

USER MANUAL

Hypershell Mountain Exoskeleton



Table of Content

Disclaimer	1
Safety Instructions	1
In The Box	3
Product Overview	
1. Diagram	4
2. Specification	5
Use for the First Time	
1. Prepare Hypershell APP	7
2. Prepare the product	7
3. How to wear	8
4. Activate the device	11
Start to Use	
1. Power on/off the device	13
2. Operation instruction	13
3. Battery instruction	15
4. Take off the device	21
5. Replace soft fabrics	22
Maintenance and Storage	
1. Regular maintenance	29
2. Storage	30
3. Disposal	30
Troubleshooting Guide	31
Certification	33
Trademark and Legal Statement	35

Disclaimer

Before using the product, please read and fully understand this document and all related documents of this product. After reading this document, please keep it well for future reference. Failure to properly operate this product could cause serious injury to yourself or others, or damage to this product and other property. By using this product, the user is deemed to have understood, acknowledged, and accepted all terms and contents of this document and undertakes to be responsible for his/her actions and all consequences arising therefrom. Hypershell is not liable for all losses caused by the user's failure to use this product according to the disclaimer and safety instructions.

Safety Instructions!

1. Hypershell Mountain Exoskeleton is a wearable exoskeleton device for outdoor recreational use. Please do not use it for rehabilitation or medical purpose use. It is not designed or intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of disease.
2. Hypershell Mountain Exoskeleton couldn't help the user maintain walking or standing balance, support weight and prevent the user from falls, or pain. Mobility issues are strictly prohibited to use with this product.
3. Hypershell Mountain Exoskeleton is not intended for use where the failure of the device could lead to death, personal injury, or severe environmental damage.
4. Hiking, uphill, downhill and mountain treks are outdoor sports experiences that are heavily influenced by personal physical fitness and the variety of terrains and landscapes, in some specific circumstances, cause injuries and accidents. Hypershell Mountain Exoskeleton could not guarantee personal safety. Please ensure a good travel guide, appropriate preparations and safety precautions when choosing a destination and roadmap.
5. DO NOT use Hypershell Mountain Exoskeleton in sports applications and scenarios that are not officially introduced, promoted and verified, including but not limited to skiing, board skating, surfing, and so on.
6. DO NOT attempt the first use in any outdoor places with potential hazards without following the instructions in the manual.
7. Please wear the hip belt and leg straps outside your clothes to avoid personal damage or injuries during sports activities. DO NOT direct contact of this product with the skin to avoid skin allergies, damage, etc.
8. This product is suitable for limited adult body sizes. Uses by individuals outside the range may lead to improper product functioning and personal injury risk.
9. Children under 18 years old shall operate under adult supervision. Ensure that the product is kept out of reach of pets and children.
10. People who shall not use Hypershell Mountain Exoskeletons include:
 - a) Anyone under the influence of alcohol or drugs.
 - b) Anyone who has mobility issues and problems with balance or with motor skills that would interfere with their ability to maintain balance.
 - c) Anyone beyond the body compatibility limits (self evaluation through Hypershell APP or by product page).

- d) Pregnant women.
11. Hypershell Mountain Exoskeleton contains Lithium batteries with potentially dangerous chemicals. Do not use the product near a heat source, such as a fire source or a heating furnace. If conditions permit, make sure that the battery is fully discharged before disposing it in a designated battery recycling bin. For more details, please follow local laws and regulations on battery disposal.
 12. DO NOT use the product in an environment with strong static electricity/magnetic fields.
 13. Hypershell Mountain Exoskeleton contains components and radios that emit electromagnetic fields. These electromagnetic fields and magnets may interfere with pacemakers, defibrillators or other medical devices. Please consult your physician and manufacturer for information specific to your medical device. Stop using Hypershell Mountain Exoskeleton if there is a case.
 14. DO NOT put the product and battery in immersed water. Avoid exposure to heavy downpours or extended periods of heavy rain during transportation, storage, or use.
 15. DO NOT charge the product if the metal terminals, charging port, Charger, or the Hub is wet. Clean them with a dry cloth to prevent the risk of electric shock, injury, burns or fire.
 16. DO NOT alter, modify or disassemble the product in any way or pierce the product with sharp objects.
 17. DO NOT use a battery or appliance that is damaged or modified. Damaged or modified batteries may lead to unpredictable behavior resulting in fire, explosion or risk of injury.
 18. DO NOT use unofficial components or accessories to avoid the risk of fire, electric shock or injury to persons. Consult with Hypershell official technical support team or authorized partners for support and related information.
 19. DO Not use the product when the below circumstances occur:
 - a) The product emits burning odor ;
 - b) The product stops working unexpectedly;
 - c) The product' s internal components are damaged;
 - d) The product has abnormal sound or light.
 20. To reduce injury risks, please read and follow all "CAUTION" and "WARNING" NOTICES in this manual:

WARNING

Failure to follow the instruction might result in severe personal injury.

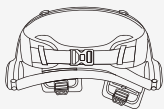
CAUTION

Failure to follow this instruction might result in malfunction, damage to the product or slight personal injury.

NOTICE

Indicate important information or tips, but not related to personal injury.

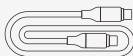
In The Box



Body Structure*1



GO X: Intelligent Battery*1
PRO X/CARBON X:
Anti-cold Temperature Battery*2



USB-C Charging Cable*1



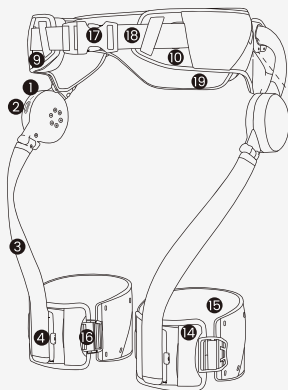
User Manual*1

Warranty
Card

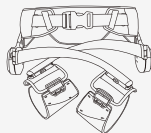
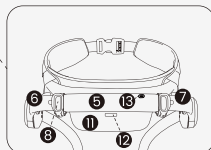
Warranty Card*1

Product Overview

1. Diagram



450mm*600mm*130mm



450mm*200mm*70mm

- | | |
|--------------------------|--------------------------|
| ① Status LEDs | ⑪ Battery |
| ② Control Button | ⑫ Battery Release Button |
| ③ Leg Lever | ⑬ Charging Port |
| ④ Leg Lever Slide Button | ⑭ Front Leg Strap |
| ⑤ Hip Lever | ⑮ Back Leg Strap |
| ⑥ Left Hip Lever Tube | ⑯ Leg Buckle |
| ⑦ Right Hip Lever Tube | ⑰ Hip Buckle |
| ⑧ Hip Clamp | ⑱ Hip Belt strap |
| ⑨ Right Hip Support | ⑲ Hip Rest |
| ⑩ Left Hip Support | |

* The picture is for illustrative purposes only. Please be aware that the actual product may undergo changes or variations in design, features, or specifications.

