

Clogging occurs when the CTEC heating element becomes over-saturated with oil due to one or more of the following scenarios:

Chain Vaping

Taking multiple long draws back-to-back without a 30 second pause in between, such as vaping at social gatherings.

High Voltage

Using an off-brand battery, or powering the cartridge higher than the recommended 3.7 volts.

Extreme Weather

Exposure to temperatures beyond room temperature (+70 °F) such as a car on a hot summer day.

Elevation Changes

Exposure to high or low elevated areas such as valleys, mountains or boarding an airplane.

Estimated Time:

2-5 Minutes

Difficulty Level:

Easy

Tools Needed:

1x Paper clip, Push pin or Toothpick
1x Cotton swab + Rubbing alcohol



Instructions:

Step One: Untwist the cartridge (A1) from the battery (A2) and inspect the airways at the bottom and top of the cartridge.

Step Two: Use a cotton swab to clean off any excess oil on the lower positive pin of the cartridge (B1) and inner connection of the battery (B2).

Note: Our cartridges continue to vaporize after use for less than a second, but over time oil can build up. We recommend conducting **Step Two** every 20 drags or each time the battery is put to charge to avoid excess build up.

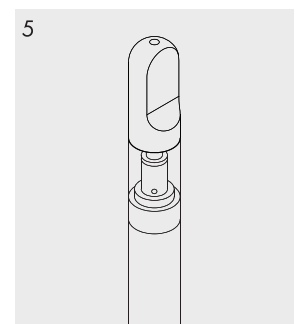
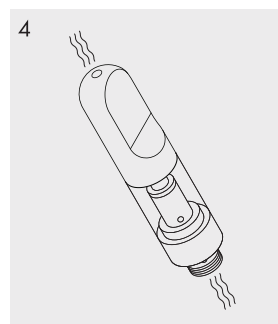
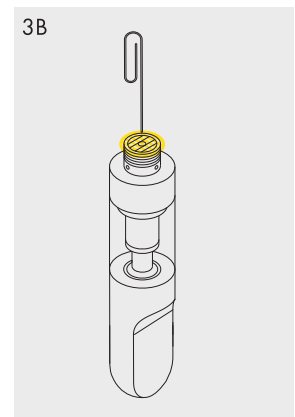
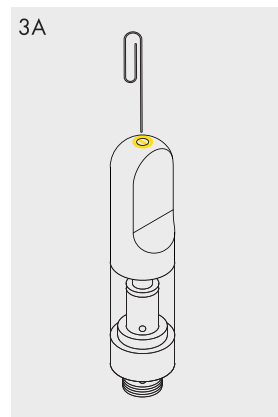
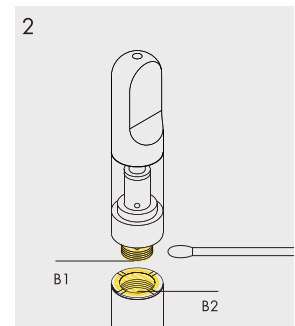
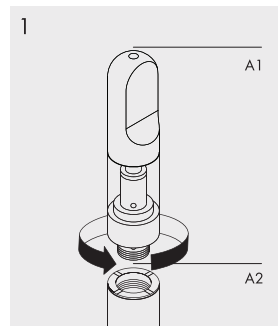
Step Three: Use a small tool to scrape any dried up oil blocking the airways from both the top (3A) and bottom (3B) of the cartridge.

Note: Be careful not to insert the tool too far up (more than 0.5"), as this can damage and pull the inner components (wiring) from the cartridge or battery. Insert the tool by a small amount.

Step Four: Test your cartridge before attaching it back to the battery device by gently inhaling on the mouthpiece to ensure a clear airway.

Step Five: Connect the battery and cartridge by lightly twisting together, ensuring not to over-tighten them.

Conclusion: For most customers this will solve the problem, assuming your device was not damaged permanently by the above-mentioned scenario(s).



Pro Tips for Better Device Care

Avoid Hard Draws

Performing hard and strong draws can result in oil build up inside the chamber. Oil sitting in the chamber can shoot up the center pole, through the mouthpiece and directly into mouth. To avoid this, perform short and smooth draws.

Avoid Extreme Weather

Devices overexposed to extreme temperatures can lead to both leaking and clogging. This is attributed to the complexity of cannabis oils. Always store your devices in a cool, dry environment.

Avoid Oil Spitting

If your device becomes clogged, a small tool as described in the guide is not easily accessible, and you have a button operated battery available, press the button and gently blow into the mouthpiece to vaporize excess oil. A similar action can be performed using a buttonless battery by gently blowing into the bottom end of the battery.

Avoid Chain Vaping

Due to natural properties of our CTEC heating element, the internals can begin to mimic the effects of storing the device in a hot environment (e.g. 3 five- second draws within 2-5 seconds of each other).

Avoid Generic Batteries

We design, develop and manufacture our batteries specifically for our cartridges. Always use a Kurvana branded battery for optimal performance. If adjustable, set it to the lowest setting prior to firing the device.

Avoid Laying Device

Devices not stored in an upright position can lead to clogging and leaking overtime. Use the original packaging's bottom base (for one device) or the lid (for multiple devices) to store them in an upright position at all times when not in use.

We Would Love to Help!

Your satisfaction is our #1 priority!

What to do in case your device fails to unclog or continues to leak:

If a retailer's return or exchange policy allows, consumers have 90 days to visit the retailer where they initially purchased Kurvana product to submit a return or exchange request of the product(s) in original packaging. The original packaging allows Kurvana to trace product to the batch and lot number.

What to do in case your preferred retailer does not accept returns:

If a retailer fails to accept your defective product, please contact our Support Team immediately to begin processing a special request from another verified retailer nearest you.

For further assistance, please contact our Support Team:

Monday–Friday 9:30am–4:30pm

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