the hedge-trimmer and its blade are supplied with:

- 1 protective sheath
- 1 operating instruction manual

### 4.2. CONNECTING THE E BATTERIES TO THE TOOL

#### Important

For instructions regarding battery charging, information regarding ambient temperature range for battery use and storage, and the recommended ambient temperature range for the charging system during charging, please refer to the instructions manual of the battery.

#### Important

Only 200 E batteries can be inserted in the Electric hedge trimmer Helion E.

#### Important

Always check the remaining battery life before use. If necessary, recharge the battery using the charger.

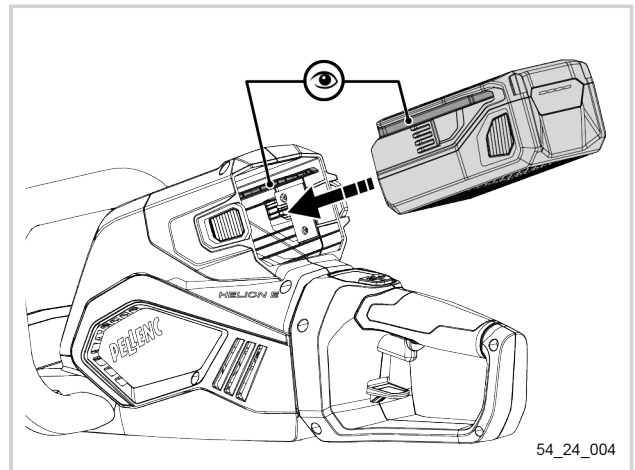
To prolong the life of the connectors, they should be protected when disconnected. It is therefore important to avoid putting them in contact with abrasive or dirty surfaces, or subjecting them to significant impacts (falls).

For more information on the PELENC batteries, refer to the battery operating instruction manuals.

#### Important

Check that there are no foreign bodies in the connection area between the tool and the battery.

1. Locate the insertion grooves (1) on the battery.
2. Locate the 2 battery insertion guides (2) on the tool.
3. Position the battery so that the grooves and guides coincide.



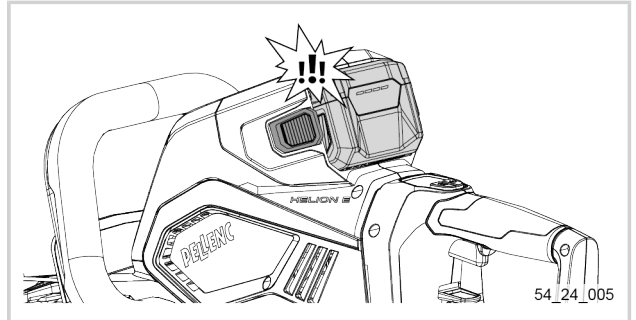
54\_24\_004

4. Push in the battery until the locking clips snap into place.



**Warning**

The locking clips prevent unintentional disconnection. Do not start the tool without checking that the locking clips are locked.



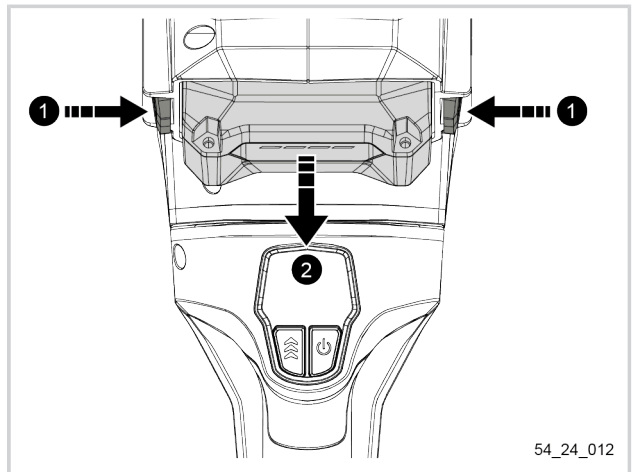
**4.3. DISCONNECTING THE E BATTERY FROM THE TOOL**

**Important**

To prolong the life of the connectors, they should be protected when disconnected. It is therefore important to avoid putting them in contact with abrasive or dirty surfaces, or subjecting them to significant impacts (falls).

For more information on the PELENC batteries, refer to the battery operating instructions.

1. Press and hold open the 2 battery locking clips.
2. Remove the battery.



**5. USE**

**Important**

For instructions regarding battery charging, information regarding ambient temperature range for battery use and storage, and the recommended ambient temperature range for the charging system during charging, please refer to the instructions manual of the battery.

**5.1. HOW THE TOOL WORKS**

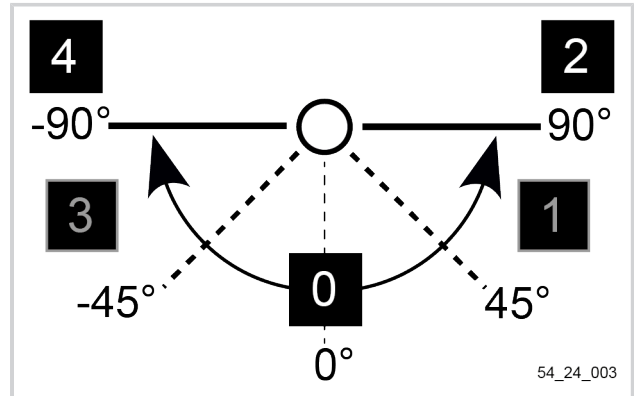
- On start-up, the tool is locked-out (with a padlock symbol on the HMI screen). This is to prevent accidental start-up.
- To unlock the tool, press the operating trigger twice quickly (and press the safety trigger).
- The 2 triggers must be held down to activate the trimmer blade movement. Releasing either trigger stops the trimmer blade.
- The tool locks after 1 minute of inactivity.
- The tool switches off after 5 minutes of inactivity.

- The tool starts at speed 2 (intermediate speed). When changing speed it executes a 2→3→1→2 speeds cycle.
- The tool comprises overheating protection.
  - If the tool switches off and its temperature exceeds 90°C, it cannot be re-started.
  - If the tool is in use and its temperature rises, it will automatically reduce its speed. If reducing the speed is not enough and the temperature rises again, it will switch off.

**Note:** An error message is displayed on the HMI. See Error code description:, page 27.

**5.2. POSITION OF THE HANDLE**

The handle on your hedge-trimmer gives you an optimum grip for perfect trimming of shrubs and hedges. This handle can be rotated through 5 positions from -90° to +90° to make hedge-trimming easier and more effective at complicated angles or in hard to access places, while maintaining a firm grip on the tool.