2. Specification

Product	Hypershell GO X	Hypershell PRO X	Hypershell CARBON X
General			
Model	HGX-400W-NYL	HPX-800W-NYL	HCX-800W-GTX
Dimensions	Folded:450mm * 200mm * 70mm Unfolded: 450mm * 600mm * 130mm		
Net Weight	2 kg	2 kg	1.8 kg
Max Output	400W	800W	800W
Range ¹	9.3 miles/15km	11 miles/17.5km	11 miles/17.5km
Operation Modes	Transparent Mode, ECO Mode	Transparent Mode, ECO Mode, Hyper Mode	Transparent Mode, ECO Mode, Hyper Mode
Body Consumption Reduction ²	Max. 20%	Max. 30%	Max. 30%
Assist Speed	Max 7.5 mph (12km/h)	Max 12.4 mph (20 km/h)	Max 12.4 mph (20 km/h)
Motion Postures Recognition	6: Walk, Race walk, Up hills, Down hills, Up stairs, Down stairs	10: Walk, Race walk, Up hills, Down hills, Up stairs, Down stairs, Gravel Road, Cycling, Running, Mountaineering	10: Walk, Race walk, Up hills, Down hills, Up stairs, Down stairs, Gravel Road, Cycling, Running, Mountaineering
AI Engine	MotionEngine LIT	MotionEngine	MotionEngine
Material	Aluminum alloy	Aluminum alloy	Carbon Fiber
Fabric	Nylon	Nylon	GORE-TEX
Protection Level	IP54		

Note:

- 1. Calculated in 3km/h walking speed, 7Nm in Hypershell Test Environment.
- 2. This data is calculated based on body metabolic consumption of 90kg adults on a slope point over 15°. This result is at test environment and will vary depending on real applications.

Product	Hypershell GO X	Hypershell PRO X	Hypershell CARBON X
General			
Nominal Voltage	14.4V		
Max Charging Voltage	16.8V		
Battery Type	Standard Intelligent Battery; Anti-cold Temperature Battery (optional)	Standard Anti-cold Temperature Battery Intelligent Battery (optional)	
Protection Level	approx. 400g		
Capacity	5000mAh, 74wh		
Operation Temperature	-10°C - 60°C /14°F-140°F	-20°C - 60°C/-4°F-140°F	
Storage Temperature	0°C- 40°C/32°F-104°F		
Charging Port	USB-C Port; PD Protocol		
Charging Time	90 mins with standard Type-C Fast Charge Cable and 65W Charger(optional) 90 mins with Hypershell 4-port Charging Hub for each(optional)		

Use for the First Time

Hypershell Mountain Exoskeleton is folded before being packaged. Follow the steps below to unfold and get it ready.

1. Prepare Hypershell APP

1.1 Download Hypershell APP:

Option 1: Scan the QR code below to download.



Android Version



iOS Version

Option 2: Click on the web link: <https://www.hypershell.cc/support/> to download the latest software version and get to know about changelogs.

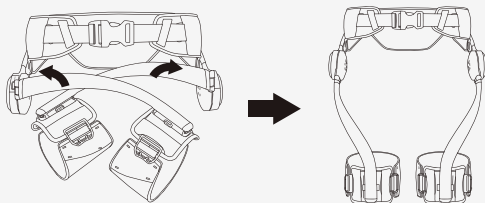
Option 3: Search "Hypershell+" on Google Play or App Store to download.

1.2 Create an account and complete settings on the APP.

2. Prepare the product

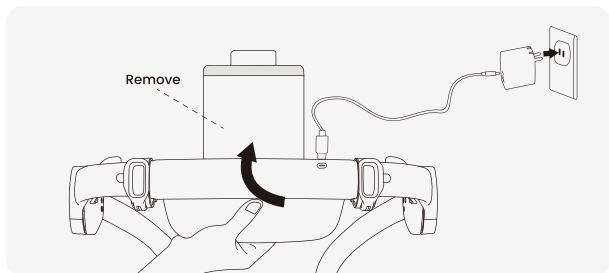
2.1 Open and remove the package.

2.2 Rotate two leg levers in opposite directions to unfold the body structure.

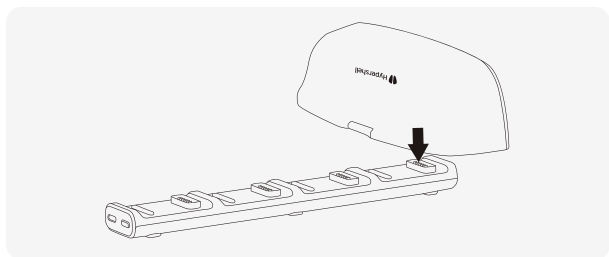


2.3 All batteries are in hibernation mode before shipping to ensure safety. To activate the batteries for the first time, use the standard USB-C Charging Cable provided.

a) If using Hypershell 65W Charger(optional) or a 65W PD third-party Charger, insert the battery into the hip lever until a lock click is heard. It takes approximately 90 mins to fully charge a battery.

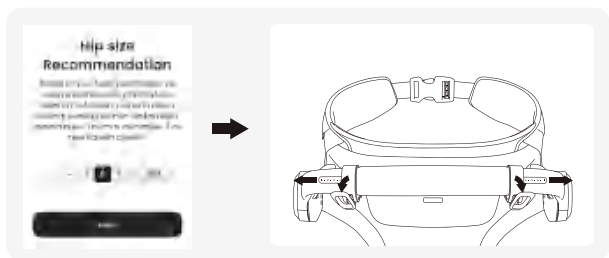


b) If using Hypershell 4-port Charging Hub(optional), insert the battery into the Battery Port in the Hub. It takes approximately 90 mins to charge a battery separately.

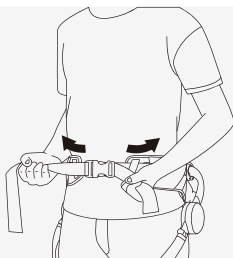


3. How to wear

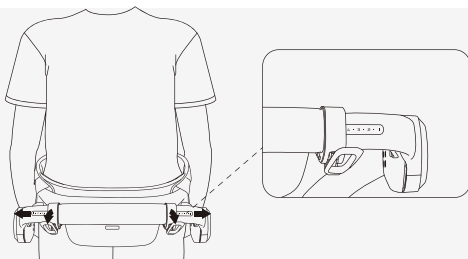
3.1 Unlock the hip clamp and adjust the lengths of the two hip lever tubes according to the scale value recommended by Hypershell APP.



