

02-20

User Guide

EN

WARNING


- 1 Read all instructions before using this product and keep the User Guide in a safe place for reference.
- 2 The glo™ heater is intended for adult use only. Keep out of reach of children
- 3 This product must not be used by adults with reduced physical, sensory, mental capabilities or lack of experience/knowledge unless they are under supervision or have been given instructions concerning the use of the product by a person responsible for their safety.
- 4 Children should not play with the glo™ heater or undertake cleaning and user maintenance.
- 5 This product contains a lithium-ion battery. Follow local disposal and recycling regulations for lithium-ion batteries.

Do not attempt to replace the glo™ tobacco heater battery – you may damage the battery, which could cause overheating, fire, explosion and injury.



- 6 The glo™ heater should be charged for 2-4 hours. If it does not fully charge within 4 hours discontinue use and contact the customer helpline: 1-866-750-5893. See Battery Status in the 'Quick Start' section for further information.
- 7 Do not use if the product or USB cable show signs of damage.

A damaged or malfunctioning glo™ tobacco heater may contain a damaged or defective lithium-ion battery, and should be disposed of in accordance with Warning 5 above. A damaged or malfunctioning glo™ tobacco heater should not be brought on an airplane.

A damaged or malfunctioning glo™ heater must be shipped in accordance with applicable regulations, must not be shipped by air and include labeling on the outer package that states "Damaged or Defective Lithium-Ion Batteries".

- 8  This product should only be connected to extra low voltage circuits rated at 5VDC, 1.8A. Using a plug with a current output lower than this will result in a slower charge time.
- 9 You may use a third party AC/DC wall adapter together with the supplied USB cable. However, ensure the output ratings of the adapter are compatible with the glo™

tobacco heater. Use only an adapter from a reputable supplier bearing an appropriate National Certification/Conformity Mark relating to Electrical Safety in the country of use.

Examples of such conformity marks are the  mark in Canada and the  mark in the European Union.

- 10 Adhere to all safety warnings detailed in the User Guide of the AC/DC adapter.
- 11 Do not leave the glo™ heater unattended whilst charging.
- 12 Do not leave the glo™ heater exposed to a heat source or in a high temperature location such as direct sunlight on a car dashboard.
- 13 Do not charge near flammable materials or environments such as bedding or petrol stations.
- 14 Keep all accessories supplied with the glo™ heater away from children as they may pose a choking hazard.
- 15 Do not drop, crush, pierce, incinerate, or immerse the glo™ heater or the USB cable in water, or expose the glo™ tobacco heater to explosive fumes or magnets.
- 16 Do not insert foreign objects into the glo™ heater.
- 17 Only clean the product as advised in the User Guide, using the brush provided.
- 18 Do not modify, open, or repair the glo™ heater or the USB cable.

Operating temperatures

Discharge: -20 to 60°C

Full Charge: 10 to 45°C

Limited Charge: 0 to 10°C (1/2 full charge rate)

Distributor: Imperial Tobacco Company Ltd.

Model: G001/G002

Should you have any queries regarding your glo™ tobacco heater, please contact our customer helpline:

1 866-750-5893

Welcome to glo[™].

Welcome to glo[™]: Please read this simple user guide which gives you the instructions on how to use the glo[™] tobacco heater with the neostiks[™].

ATTENTION:

The glo[™] heater is only for use with the neostiks[™] heatable tobacco sticks. Never use the glo[™] with a cigarette. Do not light a neostiks[™] heatable tobacco stick with a match, a lighter or any other flame source.

WHAT'S IN THE BOX

7

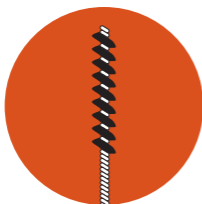
EN



glo™
tobacco
heater



USB cable



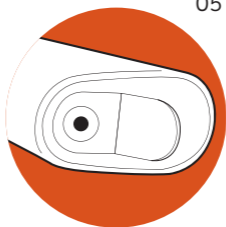
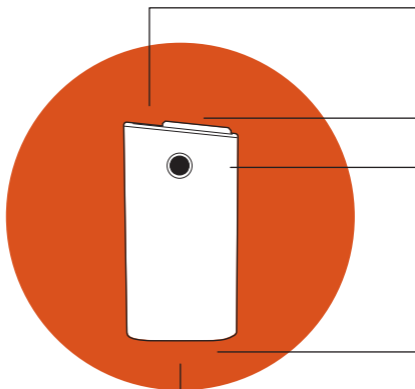
Cleaning Brush

Universal adaptor can be used.

