ONEFLASH



SAFETY GUIDE

For users of the service and for the venues that host a OneFlash station.

OneFlash SAS · Version 1.2 · 20 November 2026
Document for distribution to site teams, security control rooms and users

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Each reader has their own part. Users read Part 2; centre managers, safety officers and security control rooms read Parts 1 and 3; the appendices are for technical teams and buyers.

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ABOUT THIS GUIDE

It replaces neither the Terms of Use (CGVU), the contractual reference document for users, nor the contract signed with the host venue. The certificates, test reports and procedures cited are provided on request. The **USERS** and **HOST VENUES** labels at the top of each page indicate who the page is for. A one-page emergency sheet, intended for the security control room, accompanies this guide.



PART 1

THE SYSTEM

What a OneFlash station is, what a battery contains, and how the equipment is protected by design.

USERS | HOST VENUES | TECHNICAL TEAMS

THE SYSTEM AT A GLANCE

A OneFlash station is a connected unit, plugged into the 230 V mains, that stores and recharges portable batteries made available on a self-service basis.

The user unlocks a battery by QR code or bank card, takes it away, then returns it to any station in the network, where it is immediately put back on charge. The battery is designed to be recharged in a station, via pogo contacts, and not from a household socket. This is the key point of the safety model: charging, the most sensitive phase for a lithium cell, always takes place in an environment controlled by OneFlash.

18.5 Wh
Energy per battery (3.7 V, 5,000 mAh)

12 W
Output power, extra-low voltage 5 V

153 g
Battery weight, 145.7 × 69.6 × 13.8 mm

30 mA
Residual current circuit breaker built into the stations

12 V
Internal voltage of slots and boards, isolated from the 230 V

V-0
UL 94 rating of plastics, batteries and stations



PB-B10 battery and its three built-in cables

COMPONENT	SAFETY-RELEVANT CHARACTERISTICS
Portable battery PB-B10	EVE lithium-ion cell. Three built-in cables (USB-C, Lightning, Micro-USB). Thermistor on the cell and battery management system (BMS) that cuts charging and discharging in the event of an anomaly.
Station	230 V AC supply converted internally to 12 V DC. Models OneMini (6 batteries, counter-top), OneMini+ (12), OneTower (24, 38 kg, floor-standing) and OneTower Max (48, 68 kg, floor-standing). Built-in 30 mA residual current circuit breaker.
Monitoring	Each station reports its status to the OneFlash platform (connectivity, slots, batteries). A faulty slot or battery is withdrawn from rental.



BUILT-IN EQUIPMENT SAFETY

Safety rests first on design: electronic protections in the battery, electrical protections in the station, materials rated for their fire behaviour. These protections reduce the risks in normal use; they do not eliminate them.

