

## **The Basics: Still have some questions? We've got it covered**



### **General Information**

-What mobile operating systems are compatible with the Bluesmart suitcase?

The Bluesmart suitcase works on both iOS (8.0 and up) and Android (4.4 and up) devices that support BLE (Bluetooth Low Energy). At this time, we will not be supporting other mobile operating systems.

Need to download the app? Click here: <http://bluesmart.com/app>

-What size laptop can fit in the laptop compartment?

The Bluesmart suitcase includes a quick access laptop compartment that accommodates up to a 15" laptop. The compartment also has a separate pocket for tablets as well.

-What countries does Bluesmart operate in?

Bluesmart works everywhere in the world!

-Is my data private and secure? (Privacy Policy)

By using our website, purchasing our suitcase, or using our App, you consent to the collection and use of information by us in accordance with the terms of this Privacy Policy. If we decide to change our Privacy Policy, we will post those changes on our website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

Please feel free to review our Privacy Policy.

-Authorized Retailers

\*Available at store only

\*\* Online and available at store

US

Amazon

Ambassador Luggage \*

b8ta \*

Bags & Baggage \*

Boeing \*

Dean Leather (NY) \*

eBags

Fab

Fancy

IndieGoGo

Kaehler

InMotion

Mitsosa \*

MoMA Store \*\*

Mosafer \*\*

Specialty Luggage \*

Sharon Luggage \*

Nordics

Coolstuff (Denmark)

Coolstuff (Finland)

Coolstuff (Sweden)

NetOnNet (Norway)

NetOnNet (Sweden)

Media Markt (Sweden) \*

Teknikmagasinet (Sweden)

Teknikmagasinet (Norway)

Bag.no (Norway)

Teknikmagasinet (Finland)

Verkkokauppa (Finland)

Germany

Cyberport

Coolstuff

Radbag  
Media Markt

UK  
Selfridges \*\*  
Very  
Firebox  
Rac Shop  
Curry's \*\*

Switzerland  
Galaxus  
Data Quest

Austria  
RadBag

Holland  
Cool Blue  
TravelBags.nl

Spain  
K-Tuin \*  
Golden Mac  
Crystal Media \*

Italy  
Troppotogo

France  
Cadeaux Folies

China  
JD.com

Australia  
Strandbags \*

Mexico  
Liverpool \*

-Warranty Policy

The warranty protects against defects in the material and workmanship of any electronic and non-electronic components under normal use for a period of two years from the date of retail purchase ([Warranty & Return Policy](#)).

-Contact us

Please feel free to contact us if you have any additional questions!

Email us at [support@bluesmart.com](mailto:support@bluesmart.com), or give us a call at +1 888-313-9677

For other inquiries, please click [here](#).

### Flight compliance: Are you ready to take flight?

-Airline suitcase size regulations

Our Bluesmart suitcases meet cabin limits for the majority of US and international airlines. The dimensions of the Bluesmart suitcase are:

- Height: 22 inches/ 55,88 cm
- Width: 14 inches/ 35,56 cm
- Depth: 9 inches/ 22,86 cm



You can find a list of cabin regulations of different airlines [here](#).

-Airport Security (TSA) & Flight Regulations






We have done our due diligence to make sure the Bluesmart suitcase complies with travel industry standards. Bluesmart suitcases use a 37 watt Lithium-ion battery, which is well within the FAA regulations on batteries. The Transportation Security Administration (TSA) follows the same rules under the FAA. Our travelers have flown throughout the world with our luggage and have not experienced issues with security.

As body scans, metal detectors and random bag checks are part of a standard security practice in airports, you may be asked to open your suitcase. All you need to do is open it via the Bluesmart app or let TSA know they hold a master key and point out the logo on the TSA approved smart-lock.

We are always working to build awareness and industry alliances to help educate security personnel about our product. If further questioned about the built-in battery, there should be a battery sticker at the bottom of your suitcase that shows all the specs.

-Flight Regulations

The Bluesmart Carry-On uses a 37 Watt-hour Lithium-ion battery (10,400 mAh and 3.8V), which is well below the FAA threshold of 100 Watt-hours. Furthermore, the battery in the Bluesmart suitcase is not removable and considered "in equipment." This means that there is no problem with either carrying on or checking in. The regulations most relevant to Bluesmart can be found [here](#).

