

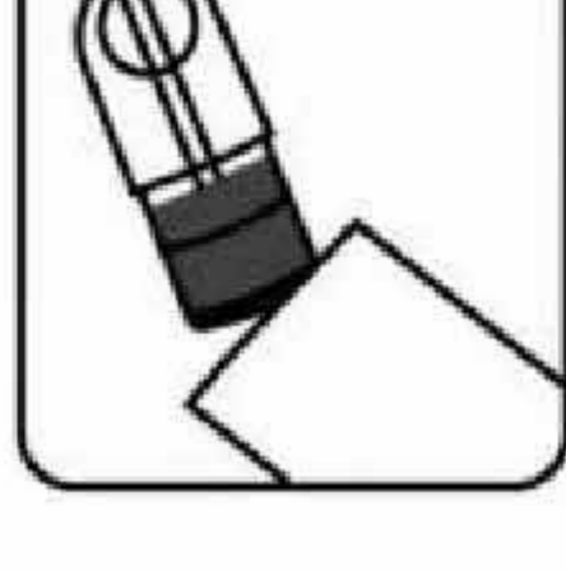
Q1: There is capsule solution on the mouthpiece, capsule surface, and/or vaporiser. Sometimes, I can even taste some in my mouth! Is it because the capsule is leaking?

A: First, we have to determine where the capsule solution was found. If it can be seen in the delivery tube of the capsule and the base of the capsule, then it could be condensate!

Condensate is formed when the high temperature of vaporiser smoke comes into contact with vaporiser parts that have a different, usually lower temperature and it is unavoidable. These condensates form the same way as the fog on your mirror after you shower.

So, how do we deal with it?

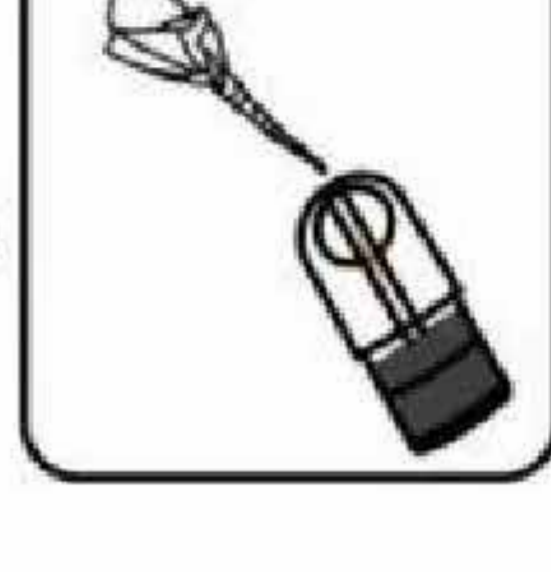
1. Use a tissue to wipe clean the entire surface of the capsule.



2. Point the capsule downwards and try to shake out the condensate that may be in the delivery tube.



3. Twist a small piece of tissue into a needle-like shape or use specially-designed cotton buds and stuff it down the delivery tube to remove the condensate.