PB-B10 BATTERY

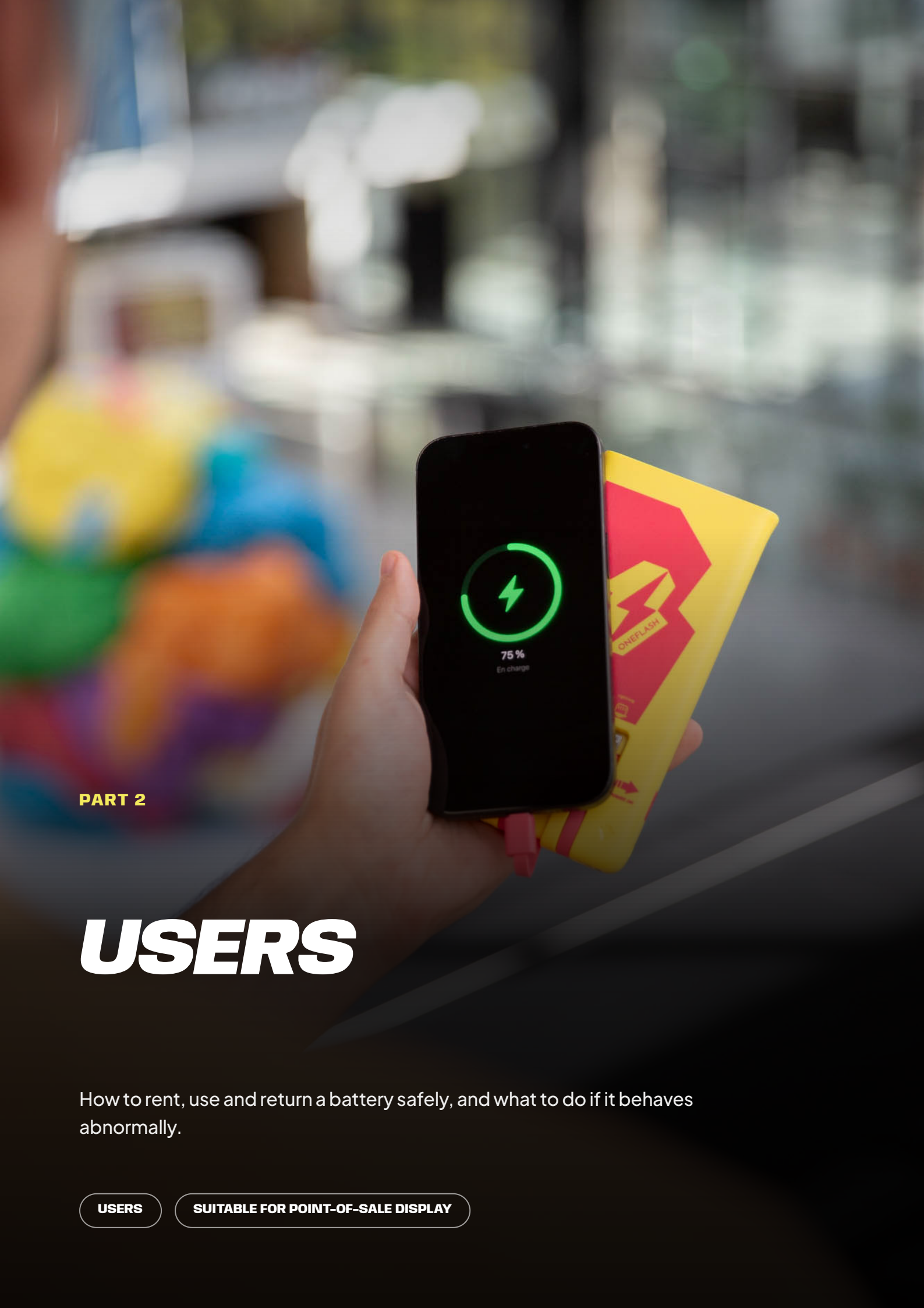
- NTC thermistor fixed to the cell. Above the temperature threshold, the BMS cuts charging or discharging.
- BMS protections against overcharge, deep discharge, overcurrent and short circuit.
- Casing in UL 94 V-0 rated plastic, a flammability classification of the material under a standardised test (self-extinguishing in under 10 seconds on a test specimen, with no flaming drips). It does not constitute a guarantee against fire spread for the equipment as a whole.
- Extra-low voltage output (5 V, 12 W), with no hazardous voltage accessible to the user.

STATION

- Built-in residual current circuit breaker (30 mA): protection against insulation faults, overloads and short circuits, in addition to the protection of the site's own circuit.
- Two separate electrical zones: the 230 V zone (mains cable, switch, circuit breaker, power supply) and the 12 V zone (boards, slots, batteries).
- Wall socket protected by a lockable enclosure and cable held in place by a screwed cover: no unplugging by the public.
- Floor fixing with steel anchor brackets at four points, where the site requires it.

WHAT ONEFLASH ADDS TO THE MANUFACTURER'S TESTS

Quality control of batches on receipt and withdrawal of damaged batteries during maintenance rounds. The list of certificates and test reports, matched to each model, is given in the appendix, page 17.



PART 2

USERS

How to rent, use and return a battery safely, and what to do if it behaves abnormally.

