HYPER STRONG

www.hyperstrong.com

HYPER STRONG

Product Features

Inherently Safe

AI intelligent early warning

Comprehensive three-dimensional fire protection with multiple safeguards: detection, prevention, venting, and extinguishing

Smart and Efficient

High-efficiency energy conversion, maximum efficiency 91%

Plug and play, side-by-side installation, up to 20 units in parallel

Reserved for various handling and installation interfaces, efficient deployment

Long-lasting Service

Using Darwin's self-evolving algorithm, system temperature difference ≤ 3°C, performance life >12 years

Fearless of extreme environments such as severe cold, high salt spray, high temperature, high wind and sand

Smart Operation

Web/APP real-time monitoring, AI algorithm optimization strategy, expanding profit

Near-field, remote wireless control, one-click upgrade, fingertip scheduling, remote O&M

Commercial & industrial, micro gird

Data center

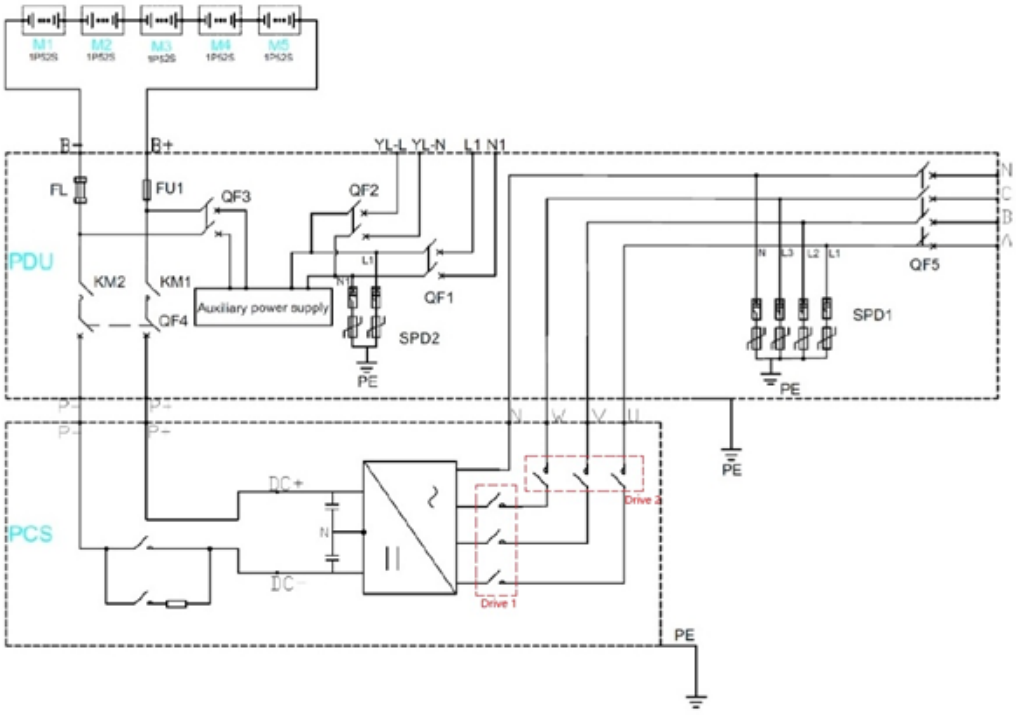
Frequency regulation and peak shaving

HYPERCUBEC&I II

LIQUID-COOLING OUTDOOR CABINET

Model	HSL2C2912-0232-AU
DC Side	
Battery Type	LFP-280Ah
Configuration	1P260S
Rated Energy (kWh)	232.9
Rated Voltage (V_{dc})	832
Operating Voltage Range (V_{dc})	754-923 (adjustable by DOD range)
AC Side	
Rated AC Power (kVA)	115
Rated AC Voltage (V_{ac})	380（±15%）
AC Voltage Range (V_{ac})	380Vac ~ 400Vac
Power Factor	-1~+1
Rated Frequency (Hz)	50/60
Maximum Efficiency	91%
General Parameters	
Dimensions (W*D*H)	1030*1350*2400mm (±5mm)
Weight (kg)	≤ 2600±30
IP Rating	Battery room-IP55, Cabinet-IP54, Pack-IP67
Operating Humidity	0~95% (non-condensing)
Operating Temperature	-25℃~55℃ (>45℃ derating)
Altitude (m)	< 4000 (>2000m derating)
Communication Interface	CAN/Ethernet/RS485
Cooling Method	Smart Liquid Cooling (Battery) / Smart Air Cooling (PCS)
Fire Suppression System	Temperature sensing, smoke sensing, combustible gas detection, cabin level aerosols, ventilation system, water fire protection
Rated Output Apparent Power (VA)	115kVA
Rated Output current (A)	167A
Startup Input Voltage (V)	230/400,3P4W+PE
Max Short-circuit current (A)	25kA
Overvoltage Category for all available ports	III
Inverter topology	Non-isolated
Protective Class	C4
Certifications	AS3000、AS4777.2、IEC 61000、IEC 60730、IEC 62040、IEC 62477、IEC 62619、IEC 63056、UN38.3

Method of Active Anti-Islanding	Frequency Shift By injecting specific reactive power, the f requency at the grid port is detected. Under normal conditions, the frequency at the PCS port remains unchanged. However, in the event of an islanding condition, the frequency at the PCS port gradually deviates from the rated frequency. When the frequency deviation exceeds the set threshold, it is considered that an islanding event has occurred.



Suitable extinguishing equipment

