





HYPER
X2
USER GUIDE

SAFETY INSTRUCTIONS

Please read this user guide before use and keep it for future reference.

- 1 The **glo™ tobacco heater** (referred to as "the product") and all the accessories included in the starter kit are intended for adult use only. **Keep out of the reach of children.**
- 2 Children **must not** play with the product or any of the accessories included in the starter kit. Cleaning and user maintenance **shall not** be made by children.
- 3 The product **must not** be used by adults with reduced physical, sensory, mental capabilities or lack of experience and 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 This product contains a Lithium-ion non-replaceable rechargeable battery cell. **Do not** attempt to replace the battery as this may lead to damage, which could cause overheating, fire, explosion and injury. **Do not** dispose of the battery or any component of your product in a fire.
- 5  This product should only be connected to a safety extra-low voltage (SELV) circuit using a 1A adaptor or the **glo™ USB AC Adaptor** (YJCO10W Series). Using an adaptor with a current output lower than this will result in a slower charge time. Adhere to all safety information as detailed in the User Guide of the AC/DC adaptor that you are using.
- 6 **Do not** leave the product unattended whilst charging. **Do not** charge near flammable materials or environments such as bedding or petrol stations.
- 7 The product may take up to 3.5 hours to be fully charged at ambient temperature. If it does not fully charge within 4 hours discontinue use and contact the customer helpline.
- 8 **Do not use** if the product or USB cable show signs of damage:
 - a. A damaged or malfunctioning product may contain a damaged or defective lithium-ion battery and should be disposed of in accordance with warning 14. **Do not** take it onto an aeroplane.
 - b. To return a damaged or malfunctioning product, it must be shipped in accordance with applicable local transportation regulations.
- 9 **Do not** leave the product or any of its accessories exposed to a heat source, such as direct sunlight on a car dashboard. **Do not** use your **glo™** tobacco heater if hot to the touch.
- 10 **Do not** drop, crush, pierce, incinerate, or immerse the product or the USB cable in any liquid, or expose it to explosive fumes.
- 11 **Do not** insert any foreign objects, cigarettes, or any tobacco sticks other than **prince-sticks** into the **glo™** tobacco heater.

- 12 **Do not** disassemble or tamper with your **glo™** tobacco heater or USB Cable. Any inappropriate, incorrect, or irresponsible use will void any warranty and could result in serious injury.
- 13 **Use and charge the product between 15°C-25°C for optimum performance.** Avoid exposing your product to ambient temperatures above 45°C or below -20°C. **Do not** charge below 0°C or above 45°C to prevent irreversible damage to the device or battery.
- 14  Electrical and electronic goods and batteries should not be disposed of as part of regular household waste but should be separately collected for recovery and recycling.
- 15 Should you have any queries regarding **glo™** products, please contact our customer helpline (+45) 80 200 900

Manufacturer: Nicoventures Trading Ltd., Globe House, 1 Water Street, London WC2R 3LA, U.K. Importer: British American Tobacco Denmark A/S (House of Prince A/S), Bernstorsgade 50, 1577 København.



WARNING!

DO NOT PLACE HOT PRINCE-STICKS TOGETHER WITH FLAMMABLE MATERIALS. DISPOSE OF USED PRINCE-STICKS RESPONSIBLY.

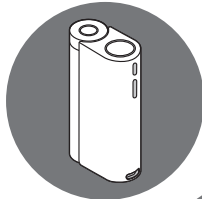
Welcome to glo™

glo™ tobacco heater and all the accessories contained in the starter kit are designed and manufactured with high quality materials and components, some of which may be recycled and reused depending on your local electrical waste processing infrastructure.

Please act according to your local rules and do not dispose of your old products with your normal household waste.

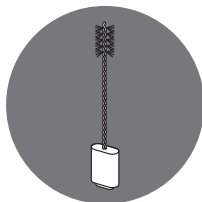
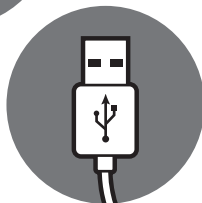
Correct disposal of your old product helps prevent potential negative consequences for the environment and human health.