USERS

SUITABLE FOR POINT-OF-SALE DISPLAY

USING A BATTERY SAFELY

A lithium-ion battery remains a product to be handled with care. The rules below restate the commitments of Article 9 of the Terms of Use, in a format anyone can read in a minute.

BEFORE LEAVING WITH THE BATTERY

1. Check the general condition of the battery, its three cables and its charge level.
2. If anything is wrong, put it back in its slot within 3 minutes of payment validation and notify support: the rental is not charged and OneFlash requests release of the bank pre-authorisation, subject to the bank's processing times.



DURING THE RENTAL

DO

- Charge only CE-certified devices.
- Keep the battery at room temperature, in a dry place.
- Return it to any OneFlash station, within the maximum duration displayed before the rental.
- Report any abnormal behaviour to support (numbers on the next page).

NEVER

- Recharge it yourself, from a socket or another charger: it is recharged only in a station.
- Drop, pierce, crush, bend or dismantle it.
- Expose it to water, high humidity, a flame, direct sunlight, a radiator or extreme cold. Do not leave it in a car in full sun.
- Bring its connectors into contact with metal objects.
- Throw it away: it contains a lithium cell and must be returned to a station.

WARNING SIGNS AND RETURN

STOP USING THE BATTERY IMMEDIATELY IF IT SHOWS:

swelling, abnormal heat, odour, smoke, leaking liquid, noise, discolouration or a sudden loss of charge.

1. Unplug the device and place the battery on a non-flammable surface, away from people. Do not carry it in a bag or a pocket.
2. Do not put it back in a station.
3. Call the OneFlash emergency number or write to WhatsApp support.
4. If it smokes or catches fire: move away without attempting to intervene, alert the venue staff and dial 18 or 112.

ONEFLASH EMERGENCY

+33 (0)7 77 30 64 00

Working days, during support opening hours (see Contacts)

WHATSAPP SUPPORT

Scan this code or the QR code available in the app, in the Help tab of the station screen, and on the station itself: on the back of a OneTower, on the top of a OneMini. E-mail: bonjour@oneflash.fr





RETURN

The battery can be returned to any OneFlash station, within the maximum duration displayed before the rental. A blue or white light confirms the return. For a rental made via the app, a notification confirms the return and the summary is available under “My history”.

In the event of loss or theft, notify OneFlash within 24 hours (bonjour@oneflash.fr or +33 (0)7 77 30 64 00) and file a police report, in accordance with Article 6.6 of the Terms of Use.

WHY THESE RULES

The battery contains an 18.5 Wh lithium-ion cell and incorporates several protective devices intended to reduce electrical and thermal risks in normal use. These protections do not entirely eliminate the risk of failure, particularly in the event of impact, damage, an internal fault or exposure to excessive temperatures. Hence the importance of reporting any abnormal behaviour.



PART 3

HOST VENUES

Provide a compliant location and power supply, do not intervene on the station, report any anomaly. OneFlash handles installation, maintenance and removal.

CENTRE MANAGEMENT | SAFETY OFFICER | SECURITY CONTROL ROOM | TECHNICAL SERVICES

SITING AND POWER SUPPLY



SITING

- Indoor location, on a flat and stable floor, sheltered from rain, water splashes and hose-down cleaning. For an outdoor or semi-covered location, prior approval by OneFlash.
- Outside evacuation routes, emergency exits and the clearances required by the site's public-access building (ERP) safety regulations. The station must not reduce the width of an escape route.
- Away from heat sources (kitchen, radiator, south-facing shop window) and from storage areas for flammable products.
- Clear space of at least 50 cm in front of the station for use and maintenance; accessibility for people with reduced mobility preserved.
- Floor fixing with brackets where the site requires it (stability, high footfall, ERP compliance).

POWER SUPPLY

- One 230 V, 16 A earthed socket, on a circuit protected upstream by a 30 mA residual current circuit breaker. Low consumption, no dedicated line required.
- Socket accessible for fitting the lockable enclosure, but not visible or not accessible to the public as far as possible.
- No extension lead or power strip. If the distance requires it, OneFlash supplies and secures the cable.
- The key to the socket enclosure is held by OneFlash. A copy can be given to the site's security control room on request, to allow an emergency shutdown.

