



REDECAN

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VAPE TRAINING PROGRAM

PRESENTED BY



WHAT IS VAPE?

Vape is a type of delivery system for extractions that produces inhalable aerosol.

Redecan produces a CO₂ extracted oil. The extract then goes through a process called distillation, which further concentrates the THC.

Terpenes are then added to the formulation, giving it its unique flavour profile. Redecan has partnered with Greentank for our vape devices. They are designed in the North American market specifically for cannabis. With industry-leading, game-changing hardware in mind, they are designed to deliver maximum flavour and robust terpene profiles.



VAPE PEN TYPES

510-Threaded Battery and Cartridge System: An open-loop design that allows users to attach universal 510 cartridges to 510-threaded batteries. Cartridges contain a total of 0.45ml of distillate. The cartridge will appear to be approximately 3/4 of the way full. This is normal, as head space is required for the product to function properly.

Redee Pen: A disposable design that houses a battery and a pre-filled cartridge within a singular body. The disposable (pen) contains a total of 0.35ml of distillate. The reservoir will appear half full when looking through the window. This is normal, as head space is required for the product to function properly.



OPERATIONAL INSTRUCTIONS

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510-THREADED BATTERY AND CARTRIDGE SYSTEM

Assembly – Ensure batteries are fully charged before use. When ready to use, customers should screw cartridges clockwise into battery units. Do not overtighten!

Activation – Most, if not all, are either breath-actuated or push-button activated. Customers should refer to their products' user guides for specific operational instructions.

Deactivation – Remove cartridges by unscrewing them counterclockwise from battery unit. If using a push-button battery, customers should ensure their devices are turned off prior to storage or transportation.



SURGE PUSH M

KEY FEATURES AND SPECS

- 3 Variable Heat Options
- Preheat Setting
- Battery Capacity: 320mAh
- Lithium-Ion Battery Cell
- Standard 510 Thread
- Push-Button Activated
- Up To 300 Draws Per Charge
- Rechargeable with USB



SURGE PUSH M INSTRUCTIONS

GETTING STARTED

- Customers should be advised to charge battery before use.
- Customers should be advised to push button 5x to turn device ON/OFF. (Note: Button light flashes Red, Blue or White when turning on/off.)
- Customers should be advised to remove cartridge & turn device off when not in use.

CHARGING

- Customers should be advised to turn device clockwise into the provided USB.
- DO NOT use other USB chargers.
- DO NOT overtighten.

USB Indicator Light: Red = charging, Green = charged

SURGE PUSH M INSTRUCTIONS

USAGE

- Customers should be advised to hold button while vaping.
- Customers can alternate between 3 heat settings by rapidly pushing button 3 times in succession.
- Customers should be advised to remove cartridge & turn off device when not in use.

White: Low 2.8V Blue: Medium 3.2V Red: High 3.7V

- Customers should be advised that they can preheat their batteries for a total of 15 seconds by rapidly pushing button twice. (Note: Light will change colours when preheating).
- Customers can stop preheating batteries at any time by pushing button once.

SURGE PUSH M INSTRUCTIONS

TROUBLESHOOTING

Cartridge connectivity issue:

- Button will flash **Red**.
- Customers should be advised to remove cartridge and reattach lightly before trying device again.

Voltage low:

- Button will flash 10x.
- Customers should be advised to charge battery with the provided USB.

Restricted Airflow:

- Customers should be advised to preheat device for 5 seconds.

SURGE PUSH M INSTRUCTIONS

CAUTION

- Customers should be told that this battery is NOT waterproof.
- Customers should be told to never expose battery to direct sunlight.
- Customers should be told to never expose battery to freezing temperatures.
- Customers should be told to never tamper with battery.

STORAGE CONDITIONS

- Customers should be advised to store battery in a cool, dry place between 4 - 30° C (39 - 86° F) when device is not in use.