<b>Type of Battery</b> There is no limit to the number of batteries or devices carried for personal use unless specified below.	<b>Allowed in <u>carry-on</u> baggage?</b> 		<b>Allowed in <u>checked</u> baggage?</b> 	
	In equipment <sup>1</sup>	Spares	In equipment	Spares
Dry alkaline batteries 	<b>YES</b>	<b>YES</b> When protected from damage and short circuit	<b>YES</b>	<b>YES</b> When protected from damage and short circuit
Dry rechargeable – Nickel Metal Hydride (NiMH), Nickel Cadmium (NiCad), etc.  For lithium ion, see below.	<b>YES</b>	<b>YES</b> When protected from damage and short circuit	<b>YES</b>	<b>YES</b> When protected from damage and short circuit
Lithium ion (rechargeable lithium, lithium polymer, LIPO) as used in small consumer electronics, such as cell phones, tablets, tools, cameras, PDAs, and laptops. Limited to 100 watt hours <sup>2</sup> or less per battery. 	<b>YES</b>	<b>YES</b> When protected from damage and short circuit	<b>YES</b>	<b>NO</b>

**Ordering: Want to track your order? Got shipping or billing questions? We're here to help.**



**Placing an order: What to know when placing your order**

-Shipping destinations

THE AMERICAS

- US Continental
- Canada
- Argentina
- Mexico

EUROPE

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland

- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands

- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom

#### ASIA

- Hong Kong
- Saudi Arabia
- Singapore
- Taiwan
- United Arab Emirates

#### OCEANIA

- Australia

-Can I ship my Bluesmart suitcase to a different country than my billing address?

Yes! We can ship your Bluesmart suitcase to another address, as long as the shipping country is in the dropdown list. Please note that you may be redirected to the Bluesmart website of the shipping country, and items in the shopping cart may be lost when redirected.

-What payment methods can I use?

We accept most major credit cards such as Visa®, MasterCard®, Discover®, and American Express®. We also accept payments through PayPal. All credit card information you provide to our server is fully encrypted and secure.

-What I need to know about potential customs charges?

United States and European Union Shipments: There will be no additional customs or tax charges for shipments made to the US and EU countries.

Other International Shipments: For all other countries, additional taxes or import fees may apply as your order will be shipped DDU (Delivered Duties Unpaid). Duties and taxes are calculated and charged by customs officials in your country. As such, they are beyond our control. As the importer of record, you are responsible for duties, taxes, and any other charges that your country chooses to impose for the import.

## **Shipping**

-How-to: Track my order?

To track your order, please click [here](#) and enter your order number and e-mail address.

Once your order has been shipped, you will be provided with tracking details so that you know exactly when your suitcase will arrive!

-How-to: Request a return?

Bluesmart will accept returns on any product purchased directly from Bluesmart or through Bluesmart's Indiegogo campaign within 100 days of the delivery date, provided the product does not show noticeable signs of use. For all returns accepted by Bluesmart, you will receive a refund based on your original form of payment.

To return an item, you must first request a return authorization by emailing us at [support@bluesmart.com](mailto:support@bluesmart.com). To be eligible for a return, your item must be in the same condition that you received it, it must also be safely packaged in a box. We will not refund or exchange any product that is not in a box, that is damaged or missing parts for reasons not due to our error.

To process your return, we require a receipt or proof of purchase. If your return authorization is approved, Bluesmart will provide you a shipping label for the purpose of returning the Bluesmart product, provided your shipping address is located within the Continental United States (excluding Alaska, Hawaii and U.S. Territories and outlying areas). If you are located outside of the Continental United States, you are responsible for returning the product to Bluesmart, as well as any associated costs.

Bluesmart reserves the right to deny refunds for a returned item that does not comply with this policy, or if the product has been tampered with in any way.

If you need any assistance or have questions about our return policy, you can contact us by emailing us at [support@bluesmart.com](mailto:support@bluesmart.com)

## **Referral Program: Did somebody say discount?**

-Refer a friend

Once you place an order for your Bluesmart suitcase, you can share the product with your friends and family! For every friend that orders a Bluesmart suitcase from your personal link, you get a \$40 refund and they get a \$40 discount.