IN ONE SENTENCE

A compliant socket, a dry location outside escape routes, and no intervention on the station: that is all the venue has to guarantee.

DAY TO DAY AND ONEFLASH COMMITMENTS

WHAT THE SITE TEAMS DO, AND DO NOT DO

DO

- Clean the exterior with a damp cloth only.
- Report to OneFlash any station that is switched off, damaged, unstable or has a damaged cable.
- Pass on any abnormal battery behaviour reported by a visitor.
- Put an intact battery that has been found back in a station; set aside and report a damaged battery.

DO NOT

- Move the station without OneFlash: its weight of 38 to 68 kg and its connection require a supervised intervention.
- Open the station, unplug it, or intervene on a jammed slot.
- Spray water or solvent on the front panel or the slots.
- Throw away a battery, even a damaged one.

WHAT ONEFLASH PROVIDES

COMMITMENT	DETAILS
Installation	Delivery, connection, fixing where necessary, training of site teams, by OneFlash or an appointed partner.
Monitoring	Daily follow-up of offline stations and failed transactions; automatic withdrawal of faulty slots and batteries.
Maintenance	Scheduled preventive maintenance; corrective maintenance on report, during support hours, within the timeframes set out in the contract (page 13).
Electrical work	Carried out with the power off, by trained staff; the 230 V section is reserved for a technician qualified under NF C 18-510.
Insurance	Professional liability insurance with Generali, €10 million (certificate available).
Removal	Removal of the station and collection of the batteries; restoration of the location in accordance with the applicable contractual conditions.

IN THE EVENT OF AN ON-SITE INCIDENT

Move people away, cut the power, call. This table is designed to be handed to the security control room and site staff; the accompanying one-page emergency sheet summarises the essentials.

Serious incidents are rare but cannot be ruled out, even in normal use (internal fault). The priority is always making people safe; action on the equipment comes second and is a matter for trained staff.

SITUATION	WHAT THE HOST VENUE DOES	WHAT ONEFLASH DOES
Battery hot, swollen or giving off an odour, outside a station	Do not handle it or put it back in a station. Move the public away and cordon off the area. If it has to be moved, only by trained staff, using a suitable gripping tool, to a non-flammable surface away from people. Call OneFlash.	Collects the battery in a suitable container during its intervention hours and withdraws it from the fleet.
Battery or station smoking or on fire	Move people away immediately, trigger the site's fire safety procedure and call 18 or 112. Do not handle the battery or the station. Any action on the fire is reserved for trained and equipped staff, following the site's procedures, without exposure to the fumes (toxic, with a risk of projections and reignition).	Travels to the site as soon as possible, takes charge of the battery and the station, and provides the documents (safety data sheet, certificates) to the authorities and insurers.
Station smelling of burning, crackling or abnormally hot	Move the public away. Cut the power at the site's electrical panel or the circuit breaker for the area, without touching the station. Do not open it. Call OneFlash.	Priority intervention by a qualified technician, during its intervention hours.
Station knocked over, struck, front panel broken, cable damaged	Cut the power if the cable or socket is affected. Cordon off the area. Do not try to stand a 68 kg station back up without OneFlash.	Makes the equipment safe and replaces it.
Water damage, flooding, hose-down cleaning	Cut the power upstream before any contact with the station. Do not plug it back in.	Full inspection before return to service.
Injured visitor (cut from a broken battery, contact with cell liquid)	Site first aid: rinse the eyes or skin thoroughly with water for 15 minutes, remove soiled clothing, seek medical advice.	Provides the safety data sheet and opens an incident file.
Theft or vandalism	Report to OneFlash and keep any useful CCTV footage.	Remote deactivation of the station and the batteries concerned.

After any incident, OneFlash documents the facts, the probable cause and the corrective measures, and shares this feedback with the host venue.

CONTACTS AND ESCALATION

ONEFLASH OPERATIONS TEAM

+33 6 49 50 42 76

Number reserved for host venues. Monday to Friday, 9am to 6pm, excluding public holidays.