OPERATIONAL INSTRUCTIONS

ALL-IN-ONE (DISPOSABLE):

Assembly – No assembly required/Ready to go out of the box

Activation – Most, if not all, are breath-actuated; customers can simply draw from the mouthpiece to operate

Deactivation – No deactivation required; vapor production ceases the moment customers stop drawing from their devices



BATTERY CHARGING:

All pod-based and 510-threaded cartridge and battery units—and even some select All-In-One devices—on the market are rechargeable.

All-In-One single-use vape pens should be discarded when their formulations run out/are fully drained.



WHY BUY VAPES THROUGH LEGAL CHANNELS?

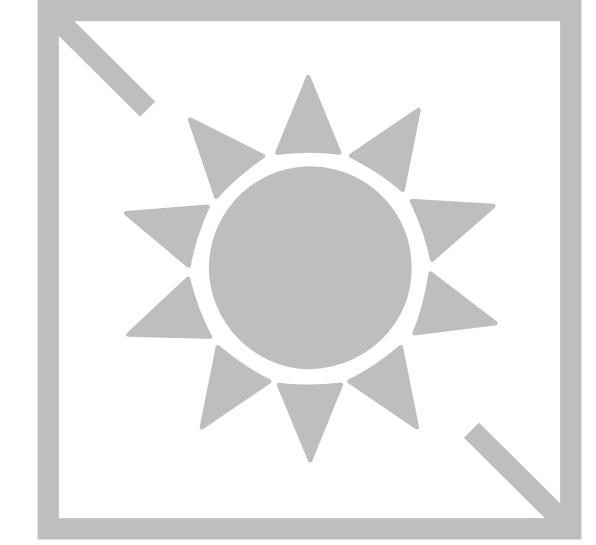
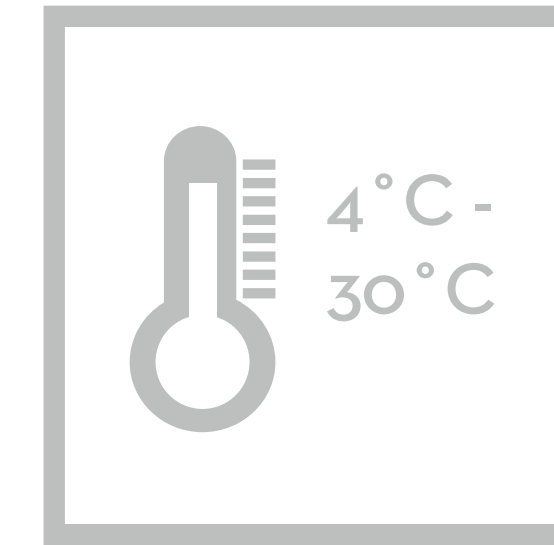
- Must comply with stringent government-mandated regulations
- Must pass rigorous laboratory tests for heavy metals, microbial impurities, contaminants, pesticides, solvents, mycotoxins and harmful bacteria
- Manufacturers stand by their products if there is an issue
- Regulated and tested preloaded formulations do not include harmful additives, such as vitamin E acetate and diacetyl