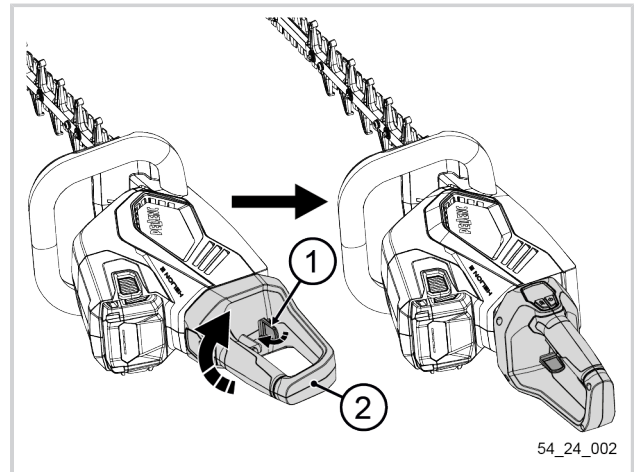


54\_24\_003

1. Press and hold the handle rotation trigger (1) to unlock the handle rotation.
2. Rotate the handle (2) to the desired position.
3. Release the handle rotation trigger (1).

**Note**

The handle must be placed in one of the 5 lock positions in order to work.



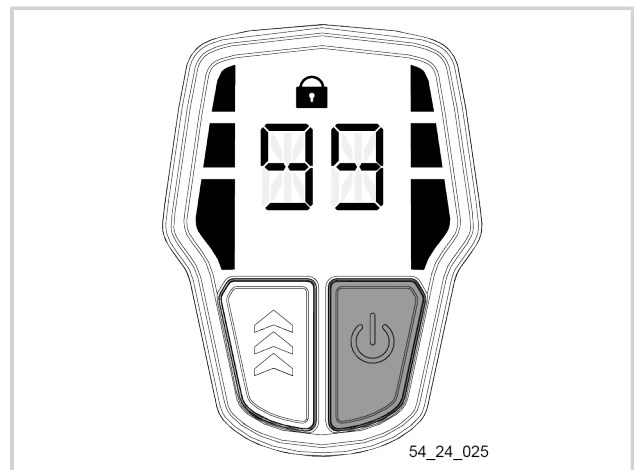
54\_24\_002

**5.3. SWITCHING ON THE TOOL**

**Note**

The triggers must be released when the power is switched on.

1. Connect the battery. See 4.2. Connecting the E batteries to the tool, page 14.
2. Switch on the tool by holding down the on/off button for over a second. The HMI turns on

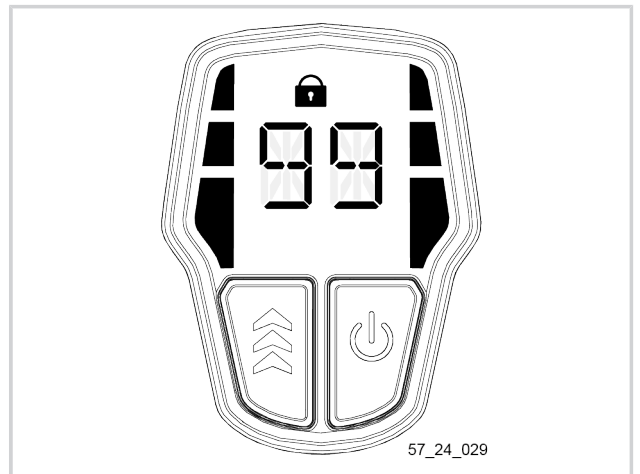


54\_24\_025

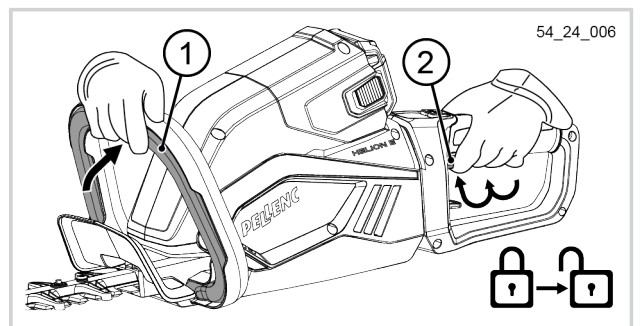


### 5.4. UNLOCKING OF THE TOOL

On start-up, the tool is locked-out (a padlock appears on the HMI screen). This is to prevent accidental start-up.

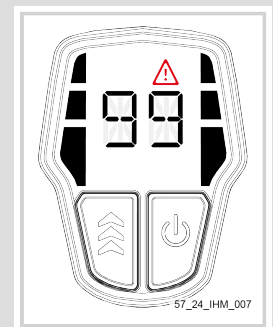


1. Make sure to release the 2 triggers.
2. If this is not the case (trigger held in place by tape, for example), release the triggers and restart the tool.
3. Press and hold the safety trigger (1).
4. Press the operating trigger (2) twice to unlock the tool.



### Important

If the safety trigger is held when switching on, the tool will remain locked. The error icon will appear to indicate that the safety trigger must be released.

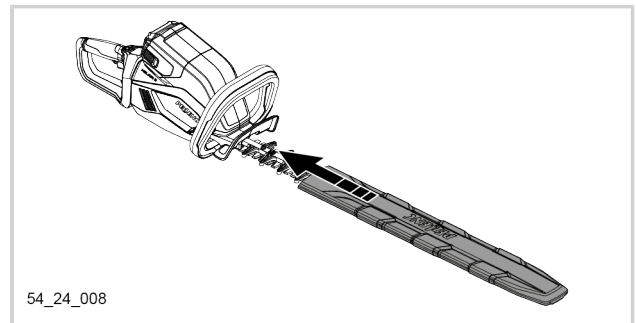


**5.5. STOPPING THE TOOL**

1. Switch off the tool by holding down the on/off button for over a second.
2. If necessary, disconnect the battery. See 4.3. Disconnecting the E battery from the tool, page 15.



