

KOLAB PROJECT



FREQUENTLY ASKED QUESTIONS : VAPES

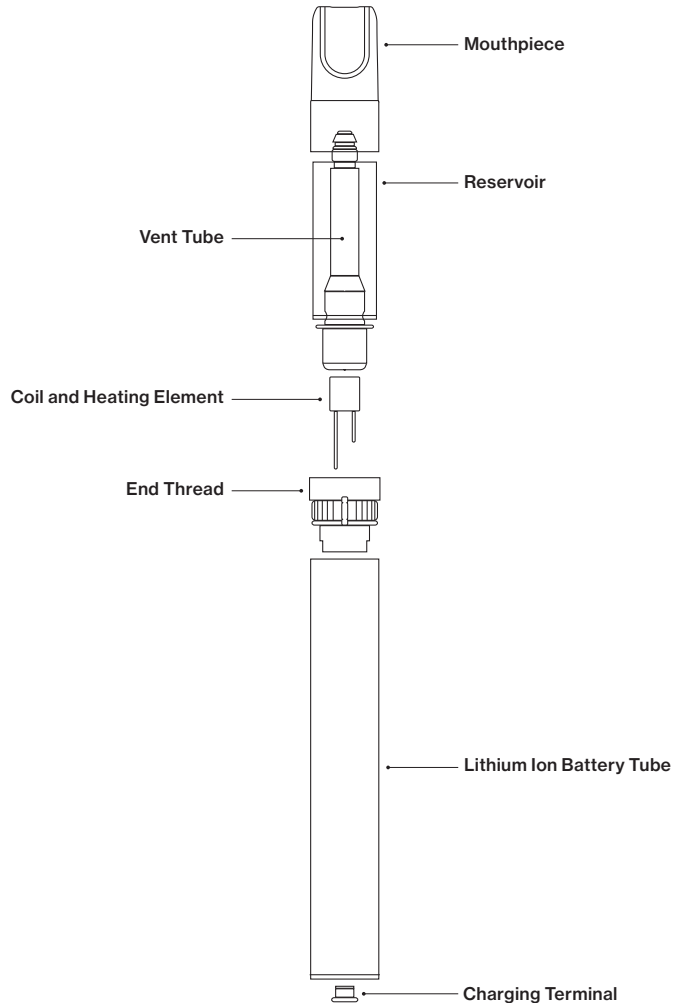
PRODUCT SERIES

232
SERIES

157
SERIES

This booklet contains instructions and commonly asked questions. For more information please visit:
www.kolabproject.com

☐ VAPE COMPONENTS



QUESTION

ANSWER

1 How does my vape pen work?

To begin using your vape, simply take a puff. All our devices contain an element which heats the cannabis distillate to the temperature required to create vapour. Inhalation will trigger your device to activate.

2 When I pull, I don't draw any vapour – is my device working properly?

The first puff activates the heating elements so it's normal that it feels less intense and draws less vapour. Try warming it up to help loosen the extract by rolling it between your hands. As the device continues to heat up, the intake will intensify. You should notice a difference in your next puff, a few good strong pulls always helps to get things going.

3 Is there any maintenance required to keep my vape working its best?

To keep your pull consistent, we recommend periodically wiping down the charge contacts of your cartridge with a dry or lightly moistened cotton swab. Always replace the cap to prevent any debris from getting inside the device and to help push out any left over vapour from your last pull.

4 How long will my battery charge last for?

If you have purchased a 0.25-0.3 g disposable, you're all set. The battery has been charged with enough power to consume all 0.25 – 0.3 g of product. In the even you have not used your product in a while, your battery

QUESTION

ANSWER

may need a boost. If you have purchased a 1g disposable, your battery will likely need a boost, especially if you have not used it in a while. Your retailer might have a stock of our chargers on hand, but if not don't worry! Reach out to our customer care team at info@kolabproject.com with your shipping address, and we would be glad to provide you with a charger, on us.

5 How will I know when my battery is running low?

When your battery needs a charge, the light on the bottom of the device will no longer turn on when you pull, and you will experience difficulty pulling any vapour. Simply charge your vape to continue using it.

6 How should I store my vape when I'm not using it?

Please store your device in an upright position, inside its resealable child resistant packaging, in a cool, dry location out of direct sunlight, at room temperature and out of reach of children or animals.