STORAGE AND MAINTENANCE: BEST PRACTICES

General

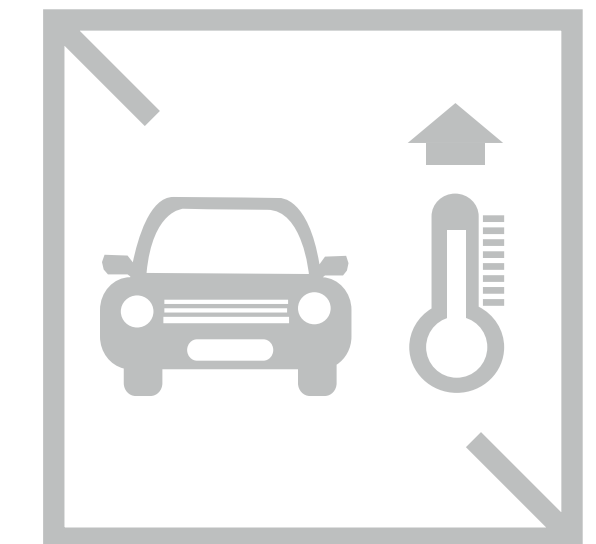
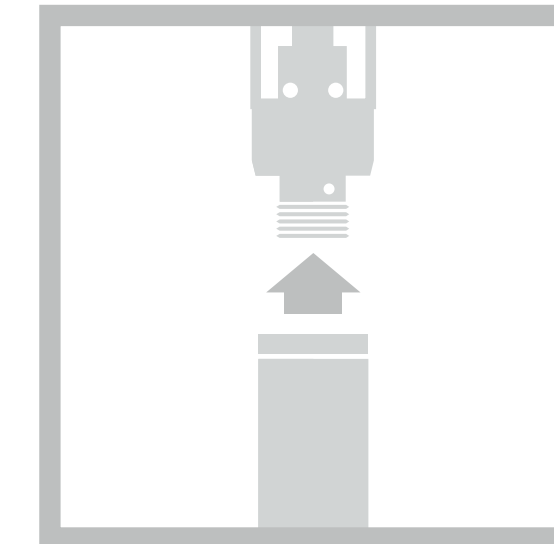
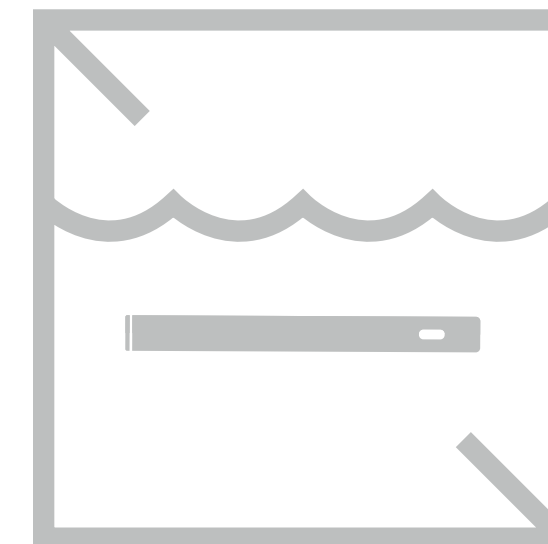
Customers should be advised to:

- Handle all vape pens with care
- Store vape pens in cool, dry locations between 4° - 30° C
- Never expose vape pens to direct sunlight for prolonged periods.
- Never submerge vape pens in water



Cartridges and Pods

- Customers should be instructed to disconnect cartridges from batteries and store them in cool, dry locations when not in use
- Customers should be advised to never leave cartridges in extremely hot or cold vehicles



TRANSPORTATION: BEST PRACTICES

- Customers should be instructed to not subject vape pens to extreme elevation changes
- If a customer plans to subject vape pen to extreme elevation change, they should be instructed to store vape pen upside down while doing so.
- Customers should always be reminded to stow preloaded vape pens in accordance with provincial and federal laws when driving.
- Customers should be advised to never travel internationally with any cannabis products or accessories



TROUBLESHOOTING

HOW DO CUSTOMERS UNCLOG THEIR VAPE PENS?