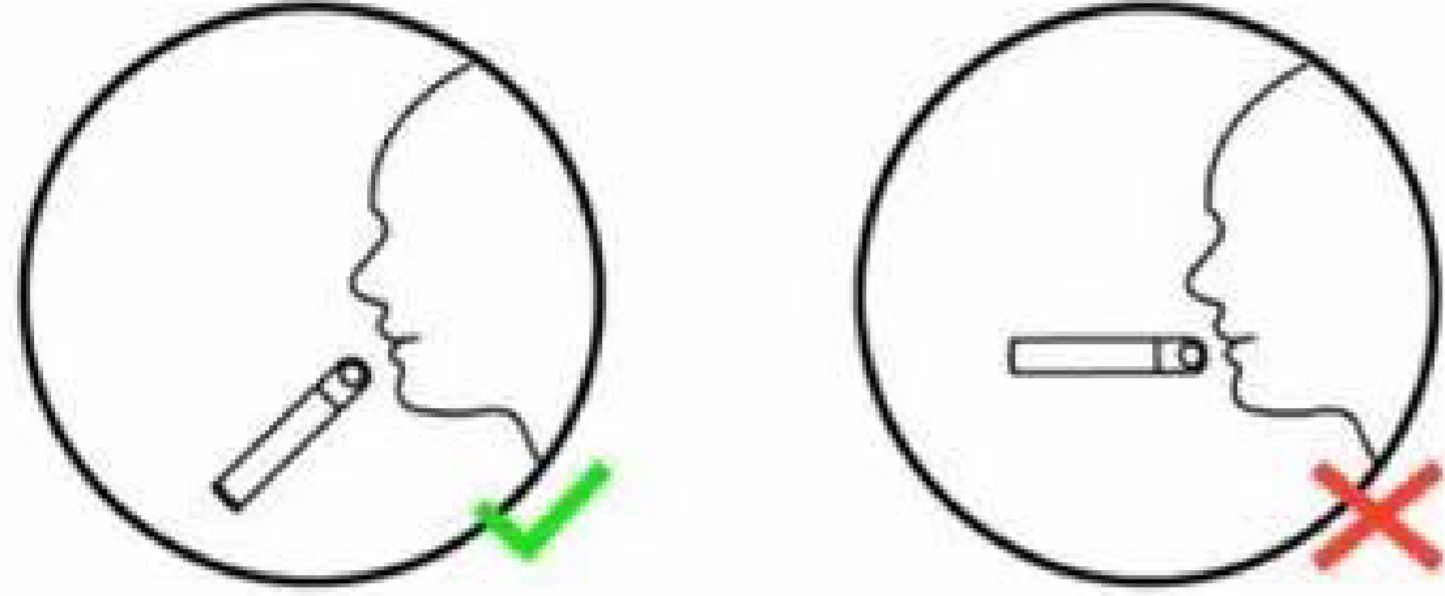


If there is capsule solution on the base of the capsule or the base connection point of the capsule, then this particular capsule is leaking! If that is the case, contact an agent or visit the official website to contact the after-sales helpdesk.

Q2: There is a burnt taste whenever I vape. What's going on?

A: 1. Remove your capsule immediately and check the content level. Is it because the capsule is almost finished? Replace a new one right away. Wait, what? You're out? Then why aren't you ordering more?!

2. Vaping in an inappropriate posture could also cause a burnt taste whenever you vape. Remember to avoid lying down or positioning your vaporisers in a horizontal position when you vape. Having your vaporisers in an upright or slightly slanted position is the secret to unlocking the full potential of the capsules flavour.



3. Storing capsules other than in an upright position could potentially cause the solution on the ceramic contact point to be less than required. Hence, the burnt taste. Try positioning the capsules upright for about a minute so that the solution fully covers the ceramic contact point and try again. You will be surprised at the instantaneous effect!

Q3: Wait, why does the same flavour seem to taste different this time?

A: 1. Different production batches can cause slight variations in taste for capsules of the same flavour.

2. Inappropriate storage conditions could also cause changes in the taste of each capsule! Remember to avoid storing capsules in high temperature and sunny areas. Only store your capsules in cool and dark places.



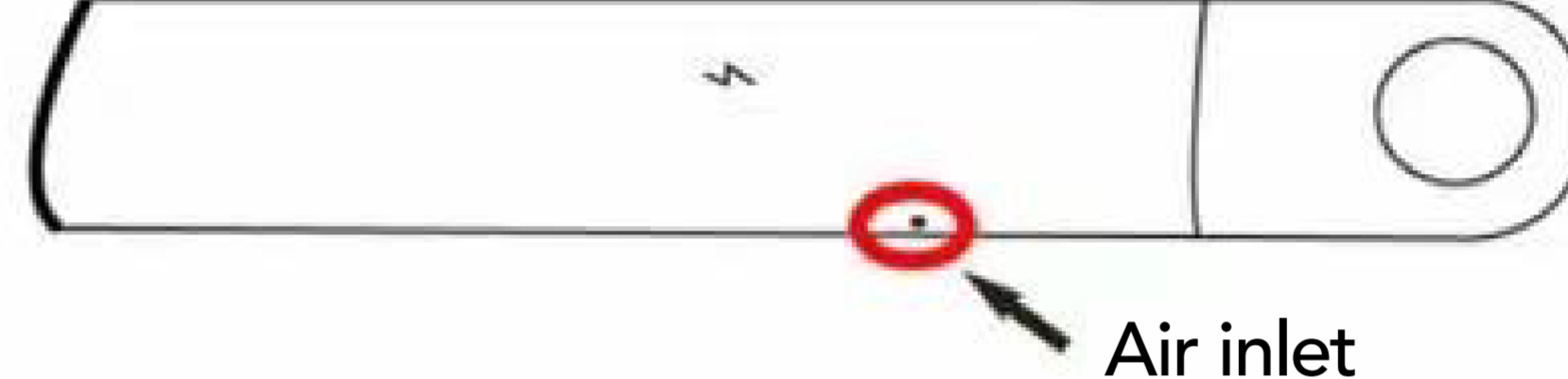
3. Capsules that have been unsealed for long periods of time before use can also cause changes in taste. It is advisable to finish a capsule within a month after it is unsealed. If you decide to try a different flavour while you are halfway through one capsule, put the stopper back on and make sure it is tightly sealed before storing it in a cold and dark area.



Q4: The capsule I have is new/has some solution left but I can't seem to vape it. What should I do?