What's in the box



glo™ tobacco heater

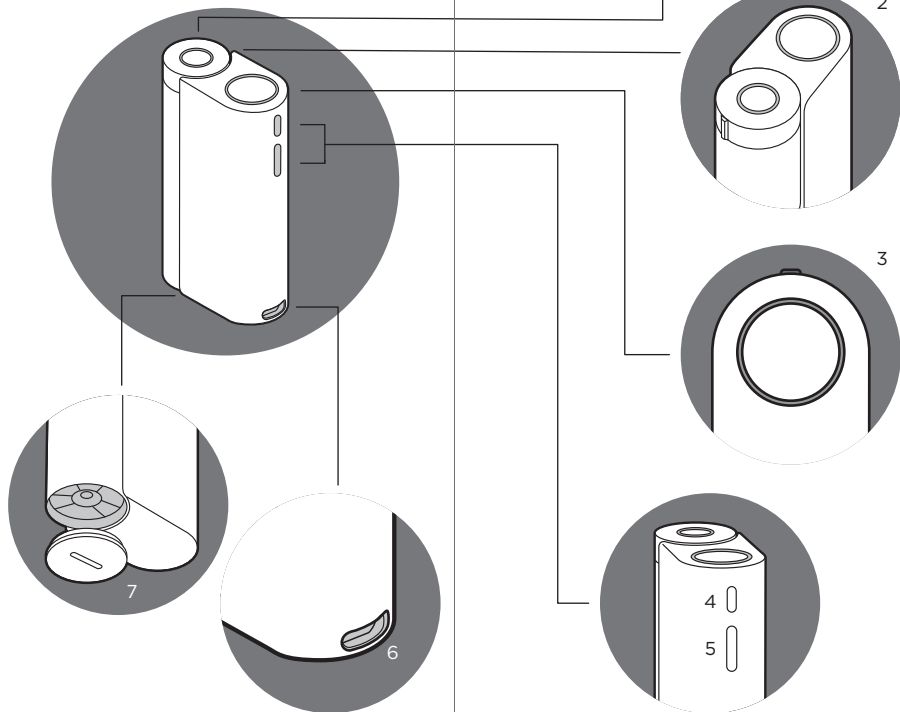
USB C Cable



Cleaning Brush

Product Diagram






1. Heater entrance
2. Shutter door
3. LED ring display
4. Boost button
5. Standard button
6. USB charging port
7. Cleaning door



Instructions for use

01 Charge

Insert the USB cable into the USB charging port of the glo™ tobacco heater and connect with a suitable USB port or USB AC adaptor. The lights on the LED ring display will indicate the charging status.

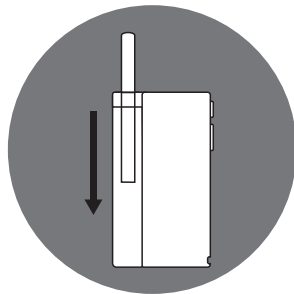
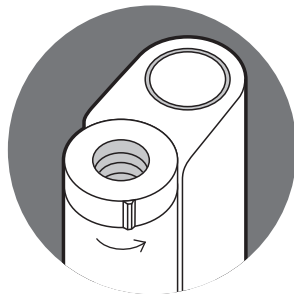
Charging Status	
	Up to 25% charged
	Up to 50% charged
	Up to 75% charged
	Up to 95% charged
	100% charged

The glo™ tobacco heater may take up to 3.5 hours to be fully charged at ambient temperature.

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. If the device is used whilst charging, allow the device to cool for a minimum of 90 seconds between sessions.

02 Insert a prince-stick

Open the shutter door by rotating the collar at the top of the device, to the open position and gently insert a prince-stick until you feel the stick touching the bottom of the glo™ tobacco heater. At this point you should still see the top of the coloured collar on the tipping of the prince-stick.



03 Turn on

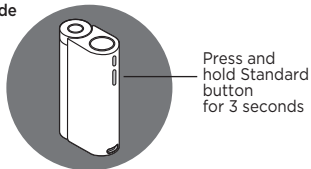
This glo™ tobacco heater has two heating modes: 'STANDARD' and 'BOOST'.

You can choose either a STANDARD or BOOST mode when you start a session.

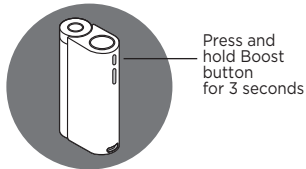
Starting a session:

To start a session in the desired mode, press and hold the appropriate button for 3 seconds, as shown below:

Standard Mode



Boost Mode



The product will vibrate to indicate the session start. The first light on the display will begin to flash as the start-up is initiated. The product will vibrate once when in standard mode, and twice when in boost mode.

Standard Mode Start-up (30 seconds)	Boost Mode Start-up (20 seconds)
8 seconds	5 seconds
15 seconds	10 seconds
23 seconds	15 seconds
30 seconds	20 seconds
Ready to use	Ready to use

The start-up procedure is completed when all lights on the outside of the display are illuminated. At this stage the glo™ tobacco heater will vibrate once.

