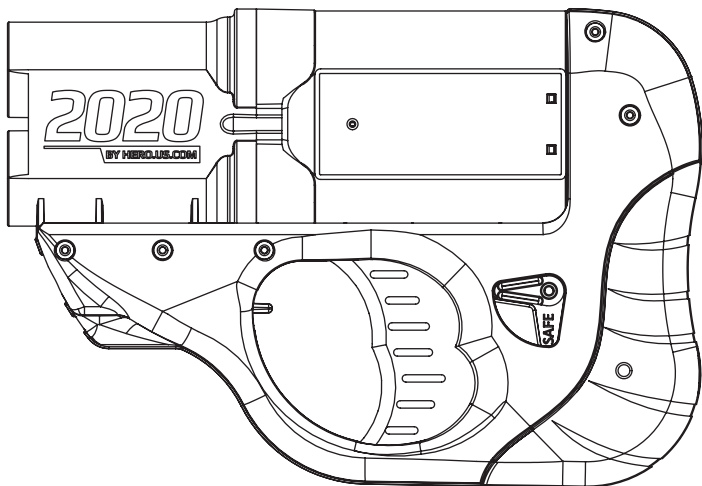


2020

BY HERO.US.COM

USER GUIDE

U.S. Patents #11,320,233 and D947,982



Read this guide completely before using your product.

HERO Defense Systems LLC may update this manual at any time. Updates can be found online at:
www.HERO.US.com

User Guide (Updated Nov 2023)

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Terms of Use

Our primary concern is the safety of our customers and personnel. We offer a variety of media outlining the features, descriptors, and operations to safely use our products. When purchasing, opening, or using our products, you assume all responsibility of the product. Read this manual, review our safety videos, and become familiar with the product(s) before powering on, loading, or using the device.

WARNING - HERO Defense Systems LLC manufactures and distributes “non-lethal” products. If used incorrectly, these products may cause serious injury or death. Our products are dangerous and should only be used by owners who have read the user guide and familiarized themselves with the product.

Read and follow the recommendations on the proper safety use and warnings of the product before you power on or enable any device. By using the product(s) you agree to these terms and assume all liability for the use of any of these devices.

If you do not agree to these terms, do not use the product.

Limitations



Our products may be restricted by local or state laws, regulations, or policies. Additionally, certain locations including federal buildings, state facilities, educational facilities, or other local groups may restrict the carry, use, and deployment of our products on their property. Review laws, restrictions, and policies before carrying or using personal self-defense products in your area.



HERO Defense Systems LLC products may not be carried on any commercial airplane. Refer to FAA and airline regulations for checked baggage guidance.



The use of this product is the direct responsibility of the owner/user of the product. By purchasing any of our products you are responsible for its use and the safety of those nearby when handling the product(s). The owner/user assumes all responsibility of injury, loss of life, damage to properties, or negligence of any kind that results in injury or loss.

Warnings



WARNING - NOT A TOY, NOT SAFE FOR CHILDREN.

Misuse may cause injury or death. Store with the safety on at all times and keep away from children.



WARNING - Cartridges contain PAVA, a powerful inflammatory agent causing intense burning sensations to exposed areas including skin, eyes, nose, and mouth. May induce temporary blindness and or cause temporary breathing issues.



WARNING - Do not store product(s) in extreme cold or heat. Store at a temperature of 32 - 100°F.



WARNING - Cartridges are under high pressure. Do not point or fire at the face of any person. Always maintain a distance of 4-5 feet from others. Failure to do so may result in permanent injury or death. This product is categorized as a non-lethal product.

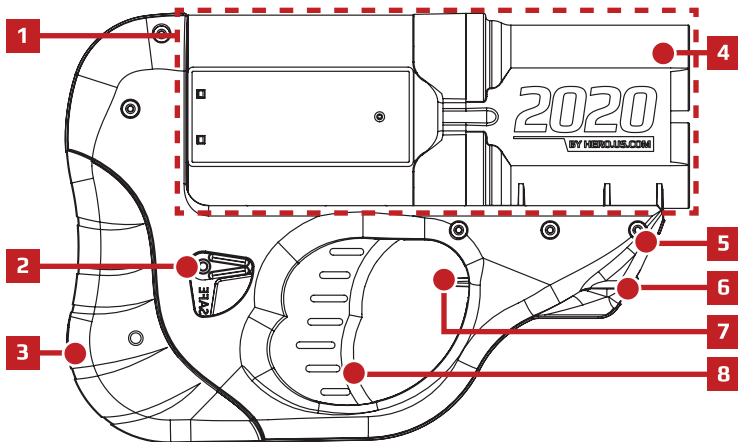


WARNING - The dual trigger action fires one payload per trigger action. Cartridges contain two payloads. To empty the contents of the cartridge, two complete trigger actions are required.