1）Large quantities of water: The most effective and preferred fire extinguishing agent. Use the largest possible water flow and velocity to cool the area, suppress the spread of thermal runaway, and prevent reignition.

2）Carbon dioxide (CO_2): Can be used to extinguish open flames caused by flammable solvents such as electrolyte on the exterior or surrounding area of the battery. Note: CO_2 has limited cooling effect on the interior of the battery cell and cannot effectively prevent thermal runaway, posing a high risk of reignition.

3）Dry powder fire extinguishers (ABC, BC, or D-class): Can be used to extinguish open flames on the exterior or surrounding area of the battery. Similar to CO_2, dry powder has almost no cooling effect on the interior of the battery cell and cannot effectively prevent thermal runaway, posing a high risk of reignition.

4）Restrict the use of gas extinguishing agents (including thermal aerosols, clean gases, etc.): These extinguishing agents primarily extinguish surface flames through chemical suffocation. They cannot provide the necessary cooling for battery cells experiencing thermal runaway, and therefore cannot prevent thermal runaway chain reactions. After the fire is extinguished, the heat accumulated inside the battery pack is highly likely to cause reignition. Such systems should only be used to control initial external fires or protect surrounding equipment and must never be relied upon as the primary or sole means of extinguishing deep-seated fires in lithium-ion batteries.

5）Avoid using small amounts of water: Small water streams may react with exposed highly reactive lithium metal (from the negative electrode), producing hydrogen gas, which poses a potential risk of exacerbating the fire or causing an explosion. Large amounts of water must be used for flooding cooling.

Specific hazards arising from the chemical

（1）Classification of substances or mixtures

1）Physical hazards:

Flammable solids (Category 1, H228)

Substances and mixtures which, in contact with water, emit flammable gases (Category 1, H260) - (if the battery casing is broken and the internal lithium metal is exposed)

2）Health Hazards:

Acute toxicity, inhalation (Category 2, H330) - (due to gases produced by thermal decomposition/combustion)

Skin corrosion/irritation (Category 1B, H314) - (due to electrolyte leakage and thermal decomposition aerosols)

Serious eye damage/eye irritation (Category 1, H318) - (due to electrolyte leakage and pyrolysis aerosols)

Specific target organ toxicity - single exposure (Category 3, respiratory tract irritation, H335) - (due to gases and particles produced by pyrolysis/combustion)

3）Environmental hazards:

Harmful to the aquatic environment - Acute hazard (Category 1, H400) - (Due to leakage of metal ions, organic solvents, etc.)

Harmful to the aquatic environment - Chronic hazard (Category 1, H410) - (Due to leakage of metal ions, organic solvents, etc.)