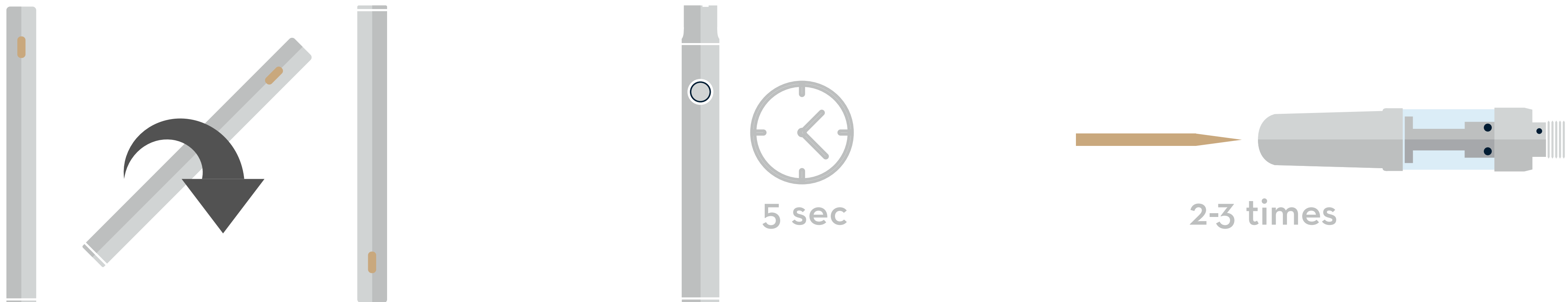
- Customers should be advised to store any clogged vape pens upside down after use.

- Customers can unclog push-activated vape pens by using a technique referred to as “priming the cartridge”.

This involves the customer preheating their vape by turning on the battery, then pressing and holding the button for 5 seconds.

- Customers can unclog breath-actuated vape pens by gently inserting a toothpick into their devices’ mouthpieces as far as it will go.

This process should be repeated 2-3 times until blockage is cleared.



WHY ISN'T MY VAPE PEN WORKING?

Cartridge/Pod and Battery:

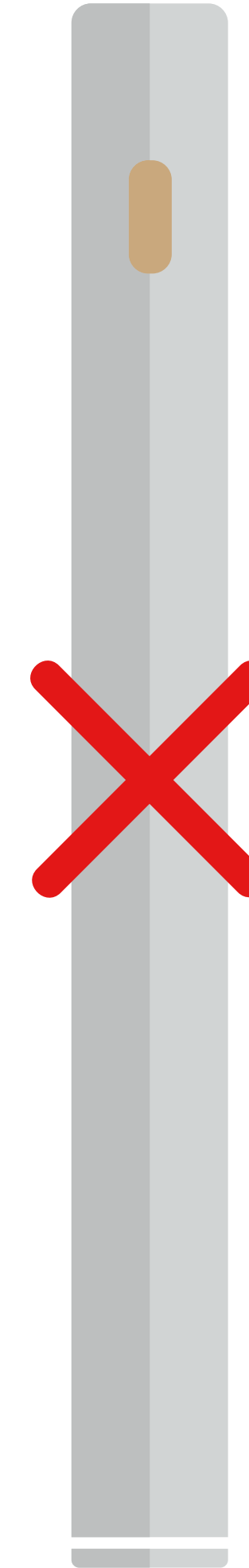
- A customer should be advised to ensure their battery is fully charged.
If their battery is low or drained, an LED light will flash.
- A customer can also try removing the cartridge from their device, then reattaching it by screwing it clockwise into the battery unit.

Do not overtighten cartridge!

* If vape pen is still not working, please refer to the next slide regarding troubleshooting the anode.

All-In-Ones:

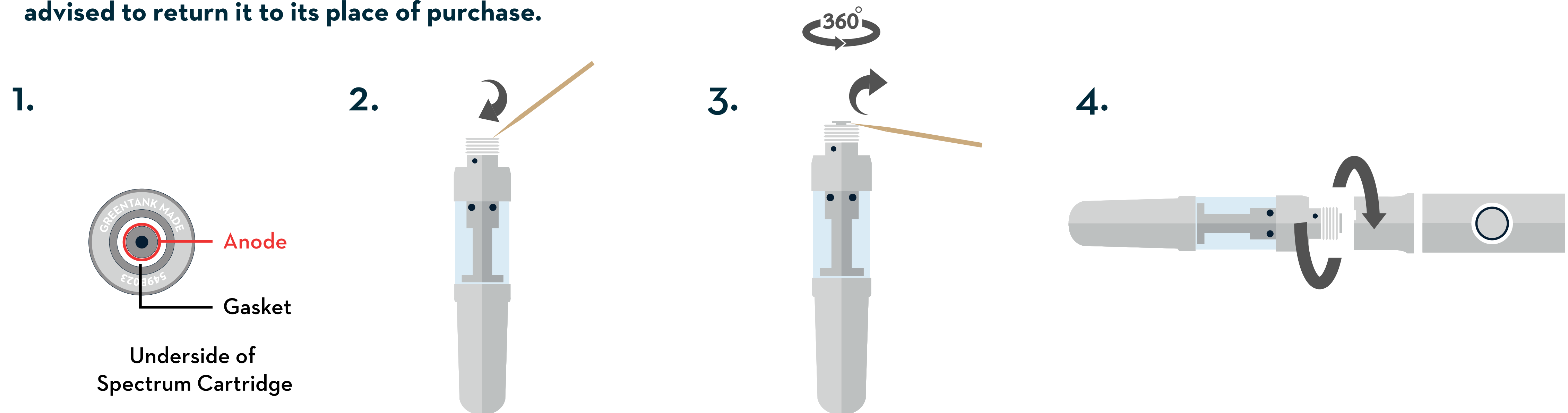
- If unit is not working or its LED light is flashing, vape pen has likely been dropped, damaged or its battery has expired.



TROUBLESHOOTING CARTRIDGE BY ADJUSTING ANODE

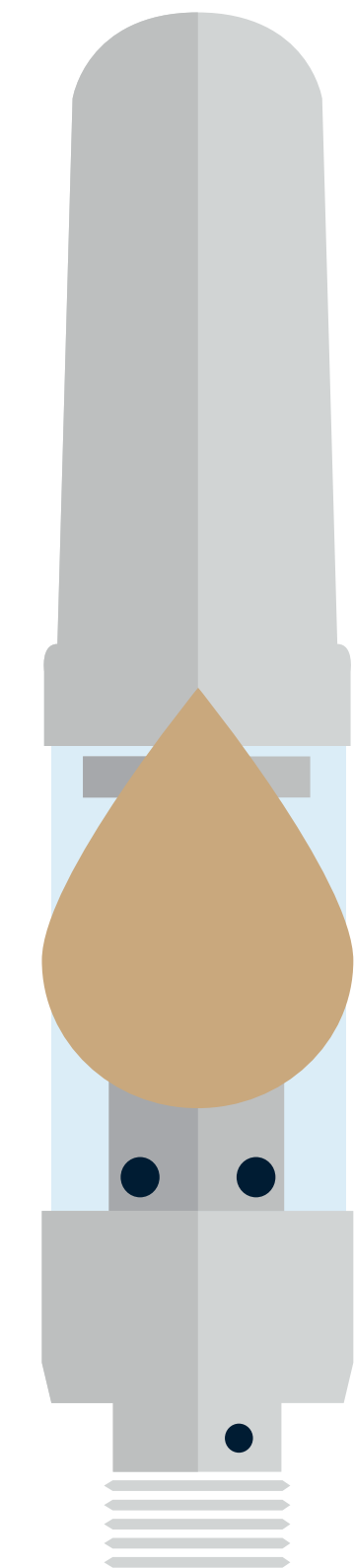
1. Identify silver anode
2. Place fingernail or toothpick under silver anode
3. Gently rotate anode in either direction until it is slightly raised above silicone gasket (approximately 1 mm or 0.04 inches)
4. Screw cartridge clockwise into battery

***Note: Do not fully pull anode out of cartridge. If unit still does not work after troubleshooting, customers should be advised to return it to its place of purchase.**



WHAT SHOULD CUSTOMERS DO IF THEIR VAPE PENS ARE LEAKING?