WARNING - Cartridges must be manually loaded by user. Load all cartridges safely by following the steps in the User Guide. **Before loading any cartridge, confirm the safety switch is horizontal, revealing the word "SAFE".**

Product Overview



Components

- 1. Cartridge:** Interchangeable, holds two projectiles.
- 2. Safety:** Vertical position enables trigger, laser, and light.
- 3. Charge Port:** Charge with USB A to USB Micro-B cable.
- 4. Barrels:** Dual shot projectiles containing powerful irritant.
- 5. Stun Light:** 600 lumen LED.
- 6. Laser Sight:** Assists aim.
- 7. Cartridge Release:** Press down to release cartridge.
- 8. Dual Action Trigger:** Two shot action delivers two rounds.

Product Description

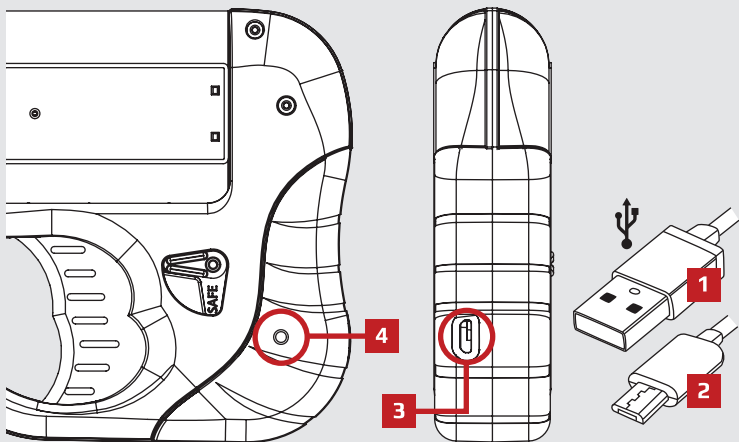
HERO® 2020 is a non-lethal personal self-defense product built with advanced technology. Designed to be uniquely compact, the 2020 is easy to conceal, carry, and store. Users can select their projectile of choice, making it the first multi-medium defense weapon. HERO® 2020 contains a 600 lumen stun light and laser sight for pin point accuracy.

HERO 2020® represents a new way of thinking about concealed carry and personal protection. Designed around safety, power, and ease of use, HERO® 2020 saves lives.

Specifications

Size:	5.91" x 4.07" x 1.1"
Weight:	315g
Power:	Nitrogen
Payloads:	PAVA filled Projectiles
Shots:	2 shots per cartridge
Laser:	Class 2
Stun Light:	600 Lumen LED
Battery:	Rechargeable RCR 123, 5V-2.1
Charge Time:	2 hours
Charge Cable:	USB A to USB Micro-B

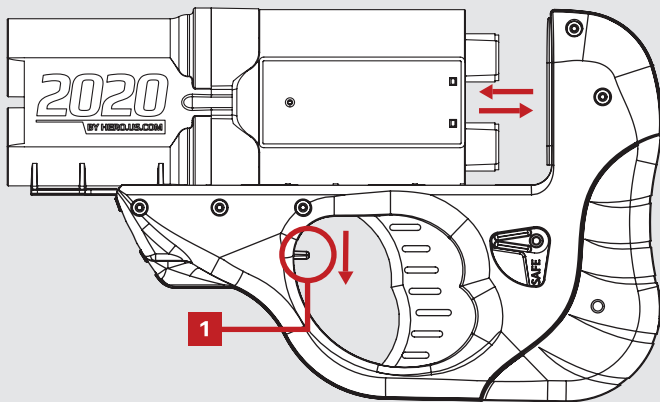
Charging Your Device



Your device will need to be fully charged before use. To begin, locate the USB cable that came with your device.

1. Plug the USB end of the charging cable into a power source.
2. Plug the Micro end of the USB cable into the device.
3. You'll find the charge port in the back of the grip.
4. Battery Indicator Light: Your device should be fully charged in 2 hours. Charging is complete when the indicator light turns off.

Changing Cartridges



The HERO® 2020's innovative design allows you to easily swap out cartridges:

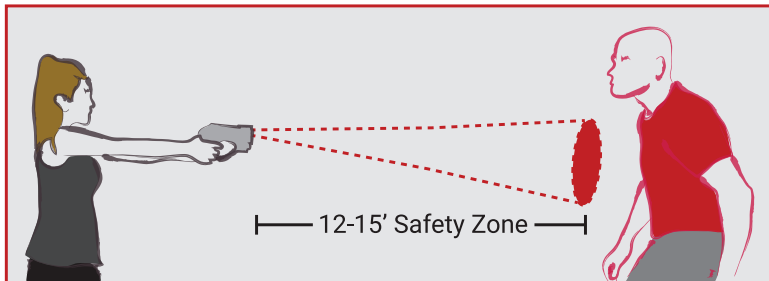
1. Remove cartridge: Press cartridge release lever down to release current cartridge.
2. Slide forward to remove cartridge.
3. Align the tabs of the new cartridge into the slots on the launcher.
4. Firmly slide the cartridge towards the rear of the device. When locked in, the cartridge release lever will return to its original position.
5. Test cartridge is properly seated by pulling forward on the cartridge.

