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# VYPE CARE

## PRODUCT RANGE

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## GEOeX MARKETS

Vype e-cigarettes contain nicotine. 18+ only. Read leaflet in pack.

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# VYPE CARE

OUR FULL PRODUCT RANGE

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ePEN

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# VYPE ePEN - THE SECOND GENERATION

## VYPE ePEN

### VYPE ePEN, DESIGNED FOR SMOKERS TO VAPE

The Vype ePen is our e-cig with easy-to-change e-liquid caps and two power settings - delivering rich vapour at the click of a button. The second generation Vype ePen has an improved design making it even simpler to use. The long lasting battery means you can use it on the go, throughout your day. This new lightweight design with a soft touch finish is available in black, white, red, blue and purple (full range of colours are available online).

### THE VYPE ePEN STARTER KIT CONTAINS:

- 1 x Vype ePen (Length: 15.3cm, Weight: 37.1g)
- 1 x Micro USB charging cable
- 2 x Vype ePen Refill Caps - (Blended Tobacco, Crisp Mint flavour)
- 1 x mouthpiece cover
- 1 x user guide - please read before use



VAPOUR  
DELIVERY  
CONTROL



NO SPILL  
DESIGN



2 REFILL  
CAPS APPROX.  
700 PUFFS\*



IMPROVED  
DESIGN



# VYPE ePEN - CARTRIDGES

## SWITCHING HAS NEVER BEEN EASIER

### VYPE FLAVOURS, DESIGNED FOR SMOKERS TO VAPE.

Our no-spill refills make it easy to switch flavours on the go. You can even switch to a new flavour before you've finished your current one. The eLiquid inside our flavour refills is made in the UK with quality ingredients, to give you a smooth, satisfying vape.

### VYPE CORE COLLECTION



#### BLENDED TOBACCO

A blend of smooth, toasted tobacco notes.

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



#### CRISP MINT

An expertly crafted refreshing mint sensation.

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



#### GOLDEN TOBACCO

A balanced combination of smooth and creamy golden tobacco notes with a hint of sweet caramel.

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



#### DARK CHERRY

A deep yet light blend of dark cherry and red fruit notes.

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



#### FRESH APPLE

A refreshing mix of zesty green apples and cool mint leaves.

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml.



#### INFUSED VANILLA

A blend of sweet and creamy vanilla and caramel tones.

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml.



#### vPURE

Neutral eLiquid with no added flavour for a subtle vaping experience.

ePen Cartridges - 6mg/ml, 12mg/ml.

# VYPE ePEN - CARTRIDGES

## VYPE vPRO COLLECTION



### CRUSHED MINT

Combination of refreshing mint and vanilla notes with a cooling finish.

ePen Cartridges - 18mg/ml.



### WILD BERRIES

A fresh mix of rich wild berries with a subtle hint of vanilla.

ePen Cartridges - 18mg/ml.



### MASTER BLEND

A deep blend of roasted tobacco with a nutty creamy finish.

ePen Cartridges - 18mg/ml.

# VYPE ePEN - CARTRIDGES

## VYPE COOL COLLECTION



### GREEN SNAP

A fresh surge of green apple and crisp mint.

ePen Cartridges - 0mg/ml, 6mg/ml,  
12mg/ml, 18mg/ml.



### INDIGO DIVE

Lush blackcurrant with icy menthol notes.

ePen Cartridges - 0mg/ml, 6mg/ml,  
12mg/ml, 18mg/ml.



### SCARLET KICK

A blend of minty coolness and red berries.

ePen Cartridges - 0mg/ml, 6mg/ml,  
12mg/ml, 18mg/ml.

# VYPE ePEN - CARTRIDGES

## VYPE FRUIT COLLECTION



**vype**  
6 mg/ml  
honeydew splash  
3 ePen cartridges

This product contains nicotine which is a highly addictive substance



**vype**  
12 mg/ml  
peach swirl  
3 ePen cartridges

This product contains nicotine which is a highly addictive substance



**vype**  
6 mg/ml  
strawberry smash  
3 ePen cartridges

This product contains nicotine which is a highly addictive substance



### HONEYDEW SPLASH

A honeydew melon flavour with a hint of freshness

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml.



### PEACH SWIRL

Luscious velvety white peach with a hint of delicate floral notes

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml.



### STRAWBERRY SMASH

A juicy fusion of sweet strawberry with fruity green notes

ePen Cartridges - 0mg/ml, 6mg/ml, 12mg/ml.

# VYPE ePEN - THE SECOND GENERATION

## VYPE ePEN RANGE



# VYPE ePEN - THE SECOND GENERATION



## VYPE ePEN REFILL CAPS



VYPE ePEN TOP



VYPE ePEN BATTERY



VYPE USB EU PLUG



VYPE ePEN CARRY CASE



VYPE ePEN MICRO USB CHARGER



VYPE USB CAR CHARGER



VYPE ePEN POUCH





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# VYPE CARE

ePEN FAQ'S

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# VYPE ePEN - FAQ'S

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## **WHY DOES VYPE ePEN NEED TWO BUTTONS?**

Consumers have different vaping behaviour. Some people like a lot of vapour, for others it is less important. Vype ePen has the flexibility to allow consumers to customise their experience, at any moment, simply at the touch of a button.

## **WHAT DIFFERENCE DOES THE QUANTITY OF VAPOUR MAKE TO THE USER EXPERIENCE?**

There are two components to the user experience, other than flavour – the amount of nicotine and the volume of vapour. The choice of power allows the user to control their experience, simply at the touch of a button. More power will mean more nicotine because you will be vaporising more of the liquid.

## **ONCE I'VE CHARGED BY EPEN HOW LONG WILL IT LAST?**

A fully charged ePen should last you all day but this will depend on your usage/vaping behaviour.

## **WHY IS VYPE ePEN SO LIGHT?**

Vype ePen has been ergonomically designed to feel comfortable in the hand. To make this possible we have used a lightweight plastic with a tactile, soft-touch finish.

## **IS IT SAFE THAT IT'S MADE OUT OF PLASTIC? IS IT BPA FREE?**

Vype ePen meets high quality standards; we have tested the ePen materials to food contact standards to ensure no contamination from compounds such as BPA.

## **IS THE VYPE ePEN COLOUR DYE SAFE?**

The eLiquids do not contain dyes, and the dyes used in the ePen materials are suitable for food contact applications.

## **HOW WILL I CLEAN THE VYPE ePEN (THE WHITE ONE) IF IT GETS DIRTY? IF I CAN'T CLEAN IT PROPERLY, WILL YOU REPLACE IT?**

You can clean the Vype ePen with a dry cloth because you should always ensure you avoid getting any liquid near the battery. Additionally, you can use wet wipes such as anti-bacterial

or baby wipes to clean off any dirt from the tip. Each starter kit also contains a mouthpiece cover to keep it clean when not in use.

## **WHAT HAPPENS IF MY ePEN BREAKS?**

If your product is shown to be faulty within six months of purchase we will replace it.

## **WHY HAVE YOU DESIGNED A RANGE OF COLOURED VYPE ePENS THAT MIGHT BE ATTRACTIVE TO CHILDREN?**

The pallet of strong colours has been specifically chosen to appeal to adults. We always want to broaden customer choice where we can and we know that people have colour preferences.

## **I CAN'T SEE THE LIQUID LEVEL IN THE CAP FROM THE SIDE WINDOW**

If you hold your ePen up to the light it may be easier or you could briefly remove the top to check the eLiquid level in your cap

## **MY CARTRIDGE COVER (MOUTHPIECE) HAS BROKEN. CAN I INHALE / VAPE DIRECTLY FROM THE CAP/CARTRIDGE. IT SEEMS TO BE WORKING?**

We recommend that you don't vape through the cartridge. It's designed to be no spill but there is a risk it could leak if you draw strongly enough.

## **COULD MY VYPE ePEN CATCH FIRE, EXPLODE, GIVE AN ELECTRIC SHOCK?**

Be assured, we have designed ePen (and eStick) with multiple layers of safety features. Over-voltage is included so that you won't get shocked from our devices. Over-heating and over temperature protection prevents the devices catching fire or exploding, and a timed cut-off means you can't overcharge our devices.

Note: Neither ePen nor any other e-cigarette should be charged in the vicinity of compressed gases e.g. oxygen.





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# VYPE ePEN - FAQ'S

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## **YOUR ADVERTISING USES COLOURS TO ATTRACT CHILDREN / VAPING MADE SIMPLE IS MEANT TO APPEAL TO CHILDREN BY SHOWING IT'S EASY**

Our ad targets adult vapers only and our sophisticated colour range is designed to appeal to adult preferences.

For adult vapers ePen is simple to use. That's the point of our ad, showing how easy it is for adult hands to change a cartridge.

## **YOUR ADVERTISING IMPLIES CESSATION / MAKES HEALTH CLAIM (SWITCHING GOT EASIER)**

We disagree - switching is a choice smokers may make for many reasons. In any case, we believe our ad clearly shows that adult vapers who use Vype ePen will find it easy to switch flavour refills.

## **HOW DO I CHARGE THE VYPE ePEN?**

See above. Please refer to the user guide in your starter pack. When you press one of the voltage buttons and the indicator light on your Vype ePen is white, it is fully charged.

## **DOES THE VYPE ePEN COME READY CHARGED?**

Vype ePen comes partly charged but we recommend you fully charge your pack before first use (approximately 2 hours).

The battery is only partly charged because we want you to have a brand new battery when you get your new Vype ePen. For optimal performance, your Vype ePen should be fully charged before first use.

Please refer to the user guide in your starter pack. When you press one of the voltage buttons and the indicator light on your Vype ePen is white, it is fully charged.

## **HOW TIGHTLY DO I NEED TO SCREW THE CAP ONTO THE BATTERY?**

You need to screw the cap onto the battery tightly enough to hold it but do not over-tighten.

## **WHY DO I HAVE TO CLICK THE VYPE ePEN BUTTON 3 TIMES TO GET IT TO START?**

We have designed in the need to click one of the buttons 3 times rapidly for two reasons - to ensure your ePen doesn't turn itself on while it's in your pocket or bag for example, and as a way to enhance child safety.

## **IF I'VE PUT ePEN DOWN, HOW DO I KNOW IF IT'S ON OR OFF?**

If you press one of the buttons and the light comes on, it's on. If the light won't come on, it's off, and you will need to press one of the power buttons three times rapidly. If that doesn't work, the battery may have run out of charge and you will need to recharge it.

## **WHY DOES VYPE ePEN MAKE A STRANGE NOISE WHEN I TAKE A PUFF?**

When you take a puff you activate the battery in your Vype ePen which heats an element that causes the e-liquid to be vaporised. That process makes a sound. It is quite normal and is common to all devices in all formats.

## **HOW OFTEN WILL I NEED TO RECHARGE THE VYPE ePEN?**

If you press one of the voltage buttons and your Vype ePen shows an amber light or flashes red, you need to recharge. Also, if your Vype ePen Cap still contains eLiquid but is not producing any vapour, your battery may need recharging.

