



Head Office: Botley Mills, Mill Hill, Botley, Southampton, Hampshire SO30 2GB

E-BURN PERFORMANCE

All Lithium batteries hold their charge for quite long periods before deteriorating. Our batteries are of a high quality and maintain a full charge for at least 12 months. We guarantee each E-Burn will produce a minimum of 400 x 2 second puffs, but they will usually produce closer to 500 on a full charge. Our video online illustrates this.

We suggest that hospital stock is rotated and be used within 6 months from delivery to allow for the time between production in China to when stock gets to us and for us deliver stock to customers before they in turn supply them to patients. As we rotate our stock very efficiently most hospitals will receive stock with close to 9 months left at full charge, but we work on 6 months to allow for holiday periods and any unexpected delays.

E-Burns will still work perfectly well at the 12 months point. Storing them at normal room temperatures will help ensure the best performance. Avoid extreme temperatures - hot or cold.

After 12 months the battery will start to lose some capacity. A 500 x 2 second puff count may well drop to 400 - 450 time by 12 - 15 months and then be down to the guaranteed puff count around 18 months. We have samples that are over three years old and they still work. The taste is unaffected, but the puff count will probably down to 200 - 300. This is low by our standard but still close to the number of puffs some generic products are capable when they are new.

DISCOLOURATION

The colour of the liquid will change over time. The storage conditions will dictate the speed at which the time the change takes place, but this does not affect the taste.

In the past E liquids contained a colour suppressant but in recent years there has been a focus on purity and on advice manufacturers stopped using the suppressants as they were seen to be unnecessary. Unlike other similar products the E-Burn has a transparent body and the colour changes are visible. The colour change in the tobacco flavour is more prominent than the other flavours.

GETTING THE BEST OUT OF AN E-BURN

When we do receive a report of patient claiming our product has stopped working or not lasted as long as usual (or expected), the reason 99% per cent of the time is, incorrect use or tampering.

Puffing continuously or simply more often perhaps during stressful times, will use them up faster. 'Grazing', taking short 2 second puffs as they should, will inevitably mean they will last longer.

Tampering with the product can also affect the life of the battery. Any patients tampering with them should be 'restricted use only' or excluded from any program or having them in possession. Risk assessments are vital.

Other patients will simply 'try it on' in the hope of getting free replacements. Therefore, we insist on the return of faulty E Burns with the correct 'returns form' showing the name of the patient concerned. Returned E-Burns are fully examined, tested and checked. A report will be provided to you so that you can take appropriate action if tampering or misuse is identified. By recording the names of the person making a complaint it will help identify incorrect use or abuse. Regular complainants who continually misuse or tamper with our product should be offered use patches etc as an alternative.

On our website we have a video which demonstrates the performance and how to use E-Burns correctly. This is available on a USB if it and available free of charge for staff to use in assisting patients. We can also arrange for staff to visit hospitals in some locations and talk to patients.

We have supplied around 2.5 million E-Burns. Each one has a full function bench test before being packed. We then carry out spot checks on every batch. The vast majority of those returned have all simply been used up. We can see that the liquid has all gone and the battery come to the end of its life because of use. Rarely do we have a product returned that has a genuine fault that we cannot identify, and we then test them ourselves or send them back to China for further checks.

Any genuine faulty E-Burns that have not been tampered with and have not been used up would of course be replaced free of charge.