（2）Label Elements

1）Pictograms:

 (Skull and Crossbones - Acute Toxicity)

 (Corrosion - Skin Corrosion/Eye Damage)

 (Flame - Flammability)

 (Environment - Harmful to the Environment)

2）Signal word: Danger

3）Hazard statements (H-statements):

H228: Flammable solid.

H260: Contact with water liberates flammable gas.

H330: Fatal if inhaled.

H314: Causes severe skin burns and eye damage.

H318: Causes serious eye damage.

H335: May cause respiratory irritation.

H400: Very toxic to aquatic life.

H410: Very toxic to aquatic life with long-lasting effects.

4）Precautionary Statements (P-statements):

P210: Keep away from heat/sparks/open flames/hot surfaces. No smoking.

P231+P232: Operate under an inert gas atmosphere. Keep dry.

P260: Do not inhale dust/smoke/gas/fumes/vapors/sprays.

P280: Wear protective gloves/protective clothing/eye protection/respiratory protection.

P301+P330+P331: If swallowed: Rinse mouth. Do not induce vomiting.

P303+P361+P353: If on skin (or hair): Remove all contaminated clothing immediately. Rinse skin with water/shower.

P304+P340: If inhaled: Move the person to fresh air and keep them in a comfortable position for breathing.

P305+P351+P338: If in eyes: Rinse cautiously with water for several minutes. If wearing contact lenses and they can be easily removed, remove them. Continue rinsing.

P370+P378: In case of fire: Use [...] to extinguish.

P391: Collect spilled material.

P405: Store in a locked area.

P501: Dispose of contents/container at an approved waste disposal facility.

（3）Other Hazards

1）Thermal decomposition and combustion products: Under normal temperatures, intact batteries are stable. However, in cases of thermal runaway caused by thermal abuse, mechanical abuse, or electrical abuse (such as overheating, crushing, puncturing, short-circuiting, or overcharging), batteries may undergo violent exothermic reactions, potentially leading to jet fires, explosions, and the release of complex and highly toxic gas and smoke mixtures, including but not limited to:

Hydrogen fluoride (HF): A highly toxic, corrosive colorless gas that can cause severe respiratory damage, deep burns to the skin and eyes, and may be accompanied by delayed symptoms.

Carbon monoxide (CO): A colorless, odorless asphyxiant that binds to hemoglobin, causing tissue hypoxia.

Hydrogen cyanide (HCN): A highly toxic asphyxiant that rapidly inhibits cellular respiration.

Carbon dioxide (CO_2): Can cause asphyxiation at high concentrations.

Hydrocarbons such as methane (CH_4) and ethane (C_2H_6): Flammable gases that increase the risk of explosion.

Phosphorus fluoride compounds (e.g., POF_3): Highly irritating and corrosive.

Various organic volatile compounds (VOCs) from the decomposition of electrolyte solvents (e.g., DMC, EC, EMC).

Metal oxide particles (containing cobalt, nickel, manganese, etc.): Irritating to

the respiratory tract and potentially toxic.

2）Thermal runaway risk: Thermal runaway in a single cell can rapidly spread to adjacent cells, making it extremely difficult to extinguish, and there is a risk of prolonged reignition (hours or even days) even after the fire has been extinguished.

3）High-voltage hazard: The battery system carries high voltage when charged, posing an electric shock risk. Fire may damage insulation, increasing the risk.

4）Reaction with water: If the battery casing ruptures, the lithium metal inside (at the negative electrode) will react violently with water, producing flammable hydrogen gas (H_2) and heat, potentially causing an explosion.

Special protective equipment and precautions for firefighters

（1）Personal Protective Equipment (PPE)

Firefighters responding to fires involving energy storage systems must be equipped with protective gear that exceeds the requirements for conventional fires.

1）Respiratory protection (most critical):

Positive-pressure self-contained breathing apparatus (SCBA): Must be worn at all times until completely out of the contaminated area and decontamination is complete. Filter-type gas masks must not be used, as they cannot filter all toxic gases (e.g., HF, CO).

The SCBA must be maintained at "full pressure" to ensure sufficient air supply for emergencies, such as explosions blocking evacuation routes.

2）Full-body protection:

Chemical protective suits: Airtight or liquid-tight chemical protective suits (meeting EPA Class A or B protection standards) are recommended instead of standard firefighting gear. This is because gases like HF can penetrate or corrode the flame-resistant layers of traditional firefighting gear.

