

## **Frequently Ask Questions    FAQ on E-Cigarette Products**

### **Q - How does the electronic cigarette works ?**

A - KUIT electronic cigarettes contain only water, dipropylene glycol, and a scent that emulates a tobacco flavor. None of these ingredients found in our electronic cigarettes are considered cancer-causing agents. The Food and Drug Administration (USA) has deemed dipropylene glycol safe.

KUIT consists of a stainless steel shell with a lithium ion battery, micro-electronic circuit, atomising chamber and the cartridges. The mouthpiece contains a replaceable cartridge that emulates a tobacco flavor and a membrane to suspend the ingredients. Cartridges are available in various flavor so the user can choose just as you would choose brands with traditional cigarettes.

The vapor mist which is inhaled by the user produces the tactile and craving satisfaction that traditional smokers seek, the simulated smoke harmlessly evaporates into the air within a few seconds with no dangers of passive smoking.

### **Q- What is dipropylene glycol?**

A-Dipropylene glycol is a commonly used in industrial intermediate, but is also used as a substance in consumer products that is recognized as generally safe by the Food and Drug Administration (USA). It is used in food coloring, and flavoring, as an additive to keep food, medicines and cosmetics moist, and in machines that simulate smoke as well as an ingredient in toothpaste and mouthwash. In KUIT, dipropylene glycol functions to provide the vapor mist that looks like smoke and to suspend flavor.

### **Q- Some electronic cigarette product contain nicotine. Does KUIT contain nicotine ?**

No. KUIT electronic cigarette does not contain nicotine and we do not intent to have the cartridges to contain nicotine. This is due to the Malaysian Health Ministry has deemed nicotine as a poison.

### **Q- Can I use the electronic cigarette to quit smoking ?**

A- While many people report successfully giving up cigarettes by using electronic cigarettes, it should be noted that the electronic cigarette is not an approved smoking cessation device. It is simply an alternative to tobacco cigarettes.

### **Q- Who should not use Electronic Cigarettes?**

A- Electronic cigarettes should not be used by:

- Anybody under the age of 18
- Pregnant or breast-feeding women
- Sufferers of circulatory problems, heart disease or blood pressure problems
- Anybody allergic dipropylene glycerol

### **Q - How long does the Electronic Cigarette battery last? How many times can I re-charge my electronic cigarette battery?**

A - All batteries have a finite life span or a maximum charge cycle. The Electronic Cigarette's battery is good for around 300 charges (please follow the e-cigarette's instruction manual for optimum battery life).

### **Q - Why is my Electronic Cigarette not smoking?**

A- Firstly, check the cartridge has not dried up. Change cartridge when the smoke begins to diminish. Check the battery is fully charged (try a freshly charged battery) if there is still no smoke, it may be that the atomizer needs to be replaced. Try not to drop, knock or sit on your e-Cigarette as this will damage the component parts.

**Q- How long will one cartridge last?**

A- This will depend on what type of smoker you are ☐ heavy or light. Our customers have found that one cartridge is roughly equivalent to 7 cigarettes.

**Q - How often should I change my battery?**

A- When you first receive your kit, your batteries may be partially charged. You may only need to charge them for a few hours instead of full 8 hours as per stated in the manual. You may find that in use, one battery will last 1 day before needing to be re-charged.

**Q - Is there a "right" and "wrong" way to smoke the Kuit electronic-cigarette?**

A- Try these handy tips to help you get the most from your e-cigarette;

Tip one:

You will generate better smoke if you inhale slow and long.

Tip two:

It is important that the battery is fully charged and that all the parts are properly connected to one another (so that no leaks can develop).

Tip three:

Do not overcharge the battery - it may become too hot and no longer perform optimally.

Tip four:

Make sure that your cartridge is not empty!

**Q - Is it safe to use the electronic cigarette - what are the risks?**

A- There are no toxins or by-products of combustion, ie carbon monoxide, given off by the electronic cigarette because you aren't really inhaling smoke - its vapor! Having said that it is almost universally accepted that using an electronic cigarette is far less dangerous than smoking!

**Q - How long does the electronic cigarette cartridge last?**

A- We have found that 2 - 3 cartridges should last a day for a light to medium smoker. Heavy smokers will probably need three to four cartridges per day.

**Q - Where can I buy replacement cartridges for my electronic cigarette?**

A- You may buy it through our website or our selected resellers.

**Q - I am considering ordering an electronic cigarette and extra cartridges from your company, but don't have a PayPal account. I do have debit cards, credit cards and a cheque book. Is it possible to order from you using one of the above methods?**

A- Yes! Please note: You do NOT need to have a PayPal account in order to shop with us. Simply click "continue". This will take you to our checkout, where you may use your credit/debit card/Local Bank Account. Alternatively, you may send us a cheque (payable to "Sepakar Edaran Sdn Bhd") together with a covering letter detailing your order.

**Q - No matter which card I use at the checkout, it is an invalid type!**

A- We believe this is an issue with certain customers' computers only and is not a fault with our secured system. Those customers affected should try deleting the cookies and temporary Internet files within their browser before trying again.

**Q - I don't have a credit card - can I pay by bank transfer?**

A - Yes you can. Please view our list of participating banks for online payment.

**Q - Where do I get help & support if there is a problem with my electronic cigarette?**

A- Help and support is available via [support@shisha.com.my](mailto:support@shisha.com.my) Alternatively, you may call us at 012 206 7388

**Q- If the product is faulty or defective, can I get a refund or replacement?**

We do not provide any refund once the product is sold, however upon you receiving the product and it is found to be faulty or defective we will replace you with the item that is faulty or defective. Kindly e-mail us at [support@shisha.com.my](mailto:support@shisha.com.my) or call us at 012 206 7388 to arrange for a replacement. Kindly explain to us what is the faulty and how it happened. We cannot make a replacement if we believe the product has been damaged due to mis-use and not due to a fault or defective. If you require a replacement for a faulty or defective item, you are given 3 days upon receive of the product to report or contact us in order for you to be entitle for a replacement.

With any items returned to us please ensure the return form is filled in correctly as we cannot process your replacement without this. You can obtain the return form upon contacting us at the above mention e-mail and contact number. Kindly e-mail to us at [support@shisha.com.my](mailto:support@shisha.com.my) or fax the return form to us at 012 206 7388. We will arrange for a pickup of the faulty item and send you a replacement. Kindly allow 10 working days to process your replacement.