04 How to use the product

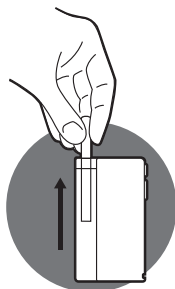
Place the prince-stick to your lips and inhale gently, just like a regular cigarette. The lights will turn off to indicate session progress. When there is 10 seconds left of the session the device will vibrate and the LED display will pulse. The **glo™** tobacco heater will then turn off automatically.

You may stop your session at any point by holding down any button for 3 seconds. The **glo™** tobacco heater will gently vibrate to let you know it's turning off.

A session cannot be paused. The existing prince-stick must be removed and replaced before the next session can begin.

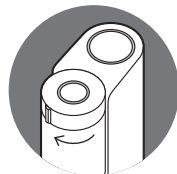
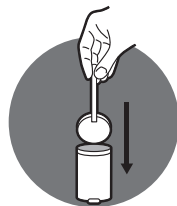
05 Remove a prince-stick

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



06 Dispose of a prince-stick

Discard a prince-stick responsibly in a waste bin. Always ensure the shutter door is closed after every session.



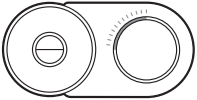




WARNING!

DO NOT PLACE HOT TOBACCO STICKS TOGETHER WITH FLAMMABLE MATERIALS. DISPOSE OF USED STICKS RESPONSIBLY.

07 Charge Status

To check the charge status, press and release the control button on the **glo™** tobacco heater. The status of the charge level cannot be checked during a session.

See instruction 1 for further information on charging.

Charge Status	
	Low charge, charging required
	25% power remaining
	50% power remaining
	75% power remaining
	100% power

08 Clean

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

Open the cleaning door at the bottom of the **glo™** tobacco heater. Use a tissue to wipe away any collected moisture from the bottom of the device and cleaning door.

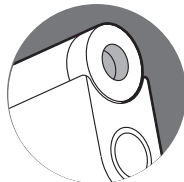
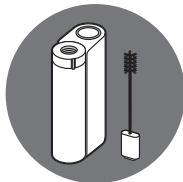
For best performance, moisture at the cleaning door and bottom of the **glo™** tobacco heater needs to be removed after every 5 sessions.

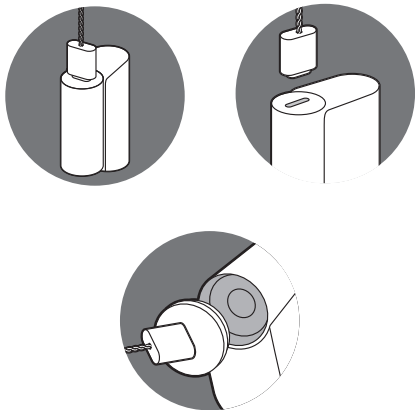


To clean the inside of the heating chamber, open the shutter door at the top and the cleaning door at the bottom of the **glo™** tobacco heater.

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

For best performance, the **glo™** tobacco heater cleaning chamber needs to be cleaned after 20 sessions.



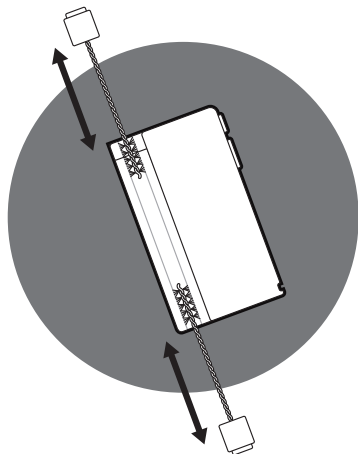


WARNING!

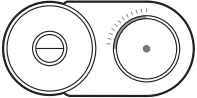

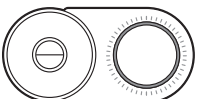

ATTEMPTING TO REMOVE DEBRIS BY FIRMLY TAPPING OR SHAKING THE glo™ TOBACCO HEATER MAY RESULT IN DAMAGE

09 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.



10 Troubleshooting

Error Code	Possible Cause
	Low battery
	<ul style="list-style-type: none"> • Battery temperature outside of limits. • Battery voltage outside of limits. • Device temperature outside of limits.
	<ul style="list-style-type: none"> • Battery voltage outside of limits. • Battery current outside of limits. • Charging fault.
	<ul style="list-style-type: none"> • Battery voltage outside of limits. • Fault with charging.

Suggested Action

Charge device

- Do not start a new session and wait for a few minutes or until the device temperature has stabilised.
- Stop session / stop charging and wait for a few minutes or until the device temperature has stabilised.

Reset the device by holding the standard button for 7.5 seconds and waiting for the display and vibrate cycle to end

- Non recoverable issue. Contact customer care team for assistance.

BAT 