



**Vapour2™**

**The Premium Electronic Cigarette and Vapouriser**

**Thank you we appreciate your business**

**Please take a moment to read the information that is pertinent to your purchase.**

### **Vapour2 UK**

From December 2014 V2Cigs is rebranding to Vapour2 in Europe. The same customer service oriented people will be looking after you, and delivering the same great products. Nothing is changing apart from the name.

V2 has a firm policy, in line with current legislation, that we do not sell any product or associated product to anyone under the age of 18 when we are aware that the individual is not 18 or over.

### **// IMPORTANT INFORMATION:**

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Most problems with V2 products are traced back to incorrect use and care of the product. In order for you to have the best possible vaping experience we recommend reading through the pertinent information.

Failure to follow the instructions and recommendations about your purchase may compromise the quality of the product performance.

It may also affect any potential return claims.

## // ALL ABOUT YOUR CLASSIC BATTERY

We always recommend that you have 2 batteries preferably in different colours. One on charge and one in use.

NB: A “faulty” battery could be a faulty USB charger OR a faulty wall plug. Please check these first if you think there is a problem.



### **How to maximise the life span – Keep Your V2 Cigs Batteries Charged!**

A newly charged battery from V2 can last between 160 – 300 puffs.

### **To Enhance Your Battery Performance and lifespan we recommend the following:**

- Your battery will arrive partially charged.
- Your first charge: we advise you to leave the battery for an hour or 2 on charge, after the indicator light on the wall plug has gone back to blue, indicating that the battery is fully charged.
- Do not short charge your battery.
- Always fully charge your battery.
- Regular use your battery keeps the battery healthy.
- If you are a heavy vaper you may need to charge your battery every 2 to 4 hours.
- When not in use remove the cartridge from the battery as this drains the battery of power. Removing the cartridge prolongs the life of both the cartridge and the battery.
- Do not carry an unprotected battery around in your pocket or handbag as tiny fabric and other particles may enter the battery.
- Do not leave it in direct sunlight or heat.
- Do not get it wet. Contact with liquids is one of the main causes of battery failure.
- Do not allow the battery to totally drain of charge before recharging.
- If you must store your battery for any length of time make sure it is at least 50% charged.
- Ideally you should store the battery fully charged.
- The power will drain faster if the battery is stored with less charge.

E cigarettes are meant to be used on a regular basis and this helps to keep the battery healthy. If you do plan on storing your battery for a long period of time, then don't store it with less than 50 percent charge. The power will drain faster when stored with less power. Ideally, you would store the battery with a full charge. If you are a heavy vaper you may find that you need to charge your battery every 2 to 4 hours.

When charging your battery for the first time leave it connected for an hour or 2 after the indicator light says your battery is fully charged. Do not short charge your battery... always give a full charge when it needs charging. We do not recommend carrying the e-cig in your pocket as tiny fabric particles can enter the battery. We also do not recommend that you leave it in direct sunlight or heat. Getting it wet will reduce the lifespan of the battery and is one the major causes of battery failure.

We do not recommend allowing the battery to fully drain of charge before recharging... they charge better when they still have some power left.

Leaving the cartomisers attached to the battery when you are not using it drains the battery of power. We recommend taking the cartridge off the battery when you are not vaping.

## Storage

A battery may seem like a simple piece of equipment, but it's very sensitive. Electric cigarettes are designed to be used at room temperature, and must be kept in a dry place. It's important to keep the electric cigarette batteries out of direct sunlight and heat as this can drastically reduce their life span.

How many people have ruined cell phones because they dropped them in water? Batteries can also be adversely impacted by coming into contact with water. Batteries can also be damaged by impact, so try and keep your e cigarettes safe from falling by connecting them to a lanyard or using a padded case.

## Keep it Clean

To ensure your battery's long life, the threads that connect it to the cartomisers need to be clean and free of dirt and dust. Dust and other particles can build up on the threads, causing the electronic cigarette to not work properly. You can use a cotton swab and some alcohol to clean it or simply wipe down the threads. Follow these steps, and you're sure to be puffing away for a long time!



**If you have questions, feel free to contact our knowledgeable customer service department on +44 (0) 1733 555 555.**

For more information about V2 Cigs, visit our website.  
[www.buyv2cigs.co.uk](http://www.buyv2cigs.co.uk)

There, you'll find a complete list of products, including several types of batteries, chargers and carrying cases.

## **Average Use and Charging Times**

### **Short Batteries:**

100-150 puffs before needing to be recharged.