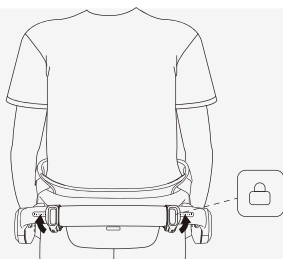
3.2 Put on the hip belt around the top edge of the hip iliac crest.



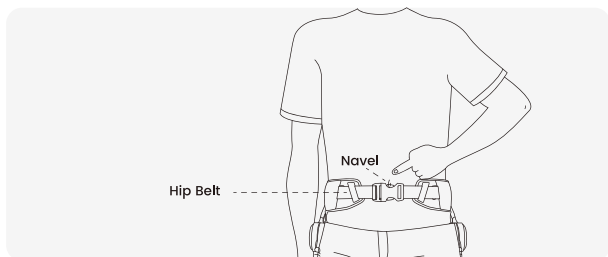
3.3 Readjust the lengths of the hip lever tube to ensure the hip lever is tight against the sides of your body. It is recommended that the two hip lever tubes be set to roughly the same scale value to achieve an even power distribution and comfortable fit.



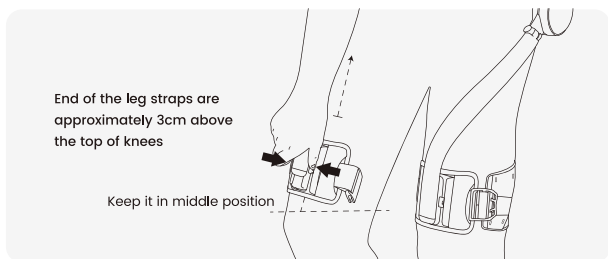
3.4 Lock the hip clamp to secure the hip lever tubes in place.



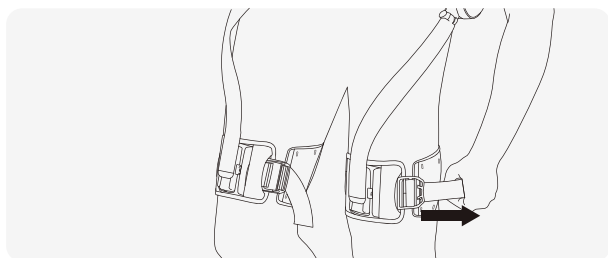
3.5 Adjust and lock the hip buckle to fasten it securely, ensuring that the top edge of the hip belt aligns with your navel.



3.6 Press the Leg Lever Slide Buttons on both sides at the same time to adjust the leg lever to an appropriate position as shown below.



3.7 Put on the leg straps around your thighs. Adjust and lock leg buckles to secure them in place.

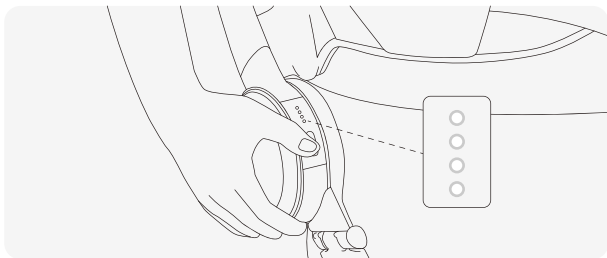


⚠ CAUTION

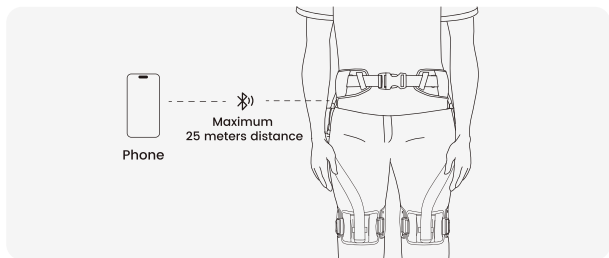
- Hypershell Mountain Exoskeleton is compatible with limited adult body sizes. Please check the body size range in specification for the first-time use.
- Please wear the hip belt and leg straps outside your clothes to avoid personal damage or injuries during sports activities. Dress is prohibited to wear when using this device.

4. Activate the device

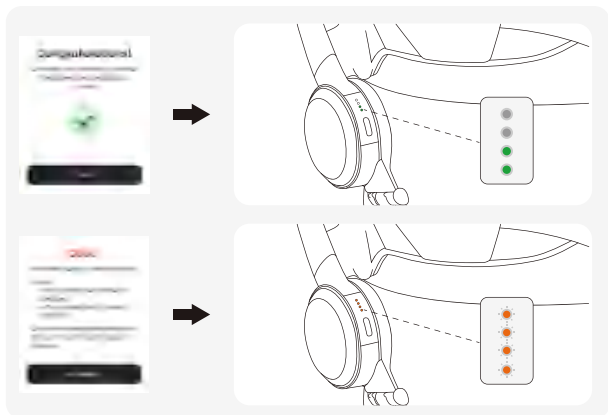
4.1 Click, press and hold the Control Button on the right leg lever until 4 lights illuminate sequentially. The device is powered on.



4.2 Place your phone near the device, enable Bluetooth on your phone, and search for the device to establish a connection.



4.3 The device will initiate Automatic Wear Detection and switch to ECO Mode upon successful connection. If fails, the Hypershell APP will display a reminder and the device will enter standby status.



4.4 Follow the on-screen prompts to complete the Quick Start Guide on the Hypershell APP.

⚠ WARNING

- Wearing the exoskeleton incorrectly may result in malfunction or falls, leading to personal injury during intense outdoor activities.

💡 NOTICE

- It is **REQUIRED** to activate the device using the Hypershell App for the initial setup.
- Once the device is worn, it will initiate the Automatic Wear Detection process on every occasion.
- For definitions of ECO Mode and Transparent Mode, please refer to **Start to Use>Operation instructions**.
- Each device can only be connected to one account at a time. Disconnect the previous one and connect to the new one if needed.

Congratulations! Your device is ready!

Start now to join the adventurous outdoor journey with Hypershell!

Start to Use

1. Power on/off the device

- 1.1 To power on the device, click the control button, press and hold it for 2 seconds until 4 lights illuminate sequentially
- 1.2 To power off the device, click the control button, press and hold it for 2 seconds until 4 lights turn off sequentially.

2. Operation instruction

2.1 Mode Definition

Hypershell Mountain Exoskeleton supports three operation modes, and the modes can be switched via the Control Button on the right leg lever.