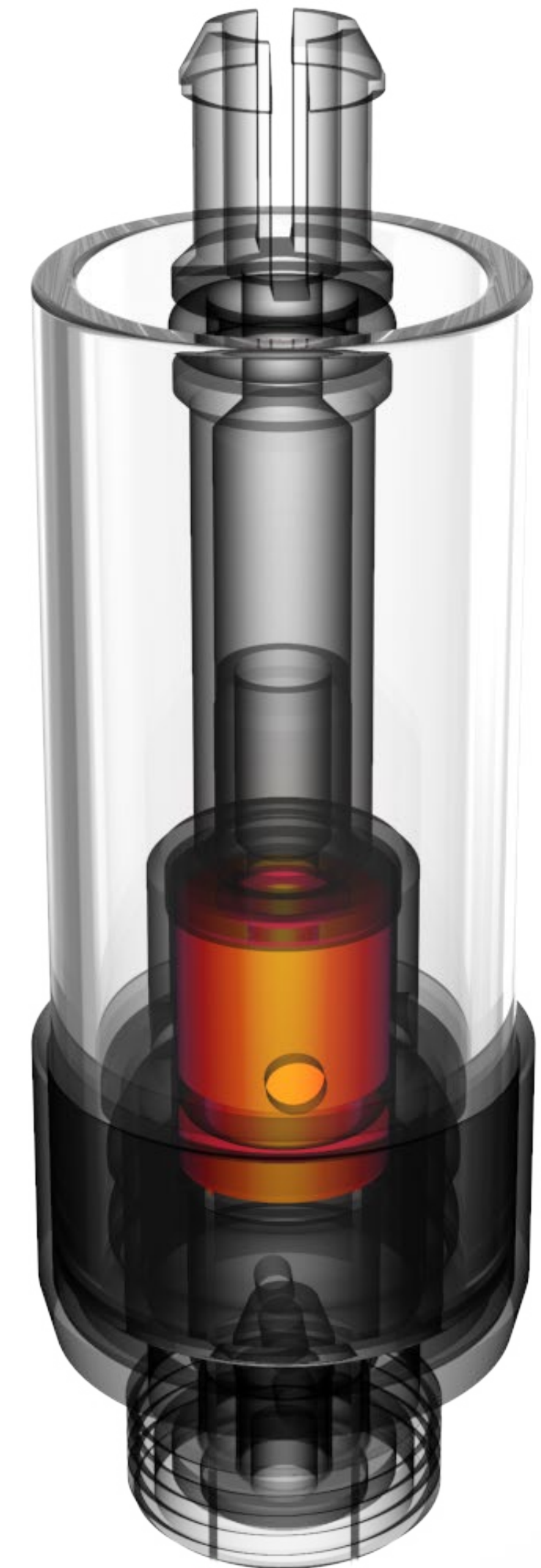
- Oil residue at the bottom of the cartridge is not considered a leak. It is normal to have a small amount of residue appear as the cartridge nears the end of its life.
- If the customer notices an above-average amount of any oil or extract leaking from the bottom of the vape cartridge, have them stop using it and discard it immediately in a safe, responsible manner.
- If the customer notices oil coming through the top of the mouthpiece, the oil has oversaturated the ceramic. Have them stop using it and discard it immediately in a safe, responsible manner.



FAQ

WHAT CREATES BAD TASTES?

- The customer may experience a bad taste if they are using the cartridge with less than 5% of the oil remaining. There is not enough oil re-saturating the heating core, which in turn can cause a burnt taste. If this is the case, the customer should be advised to purchase a new cartridge.
- Rapid and aggressive usage of the cartridge can also lead to a burnt taste.



HOW WILL CUSTOMERS KNOW WHEN THEIR CARTRIDGES ARE FINISHED?