This is the equivalent of 1-1.5 cartridges.

4.2V 150mAh.

Approximately 2 hours to charge.

### **Standard Batteries:**

175-200 puffs before needing to be recharged.

This is the equivalent of 1.5-2 cartridges.

4.2v 250mAh.

Approximately 2-3 hours to charge.

### **Long Batteries:**

250-300 puffs before needing to be recharged.

This is the equivalent of 2-2.5 cartridges.

4.2v 380mAh.

Approximately 4 hours to charge.

### **Automatic Batteries last longer than Manuals**

V2 are 4.2 volt and are therefore of a higher mAh spec than equivalent competitor batteries. As such they will outlast other batteries in terms of charge and life. They will also give better vapour and kick.

If you have 2 fully charged standard batteries they should last a 20 a day smoker all day. They should be fully charged overnight for next for that days use.

If a battery is being used a lot it will only last 2-3 hours. – There is a tendency to overuse the battery when you first receive it. With constant use the battery may only last for 100 puffs. If it used more like a cigarette the same battery will last 175-200 puffs.

**After 6-8 puffs put it down for 1/2 an hour. A normal cigarette gives around 6 to 8 puffs and a cigarette every hour or so is considered to be the normal use. Using it like a cigarette allows the battery to recover.**

A Standard Battery should last for 175-200 puffs. After 2 or three months this MAY decrease to 100-150 puffs.

Cleaning the battery properly helps the charging process.

No rechargeable battery will last forever. Batteries will need replacing every 3 to 6 months on average depending on usage. The majority of e cig sellers do not make you aware of this fact. A battery used by a 30 a day smoker won't last as long as a 10 a day smoker!!

There are a number of e cigarette review sites that give comparison costs and savings using e cigarettes. For example have a look at the website below. The savings are significant even accounting for replacing items.

[www.uk-ecig-reviews.co.uk/e-cigarette-uk-savings](http://www.uk-ecig-reviews.co.uk/e-cigarette-uk-savings)

## // YOUR EX BATTERY

Your Ex Battery will be supplied with 3 tiny additional rubber rings. They are tiny and easy to lose. Your new battery will have a rubber ring on the thread end. The rubber can go soft after some use and will need to be replaced. The care of your Ex Battery follows the same as V2.

## // SAFETY TIPS

**If you think you battery is malfunctioning or faulty please stop using it.**

If your battery comes into contact with water please don't attempt to charge it or use even if you think it has dried out.

## Please Use V2 Chargers

Plug your charger into the power source first and then gently screw your battery to the component. Stop once the light flashes. Do not leave a charging battery unattended. Keep the battery clean.

## // BATTERY FAQs

**Q: My battery is not holding a charge**

**A:** First check to see if the charger is working properly. The wall adapter has a green indicator light to inform the user it is working properly. The USB Charger Cord or Express Charger has a Blue LED that will turn red when the battery is charging. If the light remains red indefinitely, then there is an issue with the charger/battery.

1. How long have you had the battery? The average number of cycles for a Standard battery is 120 charging cycles; this varies based on usage.
2. Is the charger LED pulsing every 8 seconds? If not, then the issue may be with the charger.

**Q: Battery is not producing vapour (no LED on end of battery)**

**A:** First check to see if the battery is charged, if the battery responds to the charger then try another cartridge.

1. If the cartridge was not the issue, then the battery is defective and needs to be replaced.

### **Q: Battery does not respond to charging**

**A:** Check the threading of the battery and female connector on the charging cord/ express charger. It may have nicotine residue build-up which is causing poor contact between the battery and the charger.

1. Rule out if the issue is with the battery or the charger by trying to charge a different battery or a second charger, if available.
2. To clean the threading, use rubbing alcohol and a cotton swab or cloth.

### **Q: My battery does not last the duration of a cartridge**

**A:** This is a common misconception; depending on the length and age of the battery and your style of vaping, the shorty battery may not last the duration of a fresh cartridge. Standard and long batteries should last longer than a cartridge.

1. Reference your user manual for battery expectations, based to puffs.
2. Manual batteries will not last as long as the automatic batteries, due to the manipulation of the batteries button, which creates more vapour in exchange for battery life.

## **// ALL ABOUT YOUR E-LIQUIDS**

**CAUTION:** Before you decide to start filling your own cartridges, some E-Liquids contain nicotine and nicotine can be absorbed through the skin and cause irritation.