7 I'm finished my cartridge. Can I refill it?

Each cartridge has been professionally filled and tested for quality control. Please do not attempt to open or refill your own cartridge at any point.

QUESTION

ANSWER

8 How do I dispose of my disposable vape and cartridges?

Please collect your disposable vape pens, cartridges, and dead batteries for disposal through your local e-waste drop off location. Do not dispose of them through your standard trash or recycling.

9 My vape leaks when I use it – is this normal?

All of our vapes are designed to be leak resistant. If your device is leaking, please contact our customer care team at info@kolabproject.com

My vape is cracked – can I still use it?

If the glass panel on your vape has been broken, avoid using it. Even though our vapes contain a metal mesh to help ensure you get a clean puff, it's best to properly dispose of your broken vape.

A For products with 850mg/g THC, a 3 second draw should provide roughly 3mg of THC*

B For products with 800mg/g THC, a 3 second draw should provide roughly 3mg of THC*

C For products with 425mg/g, a 3 second draw should provide roughly 1.5mg of THC*

D For products with 400mg/g, a 3 second draw should provide roughly 1.5mg of THC*

E For products with 21mg/g THC, a 3 second draw should provide roughly <0.1mg of THC*

F For products with 10mg/g THC, a 3 second draw should provide roughly <0.1mg of THC*

* Please note that THC serving has been calculated based on thorough laboratory testing. However, THC serving may vary, depending on the strength of draw, temperature, whether it is a consecutive draw, and other factors).

QUESTION	ANSWER
11 My pull tastes metallic. Why is that?	This is typically due to dry puffing, which results when the vape doesn't have enough liquid to vaporize. Switch your cartridge for a new one.
12 How will I know if I've taken a full puff?	Each vape is activated by inhalation. Each pull may vary, but it's recommended not to inhale for more than 3 seconds, starting with a small draw at first and increasing each time until you find an amount that best suits your needs.
13 What is the average onset time for vaping?	When cannabis is inhaled into the lungs, it is absorbed directly into the bloodstream and its effects are felt within seconds to minutes – however, it can take up to 10 to 30 minutes to feel the full effects. Consuming more during this time period can increase the risk of adverse events. Health Canada reports that effects from consuming cannabis can last up to 12 hours with some effects lasting up to 24 hours. As always with cannabis, you should start low and go slow.
14 Do vapes produce smoke?	No. The heating element in our devices is designed to not reach the temperature required for combustion – they are smokeless. Aerosol, often referred to as vapour, is the byproduct produced from heating the distillate.

QUESTION	ANSWER
15 Where are your vapes filled?	Our vapes are filled on-site at our state-of-the-art facility in Charlottetown, PEI.
16 Do you test your vapes and is the battery certified?	Our vapes undergo rigorous testing and our batteries are certified to meet applicable regulatory requirements. However, even certified batteries are vulnerable to misuse, so if, while in use, your vape battery feels hotter than normal, simply rest the device for a few minutes before using it again.
17 What are your vape formulas made from?	We use three ingredients in our vapes: high quality cannabis distillate, botanical terpenes and flavouring agents.
18 Do your vapes contain any Vitamin E?	No. Our formulas are made using high quality high quality cannabis distillate, botanical terpenes and flavouring agents.
19 Have you tested vapes for heavy metals?	Our vape fluid formulations have been meticulously tested for heavy metals to ensure they are compliant with Health Canada heavy metals standards. Separately, our vape hardware has been voluntarily tested for heavy metals leaching and our filled vapes have had their emissions voluntarily tested by a third-party lab, both to ensure compliance with applicable heavy metals standards.

QUESTION**ANSWER**

20 Do your vapes contain any nicotine?

No. Our formulas are made using only three ingredients: high quality cannabis distillate, botanical terpenes and flavouring agents.

21 Do your vapes contain any artificial flavouring?

Yes. Our formulas are made from high quality cannabis distillate, botanical terpenes and flavouring agents.

22 What are the “botanical terpenes” found in my vape formula?

Terpenes are a large and diverse class of organic compounds found in cannabis and other plants which play a large role in producing their distinct aroma and flavour profiles. Ours are non-cannabis botanically derived, meaning they are extracted from plant sources other than cannabis. Using these more readily available sources allows us to have more control over the quality of product.

□ KOLAB PROJECT

**Toll-Free: 1-833-565-2278
Email: info@kolabproject.com
www.kolabproject.com**