



Whirlwind



Newsletter of the Beltzville Flying Machine Society

October, 2017

COCKPIT CORNER – by Brian Sherman, did4ways@aol.com

This month's Cockpit Corner topic covers my outrageously poor experience with, and treatment by Dean Eberly (proddev@hyperion.hk) VP at Hyperion regarding the (4) of (8) LiHV battery failures. Dean has consistently lied, tried to cast aspersions on me, our club, and and its members. When this first started, I asked our officers to let me try and resolve it and hold off on expressing their feelings. Given the current situation, however, please feel free to email Dean directly with your feedback and/or post on the RC Universe forum. Below is a cut and paste from my latest post.

<https://www.rcgroups.com/forums/showthread.php?2955831-Hyperion-G7-HVLI-and-SV-Lipo-Batteries/page9#post38587631>

TO ALL,

As has been his pattern Rock continues to make false statements and will not address the core issue of the Storage requirements originally posted on Hyperion's site and only recently changed to 24hrs to try and protect himself. For those that have been following the threads and to those that are just starting I think a recap of the entire thread below will be helpful to show how we got here and the true facts.

Rampman, (This is a post from one of the forum members that has offered to test the batteries (which Dean will not do) and post his results. Rampman already advised it will take 3-4 months to complete the testing.

I will be glad to ship you all eight batteries for testing using my own shipping, but thanks for the offer. I don't need or want any of them returned and you do whatever is needed with them. Just PM me your shipping information and I will get them out to you next week as I am traveling this week. But before you spend a lot of time and energy testing, I suspect that Rock will claim the test results have no meaning because according to him all eight packs are already defective.

POST and REPLY SUMMARY

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Rock's Posts,

So, you've stored our batteries well over 4.0~4.2v for several days and now the packs are failing, this is due to your misuse.

Yes our warranty period is for 6 weeks, and then we review each case on a case-by-case basis (I've given credits to old G6 customers even to this day i.e., GaryX and a few others). This usually protects us from most fraudulent customers, so they don't to come back to us after 2~6+ months of use, after repetitively abusing our batteries and say "look! your packs are faulty!", like we have now.

ALL companies would void the warranty if the customer is storing the packs improperly, like with the evidence we've received from "did4ways".

Brian's Reply

Apparently Rock has either a severe paranoia that there are many users out there not following the published storage specs originally published on its website (three bullet points below) and will be filing "fraudulent claims" or he has, in fact, received a lot more claims than he will admits.

- > As a general rule NEVER leave your batteries charged for more than one day.
- > If you know you are not going to be using some batteries for a long time - anything from a week to over a year - make sure you discharge/charge them to 3.8v per cell before you store them.
- > 10) Never leave your LiPo batteries sitting around on a full charge for more than 2-3 days. If by the 3rd day you realize you are not going to use your battery today, you need to discharge your battery down to 3.6v-3.8v per cell for safe storage until you are ready to use the battery again

MOST IMPORTANTLY he continues to NOT ADDRESS why he repetitively claims that the 24hr rule is his basis for claiming "fraud and abuse" when his own website clearly shows that that time frame was not the basis for judgement until he just changed the rules. This has always been the heart of the issue and Rock simply won't address it in this forum.

In addition, in his latest post he has jumped into the gutter to try and pervert information I provided him regarding my background, experience and the reason I copied my fellow club officers. Below are the key points from his post and my responses. I added the numbers for ease of reference to my point-by-point reply.

Rock's Post

- 1) He sent me a email with pictures of all 8 packs fully-charged, he implied they've been like that for a whole week, cause he just checked them on the weekend (after the packs were fully-charged since last week).
- 2) No pack can stand that abuse for months in-service at a RC club (probably being shared, cause he cc'ed about 6 other members to his email).
- 3) He thinks he can bully us online with bad publicity, with hope I'll cave-in and pay for his batteries (he's a customer service manager, he sees this behavior everyday), it's not going to happen.
- 4) We're going to do a "full-charge storage" test on Monday/Sunday just to reaffirm the doubt our other customers might have.

Brian's Reply

1) I never implied anything. Rock chose to make a lot of false assumptions and is trying to represent them as facts to support his indefensible position. Again he has not, and likely never will, publicly address why his website listed one week as the storage time frame (along with the two others just to add to the confusion of the RC community) and now he wants to ignore it to the benefit of Hyperion and the loss of the customer. In italics below is the actual email exchange.

I did, in fact, fly that Saturday and with the exception of the two packs that had already been reported as failed (but to which Rock claimed I never sent the notice.) The 6S battery had just been recharged for Sunday. A couple of others were waiting to be charged. And as side note Rock asked me to provide only pictures of the four batteries that had the zero cell voltages. I provided him all eight and another one of a different manufacturers 3S pack that I have been using for three seasons under the exact same handling and is still going strong. Why did he choose not to show that picture? Um?????