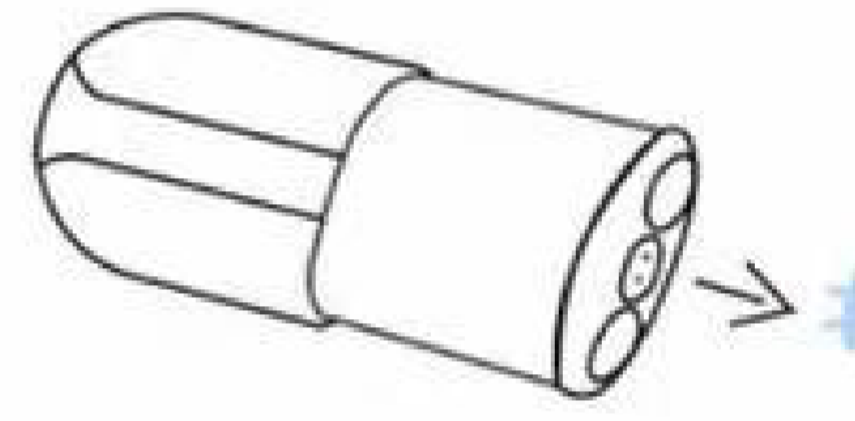
A: Vaporiser-related causes

1. Is the vaporiser charged?
2. Are there any protective seals or other objects blocking the air intake holes on either side of the vaporisers? If there are any, just remove them and you should be fine.
3. Random objects in the vaporiser or previously-uncleaned leakages of capsule solution could also be the cause of this problem. Use a cotton bud to clean the affected areas and you should be fine. **Regularly cleaning the interior of your vaporiser and the contact points will help increase the durability of your vaporiser.**

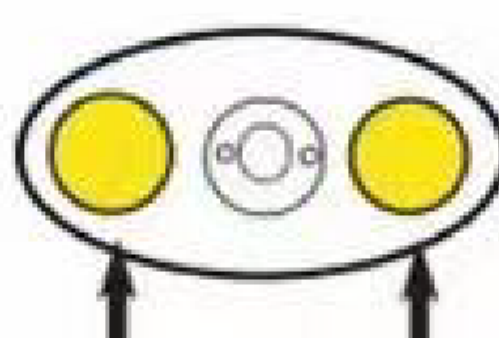


Capsule-related causes

1. The capsule cannot be used if the silicone cover is not removed before slotting it into the vaporiser.



All vaporisers and capsules will go through cleaning with cleaning solution before being shipped for distribution. Perhaps the cleaning solution is preventing the connection between the contact points of the vaporiser and the capsule. Cleaning both the contact points of the vaporiser and the capsule with a tissue or a cotton bud should make it work again.



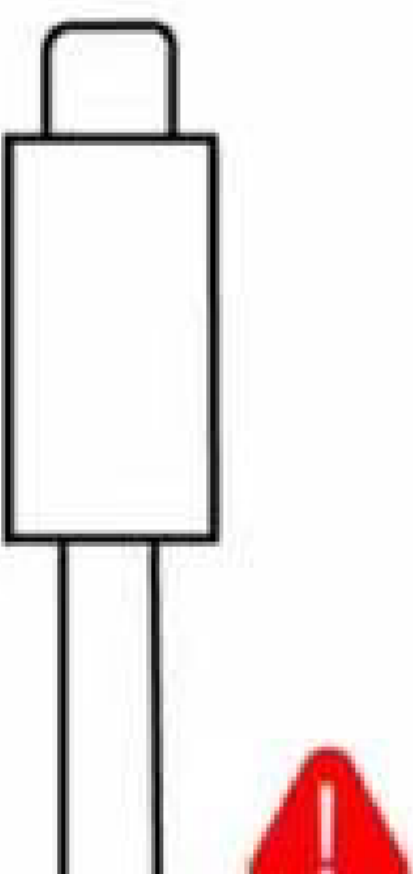
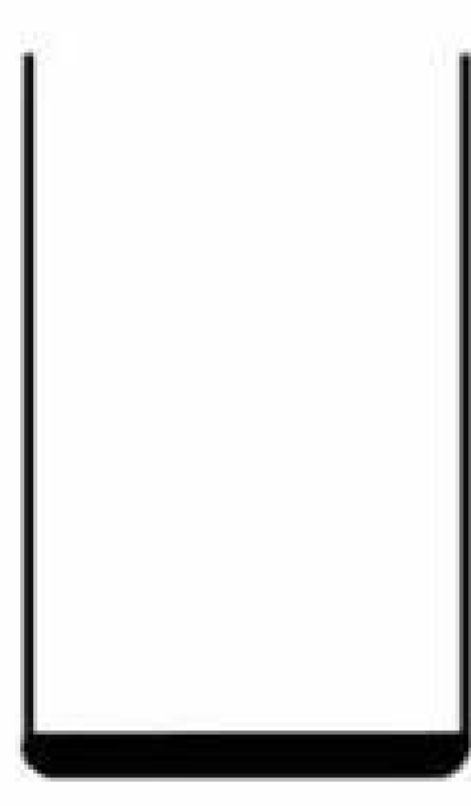
Contact Point at the bottom of the cartridge



Inner contact point

Q5: My vaporiser does not seem to charge. What should I do?

A: 1. We strongly suggest using original R-ONE charging cables to charge your vaporisers. Using high amperage charging cables made for cell phone and tablets could potentially cause damage to the vaporiser battery. If you have misplaced your original R-ONE charging cable, please follow the information in the manual on what type of charging cable to purchase as a replacement.



2. Accumulation of dust and other matter in the charging port could also cause problems with charging. Remember to regularly check and clean the charging port or charging cables for more efficient use.

3. If there are no issues with the charging cable or charging port, there could be capsule solution or water that leaked into the vaporiser, causing a short circuit. If that's the case, it's time for a new and better-looking vaporiser.

