

# ALL IN ONE DISPOSABLE VAPE TROUBLESHOOTING GUIDE

## HOW DO I ACTIVATE MY NEW DEVICE?

If the device does not immediately produce vapour, the device may need to be primed. Inhale slowly for 3-5 seconds several times or until vapour is emitted. If the vapourizer power supply has an LED indicator, the light on the device will illuminate to indicate activation. Do not exceed 10 seconds of pulling without allowing the device to cool for approximately 1 minute if vapour isn't produced to ensure the device doesn't develop a burnt flavour.

## HOW WILL I KNOW WHEN MY DEVICE IS EMPTY?

The device is empty when vapour is no longer produced after activation. It may still produce vapour after the reservoir appears empty due to out of view oil absorbed in the atomizer. If a small amount of oil is still in the reservoir, the atomizer may not be able to absorb it to produce vapour due to no oil flow in the reservoir.

## WILL THE DEVICE LEAK AT HIGH ELEVATIONS?

Any vape device may leak when transported from a lower elevation to a higher elevation. The degree of leakage depends on how full the device is, how large the increase in elevation is, and the speed at which the elevation changes. Follow storage recommendations when transporting devices.

## HOW SHOULD I STORE THE DEVICE WHEN NOT IN USE?

The best practice to help prevent leakage is to store devices at room temperature, away from direct sunlight. Devices may leak or clog if exposed to warm environments and may not operate correctly if cold. If the device has been stored upside down, it is recommended to store the device right side up for 30-60 minutes prior to use to allow oil to completely cover inlet holes near the base of the reservoir. Prolonged storage at temperatures colder than 10C can damage the battery.

## HOW DO I CHARGE MY DEVICE?

Devices charge should fully charge within an hour. Attach cord to device and connect to power source. You should see a light turn on to indicate the device is charging. When charging, make sure your device is not placed mouthpiece-down.

When charging is complete, hold device and remove the cord. Roughly pulling the device off the cord can damage the charging port and/or negatively affect how the device charges.



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ISSUE	POTENTIAL CAUSE	SOLUTION
Device does not produce vapour	Battery is no longer functional	<ol style="list-style-type: none"> <li>1. Charge battery</li> <li>2. Ensure device is within proper operating temperature (10-25C)</li> <li>3. If charging the battery does not solve the issue, please contact customer service</li> </ol>
	Atomizer not properly saturated with oil	Follow activation process again after allowing the device to rest upright for 1 hour.
Cannot pull air through cartridge	Oil is clogging the air path	<ol style="list-style-type: none"> <li>1. Small clogs can be cleared by pulling hard through the device</li> <li>2. A tool like a straightened paperclip or needle can be used to clear larger clogs.</li> </ol>
Device is leaking	Device stored warm	Ensure cartridge is stored in a cool area (10-20C).
	Device was transported through an elevation change	Ensure cartridge is stored in a cool area (10-20C).
	Reservoir seal failure	Inspect mouthpiece seating to the base. If any part of the device is loose or an obvious gap is observed, please contact customer service
Device will not charge	Not charging could be due to debris in port, a damaged port, or something is wrong with the charging set up	Ensure the port is clear of debris and lint. Try a different cable. If the charge port is damaged, please contact customer service.