Attached you will find two pictures. One is the fleet of planes I have in my basement which is approximately half of the planes I fly. (The rest are scatttered throughout the house, garage and in my flight trailer. LOL I am not a neophyte as ROCK may want you to believe.) The other picture shows all the active battery packs I use. There are multiple brands and **none**, including the ones I have taken out of service at their end-of-life have ever had a cell voltage of zero.

All but the Hyperion have two or more seasons on them and are still going strong. They are handled exactly the same way as the Hyperion packs. But half those have failed with a zero volt cell and, according to Rock's post, the other half are already compromised.

From the pictures provided by you, and by your comment "I checked all eight (8) batteries over the weekend and much to my dismay found that two more batteries show a cell with zero volts", it looks to me that these batteries were being stored at 4.2v+ when you went to go check these packs over the weekend.

2) Again Rock is trying to invent non-existent facts to lead you to believe that these packs had many many cycles on them by saying I probably shared them with the club members. An out and out blatant lie. The batteries were never shared and none have over 20 cycles.

As a side note I had asked my fellow club officers to refrain from communicating with Rock while I tried to work this out. But now that he is tossing "S" at them, I suspect that they will make their voices heard loud and clear.

The reason I copied my fellow club officers on my fourth attempt to contact Hyperion, a Hong Kong based company, is that I am the president of the Beltzville Flying Machine Society, flying at our AMA chartered field in Beltzville State Park in Pennsylvania.

<http://www.bfms1783.us/index.html>

The BFMS operates under a special use agreement with the park and SAFETY is our number one priority. Until the packs started failing, I was an ardent proponent of the LiHV packs. But when they failed with cells shorting to zero volts and I could not obtain any response from Hyperion to my first three communication attempts, I was deeply concerned that using the LiHV could result in the sudden and unrecoverable loss of control of a plane in the air. Such a loss of control could result in damage not only to park property but to private property and even cause a personal injury. The club has been at this location since 1981 and there is no way we would ever jeopardize the safety record of our field.

3) Once again Rock wants to make it seem that I want him to "cave" and pay for the batteries. As I told him privately and posted on this forum I don't want and would not accept a refund or replacement batteries. The batteries did last more than the 6 week warranty period. But as FYI USA case law has held that failure of a company to provide material information on the use of a product can result in the manufacture being held liable for damages in certain instances. But that has not been and is not my mission.)

After Rock made clear how he was going to behave, my mission has been, is, and will continue to be to have:

1. Hyperion acknowledge on this forum that I did, in fact, make three good faith efforts to contact them but those failed due to issues with its new website.

2. Hyperion admit that the storage information posted on its website was as I have posted and that I had every right to follow that information and therefore that I did not abuse the batteries. It was Hyperion's failure to provide the correct information that caused the failures.

3. Hyperion apologize for attempting to denigrate me by claiming that "he's a customer service manager, he sees this behavior everyday".

Maybe he sees this type of behavior every day but as I told him the companies I work for would never treat a customer the way he has treated me. Our companies stand behind our products and treat our customers with dignity and respect.

4) Rock's proposed test methodology "just to reaffirm the doubt our other customers might have." is scientifically invalid. And ROCK what university did you attend that taught you a sample size of one constitutes a statistically valid sample size? And where is the real world use test?

Based on the original storage time frames posted on the Hyperion website and the new 24hr time frame there are the four test scenarios that would provide the necessary information. (But if Hyperion is the manufacturer one would think it would already have this data. Or if it is just a sales and marketing company it surely would have asked for the data before going to market. Especially in light of the G6 debacle.) All test scenarios are based on the subject batteries being properly conditioned. If a battery fails during that process it needs to be eliminated and reported as a DOA battery.

1. Charge at 1C, discharge at 80% of the rated continuous current spec until the power terminal voltage falls to the threshold level (not the individual cell voltages because in the real world, the ESC uses the power terminal to alert when the LVCO is hit. Cycle until failure or until 30 cycles with a storage period of 1 week in between cycles to replicate the original storage information
2. Same as above conditions but charged at 5C. This is the rate I used per the specs of the battery that state it can be charged at up to 6C but should be limited to 5C to ensure cycle life. PS: Rock never asked how I charged the batteries.
3. Same as above conditions but charged at 1C and stored for only 24hrs at full charge.
4. Same as above conditions but charged at 5C and stored for only 24hrs at full charge.

The use of the 1C rate should represent those users that have not made the investment in a power supply and/or charger that can handle the 5C rate.

And to Rock's point about warranties, below are the warranty periods posted on the websites of Thunder Power and Venom. If one was to believe Rock's assertion that he can determine abuse by simply looking at a point in time voltage profile without knowing any of the battery's use/charge history, then why does he need to limit the warranty period to six (6) weeks?

I think the post from RedJoe below hits the nail on the head. If Rock wants to allay any doubts customers may have regarding the quality, reliability and durability of the LiHV technology, then he should arrange for an independent test of statistically significant sample sizes using real world test simulations above.