Also, if left uncovered and unattended, E-Liquid can be dangerous if ingested by small animals or children and should be treated appropriately!

E-Liquid should **never be ingested** and should always be stored with the bottle sealed tightly away from where curious kids can get to it!

### **How Many Times Can a V2 Cartridge Be Refilled?**

It really depends on a number of factors such as the type of E-Liquid and personal style. The company now carries two types of blank cartridges:

#### **E-Liquid Ex Blanks and V2 Blanks**

The V2 Blanks are only recommended to be refilled up to 5 times, while the V2 Liquid Ex Blanks can be refilled up to 20 times. A good technique to extend the life of your cartridges is to never let them completely dry out.

Once dry, the cartridge can taste horrible. Once a cartridge does have a burnt taste, it should no longer be used.

**A well-saturated cartridge should last for a day or more based on the frequency of use by the consumer. This is the equivalent of around 10-15 cigarettes.**

If you mix flavours in a cartridge that is either not yet empty or that you have not cleaned, the flavours will mix creating a unique taste.

### **Should You Clean Your V2 Cigs Cartridges Before Refilling?**

It depends. Some vapour smokers will clean their cartridges to change the flavour or extend the cartridge life. V2 has not published an official method of cleaning the cartridges out at the time of this writing. Some users however, mention washing, cleaning, or boiling the cartridge. We do not recommend this. Other vapour smokers will keep the same flavour in the same cartridge to eliminate the overhead of having to clean out multiple cartridges.

### **How to Refill V2 Ex Blanks Using the E-Liquid Bottle Dropper**

**Step 1** - Remove the Ex Blank from the battery. Then, remove the cap on the top of the cartridge. If you see an O-ring it should be removed as well.

**Step 2** - Completely fill the V2 E-Liquid bottle cap dropper with e juice.

**Step 3** - Hold the cartridge at an angle and drop the E-Liquid around the inside edge of the cartridge until the filler material appears wet and the liquid level is just below the top measure-marker on the side of the Ex blank. **Avoid getting E-Liquid into the centre post of the cartridge while doing this step and do not over fill.** For a new, empty cartridge this step will normally consist of 10-18 total drops.

**Step 4** - After filling the cartridge, replace the O ring and cap. Then, wipe off any excess E-Liquid around the edge of the cartridge. Allow it to sit for at least 20 minutes before vaping.

### **How do you refill V2 Cigs other cartridges with E-Liquid?**

There are a number of methods that can be used to refill a V2 Cigs or other manufacturer's cartridges with E-Liquid. The following are several methods that you can consider using and are approved by the V2 Cigs Company.

### **How to refill V2 Cigs Blank Cartridges using a V2 Drip Tip**

V2 Cigs recommends the following method for the newbie or those who don't have steady hands. This is the easiest refill method.



**Step 1** - Remove the end cap from the cartridge by inserting something small like a toothpick, paperclip, or tweezers into the small centre hole. Then pry the cap off. Ensure you have already disconnected the battery!

**Step 2** - Attach a V2 Drip Tip to the mouthpiece end of the cartridge.

**Step 3** - Drop the E-Liquid directly into the drip tip hole.

**Step 4** - Remove the drip tip and allow the E-Liquid to fully absorb for 20 minutes. Some users like to vape using the rubber drip tip, but ensure you have wiped any excess E-Liquid from the tip and have not overfilled the cartridge!

### **How to refill V2 Cigs cartridges using the reverse drip method**

This method is preferred by experienced vapour smokers who are looking for a quick top-up of their cartridge.

**Step 1** - Remove the cartridge from the e cig battery.

**Step 2** - Drip E-Liquid into the threaded cartridge hole being careful to not drip it outside of the hole. You should see the E-Liquid disappear into the hole. Take care not to go too fast or the E-Liquid will spill onto the cartridge threads.

**Step 3** - Clean off any remaining E-Liquid residue.

**Step 4** - Let the cartridge sit for a few minutes before using.

### **What Should You Do if You Get E-Liquid into the Centre Post of a Cartridge?**

First, **don't panic!** You don't have to throw away the cartridge. If you muck up and get E-Liquid into the centre post, just place a paper towel or napkin on the screw-end of the cartridge. Then, blow into the cartridge from the mouthpiece end to expel the E-Liquid.

**Do not inhale!** You are trying to expel the E-Liquid here!!! Now, to avoid getting E-Liquid into the centre post, you can insert a toothpick into the post while filling the cartridge to ensure you can't accidentally put E-Liquid into it!



