

Lume.

DEVICE ISN'T HITTING

Is there Air Flow Through the Device?

YES

NO

When you hit the device what does the LED on the end cap do?

The device is clogged. This may be due to repeated back to back hits or improper storage.

TIPS FOR PREVENTING CLOGGING

Do not take back to back hits from the device. Allow at least 30 seconds between hits to avoid excessive heat buildup in the device.

Store the device upright where possible.

Store the device at room temperature, do not leave device in a place with excessive heat such as a hot car or close to a heater.

SOLID ILLUMINATION

LED ILLUMINATES FOR 2 SECONDS AND THEN TURNS OFF

FLASHES 10 TIMES

Does the device produce vapor?

This is a fault condition and the device should be replaced.

The device has run out of battery and need to be charged.

YES

NO

The device is working correctly. Note that the device time out is 5 seconds, so after 5 seconds of inhalation the LED will flash twice and vapour production will stop.

The device is faulty and should be replaced.

NOTE FOR CHARGING:

The device is not compatible with some high output chargers for things like laptops. The device should be charged using a 5V output adaptor and a standard non E-Mark Type-C cable. Chargers and adaptors that output more than 5V or 15W will not work. This would include things like MacBook and Laptop chargers or any device that utilizes a high output adapter or an E-Mark cable.

When charging, the LED will be solid White and once fully charged it will turn Off. If the LED does not illuminate when the charging cable is plugged in, the device is either already fully charged or the charger is not compatible with the battery.