If high-level chemical protective suits are unavailable, wear a full set of firefighting gear (including jacket, pants, helmet, gloves, and fire-resistant hood),

ensuring all seams (e.g., cuffs, pant legs) are properly sealed to minimize skin exposure.

3）Hand and foot protection:

Chemical-resistant gloves: In environments where fire extinguishing agents may be mixed with toxic or corrosive liquids, gloves with an outer layer made of rubber or neoprene and an inner layer made of fire-resistant material are required.

Firefighting boots: Standard firefighting boots are sufficient, but ensure that the pant legs cover the boots to prevent liquid ingress.

4）Other important equipment:

Portable multi-gas detector: Must be capable of real-time detection of flammable gases (LEL), carbon monoxide (CO), oxygen (O_2), hydrogen cyanide (HCN), and hydrogen fluoride (HF). Set alarm thresholds, and evacuate immediately upon activation.

Thermal imaging camera: Used to locate fire sources and overheated batteries, and identify units at risk of thermal runaway.

Remote monitoring devices: If possible, use drones or similar devices for preliminary fire reconnaissance to reduce personnel exposure risks.

（2）Important Notes

1）Pre-incident Preparation and Reconnaissance:

Obtain System Information: Contact the on-site supervisor or manufacturer's technical personnel as much as possible to obtain the layout diagram of the energy storage system, electrical single-line diagram, Safety Data Sheet (SDS), and Emergency Response Manual (if available).

Remote Assessment: Establish a command center at a safe distance (recommended initial isolation distance of at least 25 meters, upwind). Use drones and gas detectors to determine wind direction and assess hazards.

Power Disconnection: Request assistance from the power company to perform remote power disconnection. Do not assume the system is completely de-energized.

Even after power disconnection, high-voltage DC systems remain hazardous.

2）Fire Extinguishing and Cooling Tactics:

Use Large Amounts of Water: The most effective method currently is to use large amounts of water for cooling. The objective is to suppress the spread of thermal runaway, reduce overall temperature, and prevent chain reactions in adjacent battery modules.

Continuous cooling: Due to the extremely high risk of reignition, the battery pack must be cooled continuously for an extended period (possibly several hours or even an entire day). Watering should continue even if no flames or smoke are visible.

Water application method: Use a "rain-like" spray of mist or direct water flow, avoiding direct impact on the batteries with high-pressure water jets to prevent short circuits or structural damage to the batteries.

Ventilation: If the fire is inside a building, after controlling the fire, implement upwind positive pressure ventilation (PPV) to exhaust toxic gases. However, this must be done cautiously to avoid reaching the explosive limit in areas where flammable gases have accumulated.

3）Safe evacuation and monitoring:

Establish safety zones: Clearly demarcate hot zones (contaminated areas), warm zones (decontamination areas), and cold zones (safe areas). All personnel entering hot zones must work in pairs and be monitored by designated personnel.

Continuous gas monitoring: Conduct continuous gas monitoring in hot zones, warm zones, and downwind areas throughout the operation.

Establish evacuation signals: Clearly define emergency evacuation signals and routes in case of gas alarms, structural abnormalities, or signs of an explosion.

4）Post-Incident Procedures:

Thorough Decontamination: All personnel, equipment, and devices must undergo strict decontamination procedures before leaving the warm zone. Use large amounts of water and soap (or specialized acid neutralizers) for rinsing, particularly for

potential HF contamination.

Medical monitoring: All team members involved in the operation should undergo medical examinations, even if asymptomatic, particularly for potential effects of hydrogen fluoride exposure (symptoms may appear delayed).

Continuous monitoring: After the fire is extinguished, personnel should be assigned to continuously monitor the site, using thermal imaging cameras for regular scans to ensure no signs of reignition. Damaged batteries should be treated as hazardous waste.

HyperStrong Limited Factory Warranty

The Purchaser (as well as the Purchaser's customers) shall use and maintain the battery energy storage system in strict accordance with the instruction manuals, other use requirements, and other guiding documents provided by the Seller to avoid damage to the battery products due to abuse in the process of use and to eliminate the occurrence of safety accidents. For the design, installation, commissioning, maintenance, and other operations not involved by the relevant standard.