Mode	Definition
Transparent Mode	Standby status, no assistance provided.
ECO Mode	Adaptable power for moderate activities.
Hyper Mode	Dynamic power for intense activities.









NOTICE

- Hyper Mode is not included in GO X version.

2.2 Operation via the Control Button on the right leg lever (Method 1).

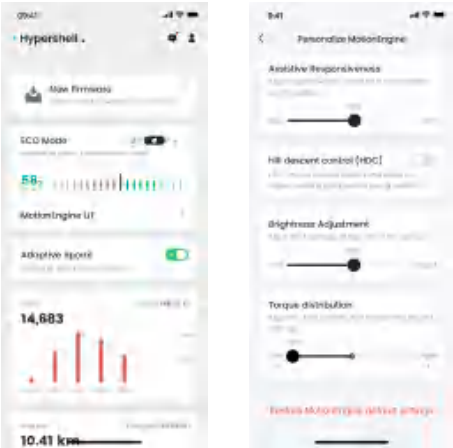
Operation	Status LED	Instruction	Operation
Transparent Mode		Solid blue	Single click to switch between Transparent Mode and ECO Mode.
ECO Mode Power 1		Solid green	Double click to increase power, triple click to decrease power.
ECO Mode Power 2		Solid green	

ECO Mode Power 3		Solid green	Double click to increase power, triple click to decrease power. Press and hold the Control Button for 2 seconds to switches between ECO mode and Hyper mode.
ECO Mode Power 4		Solid green	
Hyper Mode Power 1		Solid red	
Hyper Mode Power 2		Solid red	
Hyper Mode Power 3		Solid red	
Hyper Mode Power 4		Solid red	

The operation data is automatically synchronized every time the Hypershell APP is connected.

2.3 Operation via Hypershell APP(Method 2)

The device can also be operated via Hypershell APP, allowing you to switch modes and personalize custom settings.



NOTICE

- Please ensure that Bluetooth is turned on and remains enabled if you operate the device via Hypershell APP.

3. Battery Instruction

3.1 Battery features

Whether the battery is Intelligent Battery or Anti-cold Temperature Battery, the batteries include below features:






- a) Auto-Discharging Function: to prevent swelling, the battery automatically discharges to 96% of the battery level when it is idle for three days, and automatically discharges to 60% of the battery level when it is idle for nine days. It is normal to feel moderate heat being emitted from the battery during the discharging process.
- b) Balanced Charging: during charging, the voltages of the battery cells are automatically balanced.
- c) Overcharge Protection: the battery stops charging automatically once fully charged.
- d) Temperature Detection: to prevent damage, the battery only charges when the temperature is between 0 and 40°C/0-104°F.
- e) Overcurrent Protection: the battery stops charging if an excess current is detected.
- f) Over-discharge Protection: discharging stops automatically to prevent excess discharge when the battery is not in use. Over-discharge protection is not enabled when the battery is in use.
- g) Short Circuit Protection: the power supply is automatically cut if a short circuit is detected.

WARNING

- DO NOT charge the battery immediately after use as it may be too hot. Wait for the battery to cool down before charging.
- The ideal charging temperature range: 0-40°C/0-104°F. If not within the range, the charger stops charging the battery.
- Fully charge the battery at least once every three months to maintain battery health.
- If a battery has not been charged or discharged for three months or more, the battery will no longer be covered by the warranty.
- Refer to the sticker on the battery and maintenance in this user manual before use. The user shall take full responsibility for all operations and usage.

3.2 Status LEDs about battery capacity

If there is no activity on the control button for 10 seconds, the device will display the remaining battery capacity automatically. Single click the Control Button the lights will return to the original mode display.

LED Status	Instruction	Description
	Solid white	Battery capacity 75%-100%
	Solid white	Battery capacity 50%-75%
	Solid white	Battery capacity 25%-50%
	Solid white	Battery capacity 10%-25%
	Blink red	Low battery capacity < 10%



NOTICE

- Status LEDs are in the right leg lever and the brightness can be adjusted via Hypershell APP.

Low Battery Level Safety System

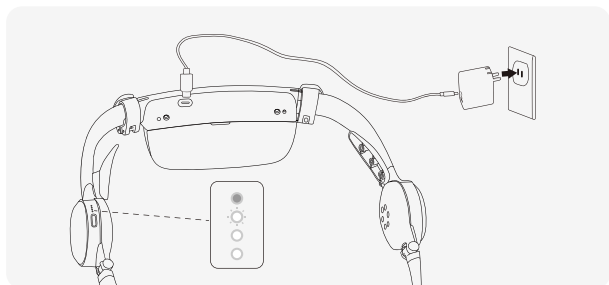
- Please charge the device immediately or power it off to replace the battery when the battery capacity drops below 10%.
- When the battery capacity falls below 10%, the device will reduce gradually power assistance until Transparent Mode.
- The device will power off automatically when the battery capacity runs out.

3.3 Charge the battery using a charger

Please use the standard USB-C charging cable provided to fully charge the battery before each use.

It is recommended to use Hypershell official charging devices or other USB-C Power Delivery chargers with a power rating not exceeding 100W.

- Connect the charging cable and the charger to the charging port on the hip lever.
- Connect the charger to an AC power supply, the status LEDs on the right leg lever will display a flowing light pattern.
- The battery is fully charged when all status LEDs turn white. Detach the charger and the charging cable.



Status LEDs in the right lever

LED Status	Instruction	Description
	Blink white	Battery charging level: 0-25%
	LED1 solid white LED2 blink white	Battery charging level: 25-50%
	LED1&2 solid white LED3 blink white	Battery charging level 50%-75%
	LED1&2&3 solid white LED4 blink white	Battery charging level: 75-100%
	All LEDs solid white	Battery charging level: 100%

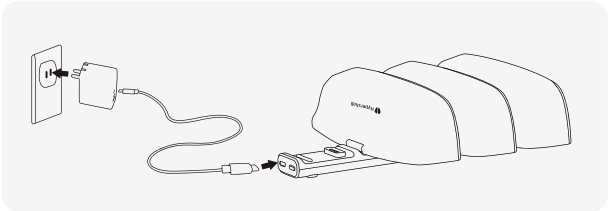
⚠ CAUTION

- Hypershell official charging device is optional and needs to be purchased separately.
- Ensure that the battery port and the charging port are dry before plugging in the power cord.
- Ensure that third-party chargers support a USB-C connection port.
- Different power ratings of third-party chargers can lead to variations in charging efficiency.

3.4 Charging the battery using Hypershell 4-port Charging Hub


Hypershell 4-port Charging Hub is designed for use with Hypershell Intelligent Battery and Anti-cold Temperature Battery. It supports at maximum 4 batteries charging in sequence.

