Safety Instructions

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

1 **The glo® device** (referred to as "the product") and all the accessories included in the starter kit are intended for adult use only. **Keep out of reach of children and pets.**

2 The product **must not** be used by adults with reduced physical, sensory, mental capabilities or lack of experience and knowledge, unless they are supervised or have received instructions concerning the use of the product by a person responsible for their safety.

3 **Do not** use your device at altitudes equal to, or higher than 5,843 feet above sea level.

4 This product contains Lithium-ion removeable rechargeable batteries. Do not dispose of the batteries in fire, as they may explode and cause a fire. If batteries are damaged or leaking, avoid contact with the skin or eyes. If this occurs, immediately flush affected area with water and seek medical advice.

5 Using this product should only be connected to a safety extra low voltage (SELV) circuit. **Do not** plug **5.1V, 2.1A, 5V, 2.1A adaptor**. Adhere to all safety information as detailed in the User Guide of the charging adaptor.

6 **Do not** leave the product unattended while charging. **Do not** use the product or charge the product near flammable materials or flammable vapours.

7 **Do not charge may take up to 90 mins, using a minimum 15.5W adaptor and a USB-C cable.** Using an adaptor with a current output lower than this will result in a slower charge time. If the product does not fully charge within 6 hours, consider replacing your device.

Safety Instructions

8 **Do not use if the product or USB cable show signs of damage:**
Do not use if there is a malfunctioning product may contain a damaged or defective lithium-ion battery and should be disposed of in accordance with the Removal & Disposal section (page 9 & 10). **Do not** take a damaged product onto a plane:
Do not take 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 heat sources, such as cookers, or in hot climate environments. **Do not** use the product if hot to the touch.

10 **Do not** drop, crush, pierce, or immerse the product in water or any other liquid, or expose the device to heat or fire.

11 **Do not** insert any foreign objects, cigarettes, or any sticks other than sticks designed for glo® into the product.

12 **Do not** disassemble or tamper with the product or USB Cable. Any inappropriate, incorrect, or unauthorised use of the product or charger could result in serious injury. Battery removal can only be performed at the end of the product's lifecycle, following the instructions provided on pages 9 & 10.

13 **Use and charge the product between 10°C and 35°C.** Do not use the product or charge the product near flammable materials or flammable vapours.
Do not charge the product or any of its accessories exposed to ambient temperatures above 104°F or below 14°F. **Do not** charge below 32 °F or above 104°F to prevent irreversible damage to the product or battery.

Safety Instructions

14 Use of your glo® device and its paired application software while operating a vehicle is not recommended. Use of your device while driving is illegal in some areas. Check and obey the applicable laws and regulations on the use of connected devices while driving. Be careful and attentive while driving.

15 Use of your device or connected glo® device in areas where the air is very dry. It is easy to build up static electricity and possible for the device to receive a electrostatic discharge. To minimize the risk of electrostatic discharge, avoid using your connected device in very dry environments, or touch a grounded object before use.

16 Keep the product away from strong magnetic fields and electric fields.

17 Use of your connected glo® device and its paired application software may affect components that emit electromagnetic fields. These electromagnetic fields may interfere with electronic devices, including pacemakers or other medical devices. Maintain a safe distance of separation between your medical device and your connected device. Consult your physician and medical device manufacturer for information specific to your medical device. Discontinue your connected device if you suspect it is interfering with your pacemaker, defibrillator, hearing aid or other medical device.

Should you have any queries regarding glo® products, please contact our customer helpline.

Manufacturer:
Made in China
R.J. Reynolds Tobacco Company,
Winston-Salem, NC 27102, USA
1-800-266-5772

FCC Compliance

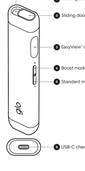
FCC Compliance Statement
This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Underwriter Sale Prohibited
Sale Only Allowed in The United States
discoverglo.com/patents

Product Diagram



Quick Start

BEFORE FIRST USE: Fully charge the device via the USB-C port **6** using the provided USB cable, following the safety instructions.

To access the **heating chamber** **1**, open the sliding door **2**. Insert the stick into the heating chamber. Ensure the tobacco is fully inserted and the tobacco is flush with the heating chamber.

Press and hold the **Standard** button **5** or **Bezel** button **4** for 2 seconds to start the first cycle to start the product in the selected mode. Wait for the device to heat (pre-heating the cycle).

The **EnjoyView™ display** **3** will show the preheating progress. When the device is ready to use, you'll feel a vibration and the display with the stick inserted to your lips and inhale gently.

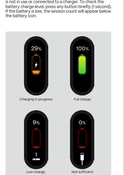
After the session, carefully remove the stick from the product by pulling it out gently and avoid touch the hot part of the stick. Close the sliding door to prevent dust and foreign matter from entering.

WARNING!
DO NOT PLACE HOT STICKS TOGETHER WITH OTHER FLAMMABLE MATERIALS. USE/USE OF USED STICKS RESPONSIBILITY.

Battery Indication

When connected to charger, the display will indicate charging status. Once it reaches 100%, the device will switch off.

The battery charge level can be viewed when the device is in use by pressing the Bezel button **4**. When the battery charge level goes any button briefly (1 second). If the battery is low, the session count will appear below the battery icon.



Lock Feature

The device can be locked to provide extra confidence against unauthorized use or accidental activation.

To lock the device, quickly press either the Bezel button or the Standard button. To unlock it, press either of the buttons three times again.

Removal & Disposal

At the end of the device's life, the battery can be safely removed for disposal.