3. When transporting, adjusting, handling or storing the tool: fit the protection sleeve over the trimmer blade.



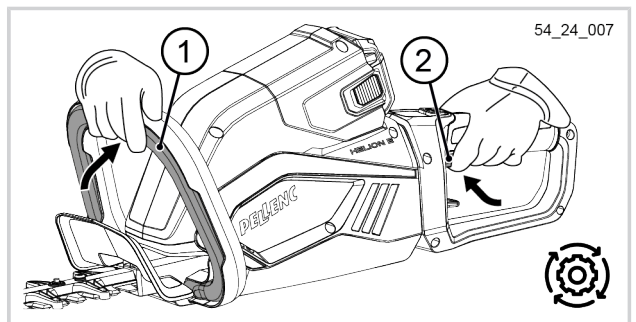
## 5.6. PREPARATION FOR PRUNING

### Warning



- Before starting work, make sure that no-one can enter the working area unnoticed. Take particular care in the case of high hedges behind which it is impossible to see. Make sure no-one is on the other side.
- Clear any rocks, pieces of metal and other hard objects from the hedge. Risk of projections.
- Before making any changes to the tool (e.g. changing the angle of the handle, adding lubricant), make sure the power switch is off and the battery disconnected.
- If the blade is blocked by an object, switch the tool off and disconnect the battery; only then remove the object from the blade.
- Always hold the tool firmly with both hands when working.
- Caution must be exercised in the case of any obstacles or objects that could cause you to stumble, such as tree stumps, roots or falling pruned branches.
- Check that the blade does not come into contact with the ground, sand, stones or other hard objects, especially when working close to the ground.
- In the event of imminent danger or if people or animals approach the work area, switch off the tool immediately. If you are wearing acoustic protection, be particularly careful, as the perception of noises announcing danger (screams, shouts, etc.) is limited.

1. Check the environment.
2. Place the rear handle in the correct position. See 5.2. Position of the handle, page 16.
3. Install the battery. See 4.2. Connecting the E batteries to the tool, page 14.
4. Switch on the tool. See 5.3. Switching on the tool, page 16.
5. Unlock the tool. See 5.4. Unlocking of the tool, page 17.
6. Start up the trimmer blade.
  - Press and hold down the safety trigger (1) and press the operating trigger (2) to activate the trimmer blade movement.
  - Hold down the 2 triggers to maintain the trimmer blade action.



### Important

Always start the trimmer blade action before bringing it into contact with the wood.

### Note

Releasing either trigger stops the trimmer blade.

**5.7. SELECTING WORKING SPEED**

Your tool is equipped with a speed change system. This system allows you to optimise and vary the cutting power using the selector (2) on the handle.

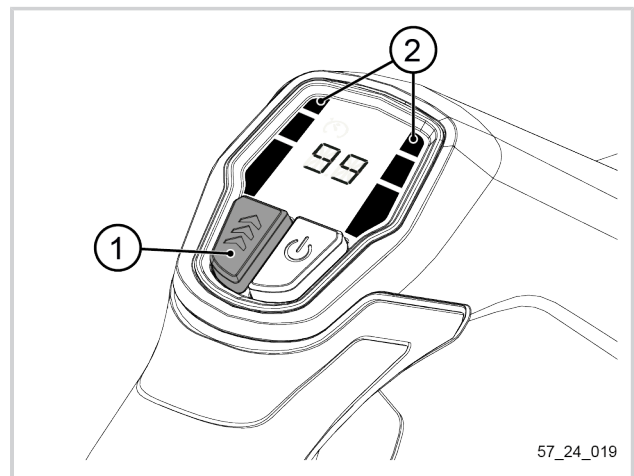
When the tool is powered up, the speed LEDs in the HMI (3) indicate the selected speed.

**Note**

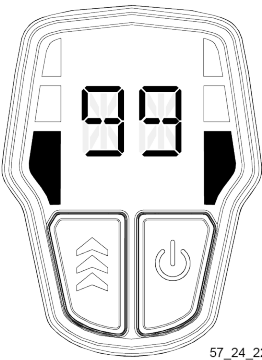
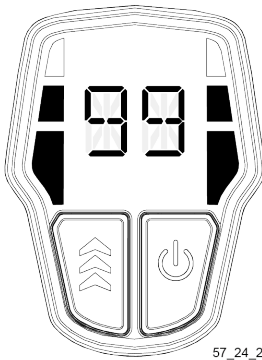
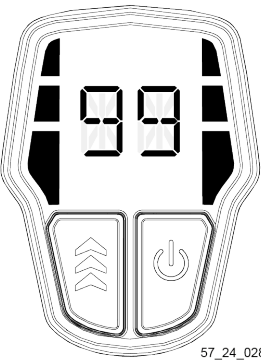
- The tool starts at the last selected speed.
- When changing speed it executes a 2→3→1→2 speeds cycle.
- As the tool heats up, it automatically reduces speed.

**To change speed:**

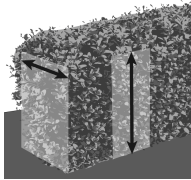
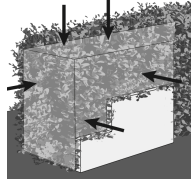
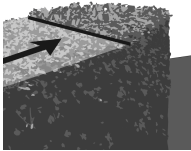
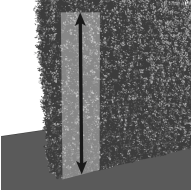
1. Press the speed and mode selection button (1) briefly.  
The speed LEDs (2) on the HMI increment.
2. Repeat the operation until the desired speed is reached.



