

LED Color



LED Flash Count

8

Issue

Low Battery

Solution

Recharge or replace batteries. If unit does not charge within 2-3 hours, replace batteries.

LED Flash Count

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Issue

Atomizer Initialization Failure

Solution

Reset the Atomizer:

1. Ensure the ambient temperature is 25 °C / 77 °F
2. Make sure the atomizer temperature is also 25 °C / 77 °F
3. Install the Atomizer to the Carta Base
4. Continuously press the Main Button 3 times in 2 seconds, then hold the Main Button for 3 seconds. After initiation, the LED will flash 3 times to indicate the Initiation has successfully done; (Remark: if flash 4 times meanings imitation failure)

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Issue

1. Atomizer is not seated properly, or
2. Defective heating element

Solution

Tighten the atomizer to ensure that it is properly seated. If unit continues to flash white, replace the heating element using the atomizer repair kit.

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Issue

Safety Mode - Overheating

Solution

Safety Mode prevents damage from occurring to the unit from overuse. Let the unit cool down for 30 minutes. Proceed to clean the atomizer and atomizer port.

Let atomizer dry thoroughly before screwing back onto the base.

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Issue

Short Circuit Protection

Solution

1. Clean your atomizer, or
2. Replace the heating element using the atomizer repair kit.

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Issue

1. Improperly installed batteries, or
2. Dirty battery terminals

Solution

1. Ensure the batteries are installed correctly.
2. Clean battery terminals with isopropyl alcohol.