

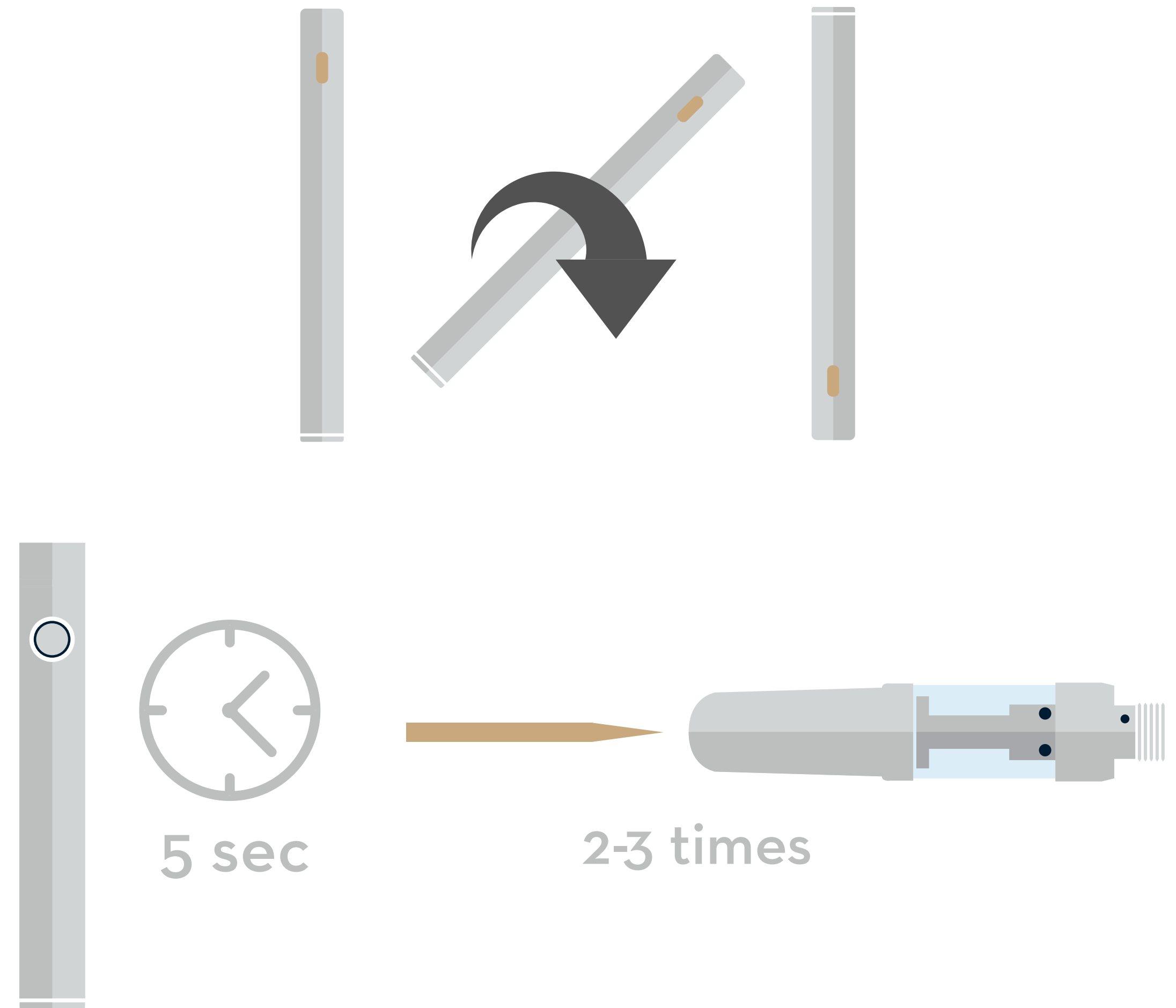
TROUBLESHOOTING

HOW DO CUSTOMERS UNCLOG THEIR VAPE PENS?

Customers should be advised to store any clogged vape pens upside down after use.

Customers can unclog push-activated vape pens by using a technique referred to as “priming the cartridge”. This involves the customer preheating their vape by turning on the battery, then pressing and holding the button for 5 seconds.

Customers can unclog breath-actuated vape pens by gently inserting a toothpick into their devices' mouthpieces as far as it will go. This process should be repeated 2-3 times until blockage is cleared.