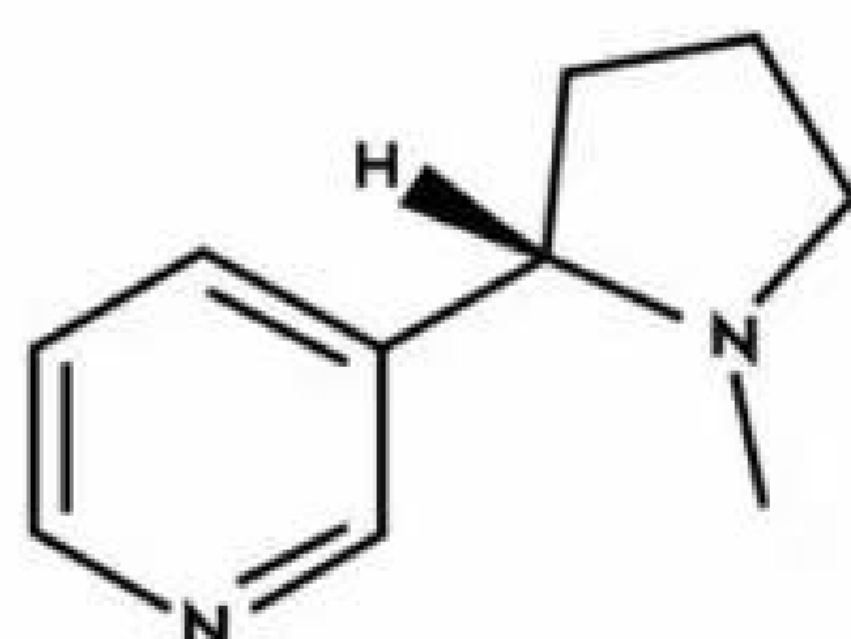
Q6: Why does the battery life of my vaporiser seem to be getting shorter after each charge?

A: Long-term charging could cause damage to the lithium-ion batteries in the vaporiser and reduce the battery life of the vaporiser. Charging the vaporiser all the way to full after daily use and removing the cable within half an hour of a full charge could reduce the damage done to the battery. Also, charging and using the vaporiser simultaneously could accelerate the damage to the battery and reduce the average lifespan of the vaporiser.



Q7: What is the difference between nicotine and nicotine salt?

A: Nicotine is a natural stimulant that exists within alkaloids in plants called nightshades. Meanwhile, nicotine salts are a derivative of nicotine through its combination with organic or inorganic acids. Vaporisers that use nicotine salts emulate the pleasant feeling and satisfaction of a traditional cigarette, but it is gentler and less irritating to the throat.



Q8: Who is vaporisers inappropriate for?

1. Children/Teenagers under the legal age.
2. Consumers allergic to alcohol, nicotine, and other contents.
3. Consumers suffering from heart or brain conditions.
4. Consumers suffering from respiratory conditions.
5. Pregnant women or women who are breast-feeding.