## // REFILLING EX CARTS

Please do not try to refill your Ex Carts as they are sealed. They are designed to last longer than the other carts. You are also able to see how much liquid you have in the existing cart.

## **Does V2 Cigs Stock the Accessories I need to Refill My Own Cartridges?**

The short answer is yes! V2 Cigs sells blank e cig cartridges, 10ml, 25ml and 50ml bottles of E-Liquid, and both rubber and aluminium drip tips.

## // CARTRIDGE DIAGNOSTICS

**A “faulty” cartridge could be a battery that needs charging. If you experience a burnt taste, little vapour or bad taste when you receive a new batch of cartridges, please try the following before deciding that the cartridges are “faulty”.**

1. Start with 2 fully charged batteries and a working cartridge.
2. Attach the suspected faulty cartridge on one of the batteries.
3. Take a slighter stronger draw than you would normally do to start the process.
4. Take a long draw...you do not have to inhale.
5. Check to see if you can hear a crackling sound...that is normal and means the cartridge is in good order.
6. With a crackling sound there will be vapour.
7. If there is no crackling sound and vapour, repeat this on the other battery to ascertain if the problem is the battery or the cartridge.
8. If you have eliminated the battery as the problem take a second cartridge from the blister pack and repeat the process.
9. Please do not test more than 2 cartridges from each blister pack.
10. Please keep the 2 “faulty” cartridges so that they can be returned to us for testing.

Please note we can only replace cartridges if the faulty ones are returned to us with a completed Return Form.

**All the fluid has been used up due to vaping-burnt taste and little to no vapour. Do you leave the cartridge on the battery?**

This may dry out the cartridges faster. This is more noticeable in the drier seasons.

Store cartridges in room temperature for better preservation.

To save cartridges, take them off after each use and recap them.

Sometimes the netting on the inside of the cartridge is too close to the heating element. You can actually pop the top off (gently with a bobby pin) and pull it away a little bit from the heating element (move the netting away from the centre). The netting is what holds the fluid in the cartridge.

**Once the cartridge begins to taste burnt usually the cartridge is no longer usable as the burnt taste will linger in the cartridge**

If the battery is not properly charged it will not product the right amount of vapour and can produce bad effects as burnt taste, harshness, & little vapour.

## // PORTABLE CHARGING CASE

There is a user manual in your box.

### Charging your case (PCC)

Connect the PCC to your computer with the included USB cord. You can also connect the USB to a wall adapter. When charging, the blue "CASE" indicator lights will turn on. When all 5 lights are blue, your PCC is fully charged.

### Charging your V2 E-cigarette Battery

Open the PCC and screw in your V2 e-cigarette battery. Press the button on the outside of the case for 3 seconds until the red light turns on and begins to blink. The PCC is now checking the amount of charge on your e-cigarette battery. The red "CIG" indicator lights will turn on to show charge amount. When all 5 lights are red, your battery is fully charged. The PCC is capable of charging many USB compatible devices including Cell Phones, MP3 players, PDAs, cameras and many more portable electronic devices.

### TIPS:

- You can check your PCC charge status at any time by tapping the button above the indicator lights. The "CASE" indicator lights will automatically shut off.
- To check the charge status of your e-cigarette battery, press and hold the button above the indicator lights for 3 seconds.
- Your PCC is charging when the "CIG" indicator lights are on.



### STANDARD PCC OUTPUT

DC4.2V, 200mA with battery capacity of 1200mAh

### PCC XL OUTPUT

DC4.2V, 200mA with battery capacity of 2300mAh

## // V2 SERIES 3 PRO VAPOURISER

Please unpack your kit very carefully. Do not pull the USB charger out of the packaging. This will damage your USB charger. Please push it out from the other side of the packaging. Please read your instruction manual. We recommend that you charge your Pro Series 3 and 7 using the wall plug.