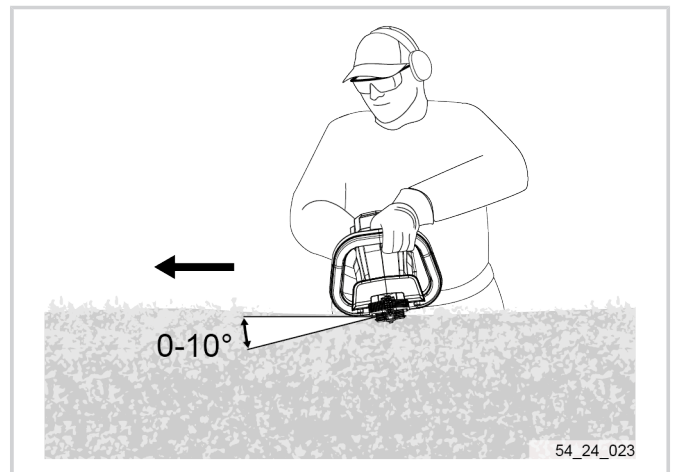
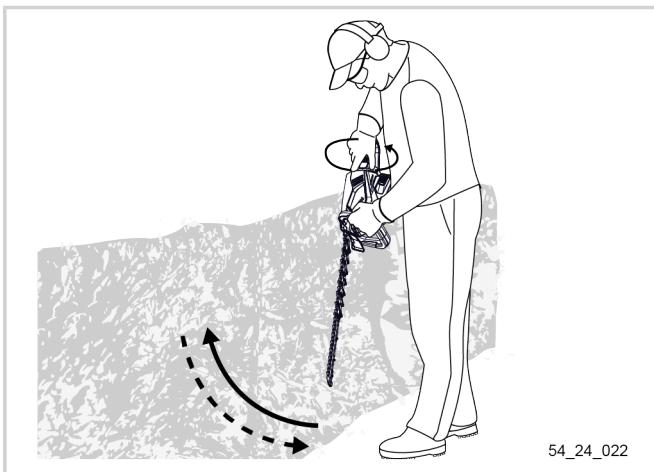
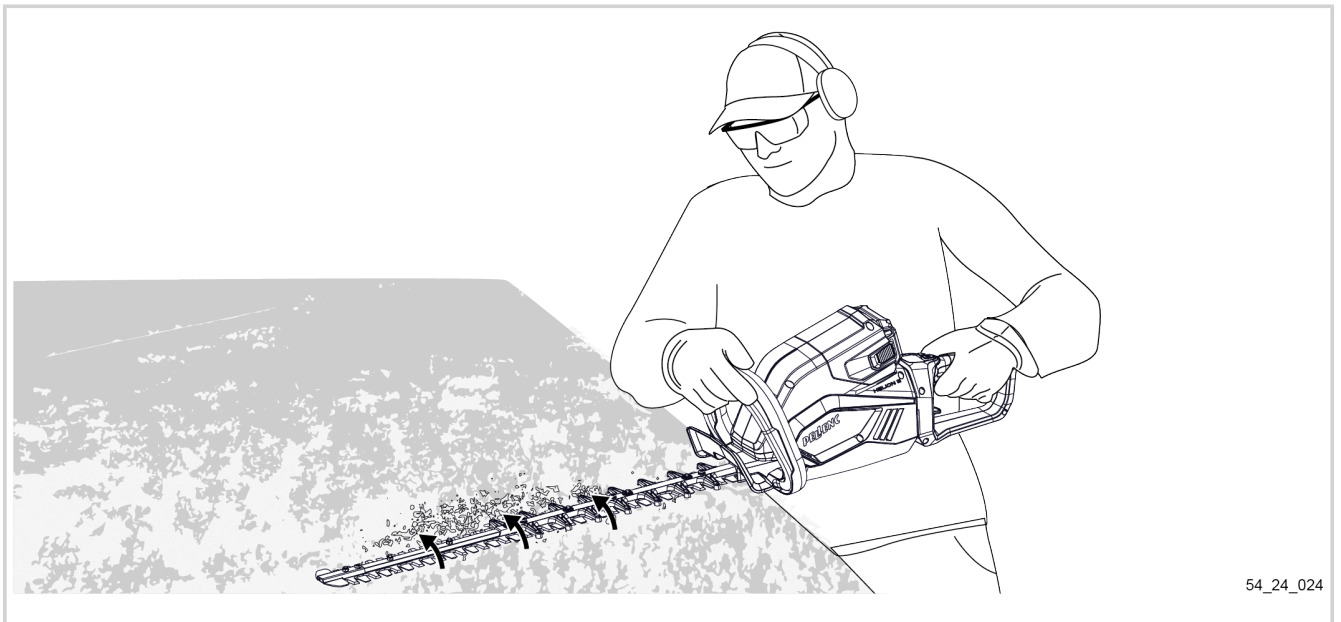
**Description of speeds:**

Selected speed	1	2	3
Speed LEDs status	 57_24_22	 57_24_21	 57_24_028
Cutting speed (strokes/min)	2 800	3 300	3 800
Battery life with the 200E battery (mins)	2 hrs. to 3 hrs.	1 hr. 45 min. to 2 hrs. 30 min	1 hr. 30 min. to 2 hrs.

**5.8. ADVICE ON USE OF THE TRIMMER BLADE**

			
<p><b>“OPTIMAL USE”</b> Dense vegetation in small sections</p>	<p><b>“POSSIBLE USE”</b></p>	<p><b>“POSSIBLE USE”</b></p>	<p><b>“POSSIBLE USE”</b></p>

**5.9. WORKING TECHNIQUES**



## 6. MAINTENANCE

### 6.1. MAINTENANCE ADVICE



#### Caution

All maintenance operations must be carried out with the battery disconnected, unless otherwise specified in the procedure.

- Use products recommended by PELLENC.
- In the event of any problems, consult an authorised PELLENC distributor.

### 6.2. FREQUENCY OF OPERATIONS

#### Maintenance schedule


Operations	Frequency of operations				
	Prior to each use	Daily <sup>1</sup>	Every 50 hours	Every year	If necessary
Visually check the general condition of the tool. See 6.3.2. Visual check of the general condition of the tool, page 23.	X	X			
Check the operation of the safety trigger and the operating trigger. See 6.3.3. Checking the triggers, page 23.	X	X			
Check the tightening of the trimmer blade. See 6.3.4. Tightening of the trimmer blade, page 23.	X				X
Clean the tool. See 6.4. Cleaning, page 24.		X			
Grease the reduction gears. See 6.5. Greasing, page 25.			X		
Greasing the trimmer blade.	X	X			
Sharpening the trimmer blade. See 6.6. Sharpening, page 26.					X
Have the tool inspected by an authorised distributorPELLENC. See 6.3.1. Annual overhaul, page 23.				X	X
Check the battery.	Refer to the battery operating instruction manual.				

<sup>1</sup> Daily maintenance of the machine refers to daily use, after each working day.

**6.3. CHECK**

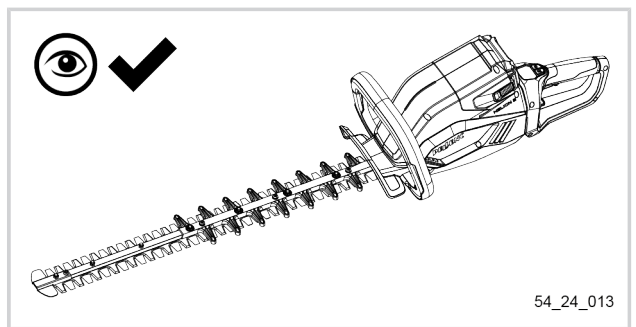
**6.3.1. ANNUAL OVERHAUL**

**Important**

 Have the machine serviced every 200 hours or at least once a year by an authorisedPELENC distributor.

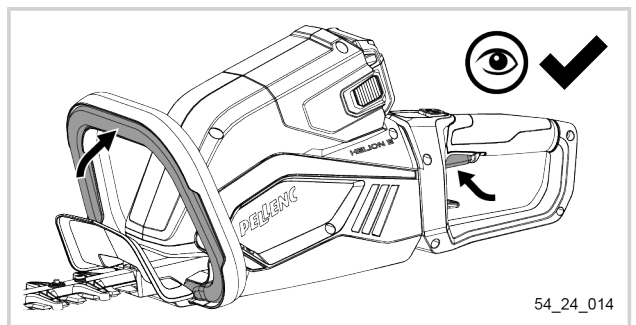
**6.3.2. VISUAL CHECK OF THE GENERAL CONDITION OF THE TOOL**

- Visually check the general condition of the tool.



