

E-BURN FAQs FOR VAPERS

Unpacking.

Each E-Burn is individually packed in sealed hygienic blister pack. Simply pull back the loose corner of the plastic to remove the E-Burn. The E-Burn is ready for immediate use. The printed card insert contains the full product information.

How do I start?

Once removed from the packaging you will see the soft silicon mouthpiece on one end and a small white plastic cap on the other. Remove the small white cap only. Place the silicon mouthpiece between your lips as you would a cigarette and draw gently. The green indicator light glows and you will taste the nicotine vapour as you inhale it.

HOLD THE E-BURN DEVICE HORIZONTALLY. DO NOT USE IT WHEN LYING DOWN.

How long will it last?

Unlike a tobacco cigarette it will only be working whilst you are drawing air through it. The internal battery will last long enough to enable the user 400 two second puffs. There may still be a small amount of liquid in the device, this is to ensure the user doesn't get a dry hit. E-Burns produce a minimum of 400 two second puffs. The batteries last for over twelve months but we recommend E-Burns are used within six months of purchase.

How many cigarettes is one e-burn equivalent to?

All cigarettes are different, and people smoke differently depending on what they are doing, chatting, walking or driving and nobody really counts how many puffs they get from one tobacco cigarette. There is therefore no definitive answer. You can however compare one e-cig with another by using the industry standard method of declaring how many 2 second puffs each gives. This will give a true comparison of the cost effectiveness of each. You should beware of any brand failing to state the number of seconds and just declare a number of puffs.

Will I get as much satisfaction from E-Burns as I did from tobacco cigarettes?

Probably not in the beginning because vaping is different to smoking tobacco even though you still get the nicotine hit. You will need to adapt to get the best out of vaping. With tobacco cigarettes people usually light a cigarette and smoke it to the end. With any e-cig, the idea is to 'graze'. Once you get used to the concept a few puffs will give you the satisfaction (the nicotine hit) you wanted. While you are holding it and chatting, it will not be burning away.

E-Burns taste different to tobacco?

All tobacco cigarettes taste different and there are different strengths. When brands are discontinued people tend to adapt to another quite quickly. E-Burn is currently available in 7 flavours. People who used to smoke strong cigarettes will usually prefer Tobacco and the other flavours are better suited to the smoother blends.

How do I know when it is empty or if it is faulty?

All are filled with the same amount of liquid and once used it will simply stop working and the green indicator light will flash. Every unit is individually checked before it leaves the factory, so any fault will be identified and the unit rejected. If they are tampered with or misused, they could develop a fault.

E-BURN FAQs FOR STAFF

How should E-Burns be stored and for how long?

They should be stored at room temperature with cartons laid horizontally in accordance with markings. Stock should be rotated to ensure it is used within six months of purchase so that users get the best performance. Batteries will last for approximately twelve months from manufacture, but they will have spent time in transit and in our store, they should be used within six months.

What do we do if a user claims they do not work, are empty or faulty?

Every E-Burn has a full function test before it leaves the factory. If they have been stored correctly and sold within six months of supply, it is highly unlikely there will be a fault. If it is claimed one is faulty it can be returned to us for examination and a report. Without misuse or tampering a fault would be highly unlikely however if a fault was found it would be replaced free of charge.

With Menthol and fruit flavoured E-Burns, the white pad which is soaked in e liquid appears grey whereas when used up and empty the pad will be dry and appear white. We can supply an e-cig tester for staff to test any e-burn without putting it to their lips.

Every E-Burn has a unique identification number which can be used identify when it was purchased and by whom. This makes it impossible for a user to return an old used E-Burn claiming they had just bought it. And it doesn't work. Training is available upon request. Contact customerservices@e-burn.com.

What are the risk factors associated with the use of E-Burns in a secure environment?

E-Burns are as close to 'risk free' as this type of product can ever be however, they can be abused and may not be suitable for some people without appropriate supervision. A RISK ASSESSMENT SHOULD BE CARRIED OUT. PATIENTS LIKELY TO TAMPER WITH E-BURNS SHOULD BE 'RESTRICTED USE ONLY' AND BE SUPERVISED WHEN USING THEM. They contain a lithium-ion battery which if swallowed can be very dangerous. However, removing the battery is not easy and the product is 'tamper evident'. No e-cig should be used unsupervised by anyone likely to attempt to swallow any part of it.

As E-Burns are not re chargeable none of the hazards associated with re charging exist.

There is only 1.4ml of liquid contained in each E-Burn and it is contained in a soaked pad. Even if this quantity were in a capsule drinking it would not present any health hazard, but it would be advisable to seek medical advice if there is any reaction of concern.

As E-Burn has a semi rigid polycarbonate outer shell it does not pose the same risks as products with metal casings. E-Burns cannot be sharpened and used as an effective stabbing implement that would do any serious damage but anyone who would not normally be trusted with a pen or pencil may not be suitable to have E-Burns in possession unless appropriately supervised.

The security aspects of E-Burn make it very difficult for anyone to introduce other substances to inhale, without the tampering being evident. The distinctive green glowing light enables staff to identify from a distance which product is being used.

Will people using E-Burns be likely to set off smoke alarms?

There have been no reported incidences of this. As they do not produce smoke and have a built-in cut out switch to limit the length of a puff, very little vapour is produced; it is highly unlikely even with several people in a small room. They do not produce the clouds of vapour as seen with the 'mods'.

Will E-Burns really help people quit tobacco and will they just get addicted to them instead?

There is growing evidence that they do help people quit tobacco and are often more helpful than patches, gum and sprays but everyone is different, some will just use them in restricted areas. Nicotine is addictive but it is commonly accepted that the risks associated with vaping are considerably less than those associated with tobacco. Vaping is a positive move in the right direction..

Should empty E-Burns be put in with general waste or are they recyclable?

All e-cigs should be recycled to comply with WEEE regulations. E-Burn is licenced to dispose of waste products. We can provide a recycle bin for our used products and arrange for free collection, recycling and disposal in accordance with the relevant regulations. Please note the free collection service is only available from the point of delivery on UK Mainland sites.

E-Burn is an independent company based in Leeds. The E-Liquid used is manufactured in our in-house cleanroom using researched ingredients from trusted suppliers. www.e-burn.com.