POST FROM REDJOE to HYPERION ROCKS

Wow, so you already performed tests and they were ok. I'm sorry, but something seems fishy here. I still don't believe the zero volts issue is due to leaving the battery fully charged. You mentioned you HOPE they will fail after a week. I can say for sure if they do fail, you won't be selling any of them to me. You are really the VP of Hyperion and say something like that, that's going to hurt your sales. If it were me, I would refund the guys 4 dead packs and move on, this thread isn't doing any good for Hyperion at all.

Warranty Policy (Thunder Power)

Thunder Power RC is in the business of providing the highest quality products available for the RC market and, therefore, fully supports its products. We will make every effort to solve all warranty issues quickly and in a fair and reasonable manner. Thunder Power RC believes that, as a company, we are only as good as our product and our support.

Batteries:

The Battery warranty is limited to original defects in material and workmanship for one year from the date of purchase (*). Replacement batteries do not begin another one year period; i.e. a battery replaced with 1/2 year of warranty remaining will have 1/2 year warranty for the replacement battery.

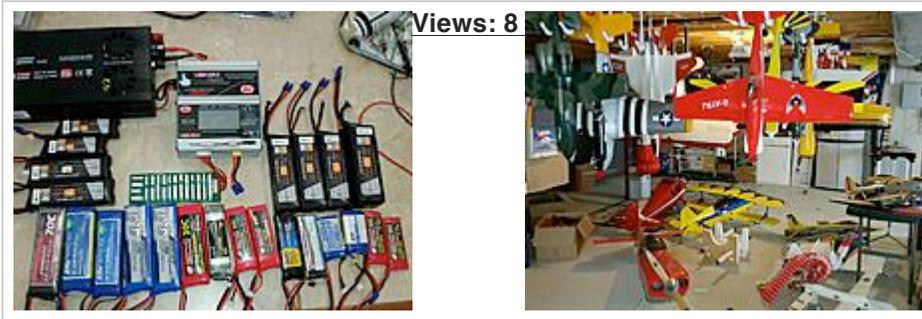
Warranty is not transferable. Warranty does not cover collateral, incidental, high cycle count or consequential damage, misuse, abuse, incorrect charging, use for purposes other than those for which the product was designed, any product which has been altered or repaired by unauthorized personnel, or any other inappropriate use of the product.

Warranty Policy (Venom)

When you want uncompromising power and runtime for your Arrma Nero, look no further than the Venom 50C 3S 5000mAh 11.1V LiPo Hardcase. Engineered for the Arrma Nero, this battery features 5 Amp hours of 3-cell power, created using grade-A, internal resistance matched cells, a genuine Amass XT90-S anti spark connector, and our industry leading, limited lifetime warranty

Images

[View all Images in thread](#)



See you at Saturday's meeting.

Until next time, keep the cockpit up and be safe.

Volunteers

I would just like to reiterate what Brian mentioned in his COCKPIT Article of October, 2017, please give some serious thought to volunteering your services to the club by giving a small amount of your time to be nominated to one of the executive positions in the club.

There will also be an opening for Newsletter Editor in January, so if you are at all a little handy with a computer, we will need a new Newsletter Editor in the not too distant future. Please help!

Next Meeting

Please take notice that the November meeting of the Beltzville Flying Machine Society will be held at Platz's also known as P.J. Whelihan's Pub and Restaurant. The meeting is scheduled to start at noon, but come early to order any food or beverages you might want to enjoy during or after the meeting. All future meetings of the club will be held at Platz's until the Spring Thaw.

Dues

Once more we ask you to dig deep, and pay your 2018 dues. This is a **reminder**, that Scott Voth will be collecting dues until January 31, 2018. You can pay at the next or future meetings. You can also mail a **check to Scott Voth (BFMS) at P.O. Box 74, Palmerton, PA 18071.**

Dues are still \$35.00 for the year, that is, unless you are a family then just add \$12.00 to the standard amount, and you are paid.

I do not think you will find a better bargain, than flying at the Beltzville Flying Machine Society field for so little. Many thanks to Bob and Joel Beers for all the work they put in at the field for such small remuneration. We really owe them a great deal of gratitude. We must not forget our Web Master, Bill Magerman, again for a small yearly fee, he looks after our website, and keeps it up to date, Thanks, Bill!

While thanks are all we can give because they serve as volunteers, our Executive Officers, Brian Sherman, Jack Mertz, Scott Voth and Scott King deserve our praise for their service. Thanks guys!

Hunting Season

Please continue to exercise caution when flying at the field. Hunters may be in the vicinity of the field so wear a bit of orange or other bright colors. Remember also that hunters have the "Right of Way," that is to say, we must give them the field. This is the agreement we have with the State of Pennsylvania for the use of the field for the better part of the year. Thank you!

Any questions or comments
should be directed to
John Carrigan
at
carrjic1238@yahoo.com

The next meeting
of the
BFMS
will be at
(Platz's)
P. J. Whelihan's
on
Saturday,
November 11, 2017
at
Noon