To claim your personalized referral link, visit <http://bluesmart.referralcandy.com/>.

## **Using My Suitcase: Received your Bluesmart? Here are some tips for getting started!**



### **Getting started**

#### **-Quick Start Guide**

Charge your suitcase

Connect your Bluesmart suitcase to an outlet using the provided micro USB cable and a 5V-2.1A adapter. Be sure to charge your suitcase for a minimum of 4 hours before first use.

-Firmware 1.0: The top LED will blink white while charging and turn solid green once the battery is fully charged.

-Firmware 2.0: The top LED will be solid blue while charging and turn solid green once the battery is fully charged.

Download the app

The Bluesmart app currently works with both iOS and Android devices that support BLE (Bluetooth Low Energy).



Need to download the app? Click here: <http://bluesmart.com/app>

Create your Bluesmart account

1. To begin the sign up process, introduce your name in the blank. When finished tap NEXT.

VIRGIN 4:21 PM 22%

×

⌛

Introduce your name

Matias Gallipoli

By signing up, I agree to Bluesmart's [Terms of Service](#) and [Privacy Policy](#)

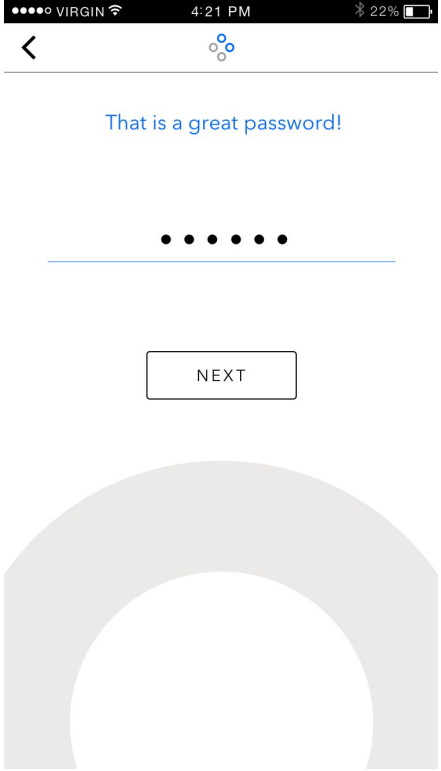
NEXT

q w e r t y u i o p  
a s d f g h j k l  
↑ z x c v b n m ↵  
123 😊 🗣️ space return

2. Now register the e-mail address you will be using to sign in to your account.



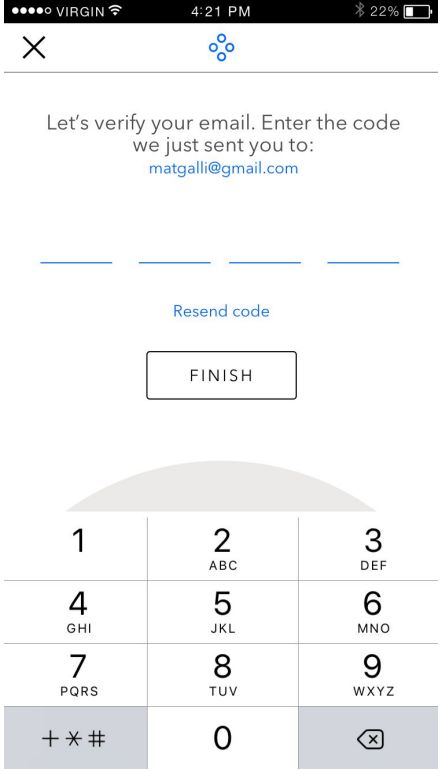
3. Next, select a password.  
Your password must be at least  
6 characters.



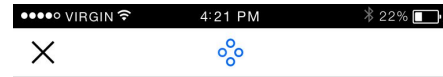
4. Make sure to register a phone number to your account.