LIFE-THREATENING EMERGENCY

18 · 112

Fire, serious injury: emergency services first, then the site's security control room, then OneFlash.

TWO LEVELS OF RESPONSE

Making people safe (move away, cut the power, call the emergency services) is the site's responsibility, 24 hours a day, with its own resources. OneFlash intervenes on the equipment during support hours, within the contractual timeframes, with no on-call service at night or at weekends.

SITUATION	WHO TO CONTACT	TIMEFRAME
Life-threatening emergency (fire, serious injury)	18 or 112, then the site's security control room	Immediate
Abnormal battery, dangerous station, safety incident	Site makes the area safe first (page 12), then operations team: +33 6 49 50 42 76 (venues) or +33 (0)7 77 30 64 00 (users)	Call back the same working day; on-site intervention within contractual timeframes
Degraded service (jammed slots, station offline)	Operations team, bonjour@oneflash.fr or WhatsApp	Remote diagnosis the same working day; intervention within contractual timeframes
Minor incident, usage question	bonjour@oneflash.fr or WhatsApp	Remote resolution or scheduled handling
Contractual questions, site safety, documents to be provided	Dedicated account manager, named in the contract	Working days

WHATSAPP SUPPORT

Reachable by QR code in the app, in the Help tab of the station screen, and on the station itself (back of a OneTower, top of a OneMini). A site agent can scan it without an app or an account.

The certificates, test reports, safety data sheet, insurance certificate and electrical intervention procedure mentioned in this guide are provided on simple request to the account manager.



PART 4

APPENDICES

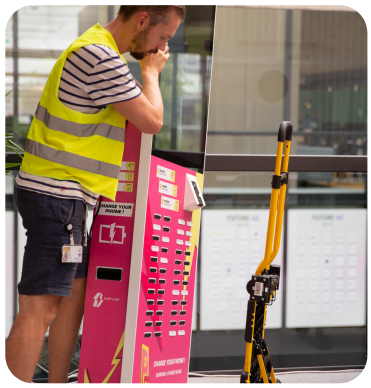
Electrical safety and interventions, data and payments, battery end of life, and the list of certificates and test reports.

TECHNICAL TEAMS | BUYERS | INSURERS

ELECTRICAL SAFETY AND INTERVENTIONS

Any intervention on a station follows OneFlash's internal electrical intervention procedure, based on NF C 18-510. This page sets out its principles; the full procedure, approved by the qualified referent, is authoritative.

POWER-DOWN BEFORE ANY OPENING



1. Main switch set to OFF.
2. Mains plug disconnected.
3. One-minute wait for the power supply capacitors to discharge.
4. Check that the LEDs on the electronic boards are off.

These steps do not amount to lock-out within the meaning of NF C 18-510: verification of absence of voltage and lock-off are the responsibility of the qualified technician, in accordance with the internal procedure.

WHO MAY DO WHAT

INTERVENTION	NON-QUALIFIED, AFTER POWER-DOWN	QUALIFIED BR / BC
Opening the station, replacing boards, slot racks, mechanical or plastic parts (12 V zone, no access to 230 V parts)	Yes, station unplugged	Yes
230 V wiring, power supply, internal circuit breaker	No	Yes, power off
Live diagnosis	No	Yes, limited to measurement, CAT III or IV multimeter, one technician only, PPE worn

PROTECTIVE EQUIPMENT

Class 00 insulating gloves (EN 60903), S1 safety footwear (EN ISO 20345), EN 166 face shield, 1,000 V insulated tools, no metal jewellery. Barrier or warning tape when the technician steps away from the zone.

QUALIFICATIONS AND TRAINING IN PLACE

- Qualified referent B1V, B2V, BR, BC, BE Essai, B0, H0V (VoltWork training, valid until 11 March 2029).
- First-response fire team training (extinguisher handling, evacuation marshal) completed by 8 employees in September 2025 with Rescue Academy.
- Lithium battery handling awareness at the onboarding of every employee.