**6.3.3. CHECKING THE TRIGGERS**

1. Visually check the condition of the triggers.
2. Ensure that nothing physical (e.g. tape, collar, etc.) prevents or interferes with the operation of the triggers.
3. Press on the triggers to make sure they are operating properly.



**6.3.4. TIGHTENING OF THE TRIMMER BLADE**



**Caution**

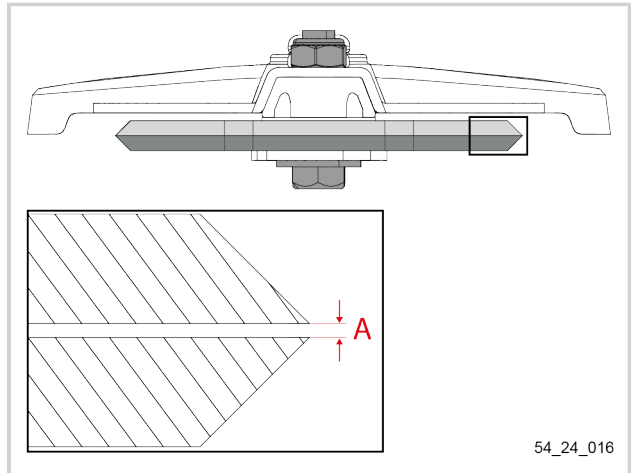


Wear protective gloves when working on the blades.  
Risk of accidental cuts.


The tightening of the blades is very important. This directly influences consumption (battery life).

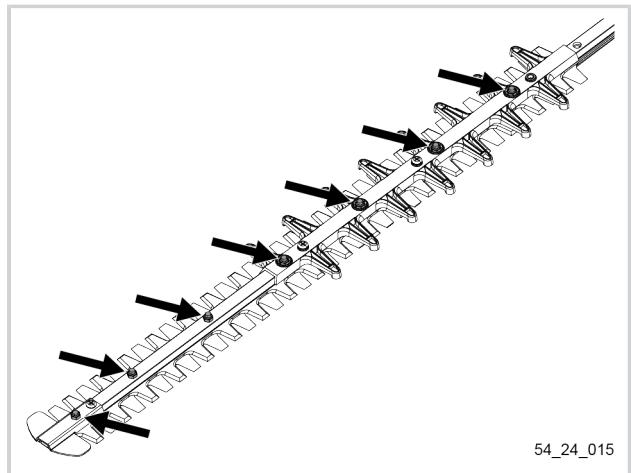
1. Check the position of the blades, using a set of spacing shims.

$$0.2 < A < 0.4 \text{ mm}$$



2. If necessary, adjust the tightening to the recommended spacing.

 2x M8 hex keys



## 6.4. CLEANING

### Caution




Wear protective gloves when working on the blades.  
Risk of accidental cuts.

### Important

Energy consumption varies depending on the state of cleanliness of the tool.

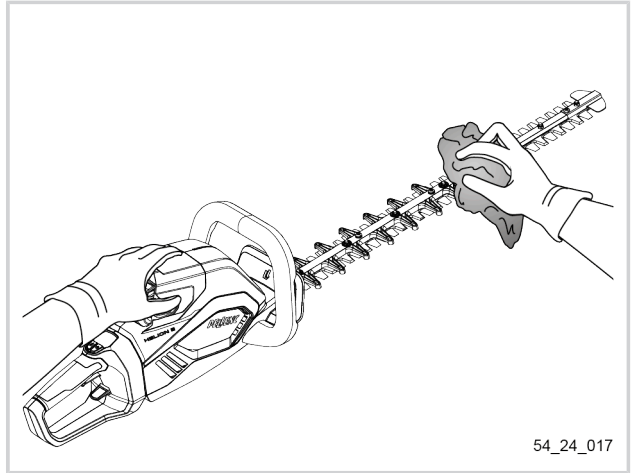


### Warning

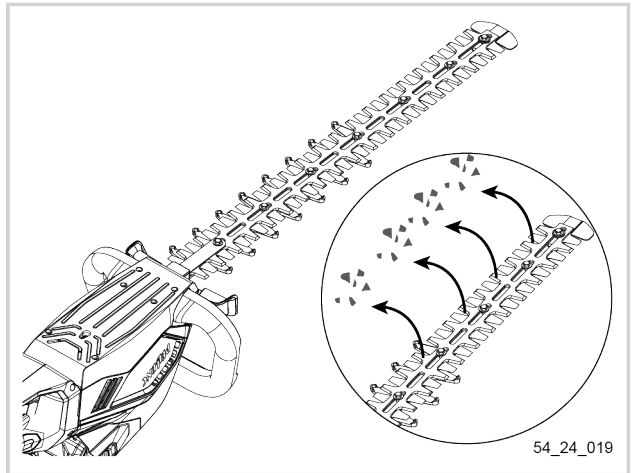
 Never use solvents (Trichlorethylene, White Spirit, gasoline, etc.) to clean the tool.



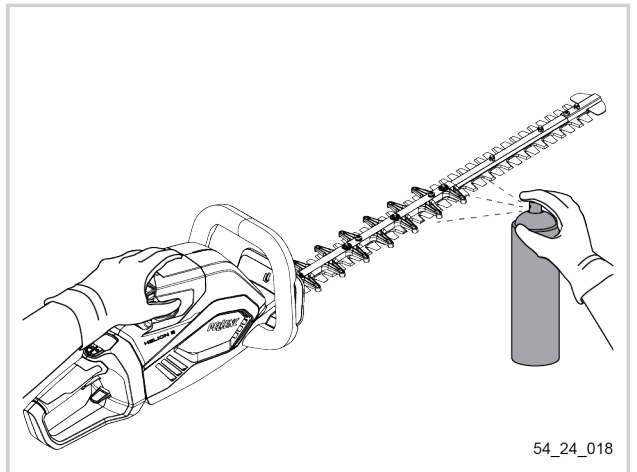
1. After work, remove all dirt and vegetation clippings from the entire machine.
2. Clean the tool, especially the blade, with a damp cloth.