## **IS IT SAFE TO LEAVE MY VYPE ePEN CHARGING OVER NIGHT?**

Although your Vype ePen has a number of safety features, we advise against leaving it to charge whilst unattended or overnight. Please note that charging should only take about 2 hours.

## **MY VYPE ePEN BUTTONS AREN'T WORKING?**

If either of the power control buttons is pressed for more than 8 seconds, the light on the pen will flash and the Vype ePen will shut down. To restart the Vype ePen rapidly click either of the buttons 3 times.

If both the buttons are pressed at the same time, the Vype ePen won't work.

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# VYPE ePEN CAPS - FAQ'S

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## HOW LONG DOES A CARTRIDGE/VYPE ePEN CAP LAST (PUFFS)?

Each Vype ePen cap delivers approximately 360 puffs in laboratory testing using the lower power/voltage button and 300 puffs using the higher power/voltage button. But the number of puffs depends upon your vaping behaviour.

## HOW MUCH LONGER WILL THE VYPE ePEN CAP LAST IF I ONLY PRESS THE SINGLE ARROW BUTTON?

How long the Vype ePen cap lasts is dependent upon how often you use it, though you will tend to get more puffs if you only use the lower power button.

## WHAT IS THE DIFFERENCE IN NICOTINE I GET IF I PRESS THE SINGLE OR DOUBLE ARROW BUTTON?

On low power/single button you can expect an ePen cap to last around 360 puffs. On high power/double button it is likely to be more like 300 puffs. The high power button delivers approximately 25% more power to the heater than the low power button and therefore vaporises more liquid.

## WHY DON'T YOU OFFER A WIDER RANGE OF FLAVOURS?

We've taken time to create the right flavours for you. We listened to more than 2,000 vapers and smokers, worked with top flavour experts and scientists to create a flavour range that we hope will exceed your expectations. We started out with 3 flavours, Blended Tobacco, Crisp Mint and Dark Cherry. After vigorous consumer research and testing, we have now introduced Golden tobacco, Infused Vanilla, Fresh Apple, and vPure.

## DO THE FLAVOUR VYPE ePEN CAPS COME IN DIFFERENT STRENGTHS?

Yes choose between (18mg/ml, 12mg/ml, 6mg/ml and 0mg/ml)

## WHAT ARE THE INGREDIENTS OF YOUR VYPE ePEN CAPS?

Propylene glycol (PG), glycerol (VG), water, nicotine and carefully selected flavourings formulated specifically for the Vype ePen device to offer a satisfying vapour experience.

## ARE YOUR VYPE ePEN CAPS VG OR PG BASED?

The ePen refills/caps contain both. We have learned that there has to be a balance of VG to PG to produce a balanced vapour (in terms of mouth feel/ mouthful of vapour and visible exhaled vapour) If pushed: the approximate balance of VG:PG is 2:1.

## WHY DO YOU ONLY OFFER THIS STRENGTH? IT IS QUITE HIGH.

The amount someone takes is different to the strength of the cartridge - users can control the amount by the way they use the product throughout the day, simply at the touch of a button. The strength also affects the flavour. But we keep our flavour range and strength under review, based on consumer feedback. Keep a look out at goVype.com for product news.

## ARE YOUR FLAVOURED CARTRIDGES SAFE?

No nicotine product can be described as absolutely safe.

Each flavour we select has been subjected to a rigorous testing regime. Each one is screened, and tested to replicate consumer use, and we analyse what is in the vapour that is inhaled. Any ingredients that do not pass our toxicological safety assessment are rejected.

Vype ePen caps carry the quality hallmark, 'tested for vapour quality'. Behind it our team of over 50 scientists working in our state-of-the-art research and development facilities in the UK have rigorously tested the quality of Vype vapour to bring you purity, taste and consistency with every puff.

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# VYPE ePEN CAPS - FAQ'S

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## **WILL THE FLAVOUR DETERIORATE IF I DON'T USE A CARTRIDGE FOR SOME TIME, SAY 6-8 WEEKS?**

If it's still in its packaging, it should be fine. If it's been removed from its packaging, after this time there may be a slight loss in the intensity of flavour.

## **WON'T A CHERRY FLAVOUR MAKE IT ATTRACTIVE TO UNDER 18S?**

We have selected flavours and packaging that will appeal to adults. We will never develop flavours, flavour names or packaging aimed at attracting children into using our products. We've aimed to avoid appealing to children by calling it Dark Cherry and using a stylised image of a cherry to represent the flavour.

## **THE CHERRY LIQUID IS VERY DARK. IS THIS NATURAL?**

In fact the cherry flavour is of food grade & the colour comes from the flavouring. It's also passed our testing regime too.

## **THE TOBACCO LIQUID IS ORANGE. IS IS OKAY TO USE?**

The colour is caused by the flavouring ingredients which have been through all our analytical testing.

## **WILL THE VYPE eSTICK CARTRIDGES FIT VYPE ePEN?**

No they won't, the Vype ePen refills/caps have been designed specifically to fit Vype ePen. But Vype eStick cartridges will fit Vype Reload.

## **CAN I SWITCH FLAVOURS WITHOUT FINISHING THE CARTRIDGE?**

Yes, the no-spill design of the Vype ePen caps means you can remove it to change flavours. No e-liquid will leak out. And you can reinsert that refill/cap when you choose.

## **I'VE HEARD VAPOUR CAN DEPOSIT WATER IN MY LUNGS AND GIVE ME PNEUMONIA?**

We are not aware of this as an issue, and do not believe there is any reason this could happen. However we review peer reviewed scientific journals to understand the latest thinking on nicotine and vapour science, and would revise the safety warnings on our products if there was a concern.

## **I CAN'T CONNECT MY REFILL CAP TO MY ePEN?**

Try pushing the Refill Cap (cartridge) firmly onto the ePen before screwing it on. If this doesn't help, return products to us with details of where/when you purchased it and we will send out a replacement.

## **MY ePEN REFILL CAP IS LEAKING, WHAT SHOULD I DO?**

Is the refill cap screwed on tightly to the ePen? Has the Refill Cap been damaged in any way? Please do not use, return products to us with details of where/when you purchased it and we will send out a replacement.

## **SOME LIQUID HAS LEAKED ONTO MY LIPS/ MOUTH, WHAT SHOULD I DO?**

We're very sorry about that, when did this happen? If you haven't already, please rinse your mouth out with plenty of water. Did you experience any adverse effects? If you are worried please contact a Healthcare Professional. (care line personnel to note details as per Adverse events SOP)

## **SOME LIQUID HAS LEAKED ONTO MY HAND, WHAT DO I DO?**

Please wash it off immediately with plenty of soap and water. Please could you return the leaked product to us along with details of when and where purchased. If you are worried please contact a Healthcare Professional.

## **I'VE JUST OPENED A NEW REFILL CAP AND IT IS HALF EMPTY.**

We're sorry to hear that, please could you return the product to us with details of where and when you purchased it. This could be a manufacturing issue of under-filling. We will be happy to send out a replacement.

## **I CAN SEE LIQUID INSIDE THE BLISTER OF MY NEW ePEN REFILL CAP PACK.**

Please do not open the blister pack and return to us with details of where and when you purchased it. We will be happy to send out a replacement.

## **I CAN SEE CONDENSATION/MISTY LINE ON MY ePEN REFILL CAP.**

This is normal and is part of the design of the ePen Refill Cap.

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# VYPE ePEN ACCESSORIES - FAQ'S

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## DOES VYPE ePEN HAVE A CARRYING CASE?

A carrying case is available from [goVype.com](http://goVype.com)

## WILL YOUR MAINS ADAPTER WORK WITH ePEN?

Yes, our mains adapter will work with both ePen and eStick.

## CAN I GET A REPLACEMENT USB CHARGER IF I LOSE IT?

You can get a replacement USB charger from the Vype website.

## WILL I EVER NEED A REPLACEMENT BATTERY AND, IF SO, HOW MUCH WILL THIS COST?

The battery should last for 300 charging cycles. You can buy a replacement battery from our website in all Vype ePen colours (black, blue, red, white and purple)



VYPE ePEN TOP



VYPE ePEN BATTERY



VYPE USB EU PLUG



VYPE ePEN CARRY CASE



VYPE ePEN MICRO USB CHARGER



VYPE USB CAR CHARGER



VYPE ePEN POUCH



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# VYPE CARE

ePEN II IMPORTANT NOTES REGARDING CHARGING

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## VYPE ePEN II - IMPORTANT NOTES FOR CHARGING OF BATTERIES

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### ePEN 1 & 2 BATTERY CHARGING LOGIC

The device is designed in a way where it flashes different colour led (Red, Amber & Green) depending on the battery charge. Some customers are having trouble understanding when the epen-2 is fully charged as the device flashing green light once the battery is charged 40%. The Battery needs minimum of 120min for full charge or when the device turns solid green and turns itself off. Customer care team should ask few battery related questions before registering a fault just to make sure it's not a charging confusion at customer end and is a genuine fault.

### BATTERY CHARGING LOGIC

#### • ePEN-1

e-Pen1 had few charging issues due to the fact its charged in a different way to e-pen2. The charging cable in e-Pen1 has got a charge indication light and e-pen1 itself does not flash during charging. Battery charging logic is as follow:

1. When battery voltage >approx 40%, it shows green light.
2. When battery voltage is between 10% to 40% it shows amber light.
3. When battery voltage is <10% it shows red light, and shuts down.

#### • ePEN-2

Majority of e-pen2 complaints are regarding charging issue and especially red flashing light and device turning itself off. After extensive in-house testing, we were unable to replicate the fault in all faulty product returned hence concluding the customer is not following the correct protocol for charging the device. As e-pen2 got no charge indication on charging cable it's very easy to confuse pulsing of green light which the device does once reached 40% charge to fully charged battery. If the device is taken off charge at this stage, it will quickly go to amber light after few puffs and then red flashing light and turning itself off. Battery charging logic is as follow:

1. When battery voltage >approx 40%, it shows green light.
2. When battery voltage is between 10% to 40% it shows amber light.
3. When battery voltage is <10% it shows red light, and shuts down.

### CONCLUSION

The device is performing as it should be and per specification. The red flashing fault could only be replicated in faulty devices(ePen2) if they were not charged fully and taken off charge as soon as they reached the green flashing light stage. It is recommended that our customer care team is updated with this results and implement this action plan where they tell customers to charge the device for minimum 120min or till it goes solid green and turns itself off. Once this action is implemented I hope it will bring the compliant rate down.



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# VYPE CARE

OUR FULL PRODUCT RANGE

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eTANK

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# VYPE eTANK

## VYPE eTANK

### VYPE eTANK, DESIGNED FOR SMOKERS TO VAPE

Our brand new Vype eTank is a refillable e-cigarette that gives you control over nicotine strength and flavour combinations, with an easy-top fill design, made with high quality grade materials and tested by our scientists for vapour quality.