The screenshot shows a mobile app interface for phone number registration. At the top, the status bar displays 'VIRGIN', signal strength, time '4:21 PM', and battery level '22%'. Below the status bar is a navigation bar with a back arrow and a logo. The main text reads 'Finally, your phone number for secure technical support.' Below this is a text input field containing '+1' in a dropdown menu and the number '11 4254 8976'. Underneath the input field is the text '(Optional)' and a 'NEXT' button. At the bottom is a numeric keypad with a semi-circular shadow above it. The keypad has a 3x3 grid of buttons: 1, 2 (ABC), 3 (DEF); 4 (GHI), 5 (JKL), 6 (MNO); 7 (PQRS), 8 (TUV), 9 (WXYZ); and a bottom row with '+ \* #', '0', and a delete button (X).

5. To finish setting up your account, you will receive a confirmation email with a verification code. Verify your account by entering the code and tapping FINISH



6. You've signed up successfully!



Hi, Matias!

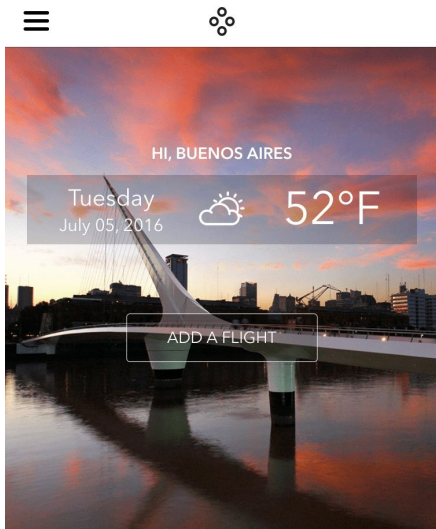


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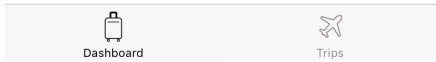
Register your suitcase

It's time to register your suitcase to your Bluesmart Account!

Select REGISTER A SUITCASE on the main menu.



REGISTER A SUITCASE



Make sure you are registering your suitcase to the right email address before you continue.



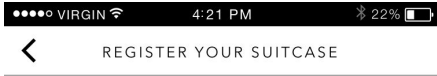
## Let's get started

Your suitcase will be linked to  
[matgalli@gmail.com](mailto:matgalli@gmail.com)



CONTINUE

Don't forget to turn on the Bluetooth  
on your phone.



Turn on Bluetooth  
on your phone



Activate the Bluetooth in your suitcase  
by pressing the black button located on the  
back of your suitcase.



## Searching

Make sure the bluetooth in your bag is on by pressing the back button.



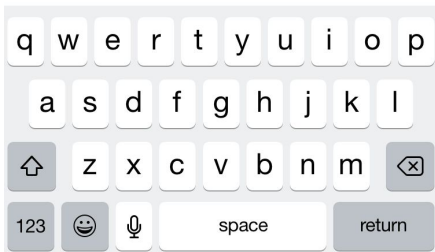
Personalize your suitcase by giving it a name.

## Name your suitcase

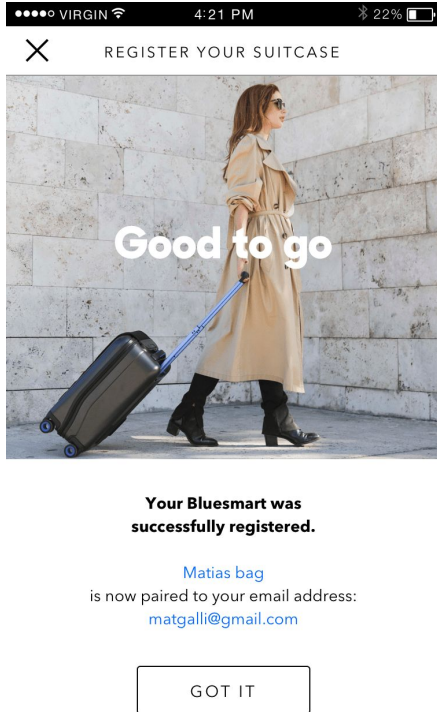
So it's easier to identify

Matias' bag

CONTINUE



You're all set and ready to fly!



## -Charging your suitcase

1. The USB cable is located inside your suitcase (make sure to check the pockets!)



2. Lift the trolley handle to locate the micro USB port on the back of your suitcase.



3. Plug in the micro USB cable.



-Charging your mobile devices

Locate the back USB port by lifting the trolley handle:



Front USB port is located in the front laptop compartment (Bluesmart ONE model only)

NOTE: While your suitcase itself is charging, you will not be able to charge other devices. To charge your phone or tablet, you need to make sure that your suitcase is unplugged and has a battery level over 20%.