3. Check that there is no residue between the blades.

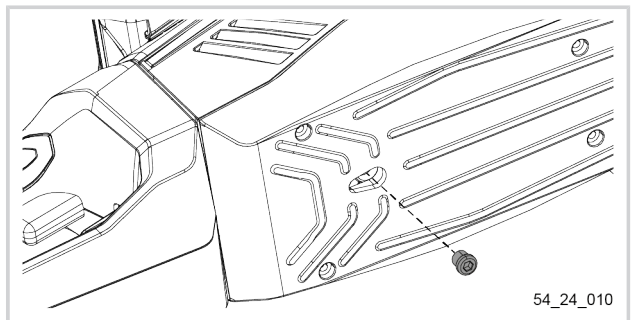


4. Clean and lubricate the blades with the cleaning / lubricating spray recommended byPELENC (ref.121633).
5. Clean and lubricate the blade with the cleaning / lubricating spray recommended byPELENC (ref.121633).
6. Start the tool for a few seconds and allow the trimmer blade to move until the oil or maintenance fluid is evenly distributed.



### 6.5. GREASING

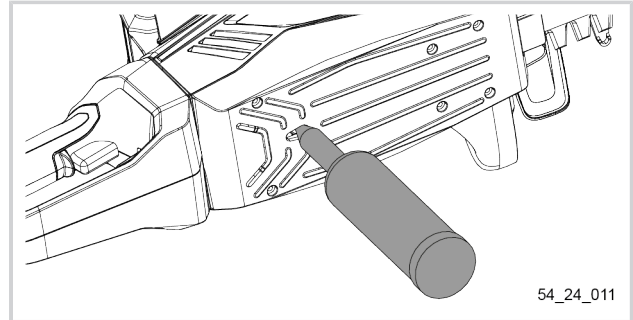
1. Loosen the screw which gives access to the greasing area of the trimmer blade speed reduction gear.
  -  Torx 25 wrench
2. Remove the screw.



3. Grease the reducer with the grease gun (20g grease maximum) recommended by PELLENC (reference: 115174).
4. Refit the screw.
5. Tighten the screw to torque.

 Torque screwdriver + Torx 25 bit

 3 N.m



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**Note**

The trimmer blade speed reduction gear must be greased after the first 25 hours of operation and every 50 hours thereafter.

**6.6. SHARPENING**

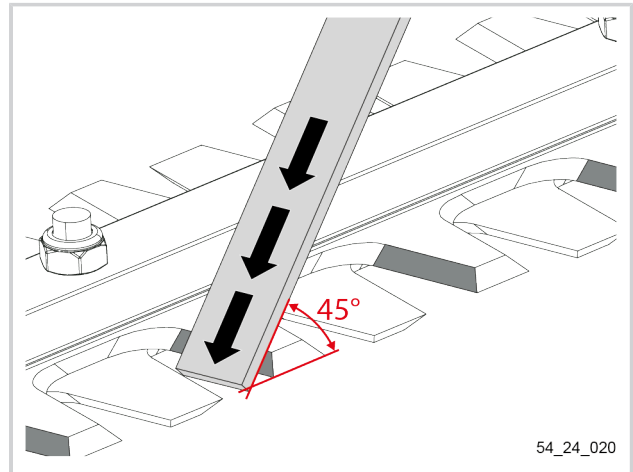
**Caution**



Wear protective gloves when working on the blades.

Risk of accidental cuts.

- The blade can only be sharpened by an authorised distributorPELLENC.
- Sharpen the blades little and often.
- Regularly check how sharp the blades are for the first few hours to determine the required sharpening frequency.
- Ensure the blade is at a 45° angle during sharpening.
- Always file sharpen across the face of the cutter.
- Always sharpen with a forward motion.
- After sharpening, remove burrs with a sharpening stone.
- After sharpening, spray the blade with the cleaning/ lubricating spray recommended by PELLENC (reference :121633).



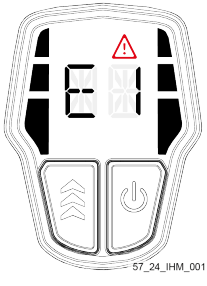
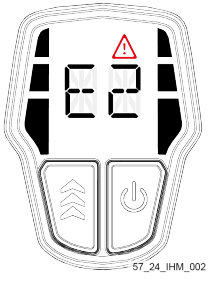
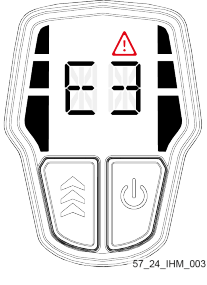
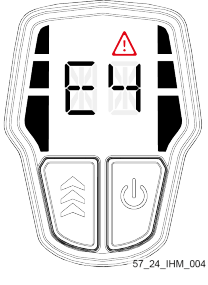
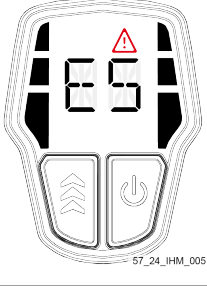
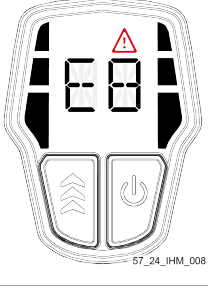
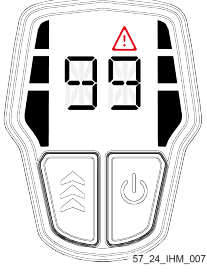
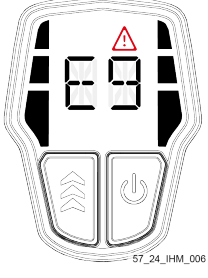
54\_24\_020

**7. INCIDENTS AND TROUBLESHOOTING**

**Important**

For any problems relating to the battery, please refer to the battery operating instruction manual. **PELENC recommends contacting an authorised PELENC distributor in all cases of breakdown.**

**Error code description:**

Fault	Probable cause	Fault	Probable cause
 <p>57_24_IHM_001</p>	Overcurrent tool	 <p>57_24_IHM_002</p>	Shutdown due to low battery voltage
 <p>57_24_IHM_003</p>	Communication problem with the battery (or battery not recognized)	 <p>57_24_IHM_004</p>	Shutdown due to high temperature
 <p>57_24_IHM_005</p>	Communication problem with the HMI	 <p>57_24_IHM_008</p>	Safety trigger problem
 <p>57_24_IHM_007</p>	High tool temperature or Low battery voltage or Safety trigger operated before starting	 <p>57_24_IHM_006</p>	Operating trigger problem

**Note**

Most issues can be resolved by restarting the tool.

