

VAPE TROUBLESHOOTING GUIDE

HOW DO I ACTIVATE MY NEW CARTRIDGE?

If a cartridge does not immediately produce vapour when connected to a battery, the device may need to be primed. Activate and inhale slowly for 3-5 seconds several times or until vapour is emitted. Use the lowest power setting on your battery if it has variable voltage. High power on a dry core can be the cause of burnt flavour. If the vaporizer power supply has an LED indicator, the light on the device will illuminate to indicate activation.

WILL CARTRIDGES LEAK AT HIGH ELEVATIONS?

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

HOW WILL I KNOW WHEN MY CARTRIDGE IS EMPTY?

Cartridge is empty when vapour is no longer produced after activation. The cartridge 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.

ARE MOTIF CARTRIDGES COMPATIBLE WITH ALL 510 THREAD BATTERIES?

All Motif Cartridges are compatible with 510 batteries. If your cartridge is not activating, unscrew the cartridge with a 1/4-1/2 counterclockwise turn or continue to “loosen” the threading until it reaches a successful connection.

HOW SHOULD I STORE MY CARTRIDGE WHEN NOT IN USE?

The best practice to help prevent leakage is to store cartridges at room temperature, away from direct sunlight. Cartridges may leak or clog if exposed to warm environments and may not operate correctly if cold. If the cartridge has been stored upside down, it is recommended to store the cartridge right side up for 30-60 minutes prior to use to allow oil to completely cover inlet holes near the base of the cartridge.

HOW SHOULD I CLEAN MY BATTERY?

Dirty batteries can prevent a proper connection to the cartridge and should be cleaned regularly between cartridges. Gently clean the threads and contact points of the battery with rubbing alcohol on a cotton swab. Allow to dry before connecting to cartridge.



ISSUE	POTENTIAL CAUSE	SOLUTION
Cartridge no longer produces vapour	Battery is no longer functional	Charge battery or try a different battery.
	Battery is not compatible	Loosen cartridge from battery by ¼ to ½ turn, or try a different battery
	Cartridge was stored mouthpiece down but not reverted prior to use	Follow activation process again after allowing the cartridge to rest upright for 1 hour.
	Cartridge is empty	Swap for a new cartridge
	Cartridge heater no longer working due to damage or manufacturers' defect	The connection of the cartridge to the battery is sensitive and the heating wire is very fine. Small amounts of oil on a battery contact or aggressive cleaning/impact to base of cartridge can render it unusable. Contact customer service for further assistance.
	Oil has not flowed down to the atomizer	Keep cartridge upright for an hour, to allow the oil to reach the atomizer. To expedite the process, place cartridge upright in pocket or hold upright in hand to allow for body heat to expedite flow down to the atomizer.
Cannot pull air through cartridge	Battery incompatibility	Try a different push button battery
	Oil is clogging the air path	<ol style="list-style-type: none"> 1. Small clogs can be cleared by pulling hard through the cartridge without activation or preheating. 2. A tool like a straightened paperclip or needle can be used to clear larger clogs. The tool must be able to reach the base of the cartridge. 3. Clogging can be prevented in some cases by continuing to inhale after releasing the button on the battery.
Cartridge is leaking	Cartridge stored upright and warm	Ensure cartridge is stored in a cool area (10-20C), mouthpiece down. Clean any oil on the battery contact points on bottom of the cartridge with rubbing alcohol on a cotton swab carefully. Allow to dry prior to connection to battery.
	Cartridge was transported through an elevation change	Ensure cartridge is stored in a cool area (10-20C), mouthpiece down. Clean any oil on the battery contact points on bottom of the cartridge with rubbing alcohol on a cotton swab carefully. Allow to dry prior to connection to battery.
	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.