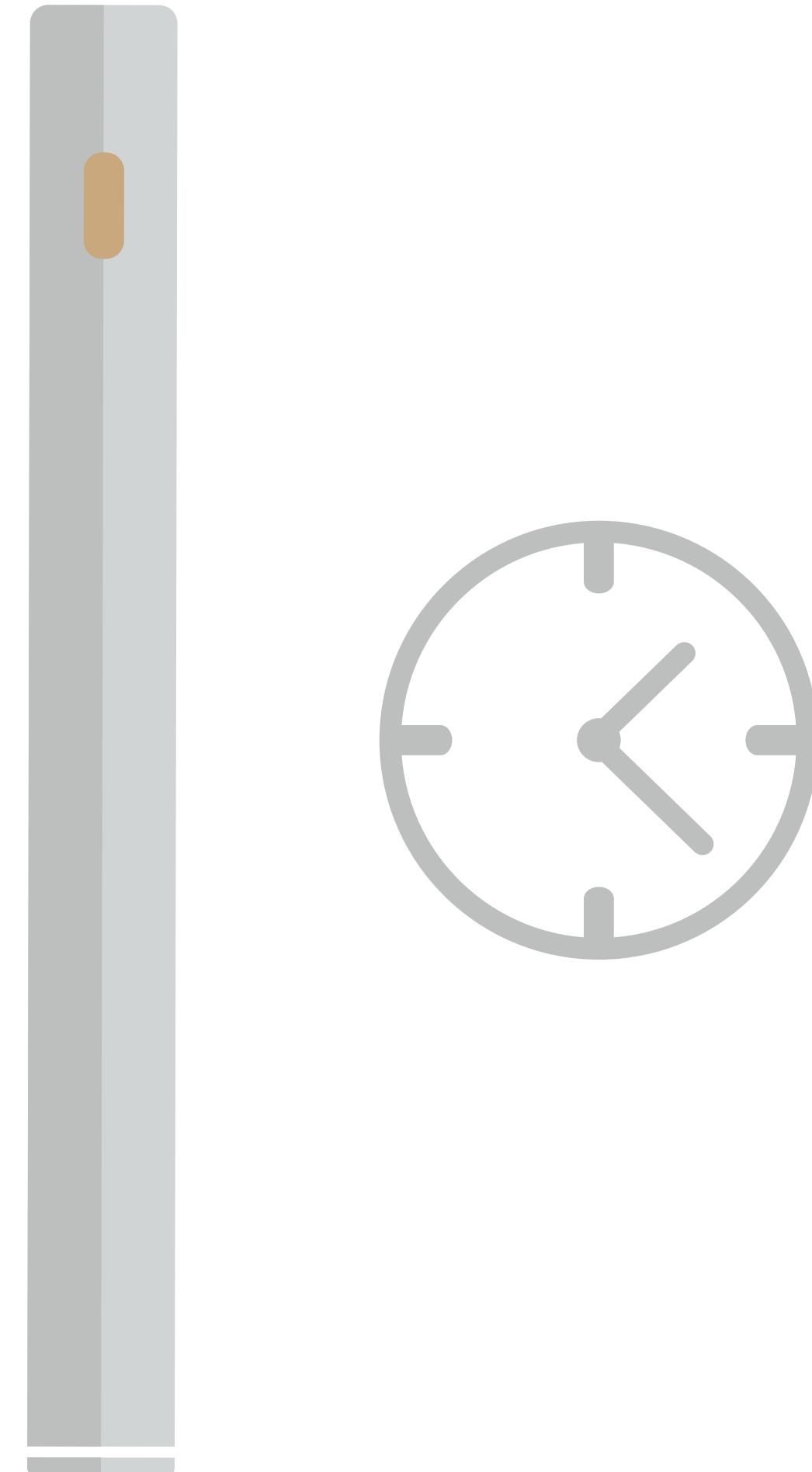
- Customers will know their cartridges are finished when there is only oil residue remaining at the bottom of their cartridges.
- Empty cartridges will produce harsher tastes and burnt flavours when vaped.



HOW LONG SHOULD CUSTOMERS EXPECT THEIR VAPE PEN TO LAST?

There is no standard answer to this question for multiple reasons:

- Differences in reservoir capacities
- Temperature settings
- Various materials comprising cartridges and pods
- Different oil formulation types and viscosities
- User inhalation habits, including draw frequencies and lengths





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