1. Warrantor

The warrantor is HyperStrong. HyperStrong reserves the right to have the services specified in this HyperStrong Limited Factory Warranty conducted by HyperStrong authorized partners.

2. Warranty eligibility

The persons who are eligible to raise claims under this HyperStrongWarranty are only (i) Purchasers that have purchased the devices themselves and have put them into operation for the first time (herein "Initial Operator") and (ii) Purchasers that have acquired the eligible devices legitimately and with no modifications from the Initial Operator or the Initial Operator’s legal successor(s). The persons eligible under this HyperStrong Warranty are herein referred to as "warranty claimant". Other persons are not authorized to assert claims against HyperStrong under this HyperStrong Limited Factory Warranty unless authorized by the warranty claimant. Assigning and/or transferring these rights to persons other than a warranty claimant is not permitted.

3. Warranty period

For the devices of the Product Types mentioned above, including their standard feature options and factory-built customizations, the warranty claimant receives a Five-Year HyperStrong Limited Factory Warranty from the date the products are received unless a different warranty period has been agreed to between the Warrantor and Purchaser.

If structural or unauthorized changes or unauthorized (attempted) repairs of the device have been made, and HyperStrong has not requested these changes or repairs,

the HyperStrong Limited Factory Warranty will be terminated on the date these structural or unauthorized changes or unauthorized (attempted) repairs were made, regardless of the period mentioned above. If damage has been sustained to any structurally altered or (attempted) repaired devices that were not altered or (attempted) repaired at HyperStrong's request, the costs incurred in order to repair the damages, regardless of whether these structural changes were caused by these damages, are not covered by this HyperStrong Limited Factory Warranty. HyperStrong will inform the warranty claimant in advance about these costs. The repair will be performed depending on the warranty claimant's consent to cover these costs.

4. Warranty coverage

This HyperStrong Limited Factory Warranty covers the costs of defects in workmanship and materials during the warranty period according to these conditions. HyperStrong will, at its own discretion, repair or replace the defective part(s) or the device according to the specific conditions as mentioned below, provided that:

• A trained person properly maintains the equipment according to the published HyperStrong and/or manufacturer maintenance documents including, without limitation, any protocols, regulations, and intervals required therein, (the type label on the device must be completely legible), and;

• The warranty claimant promptly notifies HyperStrong of a device fault or defect as soon as an indication of such a fault or defect occurs, and;

• HyperStrong, through remote diagnosis or inspection, establishes the existence of such a defect covered by this HyperStrong Limited Factory Warranty.

HyperStrong will, at its option, use new and/or equal to new condition parts of original or improved design in the repair or replacement of the warranty claimant's devices.

If a HyperCubeII becomes defective during the warranty period, the device will be (at the discretion of HyperStrong):

• Replaced with a device of equivalent value with regard to product type and age, or

• Repaired on-site by HyperStrong or a service partner appointed by HyperStrong (when HyperStrong reasonably concludes that the geographical area in which the system is operated is deemed too risky to render on-site services, HyperStrong's obligations to render these services for said area are suspended for the period in which such risk is reasonably deemed to exist), or

• repaired at HyperStrong's premises by HyperStrong or a service partner appointed by HyperStrong, or the warranty claimant must accept a replacement device of equivalent value with regard to product type and age even if it has cosmetic defects that do not affect energy production, or safety compliance. HyperStrong will, at its option, use new and/or equal to new condition parts of the original or improved design in the repair or replacement of the warranty claimant's devices.

If HyperStrong decides to replace the device, HyperStrong will at its discretion either send in advance a replacement device or send a replacement device after prepayment of the value of the replacement device and the costs of delivery, or send a replacement device after receipt of the defective device. As required by HyperStrong, the warranty claimant must return the defective device at its own risk in a packaging that is suitable for its transportation to an address defined by HyperStrong that will be located within the same country that the replacement device is shipped from. The costs for removal and replacement of the device, as well as the transportation costs for sending the replacement device and returning the defective device (including, but not limited to, export certifications, inspections, and customs duties) are to be borne entirely by the warranty claimant.