Field partners appointed by OneFlash apply the same rules; the 230 V section is off-limits to them unless they hold their own qualification.

DATA AND PAYMENTS

OneFlash collects the minimum necessary for the rental and never handles full bank card data. The points below describe the architecture in place at the date of this guide.

- QR code journey: phone number and one-time SMS code, then bank pre-authorisation of the deposit amount shown before the rental, via a payment service provider. OneFlash does not store the card number.
- Bank card journey at the station: payment via a card terminal; OneFlash receives only the last four digits of the card, as the rental reference.
- Geolocation used only in the app, to display the station map, never in the background.
- No advertising trackers or consent-based audience measurement tools in the app; the web app is limited to the technical storage required.
- Data hosted on Google Cloud Platform, Zurich region. Sub-processors: HubSpot (CRM, EU hosting), Google OTP service (SMS codes), Twilio (SMS reminders for non-returned batteries).
- Platform administration accounts protected by two-factor authentication.
- Rights of access, rectification and erasure: bonjour@oneflash.fr. Full privacy policy at oneflash.eu.

A data processing agreement (DPA) is provided to any client for which OneFlash acts as a processor, for example as part of a loyalty programme integration.

END OF LIFE AND RECYCLING

No OneFlash battery should end up in a bin, whether it is in the hands of a user, a site agent or a technician.

- Design life: 500 full recharge cycles. End-of-life batteries are removed manually from the fleet during maintenance rounds.
- The PB-B10 model is UN 38.3 qualified for transport. Damaged or defective batteries are subject to specific packaging and transport requirements (ADR, special provisions applicable to damaged lithium batteries): they are isolated in dedicated containers and entrusted to compliant transport.
- Collection and recycling via the Batribox (Screlec) producer responsibility organisation, with collection slips kept by OneFlash.
- Repair and reconditioning of repairable batteries and stations entrusted to a partner sheltered workshop (ESAT), which extends the life of the equipment before recycling.

PUBLISHER

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CERTIFICATES AND TEST REPORTS

Each model is matched to its manufacturer references and the corresponding certificates. The documents are available on request; the words “to be confirmed” indicate items still being obtained.

BY STATION MODEL

COMMERCIAL MODEL	MANUFACTURER REFERENCE	CERTIFICATES AND REPORTS AVAILABLE
OneMini (6 batteries)	Relink, CS-S08 series	EU Declaration of Conformity RED 2014/53/EU (CTB26011512401CEREDEU), EN IEC 62368-1 (CTB26011512402RS01), EN IEC 62311, EN 50665
OneMini+ (12 batteries)	Relink, CS-S08 with extension module	Coverage by the CS-S08 certificates to be confirmed by the manufacturer for the extended configuration
OneTower (24 batteries)	Relink, CS-S24 / CS-S32 series	EU Declaration of Conformity RED (CSS24L21ACEEU), EN IEC 62368-1 (CTB220411046RS), EN IEC 62311 (CTB220425026RH), EMC EN 301 489, radio EN 300 328 and EN 301 908, RoHS, FCC
OneTower Max (48 batteries)	Relink, CS-S48 series	RoHS. EU Declaration of Conformity and specific test reports to be obtained from the manufacturer

BATTERY AND ORGANISATION

DOCUMENT	SCOPE	REFERENCE
IEC 62133-2	PB-B10 battery	Test report provided by the manufacturer
UN 38.3 (transport of lithium batteries)	PB-B10 battery	Test report, EVE cells
Drop test 1.2 m, 5 drops per package	PB-B10 battery	Test report
Safety data sheet (MSDS)	PB-B10 battery	CMC251112089M01, January 2026
UL 94 V-0	Battery casing and station material	Material data sheet
RoHS	PB-B10 battery	Manufacturer report
Professional liability insurance	OneFlash SAS	Generali certificate 2026, €10 million
NF C 18-510 electrical qualification	OneFlash referent	VoltWork certificate, valid until 11 March 2029
Fire and evacuation training	8 OneFlash employees	Rescue Academy, session SES-000519, September 2025