

FAQs

KARDINAL STICK Device Basics

1. What is Kardinal Stick?

A. Kardinal Stick is a user friendly easy to use smoking alternative device designed for adult smokers seeking to quit smoking.

2. What makes Kardinal Stick unique?

A. In order to satisfy adult smokers craving, We created a high-quality alternative device easy for existing smokers to be successful in their switch from cigarettes to vapor. To serve existing adult smokers, Kardinal Stick uses a unique approach to vaporization technology:

- KSpods nicotine delivery via special crafted nicotine salts formula
- Advanced Ceramic atomization technology is used to heat the material to a safe level of vaporization
- With our Vibration Notifications alerts helps to inform user of 12 puffs taken within 5 minutes
- Kardinal Stick devices mimic the behavior that smokers are accustomed to, making the switch to vapor products easy and convenient
- Medical-grade plastics and food grade flavors are used to enable a satisfying experience
- We constantly invest in research and innovations to find the best ways for easy transition from cigarettes to vapor products

3. How to get started using Kardinal Stick?

A. Charge the Kardinal Stick device using the USB Cable Type C provided in the box. Remove both top and bottom color cap on the KSpod and simply insert it to your Kardinal Stick Device. The vibration notification with active and its ready to use.

4. How do i switch on my Kardinal Stick?

A. Its a button-less device that does not require to be switch on. Simply draw on the mouthpiece and you are good to go.

5. How to clean Kardinal Stick device?

A. Kardinal Stick are easy to maintain. Simply uses a cotton bud and clean the charge contact and KSpod contact pin from any moisture.

6. What is the best way to keep your Kardinal Stick?

A. Always keep it in a room temperature. It's best to fully charge the device entirely and remove the KSpod before storage. Keep it out of reach of children.

7. How long does the battery last?

A. It can last approximately 24hours on a full charged

8. Will I overcharged the battery if left unattended?

A. With our Overheat Overcharge Low voltage protection, rest assure that your device is safe if left unattended while charging

9. What if my Kardinal Stick is not working or malfunction?

A. Kardinal Stick has One Year Limited Warranty on the device. You could refer to the Limited warranty summary for more information. Kindly contact us if you every encounter a malfunction and we shall assist you.

KSpod Basics

1. How does the KSpod works?

A. With our Advance Ceramic Atomization on each of our KSpods, the liquid is heated up on a safe level with the control temperature designed to deliver the best amount of power to the KSpod

2. How much nicotine content in a single KSpod?

A. Each KSpods contains 3% or 5% nicotine (depending on flavours) for every 2ml by weight

3. How long does a KSpod last?

A. It can last approximately 500 - 700 puff depending on individual usage

4. How should i keep my KSpods?

A. To help ensure the quality of the KSpods, do store them unopened at room temperature in a dry environment out of reach of children. Please be mindful although there is no expiration on KSpods, they are meant to be used soon after purchase. After a year you may notice the flavor or quality decrease

5. What is in KSpods e-liquid?

A. Kardinal developed its proprietary e-liquid formula in a lab environment , which is mixed under strict quality controlled processes utilizing latest technology. The list of ingredients are:

- **Propylene Glycol** - A colourless, odourless ingredients commonly found in drink mixes, soft drinks, fast foods, bread, dairy products and other consumables products
- **Glycerol** - A hypoallergenic ingredient used as a sweetener and texture enhancer commonly used in foods
- **Flavourings** - KSpods flavours consist of both naturally occurring and artificial flavour ingredients which provide the specific taste profile for each flavour
- **Nicotine** - Despite common misconceptions, nicotine is not a carcinogen or cancer causing. Nicotine is a stimulant that comes from the tobacco plant. We use highly purified USP grade pharmaceuticals grade nicotine

6. Is KSpods refillable?

A. To help ensure the quality of our e-liquid, KSpods is non-refillable or re-use and it shall not be open.

7. What is the best way to draw / take a puff on a KSpods?

A. KSpods are designed for puffs under normal drawing pressure. It may take a little extra suction on every new KSpods to work, but the following puffs should be soft and gentle. Drawing or puffing too hard may force liquid up into the air path.

Troubleshooting

1. How to charge your Kardinal Stick Device?

A. Simply remove your KSpods (if it is attached) plug in the USB cable type C to your Kardinal Stick charging port as well as to the wall socket power supply. The pulsing white light indicates the device is charging. Still white light indicates the device is fully charged.

2. My Kardinal Stick is not charging properly

A. If your Kardinal Stick Device is charging, the White light will pulse when connected to the power supply. If the White light is not pulsing, try the following steps:

- Try to plug out and into device to see if it makes a clear connection with the power supply via the USB cable
- Switch to a different power source, either a USB wall adapter or a laptop USB port.
- In case of residue, gently clean the charging port contacts on the bottom of your Kardinal Stick Device using a dry cotton bud.

If your Kardinal Stick Device is still not charging and is within the 1 year warranty period, kindly contact us to submit a warranty claim on device malfunction.

3. How to clean Kardinal Stick a device?

A. Kardinal Stick are easy to maintain. Simply uses a cotton bud and clean the charge contact and KSpod contact pin from any moisture. If a small amount of liquid enters the air path, remove the KSpods from the Device and try tapping the KSpods upside down on a dry tissue then wiping it clean before reinserting it.

4. My KSpods is leaking when using

A. If your KSpods leaks, remove and wipe off the liquid before inserting it back into the device. Leakage is common but shouldn't continue to leak during regular use.

Keep these tips in mind to avoid leaking:

- Puff gently - aggressive puffs can draw liquid into the mouthpiece
- Relax your mouth when you puff - try not to bite or put pressure on the mouthpiece
- Without squeezing, place your fingers on the outer edges of the mouthpiece when using.

Let us know if problem still persists. Be sure to keep the KSpods and their packaging.

5. There were some leaking upon opening my KSpods packaging. What should i do?

A. Humidity and air pressure can sometimes causes moisture and leakage in the packaging. Even though there are some visible leak, the KSpods is still useable. Carefully wipe off the liquid with a clean cloth or tissue before inserting into your device

6. My Kardinal Stick is not producing vapor.

A. Use a dry cotton bud to clean the contacts (gold pin) inside the Kardinal Stick Device and on the KSpods. This should restore the connection between the KSpods and the device if any moisture has been in contact with them. Another possible problem derived from the KSpods itself, try using other KSpods to check if its working. If your Kardinal Stick Device is still not producing vapor and is within the 1 year warranty period, kindly contact us to submit a warranty claim on device malfunction.