Purchase a USB cable that can support
a charge current of 2A or more.

excludes neostiks™

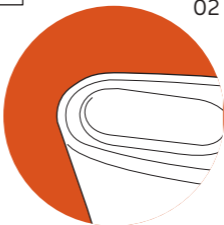
- 01 Heater entrance
- 02 Shutter
- 03 Control button
- 04 USB charger port
- 05 Cleaning door



01



02



03

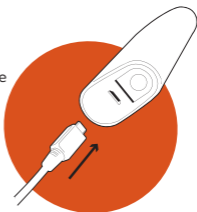


04



01 Charge

Insert the USB cable into the USB charger port of the glo™ tobacco heater and connect with a computer's USB port or a USB plug. The lights on the control button will indicate the charging status.



CHARGING STATUS:



Up to 25% charged



Up to 50% charged



Up to 75% charged



Up to 99% charged



Fully charged

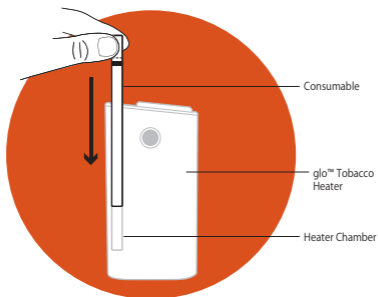
It takes 2-4 hours to fully charge the battery, which will provide more than 20 sessions.

The glo™ tobacco heater can be used whilst plugged in as long as it has enough charge. However, charging will be paused until the session is complete.

02 Insert a neostik™

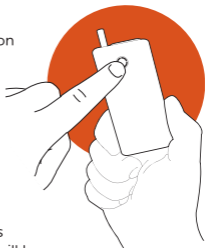
Slide open the shutter on top of the glo™ tobacco heater and gently insert a neostik™ with a slight twist action until the coloured collar on the tipping is no longer visible. At this point you should feel the stick touching the bottom of the glo™ tobacco heater.

Normal super slim cigarettes will not work with glo™ tobacco heater. Please only use neostiks™.



03 Turn on

Hold down the control button on the glo™ tobacco heater for 3 seconds to start the heating process. The glo™ tobacco heater will also vibrate gently after 3 seconds to indicate that the control button can be released.



After 40 seconds, all 4 lights on the glo™ tobacco heater will be illuminated and the glo™ tobacco heater will also vibrate gently to indicate that it's ready to use.

TIME UNTIL USE:



30 seconds



20 seconds



10 seconds



Ready to use

04 Enjoy

Place the neostik™ to your lips and inhale gently, just like a regular cigarette. Each session lasts for 3 minutes.

Three of the four lights will turn off 20 seconds from the session end to indicate the session end is approaching with a gentle vibrate. The glo™ tobacco heater will then turn off automatically.

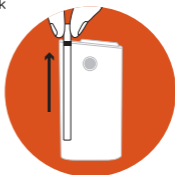
You may stop your session at any point by holding down the control button for 3 seconds on the glo™ tobacco heater. The glo™ tobacco heater will gently vibrate to let you know its turning off.

A session cannot be paused. The existing neostik™ must be removed and replaced before the next session can begin.



05 Remove a neostik™

Simply remove a neostik™ by the filter. Take care when removing stick from glo™ tobacco heater as the tobacco portion could be hot.



06 Disposing a neostik™

Discard a neostik™ responsibly in a waste bin or ashtray. Always ensure the shutter is closed after every session.



07 Haptic mode - Turning off the vibrate

The Vibrate function is set up automatically on the glo™ tobacco heater.

To turn off the vibrate function, press and hold the control button on the glo™ tobacco heater for 10 seconds.

The glo™ tobacco heater will gently vibrate after three seconds. Continue pressing down on the control button.

The glo™ tobacco heater will pulse twice, release the control button and press it again immediately to turn off the vibrate mode. This must be done within 5 seconds of the glo™ tobacco heater pulse.