- a) Connect the Hypershell 4-port Charging Hub to a power outlet with standard USB-C charging cable and a charger.
- b) Insert the battery into the battery port.
- c) The batteries would be charged in sequence according to their power levels. The highest one will be charged first. Status LEDs correspond to the battery positions. Refer to the Status LEDs for descriptions.
- d) Disconnect all the batteries, cable and charger.



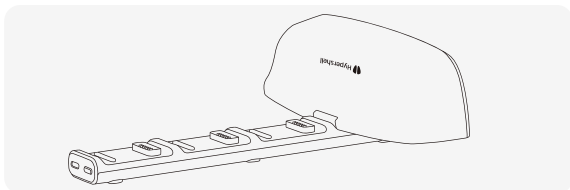
Status LEDs in the Hub

LED Status	Instruction	Description
	Solid green	The hub is powered on, no battery is inserted.
	Blink white, once per second	Battery charging level: 0-50%
	Blink white, twice per second	Battery charging level: 50%-75%
	Blink white, three times per second	Battery charging level: 75%-100%
	Solid white	Battery at full charge
	Solid blue	The battery is inserted and waits in sequence

	Blink orange	Temperature of batteries too low or too high
	Blink red	Battery error
	Solid red	Battery port error
	All LEDs solid red	Hub error

WARNING

- When inserting into the battery port, ensure the batteries are in the right direction.



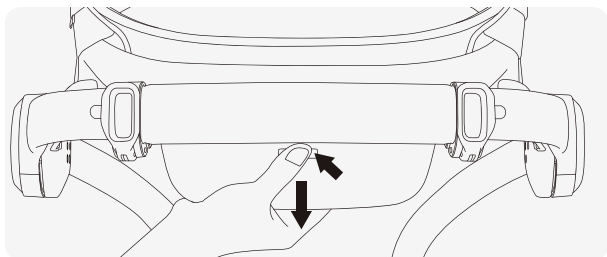
- Ensure that the battery port and the charging port are dry before plugging in the power cord.
- DO NOT attempt to use the charging hub with other brands' batteries.
- DO NOT attempt to touch the metal terminals on the battery ports.
- Clean the metal terminals with a clean, dry cloth if there is any noticeable buildup.

NOTICE

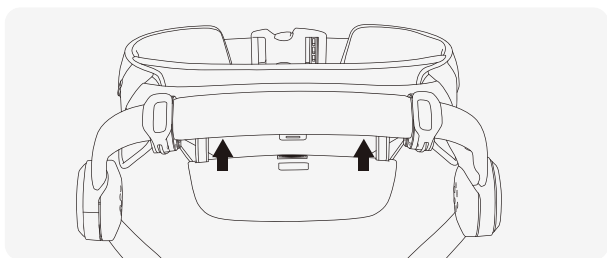
- Hypershell 4-port Charging Hub is optional and needs to be purchased separately.
- It is recommended to use Hypershell official charger.

3.5 Remove and insert the battery

To remove the battery, press and hold the Battery Release Button to pull out and remove the battery from the hip lever.



To insert the battery, align the battery locking post on the hip lever with the battery recess. Pull the battery toward the direction as indicated as below until a lock click is heard.

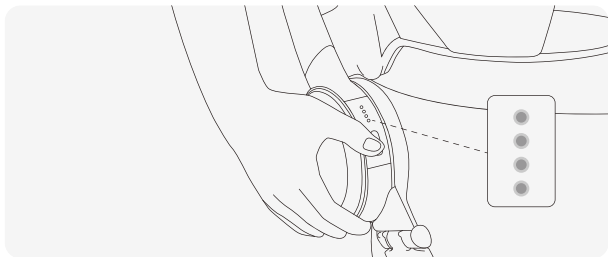


WARNING

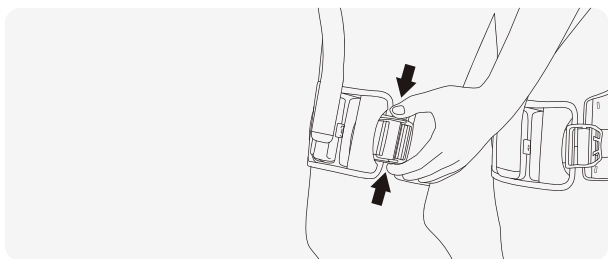
- MUST power off the device before removing the battery.
- Make sure the battery is mounted correctly and securely.

4. Take off the device

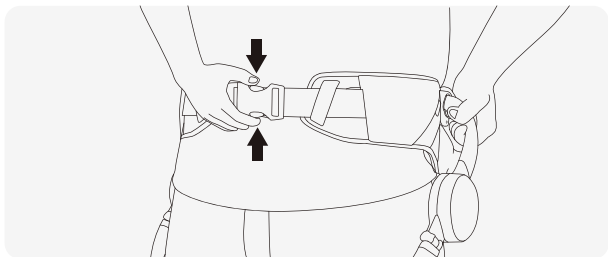
4.1 Power off the device.



4.2 Press and hold the buttons on both sides of the leg buckles to remove the leg straps.



4.3 Press and hold the buttons on both sides of the hip buckle to remove the hip belt. Ask for assistance from another person to hold the hip lever if necessary.



⚠ CAUTION

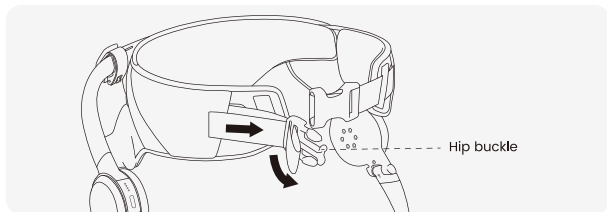
- Take care to prevent the device from falling suddenly during take-off.

5. Replace soft fabrics

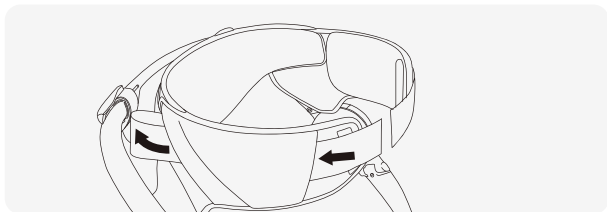
Soft fabrics are consumable and regular replacement is recommended.