HyperStrong will retain ownership of the replacement device that has been delivered until it receives the defective device.

If HyperStrong has decided to request from the warranty claimant the prepayment of the value of the replacement device before delivery of the replacement device, HyperStrong will refund to the warranty claimant the amount received by the warranty claimant as prepayment of the value of the replacement device once the warranty claimant has returned to HyperStrong the defective device and this defective device does not have any further defects not previously made known to HyperStrong.

If the equipment is to be repaired at HyperStrong's established location, the warranty claimant must disassemble the defective equipment and send it to HyperStrong's established location for repair in packaging suitable for transportation at its own risk. Once the equipment has been repaired at the HyperStrong established location, HyperStrong will return the repaired equipment to the warranty claimant. The cost of dismantling and replacing the Equipment, and the cost of delivering the equipment to HyperStrong's designated location and returning it to the warranty claimant, including, but not limited to, transportation costs, export certifications, inspections, and customs duties, shall be borne entirely by the warranty claimant.

The HyperStrong Limited Warranty does not apply to equipment outside of HyperStrong's scope of supply (including commissioning).

5. Specific requirements regarding operation and preventative maintenance

The following provisions apply to the operation, preventative maintenance and required documentation thereof:

• The HyperStrongLimited Factory Warranty requires that the device is operated within applicable specifications, and maintained per the manufacturer’s maintenance manuals and protocols.

• To determine the validity of the HyperStrong Limited Factory Warranty, HyperStrong reserves the right to request documented proof of true records of proper preventative maintenance before servicing, as well as true records showing the devices have been operated in compliance with their specifications. If a copy of each protocol of the preventive maintenance from the start of the Factory Warranty period is not provided to HyperStrong upon request, the HyperStrong Limited Factory Warranty is void. This also applies should no operational records be provided confirming compliant device operation.

• If remote or on-site diagnostics are performed in response to damage, defect, or reduced performance and the underlying cause of the reported issue is determined to be the result of improper operation or preventative maintenance (either lack thereof,

performed at irregular intervals, or physical damage caused negligently or otherwise), HyperStrong will require payment for services not covered under this HyperStrong Limited Factory Warranty prior to any repair activity taking place, included but not limited to the cost of any parts, labor and transportation that may be necessary to make a complete repair.

6. Warranty exclusions

The HyperStrong Limited Factory Warranty does not cover damages or performance limitations that occur due to:

• Failure to observe the technical documents and manuals, and/or the protocols and/or requirements therein

• Damage related to improper handling, transportation, storage, or repackaging not provided by HyperStrong

• Incorrect installation, unauthorized commissioning, or incorrect parameter settings not provided by HyperStrong

• Non-HyperStrong authorized tests or component disassembly/reassembly during installation and or commissioning

• Non-HyperStrong authorized modifications, changes, or attempted repairs

• Insufficient ventilation of the device and any consequential thermal damage

•Corrosion due to exposure to seashore/saltwater environments or other corrosive environments or environments exceeding IP54 protection rating

Conditions outside the design scope as defined in the customer manual of the device

• Failure to observe the applicable safety regulations (UL, CSA, VDE, IEC, etc.)

• Improper forced shutdown

• Accidents and external influences

• Force majeure, examples including, but not limited to: overvoltage, lighting strikes, floods, fires, earthquakes, storm damage, pest damage and rodents damage

• Incorrect function of upstream protection systems including, but not limited to, switchyards, substations or other electric equipment between HyperStrong devices and the grid connection of the site including such connection

• Incorrect function of the warranty claimant's SCADA or other site control and measurement systems

• Operating conditions of the warranty claimant's plant infrastructure that are outside the specifications of HyperStrong devices, including but not limited to, excessive high or low voltage, voltage spikes or dips, harmonics, frequency deviations, and network faults.

• Insufficient or insecure protection of the communication network or device interfaces against unauthorized access

The items below are expressly not covered by this HyperStrong Warranty:

•All items not purchased from HyperStrong including, but not limited to, medium-voltage transformers, medium-voltage switchgear, disconnect units, and communications devices.