To turn the vibrate function back on, press and hold the control button on the glo™ tobacco heater for 10 seconds. After three seconds the glo™ tobacco heater will not vibrate. Continue pressing down on the control button.

The glo™ tobacco heater will pulse once, release the control button and press it again immediately to turn on the vibrate mode. This must be done within 5 seconds of the glo™ tobacco heater pulse.

08 Recharging

To check the battery status, press and release the control button on the side of the glo™ tobacco heater.

The status of the battery cannot be checked during a session. See instruction 1 for further information on recharging.



BATTERY STATUS:



100% power, more than
20 session available



75% power remaining



50% power remaining



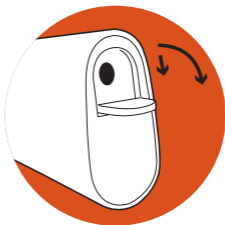
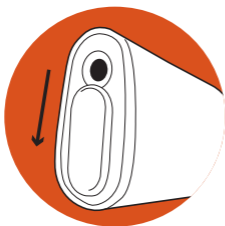
25% power remaining,
at least 5 sessions available



Recharge required

09 Cleaning

Ensure the glo™ tobacco heater has been allowed to cool for a minimum of 5 minutes before cleaning.

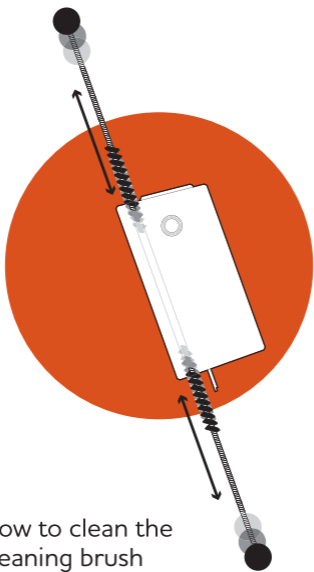


WARNING!

ATTEMPTING TO REMOVE DEBRIS
BY FIRMLY TAPPING OR SHAKING
THE GLO™ TOBACCO HEATER
MAY RESULT IN DAMAGE

Clean the inside of the heating chamber using the brush provided. For best results, clean from both ends as required.


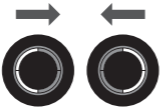
For best performance glo™ tobacco heater needs to be cleaned after 20 sessions.



10 How to clean the cleaning brush

Simply rinse brush under running water.

Please make sure that the cleaning brush is dried when using again with glo™ tobacco heater.

Error Mode	Symptom
	The glo™ tobacco heater is not charging.
	The glo™ tobacco heater is not heating.
	The glo™ tobacco heater is not heating.

Possible Cause	Possible Solution
The glo™ tobacco heater may be above the battery's maximum temperature.	Move to a cooler area and/or wait for the glo™ tobacco heater to cool down.
The glo™ tobacco heater may be above the battery's minimum temperature.	Move to a warmer area and/or wait for the glo™ tobacco heater to warm up.
The glo™ tobacco heater may have ran out of battery.	Check the battery status by pressing the button on the side of the glo™ tobacco heater. Recharge if necessary. Refer to the recharging instructions in the 'Quick Start' section.
The glo™ tobacco heater may be above the battery's maximum temperature.	Move to a cooler area and/or wait for the glo™ tobacco heater to cool down.
The glo™ tobacco heater may be below the battery's minimum temperature.	Move to a warmer area and/or wait for the glo™ tobacco heater to warm up.
Session is started very soon after the first session is stopped abruptly.	Allow the glo™ tobacco heater to cool for approximately 90 seconds before starting another session. If the problem persists the device should be returned to the manufacturer.

Error Mode	Possible Cause	Suggested Action
	Error #1 The temperature is too low.	Make note of the error code and contact the glo™ customer care line for support:  Web site: glo.ca  Toll free Phone: 1-866-750-5893
	Error #2 The temperature is too high.	
	Error #3 The temperature is too low.	
	Error #4 The temperature is too high.	

If you have read the troubleshooting information and are still having problems with your glo™ tobacco heater, please contact the glo™ customer care line for additional help and advice.

If you have any queries please see below:

glo™ customer care line



Web site:
glo.ca



Toll free Phone:
1-866-750-5893