### THE VYPE eTANK STARTER KIT CONTAINS:

- 1 x Vype eTank Battery
- 1 x Vype eTank Clearomiser
- 1 x USB charging cable
- 1 x Blended Tobacco eLiquid - 10ml
- 1 x user guide - please read before use



**VYPE eTANK  
CLEAROMISER**



**VYPE eTANK  
BATTERY**



**VYPE eTANK USB  
CHARGER**



**VYPE USB EU PLUG**



**VYPE USB CAR  
CHARGER**



# VYPE eTANK

**1** Peel the seal off the Vype eLiquid bottle. Do not use the Vype eLiquid if the seal is broken.

**2** Squeeze the safety cap to unlock and open the eLiquid bottle.  
Do NOT ingest or inhale any eLiquid\*

**3** Unscrew the mouthpiece from your Vype eTank device.

**4** Gently press the soft spot on the side of the bottle and pour the eLiquid around the edge of the eTank. Do not fill beyond 2.0ml  
Repeat with other Vype eLiquid flavours if you wish to mix flavours.  
Do NOT pour any eLiquid into the centre - this will damage the clearomiser. Only pour the eLiquid into the edge of the eTank\*.

**5** Screw the mouthpiece back on to your Vype eTank.

**6** Wait 10 MINUTES for the eLiquid to settle before you use your eTank for the first time.



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# VYPE CARE

eTANK FAQ'S

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# VYPE eTANK -FAQ'S

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## **BATTERY/CHARGER**

### **WHAT IS THE VOLTAGE OF eTANK?**

Using Pulse-width Modulation (PWM) for a more consistent power flow, eTank operates at 3.8v.

Note: the battery capacity and voltage levels of ePen are:

Battery capacity is 650 mAh

Voltage levels are 4V and 3.6V for high and low power respectively.

The main advantage of PWM is that it delivers a more consistent puff by controlling the power delivered to the device when in use.

### **HOW MANY PUFFS WILL I GET FROM A CHARGED BATTERY?**

Up to 350 puffs per charge cycle (in laboratory testing). The number of hours one charge lasts will depend upon vaping behaviour.

### **HOW OFTEN WILL I NEED TO REPLACE THE BATTERY?**

The battery should operate effectively for up to 300 charging cycles

### **WHY ISN'T MY eTANK CHARGING UP VERY WELL?**

Dirt can build up inside your eTank battery unit so first of all wipe the battery connector with a dry cloth.

### **WHAT KIND OF CHARGER DO I NEED AND CAN I PLUG IT INTO A WALL SOCKET?**

The Vype mains charger is available from [goVype.com](http://goVype.com)

### **IS YOUR MAINS ADAPTER COMPATIBLE WITH THE eTANK CHARGER?**

Yes, our charger has been developed and tested to work with all our devices.

### **DOES THE eTANK BATTERY HAVE A LOCKING/ UNLOCKING MECHANISM?**

Please click the button on your device three times to lock or unlock the device, as per instructions in the leaflet.

### **HOW DO I KNOW WHEN THE BATTERY NEEDS TO BE CHARGED?**

The battery on eTank flashes amber when it's running low and red when it needs charging. It turns white when fully charged.

### **HOW DO I CLEAN THE BATTERY CONNECTIONS?**

If need be, you can wipe the connectors with a dry cloth.

### **CAN I USE ANOTHER BRAND'S CLEAROMISERS WITH THE eTANK BATTERY?**

The Vype eTank battery only works with the eTank clearomiser.

### **ARE THERE ANY SAFETY FEATURES WHEN CHARGING THE eTANK BATTERY?**

The only safe way to charge your eTank battery is to use the USB charging cable provided with your starter pack, and a Vype mains charger if you wish to use one.

### **WHAT WOULD HAPPEN IF I LEFT THE eTANK BATTERY TO CHARGE OVER-NIGHT?**

It should take no longer than 2 hours to fully charge your eTank battery.

After three hours, for safety reasons, the USB charging cable will automatically stop charging the battery. To indicate this status, the light on the USB charging cable will turn green and the light on the button on your eTank will turn white then flash 10 times before switching off.

It is better not to leave your eTank battery charging all night, but the three hour auto-stop will prevent over-heating.

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# VYPE eTANK -FAQ'S

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## **ARE THE BATTERY AND CHARGER CE CERTIFIED?**

Both the battery and the charger carry the CE mark to show compliance with the relevant EU safety regulation. The testing for CE compliance is conducted at a UK accredited facility.

## **WHAT IS THE LENGTH OF THE eTANK BATTERY?**

The eTank battery is approximately 70mm long

## **HOW MANY PUFFS CAN I GET FROM A FULL TANK?**

A full tank provides 300 puffs in laboratory testing, although the number of puffs you get will depend on your personal vaping behaviour.

## **WHERE IS eTANK MADE?**

The eTank device is made in China with all stewardship conducted in the UK, and in accordance with European CE standards for batteries.

## **DOES eTANK CONTAIN ANY RUBBER OR LATEX?**

There is no latex or rubber in the device or bottles.

## **DO I HAVE TO REPLACE ANY OF THE PARTS IN eTANK?**

For optimal performance and flavour quality, we recommend that you replace the tank after 2-4 weeks of use, dependent on frequency of use.

## **WHAT HAPPENS IF I DON'T REPLACE THE TANK EVERY FOUR WEEKS?**

The flavour might deteriorate if you don't replace the tank regularly

If pushed: In any device that heats liquids, the heating element (in an e-cigarette this is the coil) needs to be replaced from time to time. This is why we recommend the tank is replaced after four weeks of use.

## **eTANK LOOKS LIKE A CONVENTIONAL MODULAR. HAVE YOU ADAPTED/IMPROVED IT IN ANY WAY?**

eTank may look conventional but it includes a number of safety features, for example:

- All components that are in contact with the e-liquid are food grade materials

- The mouthpiece has been designed with a T-lock funnel so that vapour condensation is captured and returned to the tank (to minimise the risk of the condensation being drawn into the mouth)
- The tank is made from robust, food grade polypropylene - unlike those made of polycarbonate that can be susceptible to cracking due to the acidity of flavourings.
- The tank is fitted with over-fill protection to prevent liquid going into the vapour tube
- The metal used in the device is stainless steel (316L) for corrosion protection and to provide protection against metal contamination into the tank liquid
- The high quality power button has been ergonomically designed to be concave so power is not activated accidentally when carried
- The 650 mAh battery operates with 3.8V PWM to give consistent performance

## **THE VYPE eTANK IS TOO BIG, ARE YOU PLANNING TO PRODUCE A SMALLER BATTERY?**

Vype eTank uses the smallest battery available. If the weight is a concern to you, you might like to try Vype ePen with its simple to replace, no-spill cartridges. Alternatively, we have Vype eStick, a smaller, cigarette sized device which comes with constant in-pack charging and pack that can remain charged for five days.

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# VYPE eTANK eLIQUID - FAQ'S

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## **WHERE ARE YOUR eLIQUIDS MADE?**

All our nicotine formulations are made in Vype's facility in the UK for ePen and eStick. But for Vype eLiquid bottles, the formulations are manufactured and bottled in Italy using the same standard that we adhere to in our UK facility, using pharmaceutical grade ingredients in the base formulation and food-grade flavourings.

## **WHAT NICOTINE STRENGTHS DO YOU OFFER?**

In our eLiquid bottles we have 8 flavours and 3 nicotine strengths, 12, 6, 0 mg/ml. And vPure which has no flavourings and comes in nicotine strengths of 12 and 6 mg/ml.

## **WHY DO YOU ONLY OFFER 12MG/ML AS THE HIGHEST STRENGTH?**

From our research on vaping preferences, 12mg/ml is the most commonly used strength in eLiquids used for tank systems.

## **CAN SOMEONE UNDER 18 USE VYPE WITH 0% NICOTINE?**

All our eLiquids, including those with 0% nicotine, are designed for 18+ only.

## **CAN I USE THE VYPE eLIQUID IN ANOTHER E-CIG?**

It is important to emphasize that our eLiquids should only be used with the Vype eTank. This is because we have developed our eLiquids to work with eTank, and have rigorously tested the vapour, at each nicotine level, with eTank to provide our assurance on vapour quality. We cannot give this kind of assurance when our eLiquids are used with any other device.

## **WHY DO YOU ONLY OFFER 10ML BOTTLES?**

With Vype eLiquids we are already complying with regulation coming into force in Spring 2016 (the Tobacco Products Directive - TPD) which will introduce a maximum bottle size of 10ml with a maximum nicotine strength of 20mg/ml.

## **WHAT WOULD HAPPEN IF A CHILD GOT HOLD OF THE eLIQUID BOTTLE?**

All our products are for 18+ only and should be kept beyond the reach and sight of children. That said, we have incorporated child resistant packaging features into the bottle: two pressure points have to be pressed on the lid to lift it, and a soft spot on the side of the bottle has to be pressed to squeeze out the liquid.

If you suspect a child may have been exposed to the eLiquid, please seek medical attention immediately.

## **WHAT FLAVOURS DO YOU HAVE?**

Vype eTank eLiquids are available in: Blended Tobacco, Golden Tobacco, Crisp Mint, Dark Cherry, Infused Vanilla, Oriental Spice, Rich Aniseed and Fresh Apple at three nicotine levels (12, 6, 0 mg/ml). We also have vPure, which has no flavourings, and is available in 12 and 6 mg/ml.

## **WHY ARE YOU PRODUCING MORE FRUIT FLAVOURS? ARE YOU TRYING TO BE MORE ATTRACTIVE TO UNDER 18S?**

The only fruit flavour addition to our existing flavour range is Fresh Apple. All our flavours and their blends have been developed to appeal to adult tastes. We have no interest in attracting under 18s and we clearly communicate on our products and in all our marketing material that they are for 18+ only.

## **WILL YOU BE ADDING MORE FLAVOURS?**

We are always testing new flavours and intend to introduce more in the future. What would be your first choice?

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# VYPE eTANK eLIQUID - FAQ'S

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## HOW DO I MIX LIQUIDS?

Please take a look at [govype.com](http://govype.com) for an introduction to mixology using Vype eLiquids. We've worked with our expert flavourists to come up with 30 amazing blends. Our range of 8 bottle flavours is just the start, you'll be impressed with what you can create.

## WHAT HAPPENS IF I USE ANOTHER BRAND'S LIQUIDS/MIX YOUR LIQUIDS WITH ANOTHER BRAND?

Each Vype eLiquid has been developed specifically for Vype eTank - and our scientists and product specialists have put our eLiquids through extensive toxicological testing when used in conjunction with the eTank. We don't know what is in other eLiquids and cannot offer any reassurance in relation to other eLiquids.

