

## Final Bell Canada – Customer Vape Troubleshooting Guide

Final Bell Canada offers a wide range of innovative products for a variety of industry leading brands. This guide will assist in understanding common terms, best practices for storage and operation of vapes and troubleshooting vape issues.

### DEFINITIONS:

---

**Cannabis Material** – Cannabis material is the product being consumed by the user, such as distillate, resin, and rosin. The different names identify the process in which it was extracted from the cannabis plant.

**Vape** – A vape or vaporizer is a device used to heat cannabis material until it reaches a temperature that transforms it from a liquid into a vapour that the user inhales. There are two main types of vapes:

- **All-in-One** – An All-in-One, also known as a disposable, is a vaporizer which consists of a reservoir holding the cannabis material and a fully attached battery. These units are great to ensure the voltage is perfectly matched to the cannabis material within the reservoir and are often re-chargeable.
- **Cartridge** – A cartridge is a vape device that holds the cannabis material in a reservoir and has an electrical element. The cartridge must be screwed onto an external 510 battery to operate but when the material within the cartridge is depleted, a new cartridge can be purchased while using it on the same battery.

**510 Battery** – A 510 battery is the electrical source for the cartridge. 510 refers to the thread type of the battery which matches the cartridge. When the battery is connected to the cartridge it provides the electrical current required to warm up the heating element to vaporize the cannabis material. 510 batteries are rechargeable and have a range of heat settings.

**Pods** – Pods or pod systems work similarly to a cartridge and a 510 battery, where the pod is equivalent to the cartridge but it can only be attached to the correct battery and is not interchangeable like a 510 battery. A pod system ensures the correct heat is applied to the cannabis material as the company that designed the cartridge, also designed the battery.

**Wick** – The wick, which is also referred to as the heating element, is the section of the vape where the cannabis material is saturated into, allowing the electrical current to heat it to the point of vaporization.

**Vent Tube** – The vent tube is a hollow tube that transfers the vaporized material from the wick, up through the mouthpiece and out of the vape to the user.

# Final Bell Canada – Customer Vape Troubleshooting Guide

## STORAGE – BEST PRACTICES

---

**Storage:** To ensure you have the best vaping experience possible with your device, proper storage is important!

Always store your vape vertically and never on its side. This will ensure the wick stays saturated. If the wick is not saturated then this can cause the wick to dry out, resulting in no cannabis vaporization.

Store at room temperature. Storing a vape in extreme cold or hot condition (such as in a car during peak winter or summer months) can lead to the following issues:

- Extreme cold may prevent the cannabis material from flowing to the wick and can also cause the battery to lose charge and die.
  - If a vape is cold, bring it inside to achieve room temperature and charge the battery as needed.
- Extreme heat can cause the cannabis material to liquify to the point of it passing through the wick leading to a clogged or leaking vape.
  - If the vape is found to be warm, cool it down by bringing it to room temperature before use.

**NOTE:** If the temperature exceeds 40°C the device should not be used as internal damage to the battery can occur. Contact a representative for more information.

## BATTERY & OPERATION – BEST PRACTICES

---

### Always Remember, Slow & Steady!

Vaporizers function by heating the wick which is saturated in cannabis material. When heated to a certain temperature the material will vaporize, removing the material from the wick. If a vape is used constantly back-to-back, the wick will not have time to re-saturate and this can lead to the coil being burnt. This burning action damages the wick and cannot be reversed.

**Battery Tips:** Third Party 510 batteries come in a variety of shapes, colours, and have many different settings. To help select the correct battery, the following items should be considered when matching it with a Final Bell vape cartridge.

- Final Bell recommends a voltage between 2.5-3.5V for their cartridges, however this can vary depending on the cannabis material. Some batteries have different voltages causing the coil to reach temperatures that are too high or too low, leading to issues.

# Final Bell Canada – Customer Vape Troubleshooting Guide

## BATTERY & OPERATION – BEST PRACTICES (CONTINUED)

---

- Pre-heat functions are not recommended as this can lead to clogging. When the material is pre-heated but not inhaled then the material will get stuck in the vent tube and harden as there is no airflow to remove it.
- Always read the battery's information booklet prior to use. Final Bell does not have full knowledge of third party batteries and the information booklet may identify certain issues such as flashing LED lights, temperature setting, and turning the unit on.
- Keep the connection points of the battery and cartridge clean and clear of debris. If the battery cannot contact the cartridge, then no electrical connection can be made, and no vapour will be created.

Please reach out to the Final Bell customer service for more information.

## TROUBLESHOOTING COMMON PROBLEMS

---

**Trouble Shooting:** Before contacting an OCS or Final Bell representative, attempt these common troubleshooting tips.

**No Vapour but airflow can be felt:** No vapour can be caused by a variety of problems with the primary reason being the battery.

- 1) Ensure the battery is charged.
  - Attempt to charge the battery using the provided 510 battery charger.
  - If using an All-in-One, a USB-C charger is a common charging port provided on Final Bell vapes. If you're unsure of the charger type, please contact a Final Bell representative.
- 2) Ensure the connection point between the battery and cartridge/pod is clean.
  - Clean the contact between the battery and cartridge/pod and try the device again.
  - If using a third party 510 battery not manufactured by Final Bell, read the user manual to ensure the device is turned on properly.

**NOTE:** If these tips do not work, please contact Final Bell for more information.

**Damaged Vape:** Final Bell completes a 100% inspection on all vapes prior to them leaving the facility. However, accidents do occur during transit and vapes can become damaged. Do NOT use a vape if it appears to be damaged and please contact Final Bell immediately for further assistance.

# Final Bell Canada – Customer Vape Troubleshooting Guide

## TROUBLESHOOTING COMMON PROBLEMS - CONTINUED

---

**Clogged Device:** A clogged device can be identified when you attempt to inhale, but there is resistance or no airflow through the device. This can occur when the material is liquified or vaporized and not removed from the vent tube allowing it to accumulate inside the device. Some causes of this are from preheating a battery and not inhaling, accidentally pressing the battery's 'on' button, or leaving the device in a hot environment.

- If a clog is felt during an inhale, attempt one long inhale to break the seal.
- If this does not work, gently warm the device using body heat by rolling the reservoir in your hands and attempt another strong inhale. Warming the cannabis material slightly will soften it, allowing it to flow more easily.
- Repeat this process as needed.

**NOTE:** If these tips do not work, please contact Final Bell for more information.

**Leaking Vape:** Leaking can be caused by leaving the vape in a hot environment or by activating the battery when not using the vape.

- If a vape begins to leak, attempt to clean off the unit and allow it to sit at room temperature.
- Next, inspect the vape and if all appears to be normal, attempt to use the vape.
- If during inspection it is found that the vape is broken, do not use and contact Final Bell.
- If a new vape is purchased and it is already leaking, contact customer service for further information.

Please contact Final Bell for further information.

**Vape Clouds are Small:** Cloud production is not representative of a faulty device. Many customers may expect a large cloud to form (like a nicotine vape), however cannabis material vaporizes at different temperatures and can result in smaller clouds. If the device tastes great and the effects are as expected, the smaller cloud isn't an issue.

If you do have concerns that the vapour production is small due to a faulty device, please reach out to Final Bell for further assistance.