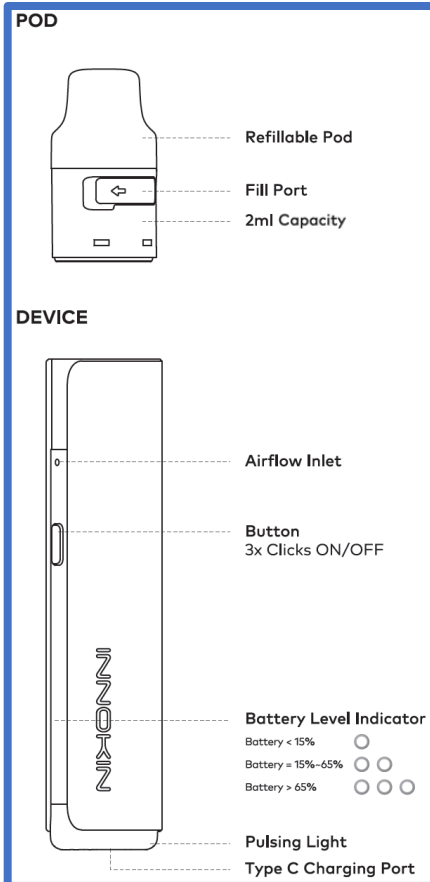




# Innokin Arcfire Pod Kit

## Quick Troubleshooting Guide



### **DEVICE IS NOT TURNING ON / NO LIGHTS / CHARGING**

1. Connect battery to USB charging port with the provided cable. Base ring should light up and pulsate slowly while charging. Note - battery is fully charged when lights turn off completely to indicate it has stopped charging. (3 LED lights indicate at least 65% full).
2. If this happens, disconnect from charger and press button once. If LED lights on black strip turn on, the device is switched on and ready to use.
3. If there is no light when pressing once, press **THREE** times quickly to turn on (think of double click on PC mouse but triple click instead). Lights should flash in sequence and base ring should light up.
4. If this doesn't work immediately, please try again pressing quickly and firmly each time.
5. If no lights when plugging in charger, try connecting to a different charging source. If still not lighting up, try a different charging cable from a reputable supplier.
6. NOTE – If battery dies before charging, make sure to switch the device back on with three clicks.

### **THE DEVICE IS NOT PRODUCING VAPOUR / POD NOT WORKING**

1. Remove pod and ensure the pod/battery contacts is clear of any debris or e-liquid residue. Wipe contacts dry with cloth/tissue if moisture is present.
2. With the device switched on (check by pressing the button once, turn on with three rapid presses) insert the pod into the battery ensuring there is no resistance. The pod should slide in easily one way and clip securely into place with magnets, and the LED's will light up indicating connection.
3. Ensure the airflow hole (above the power button), is not covered or obstructed.
4. Remove sticker from base of Pod if present (usually only on the pre-installed pod only)
5. If the pod still does not work, replace the pod.

### **LIQUID IS LEAKING FROM THE POD, OR SPITTING WHEN VAPING**

1. Don't over-fill the pod and ensure the rubber seal is securely fitted in the fill hole.
2. Avoid inhaling too strongly, as the device activates with a light inhale.
3. Blow into the pod, holding a tissue at the base to clear excess liquid. Wipe dry and re-insert.
4. Replace the Pod if steps above have been followed and the pod is still leaking.

### **DRY/BURNT TASTE WHEN INHALING**

Each pod should last most users at least 2-weeks. Dry/burnt taste usually indicates insufficient e-liquid in the pod or that it has come to the end of its life cycle.

1. If there is a dry/burnt taste right after filling a fresh pod, it is likely that the coil (within the pod) has not fully soaked with e-liquid for long enough. Always leave to soak for 10 minutes before use.
2. If pod tastes burnt within a few days, it is likely due to insufficient e-liquid. Re-fill and wait for a few minutes. If there is a strong burnt taste, it will likely not recover and will need to be changed.

### **MAXIMISING LIFESPAN OF POD**

1. Always wait ten minutes before vaping when filling a new pod for the first time.
2. Keep pod at least 1/3 full and regularly top up for best longevity/flavour. Do not vape if pod is empty.
3. Avoid taking long puffs or "chain vaping", as this can overheat and degrade the pod.

### **THE DEVICE IS GETTING WARM/HOT**

1. If the pod/mouthpiece gets warm, allow a few minutes to cool down before resuming use. If the pod gets too hot, the vaporiser can potentially malfunction.
2. If the battery section gets hot, disconnect pod immediately and store device safely until cooled down



For further support with device or e-liquids, contact Dinner Lady team:  
[smokefree@vapedinnerlady.com](mailto:smokefree@vapedinnerlady.com)

**Advisors:** Please provide -

- Reference number (on right hand side of orders page).
- Brief description of issue.
- Clients contact telephone number.

**Clients:** Please provide -

- Brief description of the issue.
- Provide a contact number for call back.
- "INVOICE NUMBER" from your delivery note.
- Stop Smoking Service you are registered with.
- Keep device packaging to hand.