### **Some additional diagnostics**

#### **If your V2 Pro is not holding charge start at the wall:**

1. Check that the wall adapter is working. You can use an Iphone plug as well.
2. Check the magnetic USB charger is not faulty. When it is plugged in and fully functioning the tiny blue light on the magnetic section goes blue. It stays on the whole time it is plugged into a functioning wall plug. Please check this BEFORE you connect the Vapouriser. You will not see this blue light if you have the V2 Pro connected.
3. If the blue light on the USB charger does not come on and STAY on it is the USB charger that is faulty and we need to send you another one.
4. If the blue stays on connect the V2 Pro to the USB charger.
5. We recommend that you lock the device before charging. You do this by pushing the little button on the front 3 times.
6. Around the base of the V2 Pro a red light will pulsate. If the red light is pulsating it is TAKING the charge.
7. If the light around the base goes GREEN after a short period of time...leave it charging for a MINIMUM of 2 hours. An empty V2 Pro needs a minimum of 2 hours to be fully charged.
8. If this does not resolve the problem then it is your Vapouriser that is faulty.
9. Your V2 Pro Series 3 needs recharging when the white LED light at the bottom of the V2 begins a set of double blinks that dim off gradually.
10. Change your liquid cartridge 15-20 refills. Overuse of the cartridge could damage your V2 Pro Series 3.
11. Change your Loose Leaf Cartridge every 3 to 4 months but please consult website for the complete instructions.

## // V2 SERIES 7 PRO VAPOURISER

#### **To enjoy your Pro Series 7 please pay special attention to the following:**

1. There are different temperature settings for the loose leaf cartridge. It is important that you select the correct temperature setting.
2. Your liquid and Loose Leaf cartridges need to be replaced regularly.
3. Please note the mouth piece is fairly delicate so remove it gently and per the instructions.
4. Pay special attention to following the correct procedure for refilling the liquid cartridge. Doing this incorrectly can lead to liquid in your mouth.
5. Please clean your kit regularly with cotton buds including your cartridges.

## // RETURNS POLICY

We are committed to high standards of customer service and satisfaction and we are confident of V2 Cigs and Vapour2 quality and taste we are therefore pleased to offer our customers enhanced customer service terms.

Please read the instructions provided to you to ensure that you get the best possible use of your product.

Our standard returns/refund policy is in accordance with the EU Consumer Contracts Regulations (prior to 13 June 2014 the Distance Selling Regulations were applied) which outlines your rights to cancel your order.

New legislation has come into effect in the UK from the 1st Of October 2015 and all goods purchased on or after that date are subject to the rights outlined in the Consumer Rights Act 2015.

**We want you to be satisfied and happy with your electronic cigarette or vaporizer. If you need help using your e-cig batteries, cartridges, e-liquid or vaporizer we can give you the best service if you call our dedicated Customer Service team on 01733 555 555 or via email on [help@buyv2cigs.co.uk](mailto:help@buyv2cigs.co.uk).**

**“No Quibble Money Back Guarantee”. (Available only to aged 18+)**

### **Cancelling Your Order and Claiming Your Refund**

If you are not entirely satisfied with your purchase you may return it on our 14 day “No Quibble” policy and we will give you a refund for the value of the goods purchased.

1. Notify us within 14 days from receipt of your purchases that you wish to return them.
2. Download and complete our **RETURNS FORM**
3. Include the completed Returns Form with your purchase
4. We recommend that you return your purchase to us via recorded delivery and that you retain proof of postage.
5. We are unable to process incomplete Return Forms.
6. You should get your refund within 14 days once it has been agreed that you are entitled to a refund.
7. The cost of the return postage should be paid by you.
8. The cost of the return postage will be refunded to you in the event that we agree that the items are faulty.

**For a full refund the product(s) must be:**

1. In an undamaged condition and must be in a re-saleable condition with the original packaging.
2. No more than 2 cartridges in Starter Kits may be used.
3. All consumable items are sold in sealed containers. A refund can only be offered, in accordance with the Consumer Contracts Regulations and Health and Safety Regulation, on these items if all the seals are intact and the items are unused. This includes:
  - V2 Blank Cartridge
  - EX Blanks
  - V2 Pro Series 3 and V2 Series Pro Series 7 Liquid cartridges
  - V2 Pro Series 3 and V2 Series Pro Series 7 Loose leaf cartridges
  - V2 Pro Series 3 and V2 Series Pro Series 7 Wax cartridges
  - All Express Kits
  - All E-Liquids
  - All E-Liquid Sampler Packs

**Send Your Returns to:**

V2 Cigs UK, 1st Floor, 54 Broadway, Peterborough. PE1 1SB, UK.

**DAMAGED OR DEFECTIVE GOODS**

We do our best to ensure that your goods arrive in perfect working condition. If your goods arrive damaged or defective please notify us as soon as practically possible.