## IF I CREATE A MIX THAT I DON'T LIKE, CAN I CLEAN OUT THE TANK?

You can carefully wash out the tank with water, ensuring no water enters the inner vapour tube. You should also avoid contact of the eLiquid with your skin.

## WHAT WILL HAPPEN IF I ACCIDENTALLY POUR LIQUID DOWN THE CENTRAL TUBE?

The device has been designed so that liquid cannot be easily poured into the central tube during filling.

Note: if the user tried hard eg with a syringe or similar, it would be possible to enter liquid into the inner tube, but that could result in the device ceasing to operate properly.

What will happen if I get liquid in the inner tube? The device might not operate properly. For liquid to enter the inner tube, you would need to use a syringe or similar.

## COULD I OVER-FILL THE eTANK CLEAROMISER?

The eTank clearomiser has been designed with over-fill protection and the tank is calibrated to indicate when it is full. So, while over-filling would not damage the device, it would waste your eLiquid.

## WHAT IS THE BEST WAY TO FILL THE CLEAROMISER?

Peel off the tamper-evident band from your Vype eLiquid bottle. Do not use

- To open the eLiquid bottle, gently press the two pressure points on the side of the lid and lift the lid.
- To fill your eTank clearomiser, first unscrew the mouthpiece from your eTank.

You will need to gently press on the soft spot located on one side of the eLiquid bottle as you gently pour the eLiquid into the eTank. Make sure you avoid pouring any eLiquid down the central tube.

- To avoid any leakage, ensure that your clearomiser is not overfilled - the maximum clearomiser capacity is 2ml which is marked on the clearomiser window.
- Place the mouthpiece back on to the device.
- Ensure the eLiquid bottle lid is properly closed after use to avoid leakage or spillage.
- You should refill your eTank clearomiser before your eLiquid drops below the indicated minimum fill level.

## HOW HIGH DO YOU NEED TO FILL THE eTANK CLEAROMISER?

The maximum clearomiser capacity is 2ml which is marked on the clearomiser window. You should refill before the eLiquid drops below the minimum fill level which is marked on the window.

## DO YOU NEED TO LEAVE THE eTANK CLEAROMISER TO STAND WHEN FIRST FILLED?

When filled for the first time, you'll need to leave the clearomiser to stand for 10mins

## WHAT IS THE CAPACITY OF THE eTANK CLEAROMISER?

The clearomiser has a capacity of 2ml

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# VYPE eTANK eLIQUID - FAQ'S

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## **WHAT IS THE RESISTANCE OF THE CLEAROMISER?**

3.0 Ohms

## **I AM EXPERIENCING A BURNING TASTE, WHY IS THIS?**

A deterioration in your vaping experience like this is likely to mean that you need to change your clearomiser. We recommend that you do so every 2-4 weeks, depending on frequency of use. A clearomiser is £4.99 (RRP).

## **HOW LONG WILL THE eTANK CLEAROMISER LAST BEFORE IT NEEDS TO BE REPLACED?**

The clearomiser should be changed regularly in line with frequency of use - typically every 2-4 weeks.

## **HOW DO I CLEAN THE CLEAROMISER?**

You can clean the tank very carefully with water.

## **DOES THE CLEAROMISER USE A WICK?**

Yes, but it's enclosed in the inner vapour tube which is covered by our over-fill protection cap (made of silicon)

## **WHAT HAPPENS IF I LOSE/BREAK THE MOUTHPIECE OF THE CLEAROMISER?**

The device won't work without the mouthpiece so you would need to buy a new clearomiser.

## **THE ETANK CLEAROMISER IS LEAKING, WHAT SHOULD I DO?**

Please provide some details and return the faulty parts of the device to us so that we can investigate. We will send an envelope for this purpose and be in touch soon. Make sure you don't get any eLiquid on your skin.

## **I AM NOT GETTING ANY VAPOUR FROM THE PRODUCT, EVEN THOUGH IT'S CHARGED AND THE TANK IS FULL. WHAT SHOULD I DO?**

Please provide some details (date/location of purchase etc ) and return the device to us so that we can investigate. We will send an envelope for this purpose and be in touch soon. Depending upon circumstances: offer to replace device

## **MY eTANK CLEAROMISER HAS CRACKED, WHAT SHOULD I DO?**

The tank is made of robust polypropylene which is resistant to cracking. Please return the clearomiser to us so that we can investigate. We will send an envelope for this purpose and be in touch soon. Note: if the user applied excessive force or if the tank were dropped, it could crack. Depending on circumstances: offer to replace clearomiser

## **WHAT IS THE NICOTINE STRENGTH OF YOUR LIQUIDS?**

All our flavoured liquids come in three strengths: 12mg/ml, 6mg/ml and 0mg/ml nicotine. vPure comes in 12mg/ml and 6mg/ml strengths only.

## **ARE YOUR LIQUID STRENGTHS COMPLIANT WITH THE EUROPEAN REGULATION THAT'S GOING TO BE INTRODUCED IN THE UK?**

Yes, the upper limit will be 20mg/ml and, for our eLiquid bottles, our highest strength nicotine is 12mg/ml

## **WHAT IS vPURE AND HOW DOES THAT DIFFER FROM YOUR OTHER LIQUIDS?**

vPure doesn't contain any flavourings. But, like all our liquids, it uses pharmaceutical grade ingredients. Note: in our eLiquid flavours, all the flavours are food grade and the base formulation uses pharmaceutical grade ingredients

## **WHAT IS THE RATIO OF VG/PG IN YOUR VYPE eLIQUID?**

I'm afraid the balance of VG/PG is confidential and has been tailored for Vype eTank to give a superior vaping experience.

## **WHY DON'T YOU PRODUCE A VG ONLY eLIQUID, I HAVE REACTIONS TO PG?**

The ratio we use of VG and PG has been optimised to ensure a superior vaping experience. But, if you are allergic or sensitive to PG, you should not use our eLiquids.



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# VYPE eTANK eLIQUID - FAQ'S

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## **WHAT SHOULD I DO IF I SPILL THE LIQUID ON MY SKIN?**

Please wash it off immediately with plenty of soap and water. If you have any concerns, please seek medical advice.

## **HOW MANY TIMES CAN I REFILL eTANK FROM ONE BOTTLE?**

One 10ml bottle should be able to fully fill Vype eTank five times – but you may decide to mix your chosen flavour with another from the Vype range. See goVype for more details.

## **HOW LONG DO YOUR LIQUIDS LAST ONCE OPENED?**

After opening, for optimum flavour delivery we recommend you dispose of the bottle within 7 days. Note: we currently do not have a shelf-life for unopened bottles. A study is due to be conducted in the near future.

## **DOES IT MATTER IF MY BOTTLE/FILLED DEVICE GETS VERY COLD/VERY HOT?**

Your eTank device is only suitable for operation between 0-40° C. If your device is operated outside of this temperature range it may be damaged or stop working. The recommended storage temperature is between 0-25° C

## **WHAT DO YOUR LIQUIDS CONTAIN?**

Each eLiquid contains pharma grade Propylene glycol (PG), glycerol (VG), water and nicotine and carefully selected food grade flavourings formulated specifically for the Vype eTank device to offer a satisfying vapour experience. All e-liquids contain a proportion of water. Our vapour experts identified that a higher water content gives a “cleaner” e-liquid vapour and ensures our Vype Vapour Quality.

## **DO YOUR LIQUIDS HAVE ANY CALORIES?**

No you cannot absorb calories from vaping with Vype eLiquids (TBC)

## **CAN A DIABETIC USE YOUR LIQUIDS?**

Vype is not suitable for people with diabetes.

## **DO YOUR LIQUIDS CONTAIN ANY DYES?**

The Vype eLiquids do not contain any dyes.

## **IF I SPILL ANY OF THE LIQUIDS, WILL THEY STAIN MY CLOTHING?**

The bottle top has been designed to minimise accidental spills but it is possible that, if absorbed, the liquid is given time to be absorbed by eg a fabric, it might leave a mark. Please wash off the liquid as soon as possible and seek professional cleaning guidance if concerned.

## **WAS ANYTHING IN YOUR LIQUIDS TESTED ON ANIMALS?**

None of the ingredients or any of the liquids were tested on animals.

## **HAVE ALL YOUR FLAVOUR INGREDIENTS BEEN TESTED FOR ALLERGIC REACTION?**

With our focus on product stewardship, we take great care to minimise the chance of any of our liquids causing an allergic reaction. However, even with the greatest care in the world, we cannot guarantee that there will never be any symptoms in anyone. Therefore, if your symptoms persist and you believe them to be related to our product, we recommend you stop using the product and consult your doctor. Please also see our product leaflets – these list certain conditions and if a person has any of these they should not use our eLiquids.

## **WHY DID YOU CHOOSE THIS RANGE OF FLAVOURS?**

Research with a testing panel highlighted these as the most popular individual flavours and, through working with flavour mixologists, they were the flavours that could be blended to create a wider range of appealing vaping experiences. We also took care to ensure our flavours only appeal to adult tastes.

## **CAN YOU SEND ME YOUR INGREDIENT LIST?**

I am afraid we are unable to provide the detail of our formulations which are crafted by our flavour experts and are commercially confidential.



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# VYPE eTANK eLIQUID - FAQ'S

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## WHY DO YOU THINK A FOOD GRADE INGREDIENTS ARE SAFE TO INHALE?

Current scientific understanding suggests that food grade ingredients are appropriate for this purpose. As part of our product stewardship protocols, we monitor relevant scientific literature to increase our understanding. For our part, we rigorously test the vapour of each eLiquid, as well as the flavour blends we recommend on goVype, to provide assurance on their quality. In the development of our eLiquids, we challenge ourselves at every stage and it is only when we have positive answers across all fronts that we go ahead.

## WHAT SORT OF LID IS ON YOUR LIQUIDS AND DOES IT COMPLY WITH CHILD SAFETY REGULATIONS?

The bottles we use have child resistant packaging including a bottle top conventionally used in medicines packaging (squeeze the sides of the bottle top to open it). As an additional safety feature, the bottles have a soft spot that must be squeezed for the liquid to come out. As with any product intended for use by adults only, Vype eLiquids should be kept out of the reach and sight of children.

## MY CHILD HAS SWALLOWED SOME OF THE LIQUID. WHAT SHOULD I DO?

Contact your doctor or your nearest A&E department immediately. Take the leaflet in the pack, and the pack with you. Nicotine inhalation or ingestion by a child may result in severe poisoning. Doses of nicotine tolerated by adult and adolescent smokers can produce severe toxicity in small children that may be fatal. Products containing nicotine should not be left where they may be misused, handled or ingested by children.

## I CAN'T POUR THE LIQUID FROM THE BOTTLE, HOW DO I DO THIS?

You'll find two pressure points on the side of the lid. Press these and lift the lid. You will need to press gently on the soft spot on the side of the eLiquid bottle as you pour the liquid into the tank.