## -Front LED Behavior

Bluesmart One (Firmware 1.0):

Pulsing white light: Suitcase is searching for Bluetooth devices (ready to pair with mobile device).

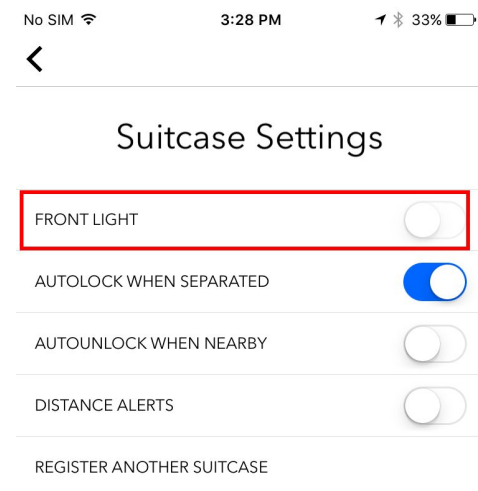
Pulsing blue light: Suitcase Bluetooth connection established (paired to mobile device).

Black Edition & Bluesmart One (Firmware 2.0)

Pulsing white light: Suitcase is searching for Bluetooth devices (ready to pair with mobile device).

Solid white light: Suitcase Bluetooth connection established (paired to mobile device).

Quick tip: You have the option to turn ON/FF the front LED light in the Bluesmart app settings.



## -Top LED Behavior

Bluesmart One

(Firmware 1.0)

Solid green light: Battery fully charged.

Double white blink: Battery charging.

Double green blink: Battery less than 20%

Single blue blink: Suitcase has been locked.

Single yellow blink: Suitcase has been unlocked.

(Firmware 2.0)

Solid green light: Battery fully charged.

Solid blue light: Battery charging.

Pulsing blue light: Battery low.

Single blue blink: Suitcase has been locked/unlocked.

Bluesmart Black Edition

Solid green light: Battery fully charged.

Solid white light: Battery charging.

Pulsing orange light: Battery low.

Single white blink: Suitcase has been locked.

Double white blink: Suitcase has been unlocked.

Quick tip: Hitting the black button on the back of the suitcase while the top LED is pulsing orange (battery low) will stop the light from flashing.

-When is the Bluesmart suitcase OFF

There are a few scenarios in which your Bluesmart suitcase will be OFF, and they are the following:

**Auto-Sleep**

To conserve battery while traveling, your Bluesmart suitcase will automatically go to sleep if it's disconnected from your phone for 2 hours or more. Even though your suitcase is in sleep mode, it will still be emitting GPS signals so that you can track it using the Location Tracking feature. However, the other smart features will be temporarily disabled until you press the Bluetooth button (black button underneath the trolley handle) and pair your suitcase to your phone,

Side note: Updating your suitcase's firmware will improve the Auto-Sleep functionality.

Related article: [How-to: Update my suitcase's firmware \(iOS\)](#)

### Turn Off

When your suitcase is not in use, we recommend that you turn it OFF before you store it away. This is done by tapping on TURN OFF YOUR SUITCASE under the main menu of the Bluesmart app. By doing so, you will save your suitcase's battery life. To turn your suitcase back ON, just awaken it by pressing the Bluetooth button (black button underneath the trolley handle).

Side note: While your suitcase is turned OFF, the Location Tracking and other smart features will be disabled since the case is not in use. Please be sure to charge your suitcase overnight before an upcoming trip.

### Airplane Mode

In order to comply with flight regulations, your Bluesmart suitcase will automatically set itself in airplane mode. By doing so, the location tracking feature will temporarily be disabled during your flight. Not to worry, the location tracking feature will automatically be enabled as soon as you land, allowing you to locate your suitcase upon arrival to your destination.

Side Note: If for any reason you need to check-in your suitcase and it gets lost, you'll be able to track it once the plane it is in lands.

### Force Reset

If your suitcase is not responding and unable to connect to your phone via Bluetooth, you are advised to force reset it as a last resort. This is done through the reset switch located in the inner-lining of your suitcase.

Related article: [How-to Force reset my suitcase](#)