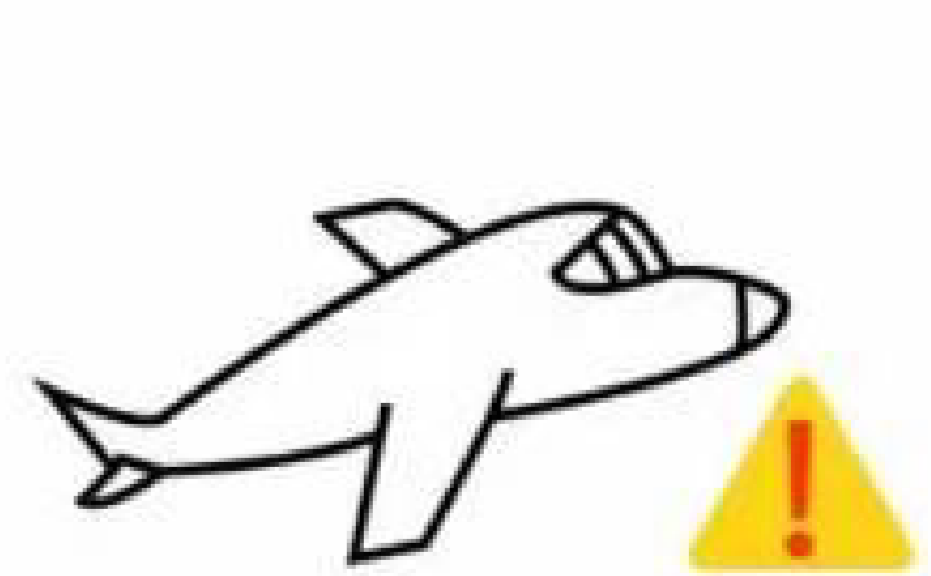
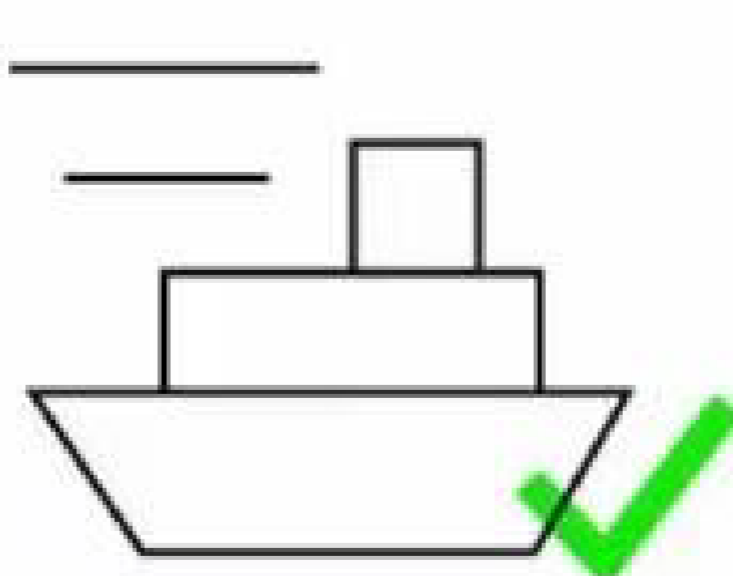
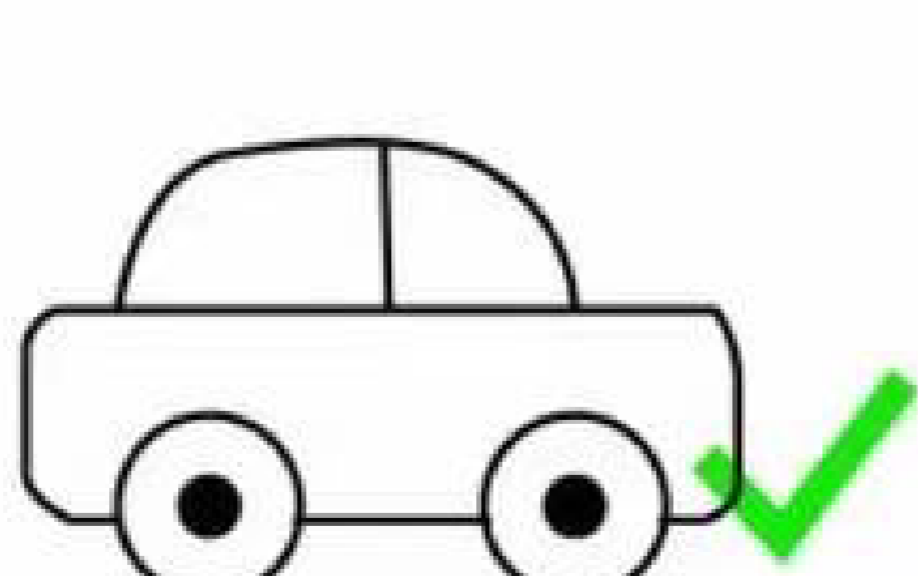


Q9: Can vaporisers be brought along on public transportation?

A: Vaporisers belong to the category of regular electronic products so there are no problems having it with you on buses, trains, subways, and other land or water transportation vehicles.

For flights, airline check-in regulations state that electronics containing lithium-ion batteries are prohibited in check-in baggage but they are allowed to be brought on flights. However, they are prohibited from being used during flight.

The capsules are allowed to be stored in check-in baggage but the changes in air pressure during flight may affect unsealed capsules and increase the chances of leaking. So, they should be stored separately and sealed tightly.



Q10: How do I regularly maintain my vaporiser and the capsules?

A: After use, the vaporiser should be stored in a cool and dark area away from sunlight and water sources so that water doesn't get in the vaporisers.

***Regularly cleaning the base of the capsules, air intake holes, internal surface of the vaporiser, and various contact points within the vaporiser with tissue or cotton bud can also help extend the durability of your vaporiser.**

Q1.烟弹嘴、外壁和烟杆槽里有烟油，有时候还能吸到嘴里！是不是我的烟弹漏油了？

A: 首先需要判断一下发现油渍的位置，如果是在烟弹气道和底部的位
置发现类似油渍的液体那你遇到的是冷凝液！
冷凝液是电子烟使用时高温烟雾遇到有温差的部件所产生的，无法避免~就像
洗澡时墙面和镜子上出现的水滴。