## I AM ELDERLY AND I CAN'T FIND THE POINTS WHERE YOU NEED TO SQUEEZE THE eLIQUID BOTTLE

There is a softer spot around the waist of the bottle which is softer, it is this that you should press. We have designed it this way to minimise the chance of use by a child. If you continue to have difficulty, please come back to us.

Depending on circumstances: recommend customer returns eTank to be replaced with ePen

## HOW DO I GET THE TOP OFF THE ELIQUID BOTTLE?

You should peel off the tamper evident band and to open the bottle, gently press the two pressure points on the side of the lid and lift the lid.



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# VYPE eTANK eLIQUID - FAQ'S

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## WHAT eTANK ACCESSORIES ARE THERE?

A number of eTank accessories are available from goVype.com:

- Vype wall plug and car charger are available
- A Vype eTank battery and a replacement eTank USB charging cable.
- Vype eTank clearomiser is also available retail.

We currently have no plans to introduce an eTank carrying case.

## WHAT KIND OF PROMOTIONS ARE AVAILABLE ON eTANK?

Check of goVype for our promotions which vary from time to time. Retailers may run their own promotions.

Note: Suggest they sign up to receive communications

## YOU'VE BEEN QUITE OUTSPOKEN ON THE NEED FOR PRODUCT STANDARDS, HOW CAN YOU APPLY THIS TO AN OPEN DEVICE?

This is why we have taken time to develop our own range of bottled flavoured eLiquids and ensured we use the best quality compatible materials in our eTank. Our flavours have been subjected to rigorous testing with our device. We have also applied the same testing regime to the mixing of our flavours. This means we can provide reassurance around the quality of all our individual and blended flavours when used with Vype eTank.

We cannot provide this same assurance if our eLiquids are used in any other device or if other eLiquids are used in our device.

## WHY HAVE YOU MOVED INTO OPEN SYSTEMS AND WHY NOW?

Over the past year, the market has evolved into those consumers wanting the simplicity and convenience of cartridges and those looking for the wider flavour options available with an open system. With our focus on product stewardship, we have taken time to develop a range of flavours that, when used with our eTank device, either on their own or mixed, will produce a vapour that has been quality tested.

## WHY SHOULD A DIFFERENT DEVICE PRODUCE A DIFFERENT FLAVOUR QUALITY?

Vapour quality can be affected by a variety of factors such as the temperature the liquid is exposed to, the materials used in the device, the age of the coil being used. All of these factors and more are included in the safety and quality testing involved in the development of Vype eTank.

If more needed: [could also refer them to the website info] eTank has a number of safety features, for example:

- All components that are in contact with the eLiquid are of food grade.
- All our Vype devices have been designed with safety in mind and have been CE certified and assessed by an independent third party. Our devices are compliant with the General Product Safety Directive, the Restriction of Hazardous Substances Directive, the Electromagnetic Compatibility Directive and the Battery Safety Standard. The safety features in all our Vype devices are there to prevent product damage, overheating, fire and risk of electrical shock.
- We test every single device before it is packed and shipped out. Each device has a tracking (batch) number, indicating its batch and date of manufacture. We check the quality at every stage of production. Each battery, clearomiser, charger and eLiquid bottle will have a unique batch number.



# VYPE eTANK

## A SIGN OF QUALITY YOU CAN TRUST

Since it's the vapour that you inhale and the vapour that delivers the satisfaction, it is very important for us to know exactly what our vapour contains.

This is why we put care and expertise into every eLiquid and every device we make - to ensure quality of ingredients, consistent vapour quality, and satisfaction from start to finish.



QUALITY	CONSISTENCY OF VAPE	SATISFACTION
<ul style="list-style-type: none"><li>✓ High quality ingredients</li><li>✓ Tested for thermal stability when vaporised and inhaled</li><li>✓ Screened for toxicological risk</li><li>✓ Tested and tracked throughout the manufacturing lifecycle</li></ul>	<ul style="list-style-type: none"><li>✓ Patent pending electronics deliver consistent vapour quality of each eLiquid</li><li>✓ Smooth and even eLiquid flow through the product</li><li>✓ Controlled airflow on vapour inhalation</li></ul>	<ul style="list-style-type: none"><li>✓ Flavours crafted specifically for vaping experience</li><li>✓ eLiquids specifically formulated for each Vype device</li><li>✓ Extensive sensory testing</li><li>✓ Drawing on BAT's 100+ years of expertise understanding the needs of smokers</li><li>✓ Collaborating and product testing with smokers and vapers</li></ul>



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# VYPE CARE

OUR FULL PRODUCT RANGE

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## eTANK PRO

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# VYPE eTANK PRO

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## VYPE eTANK PRO

The evolution of Vype eTank Pro satisfies your sensorial needs in a new safe way – Overheat and safety protection, flavour combinations, with an easy top fill design.

### THE VYPE eTANK PRO STARTER KIT CONTAINS:

- Soft touch device finish, glass Tank and stainless steel components and easy top fill tank.
- Overheat and safety protection
- Easy top fill tank with premium Japanese organic wicks atomiser



**VYPE eTANK PRO  
CLEAROMISER**



**VYPE eTANK PRO  
BATTERY**



**VYPE eTANK  
PRO MICRO USB  
CHARGER**



**VYPE USB EU PLUG**



**VYPE USB CAR  
CHARGER**



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# VYPE CARE

eTANK PRO FAQ'S

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# VYPE eTANK PRO - FAQ'S

## How long does an eTank Pro last (puffs)?

As an indication, a full clearomiser can be expected to deliver approximately 100 puffs before the tank needs refilling. Exactly how many puffs your eTank Pro will last, will depend on your personal vaping behaviour because everyone vapes differently, and the measure of approximately 100 vapes is based on machine puff testing at a set puffing regime. Be sure to monitor the eLiquid level through the tank window and refill when necessary, ensuring that the tank does not run dry, as this can cause damage to the wick.

## How do I use the eTank Pro after the clearomiser is filled as per the leaflet instructions?

Turn the eTank Pro on by rapidly clicking the button 3 times (the LED around the button will sequence through red, amber and green to indicate device has been turned on). To begin your vaping experience, press and hold down the button (when the button is pressed, the LED around the button will indicate the battery level remaining) and puff. You are recommended to turn the device off when not in use so that it does not accidentally activate. This can be done by rapidly clicking the button 3 times (when the button is pressed the LED around the button will flash twice, with a colour according to battery level, in order to indicate the device has been turned off).

## When do I need to refill the clearomiser?

The eTank Pro clearomiser has to be refilled when the eLiquid contained in it is level with the bottom of the clearomiser window. This will ensure that sufficient eLiquid is being drawn up into the wick and that you will experience optimum taste and vapour quality from your eTank Pro. Do not allow your tank to run dry, as this can cause damage to the wick.

Why do I need to wait between filling the clearomiser for the first time and vaping?

Five minutes are required for the wick (within the atomiser) to be properly saturated by the eLiquid. This will ensure that sufficient eLiquid

is being drawn up into the wick and ensure that you will experience optimum taste and quality vapour from your eTank Pro.

## Why do I need to replace the atomiser?

The efficiency of the atomiser will deteriorate over time, depending on your personal vaping behaviour. It is recommended that you change your atomiser about every 2-4 weeks.

## How do I know when to change the atomiser?

It is recommended that you change your atomiser about every 2-4 weeks depending on your vaping behaviour.





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# VYPE eTANK PRO - FAQ'S

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You should also replace your atomiser if you notice any deterioration in the taste or quality of the vapour from your Vype eTank Pro. If the atomiser head should ever be flooded, you should clean your clearomiser and replace the atomiser head.

## How do I replace the atomiser?

To replace your atomiser, first turn off the eTank Pro, then remove the clearomiser from the battery section. Next unscrew the base of the clearomiser and remove the atomiser by pulling from the bottom of the clearomiser. Insert a new atomiser into the bottom of the clearomiser and ensure that the atomiser is fully aligned and properly fitted before reassembling the base of the clearomiser. Finally, reconnect the clearomiser to the battery section and fill with eLiquid, allowing five minutes for the atomiser wick to properly saturate with eLiquid, prior to vaping.

## How can I tell if the eTank Pro is on?

If the device is on, the LED around the button will light up when the button is pressed. The colour of the LED indicates the battery level. Red: indicates low battery {<3.6v}, Amber: indicates medium charge remaining {3.6-3.75v}, Green: indicates a good charge level {>3.75v}.

## How do I turn my eTank Pro on and off?

To turn the eTank Pro on, rapidly click the button 3 times. To turn off the eTank Pro, rapidly click the button 3 times.

## Why should I turn the eTank Pro device off when it is not in use?

It is recommended to turn the device off when not in use so that it does not accidentally activate. Accidental activation (without puffing) can cause the atomiser to become overheated and may cause the liquid to leak out.

## How much does the eTank pro cost?

The eTank Pro on-line price is £24.99

## How much do the spare atomiser packs cost?

An atomiser refill pack (x5 atomisers) costs £9.99 and can be purchased via the [www.govype.com](http://www.govype.com) website.

## Which countries is it available in?

Vype eTank Pro is currently available in UK only, however it is due to be available in Poland from October '16, in France and Italy from December '16.

## Why should I use a Vype charging accessory?

It is recommended to charge your eTank Pro with the Vype wall charger which delivers a charge supply of 5V DC and a minimum of 1 Amp (1000mA), and is fully compatible with the eTank Pro. Alternatively you can charge your eTank Pro with any other compatible Vype charging accessories (such as Vype mains wall plug charger, USB car charger and USB charging cable) as these are fully compatible with the eTank Pro. These chargers can be purchased via the [www.govype.com](http://www.govype.com) website.

## What is the eTank Pro clearomiser made from?

The eTank Pro clearomiser is made from stainless steel and hardened glass. Care must be taken when handling the clearomiser and device as it may break if dropped.

## When I am cleaning my eTank Pro clearomiser, where can I dispose of the Vype eLiquid?

We recommend that the eLiquid is disposed of down the sink and not in the bin. During washing and rinsing, use lukewarm water to rinse the clearomiser parts and allow to fully air dry at room temperature.



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# VYPE eTANK PRO - FAQ'S

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## **What do I do if I can see eLiquid on the mouthpiece?**

It is advisable to keep your Vype eTank Pro clean during use and to remove any build-up of eLiquid inside your mouthpiece caused over time as this may reduce the performance of the device. Occasional cleaning and, if necessary, replacing the clearomiser o-ring seals (provided in the eTank Pro kit) will help to maintain the performance of your eTank Pro.

## **Where can I buy Vype eTank Pro?**

Vype eTank Pro is currently only available online.

## **Will it be available instore soon?**

At the moment the Vype eTank Pro is only available online.

## **Are you going to discontinue the eTank?**

Vype is not going to discontinue Vype eTank. Vype eTank Pro represents the evolution of Vype eTank, offered to consumers seeking more powerful battery as well as an even more intense vaping experience flavour-wise.