• Consumables and parts subject to regular wear and tear, including but not limited to, fuses, filters, (rechargeable) batteries, overvoltage protection devices.

• Cosmetic or finish defects which do not directly influence energy production, or degrade form, fit, function.

If device components are replaced by HyperStrong, the components used will be covered by the same remainder of the warranty period as the repaired device. If the entire device is replaced under this HyperStrong Warranty, the remainder of the warranty period will be transferred to the replacement device.

To determine the warranty entitlement, the warranty claimant must submit the Device model/Device No. The type label on the device must be completely legible. Otherwise, HyperStrong will refuse to perform warranty services in accordance with this Warranty.

The warranty claimant or the warranty claimant's Authorized Representative (Warranty claimant's Authorized Representative is defined as an individual determined by the warranty claimant who is qualified to safely access the equipment and who meets the latest local jurisdiction requirements and definitions of an "Authorized Person". Examples: EN 50110 (European Standard).

The rights mentioned in this HyperStrong Warranty reflect the rights of the warranty claimant in accordance with this Warranty. No other claims are covered by the HyperStrong Warranty including, but not limited to:

• Claims for compensation for direct or indirect damage caused by the defective device (non-HyperStrong supplied), including, but not limited to, consequential, punitive or special damages, interest and other financing expenses, cost of purchase or replacement power, loss of information or data

• Claims for compensation for costs arising from warranty claimant’s personnel (such as, but not limited to working hours, travel expenses, accommodation)

• Claims for compensation for costs arising from disassembly or installation

• Claims for compensation for any hazardous, controlled or otherwise unnatural material discharge, cleanup, or disposal related to defects or damage from, but not limited to, switchgear or insulating fluids/gases contained within

• Claims for loss of power production or loss of profits

If the warranty claimant requests unnecessary or unjustified service work under this HyperStrong Warranty, HyperStrong shall be entitled to invoice the warranty claimant for the costs incurred as a result.

7. Firmware disclaimer

HyperStrong periodically provides firmware updates at HyperStrong’s sole discretion on HyperStrong purchased products. Such firmware updates are made available to the warranty claimant "as is" and normally at no additional cost. HyperStrong does not assume any obligation for the reimbursement of expenses and providing any maintenance, support, further updates, or configuration changes resulting out of or in connection with the HyperStrong firmware update. Unless there is evidence of willful or grossly negligent fault on the part of HyperStrong, HyperStrong does not assume any liability for direct, indirect, incidental, or consequential damages, including loss of production, loss of profits or any additional expenses, which resulted from or in connection with the HyperStrong firmware update, regardless of whether it is carried out remotely or manually, even if the user has been informed of the possibility of such damage.

8. Applicable law and place of jurisdiction

The validity, interpretation and execution of this Agreement shall be governed by the laws of the mainland of the People's Republic of China expressly excluding the governance of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

In the event that any dispute or claim (collectively, "Dispute") arises out of or related to this Agreement (or its breach, termination or invalidity), the Parties shall first to resolve the dispute through friendly negotiation.

In the event that the Parties cannot reach an agreement on the above dispute, both Parties agree to submit the dispute to the competent court in the jurisdiction where the Seller is located. The judgment shall be binding on both Parties.

lf you have any questions about this product, please contact us. In order to provide you with faster and better services, we need your assistance in providing the following information:

- Device model/Device No.
- Fault code / name
- Brief description of the fault phenomenon

Manufacturer name： Beijing HyperStrong Technology Co., Ltd.

Address： 12F, Building 2C, No.9 Fenghao East Road, Haidian District,100094 Beijing P.R.

China

Headquarters phone number:+86-10-828962

After-sales service phone number: 400-8769099

HyperStrong Overseas Email address : global.service @hyperstrong.com

For other contact information, please see the company' s official

Web address：: https://www.hyperstrong.net/

- Importer company name：HYPERSTRONG INTERNATIONAL (AUSTRALIA) PTY LTD
- Address： Suite 501/107 Mount St, North Sydney NSW 2060
- Email address： caizeya@hyperstrong.com
- Phone number： 0416 853 643
- Web address： https://www.hyperstrong.com/en/

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Model： HSL2C2912-0232-AU

The product was manufactured in China.