那如何处理冷凝液呢？

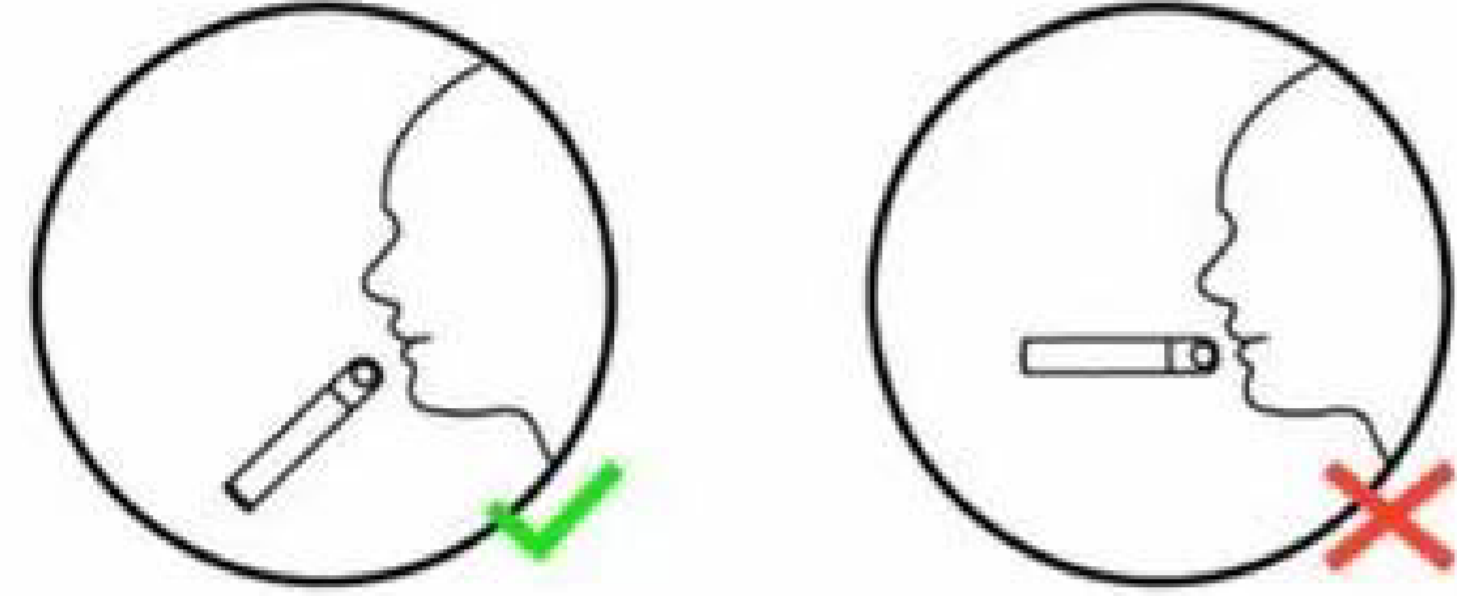
- ①用纸巾将烟弹表面冷凝液擦拭干净
- ②将烟弹气道朝下，甩出冷凝液
- ③将搓成条的纸巾或特制细棉签插入烟弹气道清理冷凝液

如果是烟弹的油杯和底座连接的位置渗出了液体，那么你的烟弹是真的漏油啦！

Q2.我的烟弹抽着有股糊味是怎么回事？

A: ①快把烟弹拿下来检查检查还有多少？是不是快没啦？赶紧换颗新弹吧。什么？没有弹了？那还不赶紧去下单？！

②使用电子烟时不当的姿势也有可能
导致出现糊味！！使用时记得要避免
躺着或将电子烟持平使用！垂直或倾
斜角度持电子烟才能体验到完美的口
味呐



③烟弹倒置时间过长可能会导致陶瓷
上烟油过少，从而有了糊味。烟弹正
置一分钟让烟油充分浸润陶瓷再试试，
立竿见影！

Q3.咦？同一款口味的烟弹为什么这次的口味感觉变了？

A:①不同的生产批次会导致烟弹的口
味有轻微的变动

②存放不当会导致烟弹的
味道发生改变！记得避免
高温暴晒，将烟弹放在阴
凉避光处存储



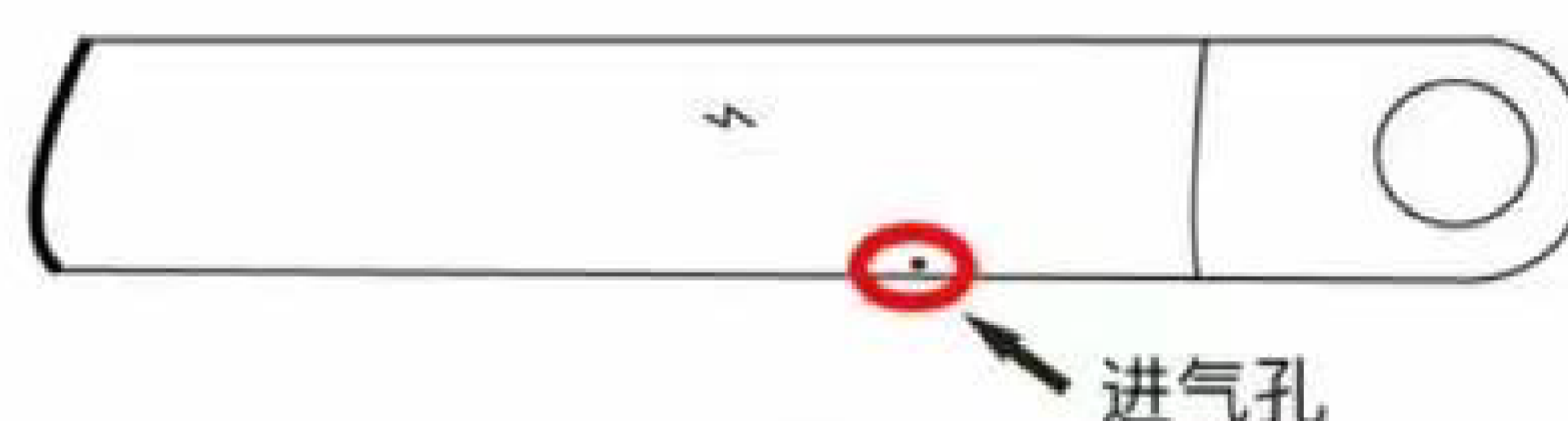
③已开封的烟弹长时间不使用也会导
致口味的变化，建议在开封1个月内
使用完，若烟弹未抽完想更换口味应
将烟弹的硅胶塞塞紧，烟嘴朝上避光
保存