## **What mAh is the battery?**

The Vype eTank Pro device contains a lithium-ion battery with a 1000 mAh capacity. A milliampere hour (mAh) is 1000th of an ampere hour (Ah). This is commonly used to describe the battery capacity.

Is it possible to remove the lithium-ion battery from the device, or replace it?

No, the lithium-ion battery that is held within your eTank Pro device cannot be removed or replaced.

## **What is the coil resistance?**

The dual coils have a combined resistance of 1.5 ohms.

## **Why can't I adjust the coil resistance?**

The eTank Pro has been designed with a set dual coil resistance of 1.5 ohms for optimal performance. Coil resistance is already pre-set according to the wattage, in order to give the best vaping experience to consumers.

## **Are there going to be new colours for the device?**

Vype eTank Pro is currently only available online in the black soft touch finish. Let us know what colours you would like and we'll pass on your comments to the design team. Please make sure you visit [www.govype.com](http://www.govype.com) to learn about our latest innovations.

## **What are the dimensions of the eTank Pro?**

The overall dimensions of the eTank Pro (with the clearomiser and mouthpiece attached to the device) are: 137 mm (length) x 18 mm (diameter).

## **How long will my eTank Pro last?**

A well maintained, regularly used eTank Pro device should last at least 9 months, before the battery efficiency begins to deteriorate (after repeated charge/discharge cycles, Lithium-ion batteries start to lose charge capacity, but this will depend on your personal vaping behaviour). Keeping your eTank Pro battery charged will help to maintain the battery life.

## **Can the eTank Pro be recycled?**

We will recycle any Vype product returned to us, including the packaging. Details can be found on the [www.govype.com](http://www.govype.com) website.

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# VYPE eTANK PRO - FAQ'S

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## What is the difference between the eTank and the eTank Pro?

If you enjoy the Vype eTank, but you want a little more power, eTank Pro may be the one for you. eTank Pro allows the same customisation and mixology freedom as Vype eTank, but delivers a higher intensity of vapour and flavour. The eTank Pro also has replaceable atomisers, whereas with eTank, the entire clearomiser needs to be changed.

## What is the difference between eTank and the eTank Pro?

We offer both products because every vaper, enjoys different vaping experiences. If you enjoy the Vype eTank, but you want a little more power, eTank Pro may be the one for you. eTank Pro allows the same customisation and mixology freedom as Vype eTank, but delivers a higher intensity of vapour and flavour. The eTank Pro also has replaceable atomisers, whereas with eTank, the entire clearomiser needs to be changed.

Why is it hard to draw on the mouthpiece?

This may be due to one of a number of reasons:

- If you have covered the air holes on the device, this may restrict the airflow. Make sure when holding your eTank Pro that you do not cover the air holes (between the battery and clearomiser sections).
- If the coil within the atomiser has become flooded, this may affect the air moving through the atomiser. In this case, clean your clearomiser and replace the atomiser.
- If there is build-up of dirt within the clearomiser or device, this may affect the air moving through the device. In this case, remove the clearomiser and ensure that the atomiser and base of the clearomiser are clean and correctly assembled, paying attention to connections which need to be clean to maintain a good connection.

## What will happen if I leave my device full and on and not use it?

It is recommended that if the device is intended to be left for a prolonged period of time, you should empty the clearomiser of eLiquid and the device should be turned off, to minimise any risk of eLiquid leaking over time.

If the clearomiser is left unused for a prolonged period of time, it is recommended that, before you return to using it, you clean your clearomiser and you replace the atomiser with a new one to ensure optimum taste and quality of the vapour from your eTank Pro.

## How do I fill the tank with eLiquid?

To fill your eTank Pro:

- Ensure the eTank Pro is switched off
- Unscrew the top of the clearomiser
- Fill the tank by pouring eLiquid down the side of the tank, to level with the top of the clearomiser window
- Important: do not pour any eLiquid into the centre of the atomiser
- Once the eLiquid is in the clearomiser, screw the top of the clearomiser back onto the clearomiser and ensure that it is securely attached. Do not overtighten.
- Ensure the eLiquid bottle lid is properly closed after use to avoid leakage or spillage. You can also find these instructions in the user manual, or at [www.govype.com](http://www.govype.com).



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# VYPE CARE

OUR FULL PRODUCT RANGE

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eBOX

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# VYPE eBOX

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## VYPE eBOX

### VYPE eBOX VAPOURISER

With more control over flow, power and flavour, the Vype eBox vapouriser offers our most personalised vaping experience yet.

### THE VYPE eTANK STARTER KIT CONTAINS:

- 1x eBox device
- 1x glass tank
- 1x stainless steel atomiser
- 1x Dark Cherry 6mg/ml nicotine 10ml eLiquid bottle
- 1x USB charging cable



### DESIGN FEATURES

- Ergonomic cradling of the clearomiser for comfortable grip
- Soft touch device finish for a comfortable feel/grip
- Simple control buttons for ease of use
- Anti-glare OLED screen cover for ease of use
- Sturdy top fill tank for easy fuss free refill

### TRUST & RELIABILITY

- Glass Tank cradled in the battery casing to ensure longevity avoiding breakage
- Stainless steel components for a quality vape

### SAFETY FEATURES

- Auto-shutdown after 15min of inactivity for better power management
- On/Off button for safety during travelling or storage

- Battery temperature and over voltage protection
- Automatic charging cut off after 4 hours charging

### SENSORY

- Dual coil and multiple wick system for rich satisfying vapour
- Variable power settings for a personalised vapour density
- Adjustable channelled airflow for a customisable draw

### TECHNICAL SPECIFICATION

- Variable wattage 4w to 12w
- 2000 mAh battery
- 2.1 ohm coil
- 11 wicks
- 2ml glass tank - top fill

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# VYPE eBOX - ACCESSORIES

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**VYPE EBOX  
CLEAROMISER**



**VYPE EBOX  
ATOMISER**



**VYPE EBOX  
BATTERY**



**VYPE E-CIGARETTE  
UK PLUG**



**VYPE E-CIGARETTE  
EU PLUG**



**VYPE MICRO USB  
CHARGING CABLE**



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# VYPE CARE

eBOX FAQ'S

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# VYPE eBOX -FAQ'S

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## **HOW LONG DOES AN EBOX TANK LAST (PUFFS)?**

The eBox tank should be filled to the maximum fill mark. At 4w, each tank delivers approximately xxx puffs. When the eLiquid reaches the 0.5 ml minimum fill mark, you should refill your tank. The delivery will change according to the wattage level in use and will depend on your personal vaping behaviour.

## **WHAT IS THE DIFFERENCE IN NICOTINE I GET IF I PRESS THE “+” OR “-“BUTTONS?**

By pressing the “+” button, you will increase the wattage (power) level and the eBox will deliver more vapour. This would tend to mean you inhale more nicotine, but it will depend on your personal vaping behaviour. By pressing the “-” button, you will decrease the wattage (power) level and the eBox will deliver less vapour. This would tend to mean you inhale less nicotine, but it will depend on your personal vaping behaviour.

## **HOW DO I USE THE EBOX AFTER THE TANK IS FILLED AS PER THE LEAFLET INSTRUCTIONS?**

Turn the eBox on by moving the switch at the bottom of the battery to the “on” setting. Then activate the eBox by rapidly clicking the activation button 3 times. To begin your vaping experience, press and hold down the activation button and puff.

## **WHY DO I NEED TO REFILL THE TANK WHEN THE LIQUID REACHES THE MINIMUM TANK VOLUME MARK?**

By ensuring your tank is filled to the minimum tank volume mark and above, you will experience optimum taste and quality vapour from your eBox and avoid “dry puffing” (check wording allowable by Legal)

## **WHY DO I NEED TO WAIT 10 MINUTES TO PRIME THE ATOMISER?**

This time is required for the wicks within the atomisers to be fully saturated by the eLiquid and to ensure optimum taste and quality vapour

from your eBox, and to avoid “dry puffing” (check wording allowable by Legal)

## **WHY DO I NEED TO REPLACE THE ATOMISER?**

This is to ensure optimum taste and quality of the vapour from your eBox.

## **HOW DO I KNOW WHEN I NEED TO REPLACE THE ATOMISER?**

It is recommended that you change your atomiser about every 2 weeks depending on your vaping behaviour. You should also replace your atomiser if you notice a deterioration in the taste or quality of the vapour from your Vype eBox. Or if the coil within the atomiser head should ever be flooded, you should clean your tank and replace the atomiser head.

## **HOW DO I REPLACE THE ATOMISERS?**

To replace your atomiser head, first ensure that your tank is empty of any eLiquid. Then remove the base of the tank (the airflow controller section) and the tank lid. Then remove the atomiser head by pulling from the bottom of the tank. Insert a new atomiser head into the bottom of the tank and ensure that the atomiser head is fully aligned and properly fitted before reassembling the base of the tank and the tank lid. Be careful not to overtighten the lid.

## **HOW DO I ADJUST THE POWER? / ARE THERE ANY VARIABLE WATTAGE SETTINGS?**

To adjust the wattage on your device, press either the “+” button for 2 seconds. The wattage level on the screen will flash on the OLED screen, then press the “+”button to increase the wattage (power) to the desired wattage level. Wattage can be set between 4W and 12W in steps of 0.1W. This setting can be saved by pressing the activation button.

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# VYPE eBOX -FAQ'S

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To adjust the wattage level, press either the “-” button for 2 seconds. The wattage level on the screen will flash on the OLED screen, then press the “-” button to decrease the wattage (power) to the desired wattage level. Wattage can be set between 4W and 12W in steps of 0.1W. This setting can be saved by pressing the activation button.

## HOW CAN I TELL IF THE eBOX IS ON?

Press any button to check if the device is on. If the device is on, information will appear on the OLED screen. After 3 seconds, the screen will turn off. To display information again, press any button. If the device has turned off, turn on the eBox, rapidly click the activation button 3 times. To begin your vaping experience, press and hold down the activation button and puff.

## HOW DO I ADJUST THE AIRFLOW?

You can adjust the airflow on your eBox device to suit your personal preference. To adjust the airflow, turn the airflow controller to the left to reduce the airflow and turn the airflow controller to the right to increase the airflow. Note that the air flow cannot be completely closed, as that would result in no vapour generation. Please ensure you do not cover the airflow during use.

## IS THERE AN ON/OFF BUTTON ON eBOX?

Yes, turn the eBox on by moving the switch at the base of the battery to the “on” setting. To activate the eBox, rapidly click the activation button 3 times. To begin your vaping experience, press and hold down the activation button and puff. You are recommended to turn the device off when not in use so that it does not accidentally activate. This can be done by moving the switch at the base of the battery to the “off” setting.

## WHY SHOULD I TURN THE eBOX DEVICE OFF WHEN IT IS NOT IN USE?

It is recommended to turn the device off when not in use so that it does not accidentally activate. However, there is an automatic shut down after 15 minutes of inactivity.