1. Call our Customer Care Team on 01733 555 555 or email us on [help@buyv2cigs.co.uk](mailto:help@buyv2cigs.co.uk) for a pre-paid postage label.
2. Download and complete our RETURNS FORM
3. Include the returns form with the item you are returning.
4. We cannot process incomplete return forms
5. We reserve the right to inspect and test any product that is returned to us on the basis that it is damaged or defective.
6. Should the returned items be found, after inspection and testing, to be damaged or defective a refund or replacement product will be given within 14 days of agreeing that you are entitled to a refund.
7. Should we establish that you are not entitled to a refund or a replacement we will return the items to you at your expense.

**FOR NON EU CUSTOMERS:** Please notify us within 7 days of receiving your purchase, return the goods to us and we will give you a store credit for the cost of postage.

## **FAULTY PRODUCTS OR PRODUCT FAILURE**

In the unfortunate event that a product fails within 30 days of your purchase being received:

1. Stop using the product as soon as you become aware that there is a fault.
2. Notify us as soon as practically possible.
3. Please complete and download our Returns Form
4. Include the completed returns form with the purchase you are returning.
5. We cannot process incomplete return forms.
6. We recommend that you return your purchase to us via recorded delivery and that you retain proof of postage.
7. We reserve the right to inspect and test any product that is returned to us on the basis that it is faulty or has failed.
8. In order to establish the fault we will conduct through tests on the product. In most instances we will take photographs of the returned products.
9. Should we find that the product is faulty we will offer you a replacement. This does not alter your right to a full refund if you prefer.

In the event that the tests show the product to be in good working order or that the product has been damaged by misuse, physical abuse or incorrect operation in a manner that is inconsistent with the specified use, we will return the product to you at your cost.

Replacements for Batteries are limited to a maximum of 3 replacements per order for 3 months after the original purchase.

This applies to:

- Classic V2 batteries
- Ex Series batteries
- Vapor Couture batteries

Refunds or replacements for Pre-filled cartridge packs will be given if a maximum of 2 cartridges have been used from each pack.

Your statutory rights are not affected.

## V2 Pro Limited Warranty

The V2 Pro Limited Warranty is offered to original purchasers who have acquired their V2 Pro product from [www.buy2cigs.co.uk](http://www.buy2cigs.co.uk). If you purchased your V2 Pro product from a store, please return the product to that store.

We warrant that your V2 Pro product will be free from defects in material and workmanship under normal use and service for six months. The V2 Pro Limited Warranty applies only to V2 Pro electronic components. **This warranty does not apply to Cartridges.**

If your cartridge needs to be replaced, you **MUST** dispose of it yourself. **DO NOT SEND ANY CARTRIDGES, NEW OR USED, TO V2Cigs UK**, unless we specifically request this. You will receive no compensation for returned cartridges and will be solely responsible for the cost of shipping. Any cartridges returned to V2Cigs UK will be immediately destroyed.

### **This warranty does not cover any defects or costs caused by:**

- Modification, alteration, repair or service of this product by any persons or company other than [www.buy2cigs.co.uk](http://www.buy2cigs.co.uk);
- Physical abuse to, or misuse of the product or operation thereof in a manner inconsistent with the use indicated in the V2 Pro User Guide; or
- Any use of the product other than that for which it was originally intended (i.e. the use of unapproved accessories, like non-compatible V2 Pro chargers or power adapters).

Any express warranty not provided herein, and any remedy other than the warranty contained herein that might arise by interference or operation of law, is hereby excluded and disclaimed including the implied warranties of merchantability and of the fitness for a particular purpose. Replacement or repair of product is your exclusive remedy under this warranty.

The V2 Pro Limited Warranty is limited to a maximum of one (1) replacement on any given order. The item must be defective (this is not an exchange system), and will be replaced with an equal item from available inventory.

Subject to the above warranty, in the event that your V2 Pro device fails to operate satisfactorily, contact our customer service department for replacement instructions. You must speak with a customer service representative before sending your V2 Pro electrical components for replacement. Components sent without first contacting a representative will not be eligible for replacement.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY OTHER THAN THE WARRANTY CONTAINED HEREIN THAT MIGHT ARISE BY INTERFERENCE OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF THE FITNESS FOR A PARTICULAR PURPOSE. REPLACEMENT OR REPAIR OF PRODUCT IS YOUR EXCLUSIVE REMEDY UNDER THIS WARRANTY.

Should you have any questions regarding our Limited Warranty or need to request a replacement on an electrical component, please contact our Customer Service Department at: +44 1733 5555 555.

**YOU MUST BE OF LEGAL SMOKING AGE TO BUY AND/OR USE ANY V2 PRO.**