5.1 Replace hip belt

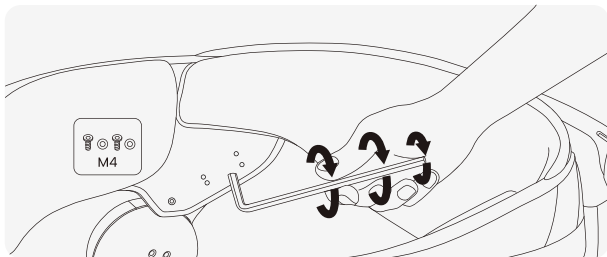
- a) Take the right-side replacement process as an example. Unfasten the hip buckle.



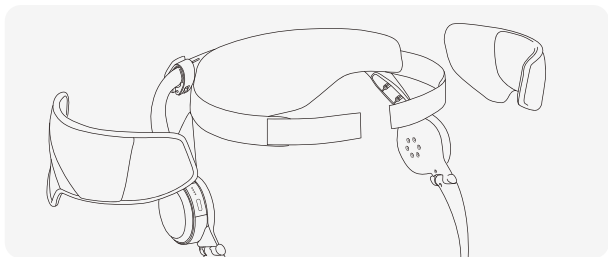
- b) Carefully remove the hip belt strap.



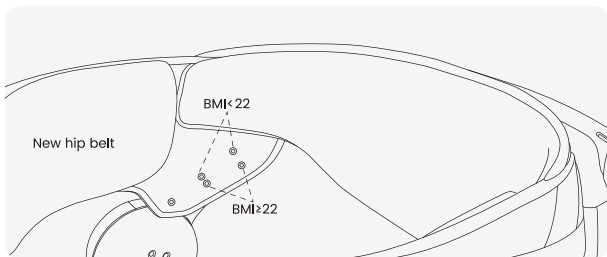
- c) Use the screwdriver in the bag, rotate the screws counterclockwise to loosen them. Carefully take off the screws and keep them safe. Make sure not to lose them.



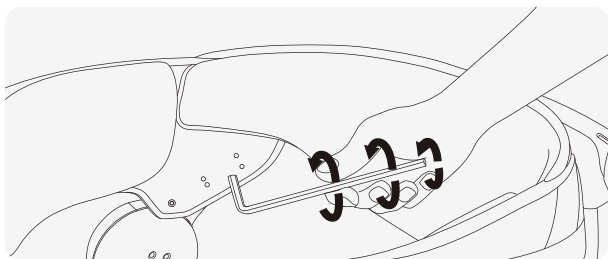
d) Remove the hip belt from the hip supports.



e) Attach a new hip belt to the hip support, ensuring the screw holes are aligned.

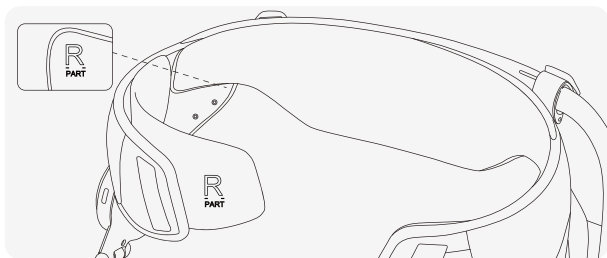


f) Insert the screws back into the holes and use the screwdriver to tighten them clockwise.

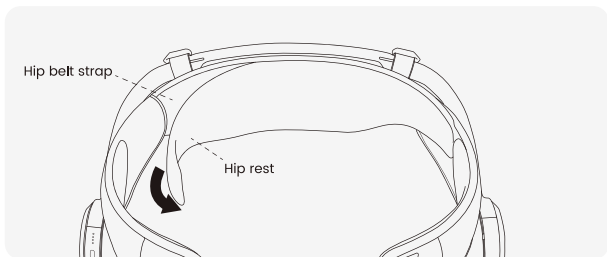


g) Repeat process a)-f) on the left side.

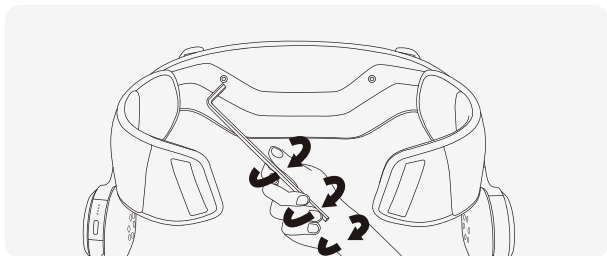
h) Do NOT forget to check the direction mark on both hip belts matches the mark on the hip supports.



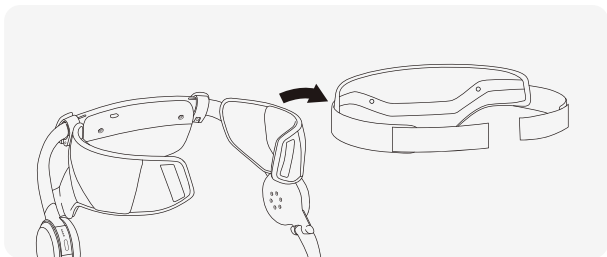
i) Remove hip rest from the hip belt strap.



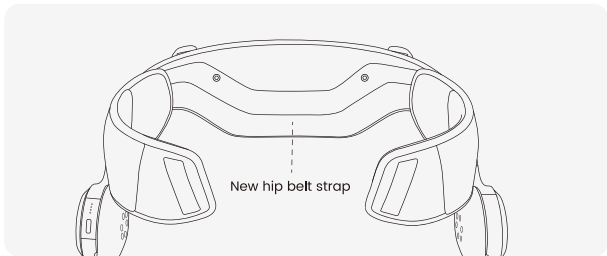
j) Rotate the screws counterclockwise to loosen them. Carefully take off the screws and keep them safe. Make sure not to lose them.



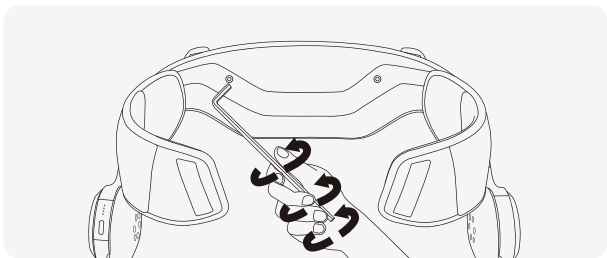
k) Remove the hip belt strap from the hip lever.



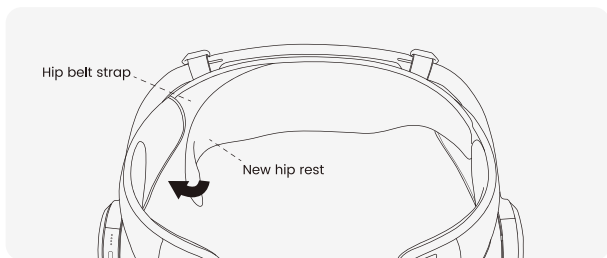
l) Attach a new hip belt strap to the hip lever, ensuring the screw holes are aligned.