## HOW MUCH DO THE ATOMISER REFILL PACKS COST?

An atomiser refill pack (x3 atomisers) costs £8.99 and can be purchased via the [www.govype.com](http://www.govype.com) website.

## HOW MUCH DOES THE eLIQUID BOTTLE COST?

An eLiquid bottle (10ml) costs £4.99 and can be purchased via the [www.govype.com](http://www.govype.com) website and selected retailers.

## WHAT FLAVOURS AND NICOTINE LEVEL RANGES ARE AVAILABLE FOR THE eBOX?

We have a wide range of flavours and nicotine levels in our eLiquid bottles which have been formulated for use with Vype devices including eBox. Please refer to the [www.govype.com](http://www.govype.com) website for the full range.

## WHY SHOULD I ONLY USE THE VYPE eLIQUIDS IN THE eBOX?

Vype eLiquids are specifically designed to offer the best vaping experience with Vype devices. Vapour quality and satisfaction may vary if used other than as recommended

## WHY SHOULD I USE A VVPE MAINS WALL PLUG CHARGER?

The Vype wall charge delivers a charge supply of 5V DC and a minimum of 1 Amp (1000mA), which is fully compatible with the eBox. This can be purchased via [www.govype.com](http://www.govype.com) website. The use of any equipment other than that provided in your Vype eBox starter kit, or other compatible Vype charging accessories, may have detrimental and damaging effects on our device.

## WHY DOES THE “CHECK ATOMISER” SIGN APPEAR ON THE SCREEN?

The “check atomiser” sign may appear on your device if there is no connection between the clearomiser and the device. If this sign does appear on the screen, remove the clearomiser from the tank, ensure that the atomiser, tank



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# VYPE eBOX -FAQ'S

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lid and base of the tank are fully assembled and the connections are clean in order to maintain a good connection. The build-up of dirt inside your Vype eBox device may reduce performance and disrupt normal charging. To prevent this, check and if necessary, wipe the battery connector clean with a dry cloth. Replace the clearomiser onto the eBox battery and the device should operate as normal. If you find that the check atomiser still remains on the screen, please replace with a new atomiser.

## **WHY DOES THE "LOW RESISTANCE" SIGN APPEAR ON THE SCREEN?**

The "low resistance" sign may appear on your device if there is low resistance between the clearomiser and the device. If this sign does appear on the screen, remove the clearomiser from the tank, ensure that the atomiser, tank lid and base of the tank are fully assembled and the connections are clean in order to maintain a good connection. Replace the clearomiser onto the eBox battery and the device should operate as normal. If you find that the low resistance still remains on the screen, please replace with a new atomiser.

## **WHAT IS THE eBOX CLEAROMISER TANK MADE FROM?**

The tank is made from a hardened glass. Care must be taken when handling the clearomiser and device and treat carefully as may break if dropped.

During washing and rinsing, do not change the water temperature rapidly as temperature change can cause glass to break. Be careful not to overtighten the lid when refilling the tank with Vype eliquid.

When I am cleaning my eBox clearomiser, where can I dispose of the Vype eLiquid? We recommend that the eliquid is disposed of down the sink and not in the bin.

## **WHAT DO I DO IF I CAN SEE ELIQUID ON THE MOUTHPIECE/ INSIDE THE AIRFLOW CONTROLLER?**

It is advisable to keep your Vype eBox clean during use and any build-up of eLiquid inside your tank may reduce performance. Eliquid

found within the tank is normal as it is an open tank system; however, to prevent this, check and if necessary, regularly wipe the tank components clean with a dry cloth.

## **WHERE CAN I FIND VYPE eBOX?**

Vype eBox is currently only available online. With limited shelf space, retailers can only carry our main range, but we regularly like to increase the choice we offer to Vype consumers. Please make sure you visit govype.com to learn all about our latest innovations.

## **WHAT HAPPENS IF I DON'T CHANGE THE ATOMISER?**

If you do not change your atomiser, you may notice a deterioration in the taste or quality of the vapour from your Vype eBox. So you are advised to change every 2 weeks depending on your vaping behaviour.

## **WHAT mAh IS THE BATTERY?**

A milliampere hour (mAh) is 1000th of an ampere hour (Ah). Both measures are commonly used to describe the energy charge that a battery will hold and how long a device will run before the battery needs recharging (source: google). The Vype eBox device contains a Lithium-Ion battery with 2000 mAh capacity.

## **WHAT IS THE COIL RESISTANCE?**

There are two Nickel-Chrome coils held within each atomiser. The dual coils have a combined resistance of 2.1 ohms.

## **WHY CAN'T I ADJUST THE COIL RESISTANCE?**

The eBox has been designed with a set dual coil resistance of 2.1 ohm. Only Vype atomisers have been specifically designed to be intended for use with Vype eBox only. Vapour quality and satisfaction may vary if the Vype eBox atomiser is not used.



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# VYPE eBOX -FAQ'S

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## ARE THERE GOING TO BE NEW COLOURS FOR THE DEVICE?

Vype eBox is only available online in the black soft touch finish. Let us know what colours you would like and we'll pass on your comments to the design team. Please make sure you visit [govype.com](http://govype.com) to learn about our latest innovations.

## HOW MANY PUFFS DOES THE BATTERY LAST BEFORE IT NEEDS CHARGING?

A fully charged battery should last between xxx and xxx puffs. This is based on machine puffing at a set puffing regime. The battery longevity will depend on your personal vaping behaviour and your battery charging patterns. When the battery level becomes low, the OLED screen will indicate the need to recharge.

## WHAT ARE THE DIMENSIONS OF THE eBOX?

The overall dimensions of the eBox (with the tank attached to the device) is: 99 mm (h) x 51 mm (w) x 27 mm (d)

## HOW LONG WILL MY eBOX LAST?

An eBox tank and device should last between 6 and 9 months but will depend on your personal vaping behaviour. To get the most from your eBox, please follow the recommended instructions for use (as stated on the user guide) Vype eBox is intended for use with Vype eLiquids only. Vapour quality and satisfaction may vary if used other than as recommended. The eBox tank is made from glass so should be treated carefully as it may break if dropped. Only use Vype atomiser heads and tanks with your Vype eBox. The build-up of dirt inside your Vype eBox device may reduce performance and disrupt normal charging. To prevent this, check and if necessary, wipe the battery connector clean with a dry cloth. Keep Vype products dry when in storage and during use. Precipitation, humidity or moisture can corrode electronic circuits. Your Vype eBox is only suitable for operation at room temperature. If it is operated other than at room temperature it may be

damaged or stop working. The recommended storage temperature for Vype products is room temperature and do not store above 40 degrees Celsius.

## CAN THE eBOX BE RECYCLED?

We will recycle any Vype product returned to us, including the packaging. Details can be found on [govype.com](http://govype.com).

## WHAT MATERIALS IS THE eBOX MADE OF?

The atomiser contains stainless steel metal components and Nickel-Chrome coils. The clearomiser contains stainless steel metal components and a glass tank. The eBox device casing is made from plastic.

## WHY WOULD I SWITCH FROM eTANK TO eBOX?

If you like the vaping customisation eTank offers but you have a feeling that you'd like more, eBox is for you. With eBox you can adjust the quantity and intensity of vapour, flavour, and nicotine, and you'll be able to mix your own flavour combinations too (we offer 9 Vype flavours). But, you'll also need to become familiar with the additional vaping adjustment options you have on the device. You'll find this is explained on [www.goVype.com](http://www.goVype.com) and each starter kit also comes with a full user guide, or you could ring Vype Customer Care Team whenever you need to.

## WHAT IS THE ADJUSTABLE AIRFLOW FOR?

You can adjust the airflow on your eBox device to suit your personal preference. This allows you to adjust the level of airflow that can enter the device and also effect the draw effort on the device. The more you increase the airflow, the larger the vapour clouds, although this might cause a dip in the intensity of flavour. By reducing the airflow you will have a stronger draw, more flavour, but less vapour. Incidentally, no airflow would mean no vapour at all and your device would not work.

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# VYPE eBOX -FAQ'S

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## WHY IS IT HARD TO DRAW ON THE MOUTHPIECE?

There may be one of a number of reasons: You may reduced the airflow a bit too much for your vaping comfort, simply increase the airflow and try again. Similarly, if you have covered the airholes on the device, this may restrict the airflow. Just make sure when holding your eBox that you do not cover the air holes. If the coil within the atomiser head has become flooded, this may affect the air moving through the atomiser. In this case, clean your tank and replace the atomiser head.

If there is build up of dirt within the tank or device, this may affect the air moving through the product. In this case, remove the tank, ensure that the atomiser, tank lid and base of the tank and fully assembled and the connections are clean to maintain a good connection.

## WHAT WILL HAPPEN IF I LEAVE MY DEVICE FULL AND ON AND NOT USE IT?

It is recommended that if the product is intended to be left for a prolonged period of time, you should empty the tank of liquid and the device should be switched to the "off" setting. The eBox device will automatically shut down if there is 15 minutes of inactivity. To reactivate your eBox, rapidly click the activation button 3 times. Over time, your battery may drain and the device will lose power. If the tank is left for a prolonged period of time, it is recommended that when you return to using it to clean your tank as described in the user guide and to replace with a brand new atomiser to ensure optimum taste and quality of the vapour from your eBox.

## HOW DO I FILL THE TANK WITH eLIQUID?

Fill your eBox tank following the instructions stated in the user guide, or take a look at [www.govype.com](http://www.govype.com).

### TO FILL YOUR eBOX TANK:

First remove the clearomiser from the battery, then unscrew the lid from your tank (with the mouthpiece attached to the tank lid). You will need to gently press on the soft spot located on one side of the eLiquid bottle and gently pour the eLiquid down the side of the tank. Important note: do not pour any eLiquid down the centre of the tank into the atomiser head. To avoid any leakage, ensure that your tank is not overfilled - only fill to the maximum tank level of 2ml which is marked on the tank window.

Once the eLiquid is in the tank, screw the lid back onto the tank and ensure that it is securely attached. Do not overtighten the lid. Reattach clearomiser to the battery. Ensure the eLiquid bottle lid is properly closed after use to avoid leakage or spillage. **Do not pour any eLiquid through the mouthpiece.**

# REACH FOR THE CLOUD



## Vype eBox

Brings you big flavour, on a #perfectcloud.



VAPING MADE SIMPLE  
[govype.com](http://govype.com)



Vype e-cigarettes contain nicotine. 18+ only. Read leaflet in pack.