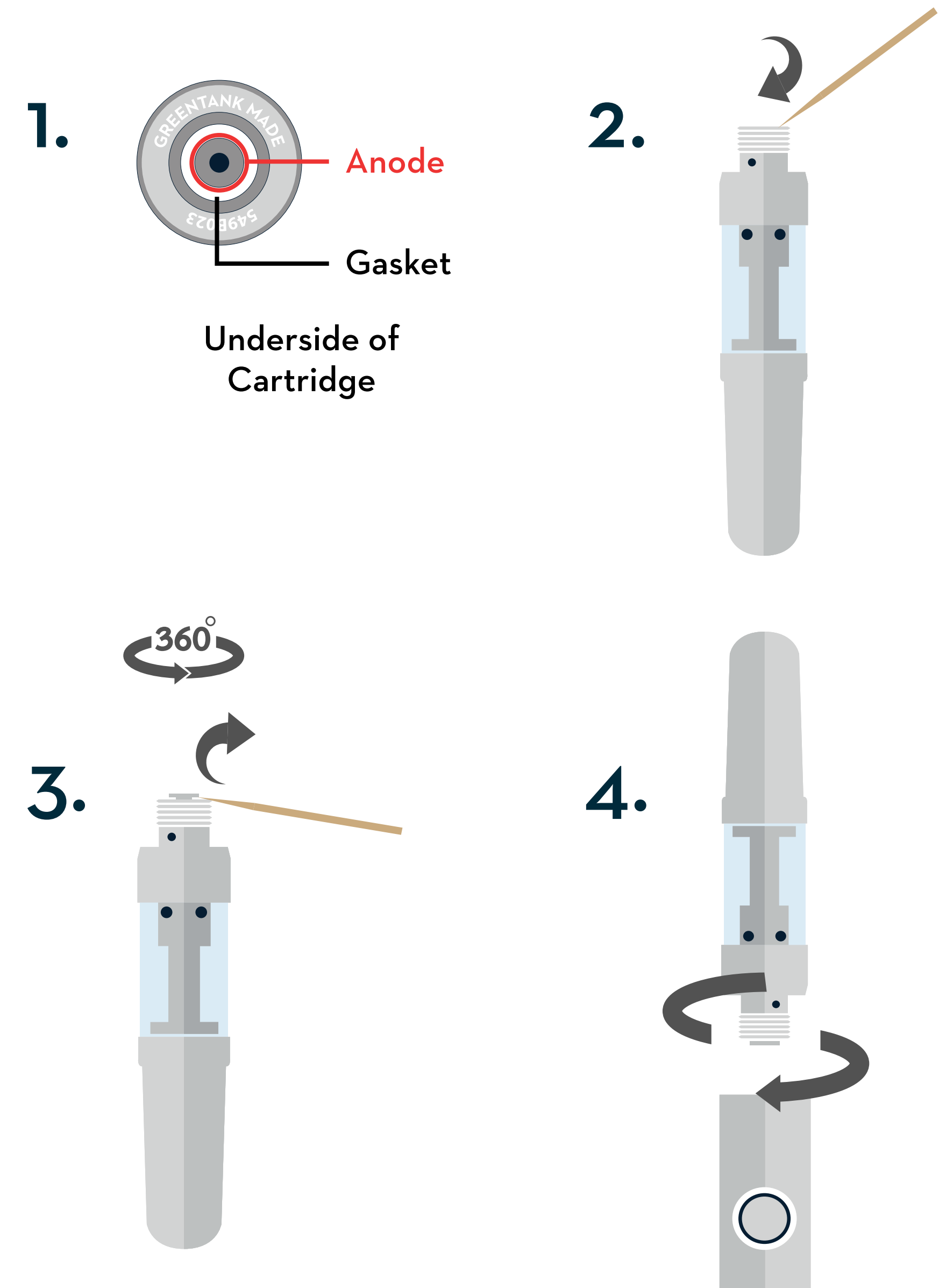


TROUBLESHOOTING CARTRIDGE BY ADJUSTING ANODE

If your vape pen is not producing vapor, your cartridge may not be properly connecting to your battery. To fix this connection, simply adjust the anode using the instructions below:

1. Identify silver anode
2. Place fingernail or toothpick under silver anode
3. Gently rotate anode in either direction until it is slightly raised above silicone gasket (approximately 1mm or 0.04 inches)
4. Screw cartridge clockwise into battery

Note: Do not fully pull anode out of cartridge. If unit still does not work after troubleshooting, customers should be advised to return it to its place of purchase.



WHAT SHOULD CUSTOMERS DO IF THEIR VAPE PENS ARE LEAKING?

Oil residue at the bottom of the cartridge is not considered a leak. It is normal to have a small amount of residue appear as the cartridge nears the end of its life.

If the customer notices an above-average amount of any oil or extract leaking from the bottom of the vape cartridge, have them stop using it and discard it immediately in a safe, responsible manner.

If the customer notices oil coming through the top of the mouthpiece, the oil has oversaturated the ceramic. Have them stop using it and discard it immediately in a safe, responsible manner.