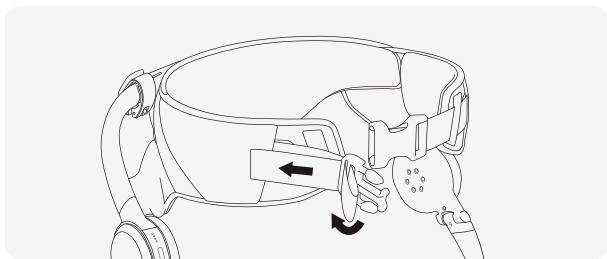
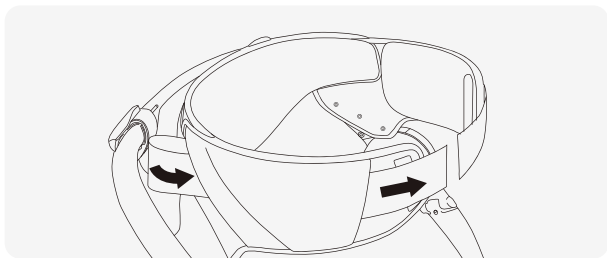
m) Insert the screws back into the holes and use the screwdriver to tighten them clockwise.



n) Attach a new hip rest to the hip belt strap.



o) Push the hip belt strap through the hip belts on both sides and hip buckles.

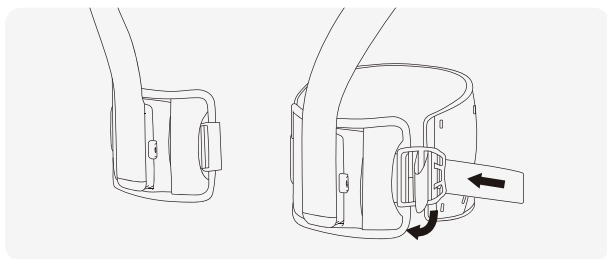
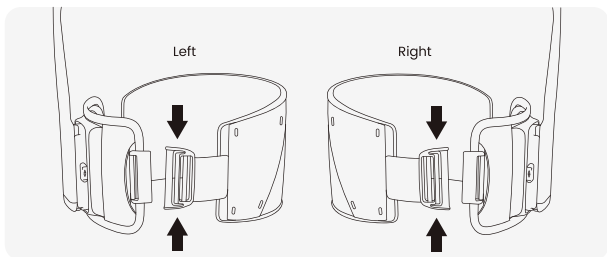


⚠ CAUTION

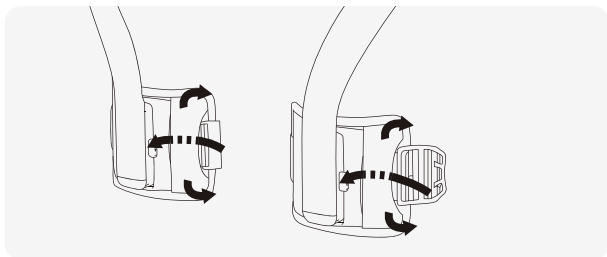
- Ensure that follow the arrow direction indicated in above illustrations.

5.2 Replace leg strap

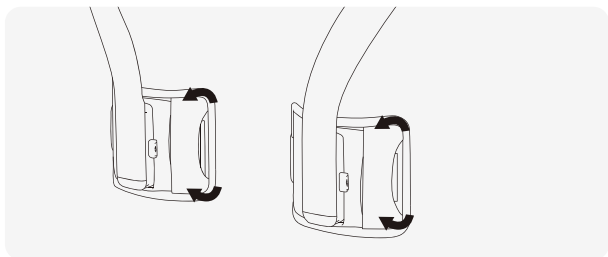
a) Unlock leg buckles on both sides to remove the back leg strap.



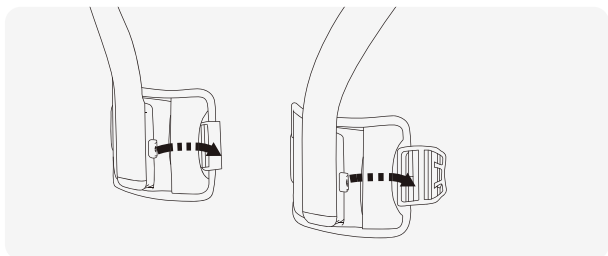
b) Remove leg buckles from leg lever openings underneath the fabric.



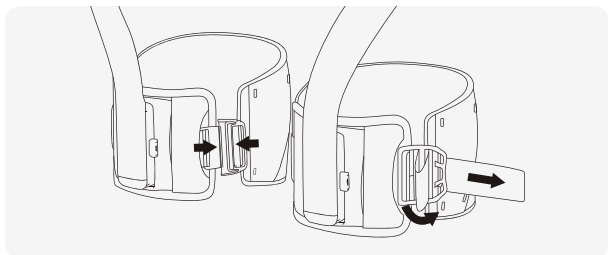
c) Get a new front leg strap ready. Slip the two woven pieces of the front leg strap into the ends of leg lever.



d) Push leg buckle with force into the leg lever opening.



e) Attach a new back leg strap to the front leg straps and lock the buckles as shown below.



Maintenance and Storage

1. Regular Maintenance:

1.1 Body structure

- Gently clean the body structure with a soft, wet cloth.
- For difficult-to-remove dirt or scratches, scrub with a toothbrush and toothpaste. Wipe clean with a wet cloth.

WARNING

- DO NOT clean the body structure with alcohol, gas, diesel, acetone, or other corrosive and volatile chemical solvents. These substances may damage the appearance and internal components.
- DO NOT wash the body structure with a power washer or high pressure hose or expose the body structure to pressurized or high-velocity water.
- DO NOT clean the body structure when it is charging. Ensure that the power is OFF, the charging cable is unplugged.
- DO NOT get water into the charging port, or metal terminals on the battery port during cleaning.

1.2 Hip Belt and leg straps

a) If hip belt and leg straps are in Nylon material, please wipe them with a soft, wet cloth.

- Avoid using a laundry machine, as aggressive agitation will cause fading or deformation to the material.
- DO NOT tumble dry. Allow them to air dry naturally.
- Avoid prolonged sun exposure and high environments to prevent fading and deformation.

b) If the hip belt and leg straps are in GORE-TEX material, please wipe them with a wet cloth and mild detergent. Apply a GORE-TEX protective spray regularly to restore the material's waterproof properties.