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# VYPE CARE

eLIQUID BOTTLE RANGE

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# VYPE eLIQUID BOTTLE RANGE

## VYPE eLIQUIDS - CORE COLLECTION



### BLENDING TOBACCO

A blend of smooth, toasted tobacco notes.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### CRISP MINT

An expertly crafted refreshing mint sensation.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### vPURE

Neutral eLiquid with no added flavour for a subtle vaping experience.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### GOLDEN TOBACCO

A balanced combination of smooth and creamy golden tobacco notes with a hint of sweet caramel.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### DARK CHERRY

A deep yet light blend of dark cherry and red fruit notes.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### RICH ANISEED

Rich notes of aniseed infused with floral undertones.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### FRESH APPLE

A refreshing mix of zesty green apples and cool mint leaves.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### INFUSED VANILLA

A blend of sweet and creamy vanilla and caramel tones.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### ORIENTAL SPICE

A warm and indulgent spiced blend infused with creamy, nutty and caramel undertones.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



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# VYPE eLIQUID BOTTLE RANGE

## VYPE eLIQUIDS - COOL COLLECTION



### GREEN SNAP

A fresh surge of green apple and crisp mint.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### INDIGO DIVE

Lush blackcurrant with icy menthol notes.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### SCARLET KICK

A blend of minty coolness and red berries.

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.

## VYPE eLIQUIDS - FRUIT COLLECTION



### HONEYDEW SPLASH

A honeydew melon flavour with a hint of freshness

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### PEACH SWIRL

Luscious velvety white peach with a hint of delicate floral notes

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.



### STRAWBERRY SMASH

A juicy fusion of sweet strawberry with fruity green notes

eLiquid - 0mg/ml, 6mg/ml, 12mg/ml.





# CHOOSE. MIX. VAPE.

New Vype eLiquids. Taste you can trust.



[govype.com](http://govype.com)

The strength of nicotine in Vype products varies.  
Nicotine free versions available. 18+. Read leaflet in pack.





# COOL CRISP CLOUDS



## MEET OUR NEW eLIQUIDS FLAVOUR COLLECTION

Where cool menthol says hello to fruity freshness in a chilled cloud.



Also available  
as ePen cartridges.



VAPING MADE SIMPLE  
[govype.com](http://govype.com)



Vype e-cigarettes contain nicotine. 18+ only. Read leaflet in pack.

# FRESH JUICY CLOUDS



## MEET OUR DELICIOUS NEW FLAVOUR COLLECTION

Mouth-wateringly juicy and authentically fruity in a refreshing cloud.



Also available  
as ePen caps.



VAPING MADE SIMPLE  
[govype.com](http://govype.com)



Vype e-cigarettes contain nicotine. 18+ only. Read leaflet in pack.



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# VYPE CARE

OUR FULL PRODUCT RANGE

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## PEBBLE

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# VYPE PEBBLE

## VYPE PEBBLE

### SMALL AND MIGHTY


#### REASON TO BELIEVE:


Pebble delivers a powerful vaping experience in a conveniently stylish compact size.


### FEATURES & BENEFITS


PEBBLE DELIVERS POWERFUL VAPING EXPERIENCE IN A CONVENIENT COMPACT SIZE.



 **DESIGN**  
Palm fit size, ergonomic, pocket-nomics, easy to use, stylish, range of colours.

 **SATISFYING**  
Rich satisfying vapour, range of flavours, choice of nicotine levels.

 **POWERFUL**  
All day charge (380 mAh).

 **GREAT VALUE**  
RRP £17.99 starter kits, RRP £5.99 for cartridge refill (2 cartridges included).

## THE VYPE PEBBLE STARTER KIT CONTAINS:

- 1 X Pebble device
- 1 x Pebble cartridge Golden Tobacco 0mg/ml nicotine
- 1 x USB charging cable
- 1 x Pebble user guide



# VYPE PEBBLE CARTRIDGES

## TASTE YOU CAN TRUST

Vype Pebble Cartridges are available in a variety of flavours and nicotine strengths and are compatible only with Pebble device.



### GOLDEN TOBACCO

A balanced combination of smooth and creamy golden tobacco notes with a hint of sweet caramel.

Pebble Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



### MASTER BLEND

A deep blend of roasted tobacco with a nutty creamy finish.

Pebble Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



### TINGLING MINT

Combination of refreshing mint and vanilla notes with a cooling finish.

Pebble Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



### WILD BERRIES

A fresh mix of rich wild berries with a subtle hint of vanilla.

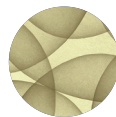
Pebble Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



### FRESH APPLE

A refreshing mix of zesty green apples and cool mint leaves.

Pebble Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.



### SMOOTH VANILLA

Layered fusion of vanilla and amaretto for a smooth warming experience.

Pebble Cartridges - 0mg/ml, 6mg/ml, 12mg/ml, 18mg/ml.





# VAPING ROCKS



SAY HELLO TO PEBBLE. THE SMALL AND MIGHTY VAPING DEVICE.



VAPING MADE SIMPLE

[govype.com](http://govype.com)



Vype e-cigarettes contain nicotine. 18+ only. Read leaflet in pack.



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# VYPE CARE

PEBBLE FAQ'S

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# VYPE PEBBLE -FAQ'S

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## **IS THERE AN ON/OFF BUTTON ON VYPE PEBBLE?**

Yes, turn Vype Pebble on/off by pressing and holding the button on the device for approximately one second.

The device LED would indicate the battery charge level when it comes on:

Green: Fully charged.

Amber: Half Power.

Red: Low Power. Please Charge.

If that doesn't work, the battery may have run out of charge and you would need to recharge it.

You are recommended to turn the device off when not in use. This can be done by pressing and holding down the button on the device for approximately one second. The device also automatically goes off after about ten minutes of inactivity.

## **HOW DO I USE VYPE PEBBLE DEVICE AFTER TURNING ON THE DEVICE?**

To begin your vaping experience, connect the cartridge to your device, switch it on by pressing the on/off button and simply puff on your device without either pressing or holding down the on/off button.

## **HOW TO CHARGE YOUR VYPE PEBBLE?**

To charge your Vype Pebble, attach the supplied USB charging cable to the micro USB port on the base of the Vype Pebble.

Connect the other end of the USB charging cable to the USB port of a computer or use a compatible Vype wall or car charger 5 V DC and a minimum current of 1 Amp (1000 mA).

When charging, the LED on the Vype Pebble will pulsate. The colour of the LED will indicate the current battery charge level. Your Vype Pebble device contains a lithium-ion polymer battery, which takes approximately 1 hour to fully charge your Vype Pebble device. The USB charging cable will automatically stop charging your Vype Pebble battery after a period of approximately 3 hours. The device has an overvoltage, an overcurrent, a short circuit protection and over discharge protection function.

## **HOW MANY PUFFS DOES VYPE PEBBLE DELIVER?**

Number of puffs depends on your puff duration. Based on simulated puffing at a set puffing regime in lab tests we have tested on 3 seconds puffs. Each full Vype Pebble cartridge thus delivers approximately 700 puffs and a fully charged Vype Pebble battery would give approximately 325 puffs.

The Vype Pebble battery longevity over time would depend on your personal vaping behaviour and your Vype Pebble battery charging patterns. Each Vype Pebble Cartridge holds up to 2ml eLiquid OR approx. 2ml. The Vype Pebble cartridge is not designed for refilling.

## **WHAT CAPACITY IS THE VYPE PEBBLE BATTERY IN mAH?**

The Vype Pebble device contains a Lithium-Ion Polymer battery with a nominal electrical charge capacity of 380 mAh

## **WHAT IS THE COIL RESISTANCE?**

The coil resistance is approximately 2.8  $\Omega$ .

## **WHEN TO CHANGE YOUR VYPE PEBBLE CARTRIDGES**

It's time to change your cartridge when:

Your Vype Pebble stops producing vapour.

You notice deterioration in the taste or quality of the vapour.

If your Vype Pebble stops producing vapour and the cartridge is not yet empty, check your battery is fully charged.

## **CAN I SWITCH FLAVOURS WITHOUT FINISHING THE CARTRIDGE?**

Yes you can switch partially used cartridges this means you can remove your currently in use Pebble cartridge, place back in the 'Cartridge Pod' and insert a new Pebble cartridge.



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# VYPE PEBBLE -FAQ'S

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## WHERE IS THE ELIQUID INSIDE THE VYPE PEBBLE CARTRIDGES MADE?

Pebble eLiquid is made in the UK.

## WHAT ARE THE INGREDIENTS FOR THE ELIQUID INSIDE VYPE PEBBLE CARTRIDGES?

Pharmaceutical grade Glycerol (VG), Propylene glycol (PG), Nicotine, and carefully selected and tested food grade flavourings formulated specifically for the Vype Pebble device.

## ARE YOUR FLAVOURED VYPE PEBBLE CARTRIDGES SAFE?

All our eLiquid ingredients are of a high purity grade: either pharmaceutical or food grade quality. Before we launch any Vype product, we evaluate the materials, ingredients and product design from a consumer safety perspective.

Vype Pebble Cartridges carry the quality hallmark, 'tested for vapour quality'. Behind it our team of 39 scientists working in our state-of-the-art research and development facilities in the UK have rigorously tested the quality of Vype vapour to bring you purity, taste and consistency with every puff.

However, in general, the use of e-cigarettes is not completely risk-free and more long-term research is needed in this area. It is generally not recommended to use nicotine products if you have any medical conditions, or if you're pregnant or breast-feeding.

## WHAT CAPACITY IS THE VYPE PEBBLE BATTERY IN MAH?

The Vype Pebble device contains a Lithium-Ion Polymer battery with a nominal electrical charge capacity of 380 mAh

(For comparison, the rest of the Vype portfolio has the following battery capacities- eStick: 90 mAh stick, case 840 mAh, ePen: 650 mAh, eTank: 650 mAh, eBox 2000 mAh, eTank Pro: 1000 mAh)

## IS THE RED LED FLASHING?

If you observe the red LED flashing, this could be indicating a warning such as low battery, or a puff time-out. If the red LED carries on flashing after waiting for ten seconds and/or charging your Vype Pebble device, please consult the Vype Customer Care line.

## IS THE GREEN, AMBER AND RED LED FLASHING SEQUENTIALLY?

If you observe green, amber, red LED flashing sequentially, this could indicate a possible failure mode. Please leave the Vype Pebble device for about 60 seconds until the LED goes off before you try to use the device again. If the LED carries on flashing, please consult the Vype Customer Care line.

## WILL I EVER NEED A REPLACEMENT VYPE PEBBLE DEVICE?

Replacement will depend on your usage patterns. The Vype Pebble battery should last for about 300 full charge/discharge cycles. This equates to approximately 9 months based on 1 charge a day. After this period the Vype Pebble device can still be used but it may require charging more frequently.

## HOW LONG DOES THE BATTERY LAST?

When the LED turns red it means that you have 50% battery left or less. When the Pebble is completely dead, it will flash at your indicating that it needs charging.

## HOW LONG DOES IT TAKE FOR THE BATTERY TO CHARGE?

It only takes an hour for the battery to fully charge

## I DON'T GET ENOUGH VAPOUR?

With the Pebble, you need to draw a bit harder than usual. However, if you prefer an easier draw, you need to push the cartridge down towards the battery when drawing, this closes the seals and make the draw a lot easier. The Pebble has been specifically designed like this



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