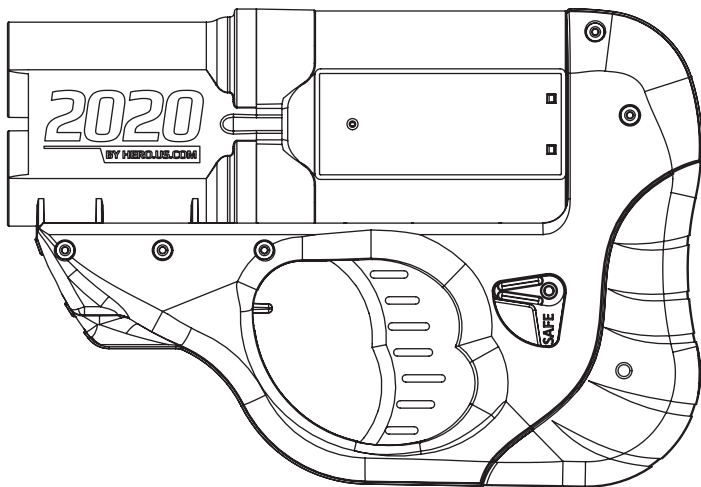


# 2020

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](http://www.HERO.US.com)

## **User Guide (Updated May 2024)**

Terms of Use	2
Limitations	3
Warnings	4
Product Overview	5
Description & Specifications	6
Charging	7
Changing Cartridges	8
Projectiles	9
Handling Your Device	10
Firing Your Device	11
Safety, Laser, and Stun Light	12
Storage and Cleaning	13
First Aid	14
Battery	15
Warranty	16
Contact Information	17

## 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 “less-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 - Active Irritant 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 less-lethal product.**

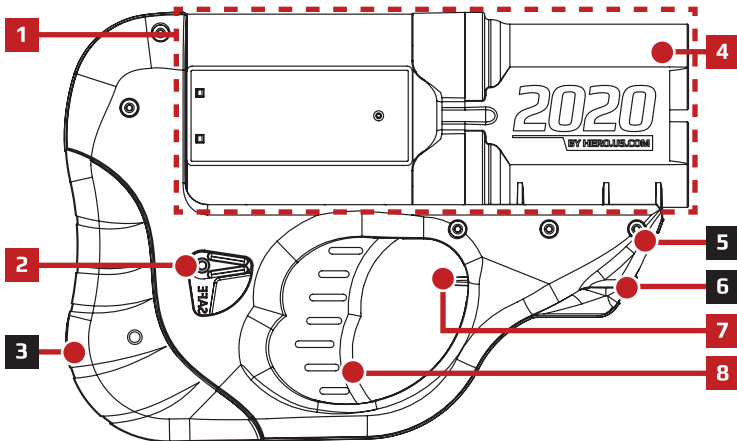


**WARNING - Trigger fires one payload per trigger pull. Cartridges contain two payloads. To empty the contents of the cartridge, two complete trigger pulls are required.**



**WARNING - Cartridges must be manually loaded by user. Follow the steps in this guide to load cartridges safely. **Before loading any cartridge, confirm the safety switch is horizontal, revealing the word "SAFE".****

# Product Overview



## Components

## Model: 2020 | CORE

1. <b>Cartridge:</b> Interchangeable, 2 projectiles.	✓	✓
2. <b>Safety:</b> Double sided safety.	✓	✓
3. <b>Charge Port:</b> USB A to USB Micro-B.	✓	✗
4. <b>Barrels:</b> Dual shot projectiles.	✓	✓
5. <b>Stun Light:</b> 600 lumen LED.	✓	✗
6. <b>Laser Sight:</b> Assists aim.	✓	✗
7. <b>Release Lever:</b> Press to change cartridge.	✓	✓
8. <b>Trigger:</b> Two finger trigger pull.	✓	✓

## Product Description

HERO® 2020 is a less-lethal 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 is available with a 600 lumen stun light and laser sight for pin point accuracy.

