



510 VAPE TROUBLESHOOTING

VAPE CARE GUIDE:

- Ensure the vape is stored upright in a moderate climate: do not expose your vape cartridge or battery to extreme heat or cold
- Do not let the battery fire without inhaling: this commonly happens when a battery is left on when inside a pocket and the button is accidentally pressed
- Don't try pulling through on a cold cartridge: heat it up (using a button activated battery or rolling the vape cart in your hands) to soften the oil and make it easier to vapourize

COMMON ISSUES & SOLUTIONS

THINGS TO CHECK FIRST:

- Check that the battery is functioning by trying another cartridge on top
- Try the cartridge on a different battery (especially for inhale activated batteries)

THERE'S A CLOG IN MY CARTRIDGE I CAN'T GET OUT:

- Heat up the cartridge by rubbing it between your hands, using a hairdryer, or using the preheat setting on your vape (typically achieved by pressing the button twice)
- Put a toothpick or other small object through the mouthpiece to try clearing the mouthpiece
- After trying the above methods, try taking a hit as normal: if it hasn't worked, keep repeating the steps. A clump of the distillate may come out of the cartridge and fly into your mouth, so inhale on a clogged cartridge with caution

NOTHING'S HAPPENING:

- Is the battery functioning normally? Make sure it's fully charged and firing normally by trying another cartridge.



- Is there a connection issue between the battery and the vape?
 - Sometimes distillate leaks out of the cartridge and hinders the flow of electricity at the connection between the battery and cartridge. Dampen a cotton swab with isopropyl alcohol and wipe down both sides of the connection to remove any possible dirt/distillate/etc.
- Sometimes the battery doesn't have sufficient power/voltage to get the cartridge to fire. Typically, buttonless batteries/batteries that don't allow for a change in voltage have less power to them and may not work with a larger and sturdier cartridge (ex. BOXHOT 1000 1.2g carts). Try using a more powerful battery on a higher voltage to see if that will work.
- The contact on the cartridge may be pushed in too far and not connecting with the contact on the battery. This can happen if the cartridge is removed and replaced on the battery multiple times. If this occurs, SLIGHTLY pull the contact up (with your fingernail, pen cap or paperclip) until it is level.

THE OIL FROM MY CARTRIDGE TASTES BURNT:

- If you have an adjustable temperature battery, try setting your temperature control to a lower setting. Button-activated batteries without temperature dials at the bottom typically change temperature with 3 rapid button presses to cycle through temperatures (Green = Low, Blue = Medium, Red = High).
- The coil may be heating the distillate faster than it's being inhaled: try inhaling harder in shorter bursts, but be careful not to inhale too forcefully, which can contribute to clogging.

MY VAPE STILL ISN'T WORKING. CAN I RETURN IT?

We accept returns of defective vape cartridges under the following conditions:

- 1) The cartridge malfunction was not due to user error
- 2) The sale was made less than 14 days ago
- 3) There is more than 2/3 of the product remaining (unless the cartridge leaked)
- 4) The customer can provide the packaging, receipt, and original method of payment.