Projectiles

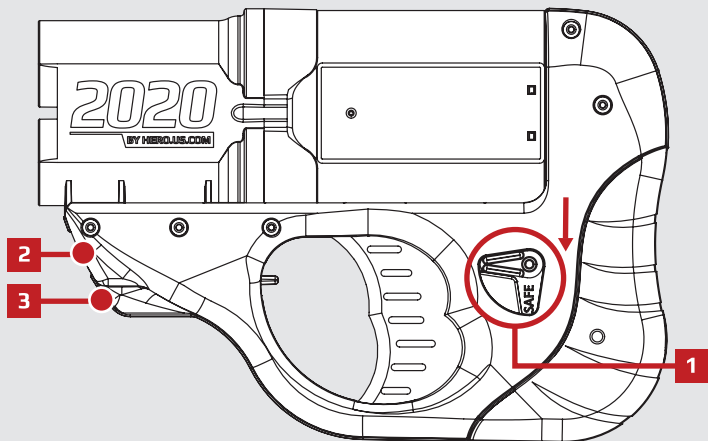
Our primary active ingredient is PAVA, a synthetic form of capsaicin known for its intense heat and irritation properties. A serious and powerful inflammatory, PAVA causes intense burning sensations to any exposed area including the eyes, nose, mouth, lungs, and skin for up to an hour. Properly targeted assailants experience temporary blindness, coughing, difficulty breathing, and burning sensations - allowing intended victims to escape and seek help.

We recommended using your HERO® 2020 within the most effective range of 12-15 feet. Do not aim at the face, neck, or spine. Projectiles travel up to 175 FPS.

For added safety while training, wear your safety glasses or other protective lenses. Note cartridges contain strong dye. After firing, quickly rinse with water to prevent staining.



Safety, Laser, and Stun Light



Before your device can be fired, the safety switch must be disabled. You can access the safety from either side of the device.

1. Move safety switch to the vertical position to disengage.
2. The stun light and laser aim assist automatically turn on.
3. **Caution:** The trigger is now unlocked and device can be fired. Dual action trigger must be fully pulled back to fire.



WARNING - Class 2 Laser. Do not shine into the eyes of any person or animal.

Storage and Cleaning



Storage

Store your device in a dry location with the safety engaged. To avoid damage to your device, do not store in locations with temperatures below 32°F (0°C) or above 100°F (38°C).

Cleaning

Use a damp cloth to clean the outside of your device.

Do not use chemical cleaners.

Do not submerge in water.

Do not attempt to disassemble your device.

The active ingredient in our products causes difficulty breathing, coughing, burning sensations, and temporary blindness. To treat exposure:

Eyes

Rinse eyes thoroughly with water and blink rapidly to help clear irritant.

Skin

Wash the affected skin with water and soap. Water alone will not fully remove irritant from skin. Do not use creams, salves, or oils to treat area. Baby shampoo can be used around sensitive areas such as the eyes. Note: Touching affected areas will transfer irritant to the hands and any subsequent areas touched.

If symptoms persist, or shortness of breath continues, seek medical assistance.

Battery

Battery Safety

Use only as intended. Unintended use may damage or ruin the battery. Store in a cool dry place. Charge your battery once per month to prevent over discharge.

Do not submerge.

Do not use or charge if you see battery discharge.

In case of contact with battery leak, rinse with clean water. If contents contact eyes, seek medical attention.

Limited Warranty

HERO® has the right to change this warranty at any time as allowed by US law. HERO Defense Systems LLC, referred to as “HERO®” and or the “Company”, grants a one-year manufacturing warranty for this product exclusively to the purchasing customer(s), including individuals, agencies, and professional firms, with proof of purchase by receipt issued on behalf of the company.

HERO® will provide a remedy, in its entirety, limited to a refund of the product(s) purchase price based on receipt, company credit of the purchase price, or exchange in product of equal value, at the convenience of HERO®, providing customer provides the exact product(s) purchased with all original materials delivered to the original customer, properly shipped by registered mail and received by the company with an accepted RMA number. The Returned Merchandise Authorization (RMA) number will be issued at the time of the customer service call by the customer to the company. The customer must send the defective unit to the authorized address provided.

Mishandling, neglecting, or disassembling the product or its accessories, or failure to properly store and use, as suggested in the user guide, voids this warranty.

View full Warranty, Disclaimer, and Limitations at:
HERO.US.com/terms-and-conditions/



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