**Symptoms of the Electric hedge trimmer Helion E:**

Symptoms	Probable cause	Solutions	Repairer
<b>The tool does not start.</b>	The start/stop button was not pressed hard enough to switch the tool on.	Press the on/off button until the tool starts up.	User
	The battery is not properly connected.	Check that the battery is properly connected. If necessary: remove and reinstall the battery until you hear the locking clips snap into place.	User
	The battery is flat.	Check that the battery is not fully discharged. If necessary: recharge the battery.	User
	The temperature of the tool is above 90°C.	Give the tool time to cool.	User
<b>The tool is switched on but will not start.</b>	The tool is locked.	Unlock the tool.	User
	Trigger no longer works.	Change the trigger.	PELENC authorised dealer
<b>The tool reduces its operating speed.</b>	The tool was at speed 3 and its temperature rose above 94°C.	Continue the work at speed 2 or wait for the tool to cool down.	User
	The tool was at speed 2 and its temperature rose above 97°C.	Continue the work at speed 1 or wait for the tool to cool down.	User
<b>The tool will not change to speed 3.</b>	The tool has reached its temperature limit.	Continue the work at speed 2 or wait for the tool to cool down.	User
<b>The tool will not change to speed 2.</b>	The tool has reached its temperature limit.	Continue the work at speed 1 or wait for the tool to cool down.	User
<b>The tool stops during use.</b>	The trigger no longer works.	Change the trigger.	PELENC authorised dealer
	The tool is inactive for more than 5 minutes.	Switch the tool on again.	User
	The tool has reached its temperature limit.	Give the tool time to cool.	User
	The battery is flat.	Recharge the battery (if less than 10% charged).	User
	The tool experienced an electrical power surge	Have the tool and battery inspected.	PELENC Authorised dealer
<b>The too makes an unusual noise or vibrates abnormally.</b>	Trimmer blade is dirty/clogged	Check the condition of the trimmer blade If necessary, clean the trimmer blade	User
	Trimmer blade is damaged	Check the condition of the trimmer blade If necessary: change the trimmer blade	User

## 8. STORAGE AND TRANSPORT

### 8.1. STORAGE

1. Switch off the tool. See 5.5. Stopping the tool, page 18.
2. Disconnect the battery. See 4.3. Disconnecting the E battery from the tool, page 15.
3. If stored at the end of the day, carry out daily maintenance operations.
4. Fit the trimmer blade protection guard
5. Store the tool in a safe place, out of reach of children and unauthorized persons.
6. When storing the battery, refer to the battery's operating instruction manual.

### 8.2. PROLONGED STORAGE

#### **Important**

Read the battery instruction manuals carefully, they contain important information regarding their use, charging, maintenance and storage.

#### **Important**

- In the case of prolonged storage, sharpen and lubricate the tool blade. See 6. Maintenance, page 22.
- Always store the tool with the reduction gears greased.
- Always store the tool clean and make sure the battery is adequately charged (refer to the battery operating instructions).
- The Electric hedge trimmer Helion E must be stored away from heat, dust and humidity at an ambient temperature of between 10°C and 35°C.
- The tool and the battery must be stored in their original packaging, in a dry place and out of the reach of children.
- When storing batteries, follow the storage instructions in their instruction manual.

### 8.3. TRANSPORT

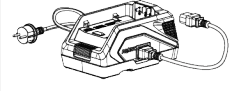
- Switch off the tool. See 5.5. Stopping the tool, page 18.
- Disconnect the battery. See 4.3. Disconnecting the E battery from the tool, page 15.
- Fit the trimmer blade protection guard
- Ensure that the tool and battery are packed and properly secured in the transport vehicle.

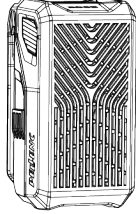
## 9. ACCESSORIES AND CONSUMABLES

### 9.1. ACCESSORIES INCLUDED

For a list of accessories included with the tool, see 4.1. Package contents, page 14.

### 9.2. OPTIONAL ACCESSORIES

Designation	
6 Ah battery charger	 57_24_037

Designation	
200 E battery	 57_24_031

### 9.3. CONSUMABLES

Designation	Part number
PELLENC 400g Grease cartridge	115174
PELLENC cleaning spray	121633
Grease gun	68518

## 10. WARRANTIES

### 10.1. GENERAL WARRANTIES

#### 10.1.1. STATUTORY WARRANTY

##### 10.1.1.1. LATENT DEFECTS WARRANTY

Apart from the commercial warranty provided for under Article II, Article 1641 of the French Civil Code states that "the seller is bound to a warranty on account of latent defects of the object sold which render it unfit for the use for which it was intended, or which would impair said use to the extent that the buyer would not have acquired it, or would only have paid a lesser price for it, had he/she known of them".

Article 1648 of the French Civil Code "The action resulting from latent defects must be brought by the purchaser within two years after the discovery of the defect."

##### 10.1.1.2. LEGAL GUARANTEE OF CONFORMITY

Article L.217-4 of the French Consumer Code "The seller delivers goods in compliance with the contract and is liable for defects of conformity existing upon delivery.

The seller is also liable for any lack of conformity resulting from the packaging, assembly or installation instructions whenever its contractual liability is engaged in this regard or the latter are carried out under its responsibility.

Article L.217-5 of the French Consumer Code "Goods are compliant with the contract":

1. If they are fit for the purpose normally expected of similar goods and, where applicable:
  - If they correspond to the description given by the seller and possess the qualities that were presented to the buyer in the form of a sample or model;
  - If they possess the qualities that a buyer can reasonably expect given the public statements made by the seller, the producer or its representative, especially in advertising or labelling;
2. Or if it has the characteristics defined by mutual agreement between the parties or be suitable for any special use sought by the buyer, brought to the attention of the seller and accepted by the latter.

Article L.217-12 of the French Consumer Code "legal action resulting from lack of conformity lapses two years after delivery of the goods".

## **10.1.2. PELENC COMMERCIAL WARRANTY**

### **10.1.2.1. CONTENTS**

#### **10.1.2.1.1. GENERAL INFORMATION**

In addition to legal warranties, client users benefit from the commercial warranty on PELENC products covering the exchange and replacement of parts recognised as being out of order, due to machining defects, assembly defects or material defects, whatever the cause.

The warranty forms an inseparable whole with the product sold by PELENC.

#### **10.1.2.1.2. SPARE PARTS**

The commercial warranty also covers PELENC original spare parts, excluding labour and to the exclusion of certain parts of each product provided at delivery.

### **10.1.2.2. DURATION OF WARRANTY**

#### **10.1.2.2.1. GENERAL INFORMATION**

PELENC products are guaranteed under the commercial warranty as from delivery to the customer for a period of two (2) years for products connected to a PELENC battery, and for a period of one (1) year for other PELENC products.