Q4.烟弹是新的/还有剩余，可吸不出烟了，应该怎么办？

A:烟杆因素：

- ①烟杆是不是没有及时充电？
- ②烟杆两侧的进气口是不是被保护套或挂绳挡住啦，有没有被异物堵住？清理好就可以啦
- ③烟杆里有异物或使用过漏油的烟弹没有清理干净也会导致不能出烟哦，拿棉签擦拭干净就可以啦！平常多用棉签或纸巾擦拭烟杆内壁及烟杆内触点保持内部清洁，可以延长烟杆的使用寿命哦



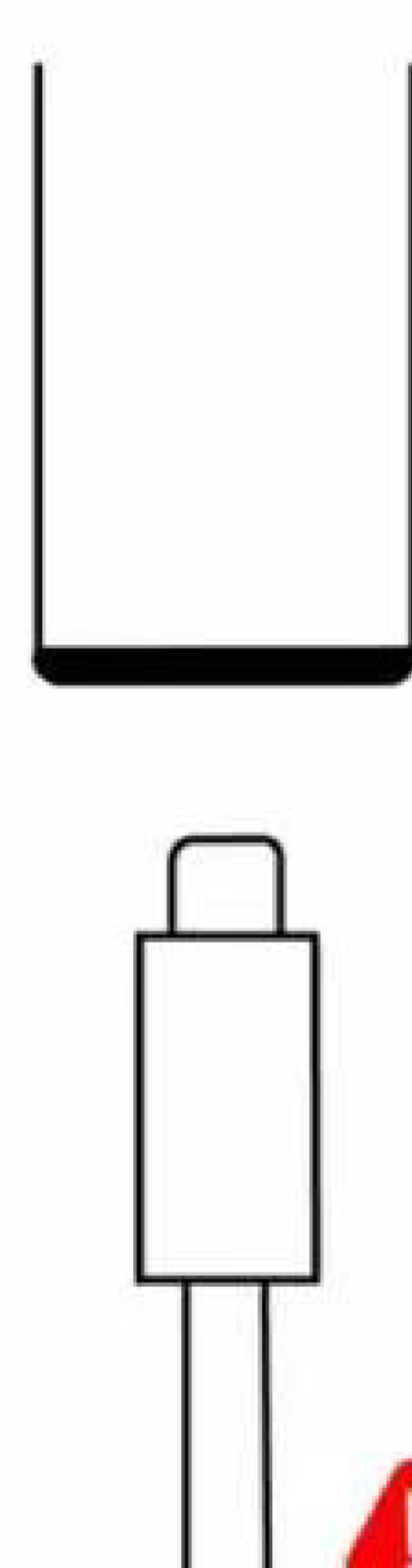
烟弹因素：

- ①烟弹底下的硅胶塞不取下来是没办法出烟的！
所有的烟弹以及烟杆在出厂前都会经过清洁液清洗，可能是清洁液阻断了触点，用纸巾和棉签分别擦拭下烟弹底部触点和烟杆内的触点就可以啦



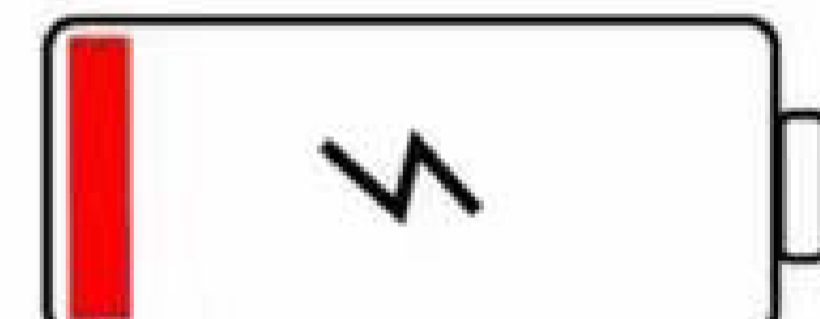
Q5. 我的烟杆充不进电了怎么办？

- A:
- ①建议使用Romantic -One 原装的充电线进行充电，用手机、pad类的大电流充电线给烟杆充电容易导致电池损坏，如果原装线丢失，请按说明书内的信息购买充电线
 - ②充电口长时间不进行清洁累积灰尘也会充不进电哦，记得定期清洁充电口和充电线接头
 - ③如果充电线和充电口都没问题，可能是烟杆内进了烟油或水导致短路，那就换个更新更漂亮的杆子吧~