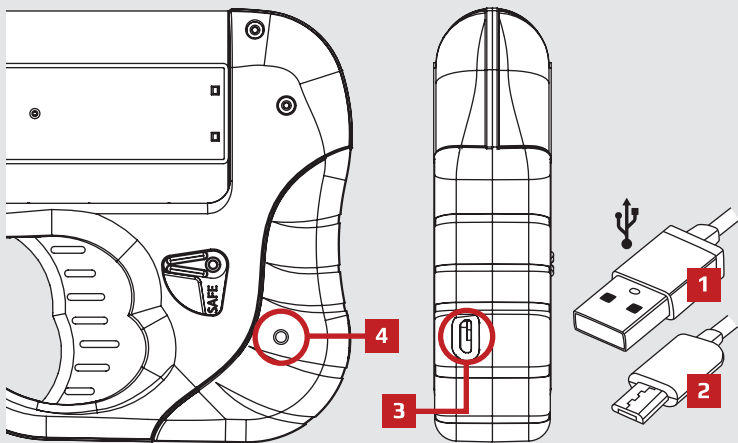
HERO 2020® represents a new way of thinking about concealed carry and personal protection. Designed around safety, power, and ease of use, HERO® 2020 saves lives.

## Specifications

Size:	5.91" x 4.07" x 1.1"
Weight:	306g   CORE: 202g
Power:	Nitrogen
Payloads:	Irritant, Trainer, or Kinetic 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

*\*Not Included with CORE model*

## Charging Your Device



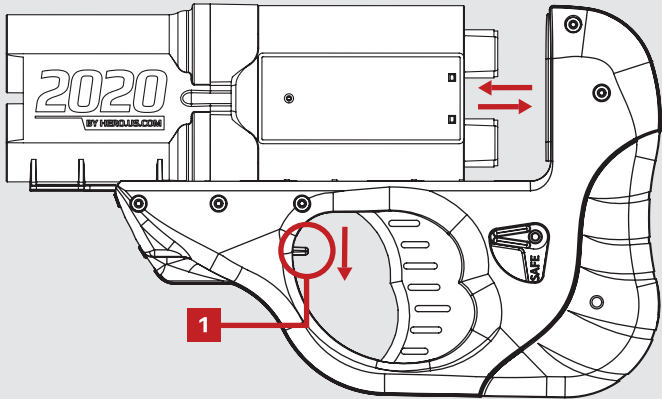
CORE models do not contain electronics and do not need charged. All models use Nitrogen contained in the cartridge to fire. **Caution:** Device CAN fire with a depleted battery.

To charge your 2020:

1. Plug the USB end of the charge cable into a power source.
2. Locate the Micro end of the USB cable.
3. Plug it into the charge port on the back of the grip.
4. Charge time: 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. Push cartridge release lever down to release cartridge.
2. Slide cartridge forward to remove.
3. Align tabs of the new cartridge with slots on device.
4. Firmly slide cartridge towards rear of device. When locked in, cartridge release lever will return to original position.
5. Test cartridge is properly seated by pulling forward on the cartridge.

HERO® 2020 is compatible with multiple cartridge types. Visit our website for the most update to date offerings.

**Caution:** Projectiles travel up to 175 FPS.

## **PavaBall: Irritant Projectiles**

Irritant powder filled projectiles explode on impact, engulfing the target in a cloud of irritant. We use PAVA irritant, a synthetic form of capsaicin known for its intense heat and irritation properties. This powerful inflammatory causes properly targeted assailants to experience temporary blindness, intense coughing, difficulty breathing, and painful burning sensations - allowing intended victims to escape and seek help.