#### **10.1.2.2.2. SPARE PARTS**

PELENC replacement parts replaced under the product warranty are guaranteed under the commercial warranty as from delivery of the PELENC product to the customer user for a period of two (2) years for products connected to a PELENC battery, and for a period of one (1) year for other PELENC products.

In the case of products connected to a PELENC battery, parts that are replaced under the product warranty after the 12th month of use, are covered for a period of one (1) year.

#### **10.1.2.2.3. WARRANTY EXCLUSIONS**

Products that have been subject to abnormal use, or that have been used under conditions and for purposes other than those for which they were manufactured, are excluded from the commercial warranty, especially in the case of non-compliance with the conditions stipulated in this user manual.

Nor does it apply in the event of impact, dropping, negligence, lack of supervision or maintenance or if the product has been transformed. Products that have been altered, transformed or modified by the user customer are also excluded from the warranty.

Wear parts and/or consumables are not covered by the warranty.

### **10.1.2.3. IMPLEMENTATION OF THE COMMERCIAL WARRANTY**

#### **10.1.2.3.1. PRODUCT COMMISSIONING AND COMMISSIONING DECLARATION**

No later than eight days after delivery of the goods to the user customer, the DISTRIBUTOR undertakes to complete the computerised commissioning declaration form in order to activate the latter on the website [www.pellenc.com](http://www.pellenc.com), under the heading "Extranet Access" in the "Pellenc Extranet Service" menu, using the identifier previously issued by PELLENC.

Failing that, commissioning declaration will not be effective and implementation of the PELLENC commercial warranty will not occur. As a consequence thereof, the DISTRIBUTOR must ensure the financial burden of its intervention under the warranty without being able to pass on the cost to the client user.

The DISTRIBUTOR also undertakes to complete the warranty card or the certificate of warranty and commissioning for self-propelled equipment provided with the product after having the user customer sign and date it.

### **10.1.3. PAID AFTER-SALES SERVICE**

#### **10.1.3.1. GENERAL INFORMATION**

Malfunctions, breakdowns, breakages resulting from misuse, negligence or improper maintenance by the user customer, as well as malfunctions resulting from the normal wear of the product, are subject to the payment of the after-sales service, even during the period of the legal and commercial warranty. After-sales service repairs that fall outside of the legal and commercial warranty also include maintenance, adjustments, diagnostics of all types, and cleaning, without the present list being exhaustive.

#### **10.1.3.2. WEAR PARTS AND CONSUMABLES**

Wear parts and consumables also fall within the after-sales service.

#### **10.1.3.3. SPARE PARTS**

Paid after-sales service also covers PELLENC original spare parts, excluding labour and outside the legal and commercial warranty period.

In case of replacement of original PELLENC spare parts in the context of after-sales service, said latter are covered by a warranty of one year as from the installation date.



**11. STATEMENT OF COMPLIANCE**

**11.1. CE STATEMENT OF COMPLIANCE: HELION E**

MANUFACTURER / PERSON AUTHORISED TO COMPILE THE TECHNICAL FILE	PELENC
ADDRESS	Quartier Notre-Dame - 84120 Pertuis (France)

We hereby declare that the machine designated below:

GENERIC DENOMINATION	ELECTRIC HEDGE TRIMMER		
FUNCTION	ELECTRIC BATTERY POWERED HEDGE TRIMMER INTENDED FOR TRIMMING BUSHES / HEDGES		
COMMERCIAL NAME	HELION E		
TYPE	HELION E		
MODEL	HELION E		
SERIAL NO.	54Z00001 - 54Z49999	54A00001 - 54A49999	54B00001 - 54B49999

This declaration of conformity is issued under the sole responsibility of the manufacturer.

The object of the declaration described above complies with the relevant Union harmonisation legislation:

- Directive 2006/42/EC
  - EN 62841-1:2015 + A11:2022
  - EN 62841-4-2:2019+A1:2022+A11:2022
- Directive 2014/30/EU
  - EN IEC 55014-1:2021
  - EN IEC 55014-2:2021
- Directive 2012/19/EU
- Directive 2000/14/EU
  - EN ISO 3744:2010
  - ISO 11094:1991
- Directive 2011/65/EU
- Regulation (REACH) No 1907/2006

**Sound level at the maximum operating rating**

MODEL	HELION E
Measured sound power according to Directive 2000/14 /EC	L <sub>WA</sub> = 90,4 dB (A)
Guaranteed sound power according to Directive 2000/14 /EC	L <sub>WA,d</sub> = 91 dB (A)

The measured sound level and the guaranteed sound power level were measured according to a procedure compliant with Directive 2000/14 / EC Annex V.

Signed for and on behalf of:

Simon BARBEAU

CEO



PERTUIS, date: 1.6.2025

**11.2. UK DECLARATION OF CONFORMITY <sup>UK</sup>CA : HELION E**

MANUFACTURER / ENTITY AUTHORIZED TO COMPILE THE TECHNICAL FILE	PELENC
ADDRESS	Quartier Notre-Dame - 84120 Pertuis (France)

We hereby declare that the machine referred to below as:

GENERIC DENOMINATION	ELECTRIC HEDGE TRIMMER		
FUNCTION	ELECTRIC BATTERY POWERED HEDGE TRIMMER INTENDED FOR TRIMMING BUSHES / HEDGES		
COMMERCIAL NAME	HELION E		
TYPE	HELION E		
MODEL	HELION E		
SERIAL NO.	54Z00001 - 54Z49999	54A00001 - 54A49999	54B00001 - 54B49999

This declaration of conformity is issued under the sole responsibility of the manufacturer.

The object of the declaration described above is in conformity with the relevant statutory requirements:

- S.I. 2008 No. 1597 "Machinery"
  - EN 62841-1:2015 + A11:2022
  - EN 62841-4-2:2019+A1:2022+A11:2022
- S.I. 2021 No. 904 UK REACH Regulation
- S.I. 2016 No. 1091 Electromagnetic Compatibility Regulations
  - EN IEC 55014-1:2021
  - EN IEC 55014-2:2021
- S.I. 2012 No. 3032 RoHS

**Sound level at the maximum operating rating**

MODEL	HELION E
Measured sound power	L <sub>WA</sub> = 90,4 dB (A)
Guaranteed sound power	L <sub>WA,d</sub> = 91 dB (A)

The measured sound level and the guaranteed sound power level were measured according to a procedure compliant with S.I. 2001 No. 1701 "Outdoor noise".

Signed by and on behalf of :

Simon BARBEAU  
CHIEF EXECUTIVE OFFICER



SIGNED IN PERTUIS, 06/01/2025



# **PELENC**

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

PELENC  
Quartier Notre Dame - 84120 Pertuis (France)