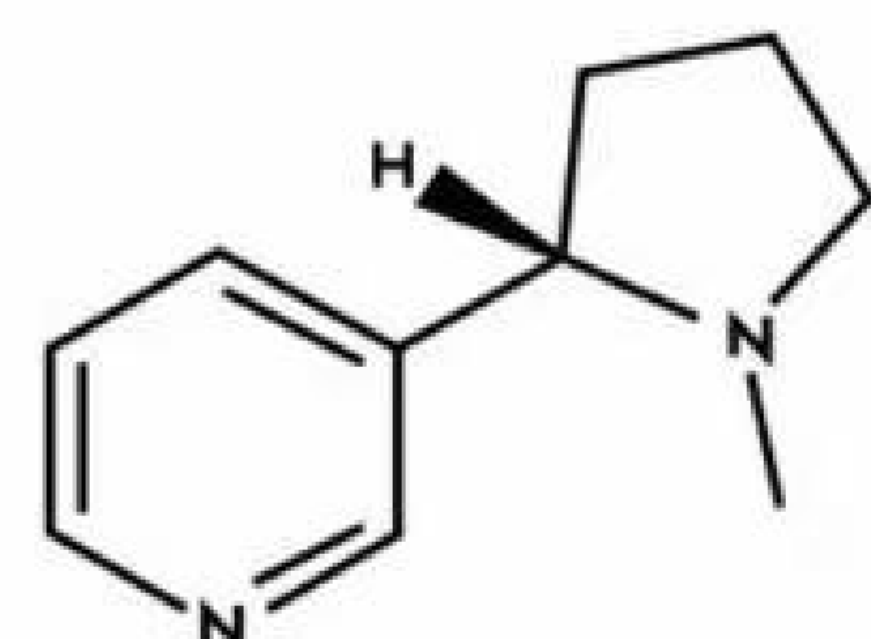
Q6.我的烟杆续航时间为什么越来越短了？

A:长时间的给电子烟充电很有可能会造成锂电池的损坏，使烟杆的续航时间越来越短。日常使用后将电量一次性充满不断电，充满后半个小时内拔出电源可以减缓电池的损坏。另外一边充电一边使用也会加快电池的损耗减少电子烟的寿命哦



Q7.尼古丁和尼古丁盐有什么区别？

A:尼古丁是一种天然的兴奋剂，存在于茄科植物中的生物碱。



尼古丁盐是尼古丁的衍生物，由有机酸或无机酸与尼古丁合成而来。

含尼古丁盐的电子烟模拟了传统真烟得上头感和满足感，但中性温和减小了对喉咙的刺激感

Q8.那些人不适合使用电子烟？

- A:
- ①未成年人
 - ②对醇类、尼古丁或其他成分过敏者
 - ③心脑血管疾病患者
 - ④呼吸系统疾病患者
- 孕期、哺乳期的女士

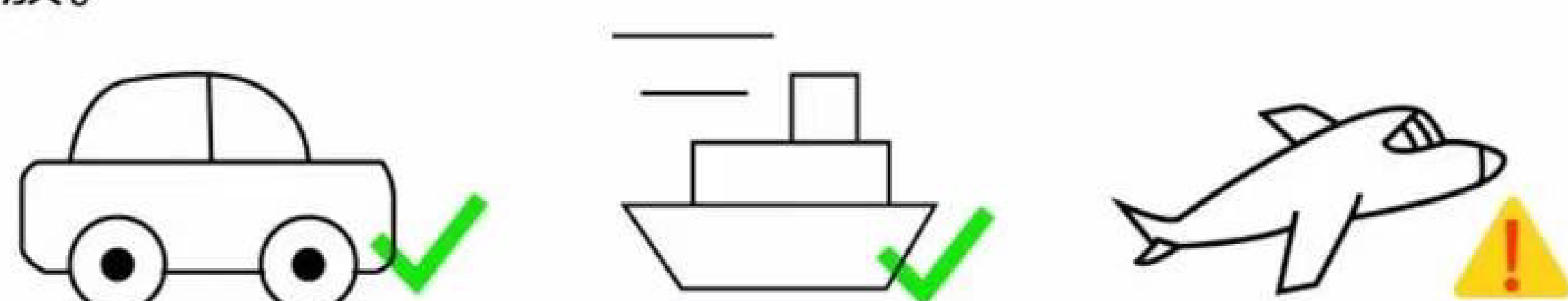


Q9.可以携带电子烟乘坐公共交通工具吗？

A: 电子烟属于一般电子产品乘坐公交、火车、地铁等陆路交通以及船运等水路交通都是没有问题的。

乘坐飞机时，按航空托运要求规定含有锂电池的电子产品不等办理托运，可随身携带但注意不能在飞机上使用电子烟。

烟弹可以托运，但受航空气压的变化影响已经开封的烟弹会增加漏油的风险，需要单独密封存放。



Q10.日常生活中应该怎么保养烟弹和烟杆呢？

A: 日常使用过后应该将电子烟放置在阴凉避光的地方保存，避免日光暴晒，远离水源，避免电子烟进水。

***经常用纸巾或棉签擦拭烟弹底部、烟杆出气孔、烟杆内壁和烟杆内触点使其保持内部洁净，可以延长电子烟的使用寿命哦~**