After unplugging the device from the USB-C cable and ensuring the battery is depleted, follow these steps to remove the battery:

Follow these steps to remove the battery:

1. Pop to remove the pinned cover from the underside of the device.
2. Remove the connection screws using Phillips type #000 screwdriver.
3. Pull the bottom cap away to expose the battery connector.
4. Unplug the battery connector.
5. Remove the battery and dispose of it responsibly.

Do not attempt to put the battery back once it has been removed.

Removal & Disposal

This product contains a lithium-ion battery:
- The battery in this device is regular household waste in EU states.
- Do not litter. Contact your local waste disposal authorities for details on the recycling or disposal of your glo® device and its packaging in your area.
- Remove the battery before the battery leaves from the glo® device, drop-ship it immediately. Avoid liquid and dispose of your device properly.

Connected Features

Connect your device by Bluetooth® to your smartphone to gain more control and explore additional features (Android and iOS supported).

1. **Download the myglo® app**
   Scan the QR code or visit **discoverglo.com/app**
   To download the myglo® app.
2. **Set up your account**
   The first time you use the app, we'll guide you through creating an account, connecting your device, and choosing your preferences.

Note: *Already have an account on myglo.com?*
You can log in using the same details.

3. **Pair your device**
   After downloading and setting up the app, follow these steps to pair your device:
   - Ensure Bluetooth is enabled on your phone, and your device is nearby before pairing.
   - Press either button on your device 5 times to initiate the pairing process. A special animation will play for 3 minutes as your device searches for your phone.
   - Go to your phone's settings > Bluetooth® settings and select your device.
   - Once connected, your device will vibrate, and a confirmation checkmark will appear on the screen.

If pairing isn't completed within 3 minutes, the Bluetooth® will time out, and the screen will turn off.

Troubleshooting

When removing stick after session, always pull it out vertically without bending to prevent stick breakage.

Always keep the sliding door closed to prevent dust and debris from entering. If any debris entered the device, gently blow it out.

Error Indication

If the device encounters an issue, an error code will appear on the EnjoyView™ screen. Note this code if you need to contact customer care centre.

Scan for more information on **Troubleshooting**

Device does not start after pressing any button for 2 seconds, screen remains off.	**Out of battery** or **Sleep mode** Charge the product. For sleep mode, press any button for 2 seconds to wake it. Do not hold for longer, as this will cause it to enter hibernating.
Device does not start after pressing any button for 2 seconds, screen displays error, then turns off.	**Removeable software error** Remove the battery for a moments for the device to be ready to use.

Troubleshooting

Device does not start after pressing any button for 2 seconds, screen displays error, then turns off.	**The device is too cold** Do not use the device. Warm the device to temperatures below 14°F to prevent irreversible damage.
The device does not power on after pressing any button for 2 seconds and the error message appears on the screen before it shuts off.	**The device is too hot** Do not use the device. Cool the device down after previous session. Move it to a cooler environment. Ensure the device is used at the ambient temperature is above 104°F.
The error is displayed after pressing any button or connecting to charger, then the product switches off.	**Critical error** Please contact customer care for a replacement. Scan the QR code for more information.
Fully charged device provides fewer sessions than expected. An error message appears on screen after pressing any button.	**Battery near end of life** Device functionality will be reduced. Consider replacing the battery. Scan the QR code for more information.
When connected to charger, device does not charge fully after exact same session. Error message appears when any button is pressed the error is displayed.	**Charging timeout out** Replace the charger and / or the charging cable.

Troubleshooting

Device vibrates when connected to charger, but battery indicator does not turn on.	**Wrong charger** Replace the charger and / or the charging cable.
Device vibrates when connected to charger, but battery indicator does not turn off.	**Voltage exceeded** Disconnect the charger. If issue persists, contact customer care.
Device vibrates when connected to charger, but battery indicator does not turn off.	**USB connector hot** Disconnect the charger, check for foreign objects in the charging port. Do not allow the product to charge until the issue is resolved, contact customer care.
The error is displayed after pressing any button or connecting to charger.	**Reboot required** Hold the Bezel button down for a further 10 seconds until the screen changes. Release the button and allow the product to reboot. The product can also be reset manually at any time.

The device will detect heater pre-breakage and will continually monitor the heater during the session. If a heater pre-breakage occurs, you can continue to use the device and contact the Customer Care line **IMMEDIATELY**. If the device reboots as normal, continue to use the device. If the device reboots during use, stop and inspect the heater with a flashlight of the device heating chamber and remove any broken heater pieces. If any broken heater pieces are still in the heating chamber, **do not continue to use the device and contact the Customer Care line IMMEDIATELY**. If reboot errors are displayed, please contact the Customer Care line. To prevent risk of device damage do not intrude into heating chamber unless it is absolutely necessary.

DESIGN INTENT

PROJECT DESCRIPTION

CLIENT - BAT
SUB-BRAND: GLO
DESCRIPTION: INSERT

Project: N/A | Die/Drawing: N/A | Revision Date: 06.02.25

Print Process: N/A | Substrate: N/A

Fonts Used: See File

COLOR STATIONS

CYAN	MAGENTA	YELLOW	BLACK	PANTONE 021 C

Creating Brands that Transform Business

Landor
382 W. 3rd St., 8th Floor,
Cincinnati, OH 45202

LANDOR

LANDOR FILE INFORMATION	LANDOR (INTERNAL USE)
Job #: : 8162254	Artist: Kristin Burkhardt
File Name: 8162254 1_31_BAT_GLO_Insert_R1_060225.ai	Proofreader: N/A
Agency Contact: Reid Kantor	Account Executive: N/A

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