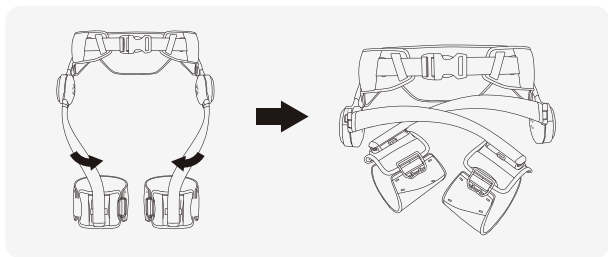
- Avoid using cleaners with bleach or strong alkaline ingredients as they will damage the material's performance.
- Avoid using a laundry machine, as aggressive agitation will cause damage to the material.
- DO NOT tumble dry them or direct sunlight exposure.

CAUTION

- Replace regularly the hip belt and leg straps if you notice visible wear, tearing, breakage, deformation or other damage.

2. Storage

2.1 Rotate two leg levers toward inner directions to fold the body structure.



2.2 Keep the device in a dry, well-ventilated environment. DO NOT store it outdoors or in the direct sun.

2.3 Avoid store or charge the battery in too hot or too cold environments outside the stated limits. These conditions may shorten battery life and lead to battery malfunction. Avoid dramatic changes in temperature or humidity.

2.4 When used at room temperature, the battery range and performance is at its best. It will decrease range and performance at lower temperature and recover when the temperature rises.

2.5 When not using the device for over 3 months, charge it to 40% to 60% to keep it in optimal condition.

3. Disposal



3.1 Follow the local regulations related to electronic devices when disposing of the device

3.2 Dispose of the batteries in specific recycling containers only after a complete discharge. DO NOT dispose of the batteries in regular trash containers. Strictly follow the local regulations regarding the disposal and recycling of batteries.

Dispose of a battery immediately if it cannot be powered on after over-discharging.

If the power on/off button on the battery is disabled and the battery cannot be fully discharged, contact a professional battery disposal/recycling agency for further assistance.

Troubleshooting Guide

1. Power-on and start-up problems

Please ensure that the battery is connected and has sufficient power. If the issue persists and is not related to the battery, please contact Hypershell Technical Support for assistance.

2. My Hypershell doesn't respond when I press the control button and switch modes.

Please contact Hypershell Technical Support for assistance.

3. The lights don't work when I press the control button.

Please contact Hypershell Technical Support for assistance.

4. The device doesn't respond if I operate on Hypershell APP.

a) Verify if the Bluetooth connection is established successfully.

b) Confirm whether you are logged into the account or if the login credentials are accurate.

c) Update the Hypershell APP Version to the newest version.

d) If the issue still exists, contact Hypershell Technical Support for assistance.

5. I forgot my account's name or password on the Hypershell APP.

a) If only password, click forgot password on login page to reset the password.

b) If both account name and password, find the email address that are registered. Otherwise you need to create a new account.

6. Data cannot be synchronized to Hypershell APP.

a) Verify if the Bluetooth connection is established successfully.

b) Confirm whether you are logged into the account or if the login credentials are accurate.

c) Update the Hypershell APP Version to the newest version.

d) If the issue still exists, contact Hypershell Technical Support for assistance.

7. Procedures to reset to factory default configuration

Use the Hypershell APP to reset to factory default.

8. If Error Code is displayed on Hypershell APP, please follow the solutions in chart.

Error Code	Error Description	Solution
error00	The motor is experiencing overheating	After cooling down, try restarting once the room temperature is restored.
error01	The battery is low on charge. Hyper mode is not available	Please stop the device immediately. You can restart it once the battery is recharged.
error02	Battery temperature is below optimal levels	Please wait for the battery temperature to return to normal before restarting.

error03	The battery temperature is too high	Please wait for the battery temperature to normalize before restarting the device.
error04	The absolute position sensor has malfunctioned	Contact customer service for warranty, repair, or return services.
error05	The relative position sensor has malfunctioned	Contact customer service for warranty, repair, or return services.
error06	CAN communication error detected	Contact customer service for warranty, repair, or return services.
error07	The air pressure sensor has malfunctioned	Contact customer service for warranty, repair, or return services.
error08	The accelerometer and gyroscope sensors have malfunctioned.	Contact customer service for warranty, repair, or return services.
error09	The geomagnetic sensor has malfunctioned	Contact customer service for warranty, repair, or return services.
error10	Loosen waist belt detected	Please reapply the product according to the instructions and the system will re-detect.
error11	Loosen leg strap detected	Please reapply the product according to the instructions and the system will re-detect.
error12	Leg strap detachment detected	Please reapply the product according to the instructions and the system will re-detect.
error13	Battery overcharge protection was initiated	Please discontinue device usage, allow the battery to cool down, check the connections, and contact customer service if necessary.
error14	Battery over-discharged protection initiated.	Please discontinue device usage, allow the battery to cool down, check the connections, and contact customer service if necessary.

error15	Battery over-current protection was initiated	Please discontinue device usage, allow the battery to cool down, check the connections, and contact customer service if necessary.
error16	Battery short-circuit protection was initiated.	Please discontinue device usage, and contact customer service if necessary.
error17	Battery overheating protection was initiated	Please wait for the battery temperature to return to normal before restarting.
error18	Battery undercooling protection was initiated	Please wait for the battery temperature to return to normal before restarting.
error19	Battery Communication failure detected	In case the issue persists, you can choose to avail of our repair or return services.
error20	The motor drive board temperature is too high	Contact customer service for warranty, repair, or return services.
error21	Motor drive failure	Contact customer service for warranty, repair, or return services.
error22	Charging module failure	Contact customer service for warranty, repair, or return services.

Certification

1. FCC Certification

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

2. California Warning

This product contains chemicals, including lead, known to the State of California to cause cancer, birth defects, or other reproductive harm.

3. European Union Compliance Statement

Important WEEE information



WEEE Disposal and Recycling Information Correct Disposal of this product. This marking indicates that this product should not be disposal with other household wastes throughout the EU.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsible to promote the sustainable reuse of materials resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Battery recycling information for the European Union.



Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC and amendment 2013/56/EU concerning batteries and accumulators and waste batteries and accumulators.

The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European Directive 2006/66/EC and amendment 2013/56/EU, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances.

Before placing electrical and electronic equipment (EEE) in the waste collection stream or in waste collection facilities, the end user of equipment containing batteries and/or accumulators must remove those batteries and accumulators for separate collection.

4. Restriction of Hazardous Substances (RoHS) Directive

This Hypershell product, with included parts (cables, cords, and so on) meets the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment ("RoHS recast" or "RoHS 2").

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