



510 VAPE CARTRIDGE



PROBLEM: NO VAPOR IS PRODUCED

TROUBLESHOOTING:

1. Some customers are not aware that certain auto-draw 510 batteries require an attachment be screwed onto the end of the cartridge to make the magnetic connection. If the user does not have a little fitting like in the photo to the right, the battery will not work if it is a magnetic connection.
2. When connecting the cartridge to the battery of choice, it may take several adjustments to achieve connection with the battery. The cartridge may need to be tightened or loosened to connect and to ensure that the ventilation notches line up. If it does not fire, try unscrewing the cartridge slightly and try again.
3. If kept on its side or upside down, a cartridge may temporarily clog and will require a sharp inhalation to unclog. You can also use the preheat setting to resolve this.
4. The tiny hole/centerpiece must line up perfectly with the accompanying 510 battery. When the centerpiece does not line up perfectly with the 510 battery, the battery will either not recognize the connection, or will not flow properly from the cartridge to the battery. If this hole is slightly off-centre relative to the outer circle, the centerpiece is closer to the bottom of the larger circle than the top. Through our experience, it is a relatively simple solution, which involves slightly shifting the bottom of the cartridge to center the inner component relative to the outer circle.
5. If the issue persists after recommendations, please advise customer to contact info@figr.com and FIGR will work to replace or refund the product.



PROBLEM: LEAKING

Leaking is usually linked to the handling of product. Common factors are usually how the product was handled in the packaging process or transportation. Lower-end quality batteries have resulted in connectivity issues.

TROUBLESHOOTING:

1. If the customer can provide photos or a video to demonstrate the leaking, FIGR will work to replace or refund the product. Refer to provincial regulations.

HOW TO CHECK FUNCTION WITHOUT VAPING (CAN ONLY BE COMPLETED ON 510 BATTERIES WITH BUTTONS):

Screw the cartridge into the battery and turn the battery on (click 5 times fast). Press and hold the button - If the cartridge is functioning properly, the lights surrounding the button should be solid and you should be able to hear a faint sizzle if you hold the vape near your ear. If the lights are flashing, the cartridge is not properly attached - try unscrewing it slightly and try again. Some cartridge/battery combinations work best when the cartridge is not screwed on tightly.