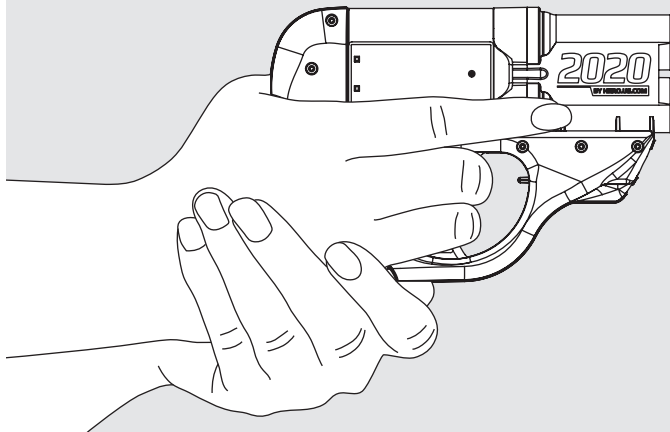
Inert cartridges are available for training.

Note: PavaBall cartridges contain strong dye. After firing, quickly rinse with water to prevent staining.

## **BluntForce: Kinetic Projectiles**

These hard polymer projectiles pack a painful punch of kinetic energy that stops attackers in their tracks. Bundles with BluntForce cartridges are legal to use in California.

## Handling Your Device

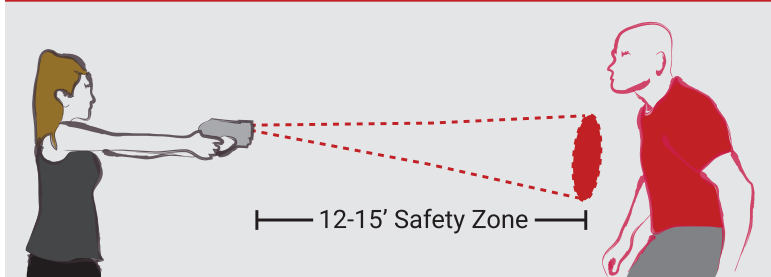


To hold the device properly using the dominant hand:

1. Place middle and ring fingers into trigger opening.
2. Extend index finger along the barrel.
3. Curl pinky finger beneath device for support.
4. Place thumb on far side of device and grip.
5. Rest dominant hand into palm of non dominant hand.

This unique and ergonomic grip design makes it easy to aim, having the user literally point a finger at the target, while providing a more stable hold than offered by traditional firearms. The two finger trigger ensures even those with low grip strength are able to pull the trigger.

## Firing Your Device



### Training

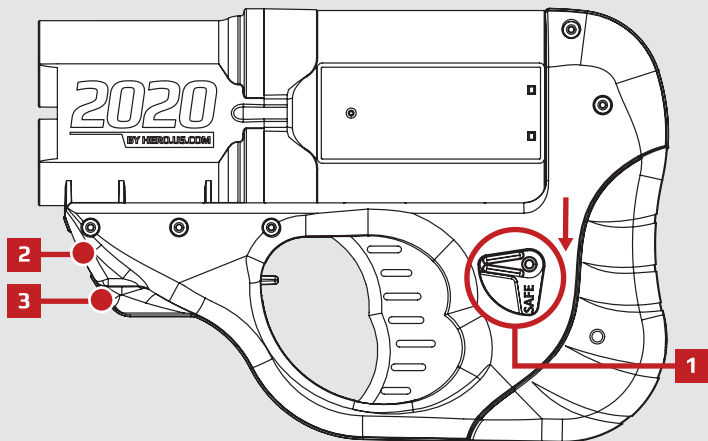
We recommend everyone practice to become familiar and confident with their device before carrying it for self-defense. Visit our online training portal for additional training information, free videos, and resources.

Wear safety glasses or other protective lenses while training. Stand 12-15 feet from the target to ensure maximum accuracy while maintaining a safe distance.

### Self-Defense

When faced with an attacker, disable the safety and aim for the torso - the largest and easiest target to hit. Do not aim at the face, neck, or spine. Fire one or both shots as required, then immediately distance yourself from the attacker and seek assistance.

## Safety, Laser, and Stun Light



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

1. Move safety switch to the vertical position to disengage.
2. Stun light and laser turn on automatically for non CORE models.

**Caution:** 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 in eyes.

## 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 Safety

Note: CORE model does not contain battery.

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/](https://HERO.US.com/terms-and-conditions/)

## Contact Information



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