

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

1. The **glo™ Plus 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 under supervision or have been given 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 9,843 feet above sea level.
4. This product contains Lithium-ion removable rechargeable batteries. **Do not** dispose of the battery or any component of your product in a fire. If batteries are damaged or leaking, avoid contact with the skin or eyes. If this occurs, immediately rinse well with water and seek medical care. Keep batteries out of the reach of children. Swallowing of batteries can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. **SEEK MEDICAL ATTENTION IMMEDIATELY.**
5.  This product should only be connected to a safety extra-low voltage (SELV) circuit using 5V == 2.5A, 9V == 1.5A adaptor. Adhere to all safety information as detailed in the User Guide of the charger that you are using.
6. **Do not** leave the product unattended while charging. **Do not** charge the product near flammable materials or environments.
7. **Full charge of the charger pack may take up to 90mins, using a minimum 12.5W adapter and a USB-C cable.** Using an adapter 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.

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 Battery removal and Disposal section. **Do not take** a damaged product onto a plane.
  - 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 the product if hot to the touch
10. **Do not** drop, crush, pierce, or immerse the product or the USB cable in any 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™ Plus** into the product.
12. **Do not** disassemble or tamper with the product or USB Cable. Any inappropriate, incorrect, or irresponsible use will void any warranty and could result in serious injury. Battery removal can only be performed at the end of the product's lifecycle, following the instructions provided in this guide.
13. **Use and charge the product between 59°F-77°F for optimum performance.** Avoid exposing your product 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.
14. Use of your connected glo™ Hilo Plus device and its paired application software while operating a vehicle is not recommended and use of a smartphone whilst 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. When using your connected glo™ Plus 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 small electrostatic discharge. To minimize the risk of electrostatic discharge, avoid using your connected device in extremely 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™ Plus device and its paired application software depends on components that emit electromagnetic fields. These electromagnetic fields may interfere with pacemakers, defibrillators, hearing aids or other medical devices. Maintain a safe distance of separation between your medical device and your connected Hilo device. Consult your physician and medical device manufacturer for information specific to your medical device. Stop using your connected Hilo 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  
1-800-265-1173

## FCC Compliance

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### 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.

Underage Sale Prohibited

Sale Only Allowed In The United States [discoverglo.us/patents](http://discoverglo.us/patents)

### **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by RJRT is under license. Other trademarks and trade names are those of their respective owners.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Visit [discoverglo.us](http://discoverglo.us) for additional product information prior to use.

## Charger pack

LED indicator **6**

Sliding door **2**



## EasySwitch™ heating pen

**1**

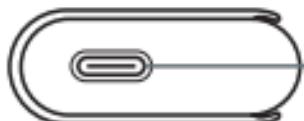
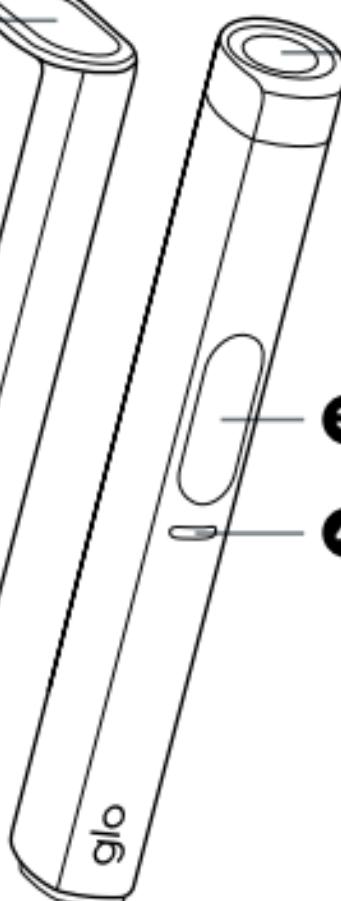
Heating chamber

**3**

Touch EasyView™ display

**4**

Control button

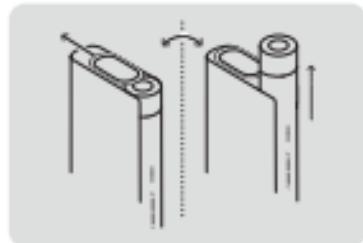


**5**

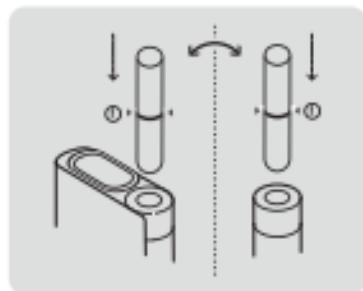
USB-C charging port

**BEFORE FIRST USE:** Fully charge the device (having heating pen inserted in the charging case) via the USB-C port **5** using the provided USB cable, following the safety instructions.

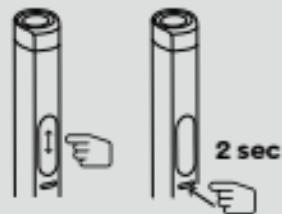
To open the **heating chamber** **1**, slide the **door** **2** horizontally. You can either remove the **EasySwitch™ heating pen** from the charger pack by sliding it up or leave it in the case.



Insert the stick into the heating chamber.



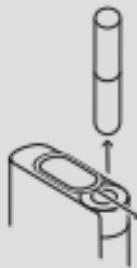
If needed, swipe the **touch display** **3** up or down to change the heating mode. The mode selected will be shown on the screen. Press and hold the **control button** **4** for 2 seconds (3 seconds for first use) to start the product. A vibration will indicate that pre-heating has started. You can press the button as soon as the stick is inserted, without waiting for the animation to finish.



The display on the pen **3** will show the preheating progress. You'll feel a vibration which means the device is ready to use. Lift the product with the stick inserted to your lips and inhale gently.



After the session, carefully remove the stick from the product by pulling it out vertically to avoid breakage. Avoid touching the hot part of the stick.



Return the pen to the charger pack. Close the sliding door to prevent dust and foreign matter from entering.



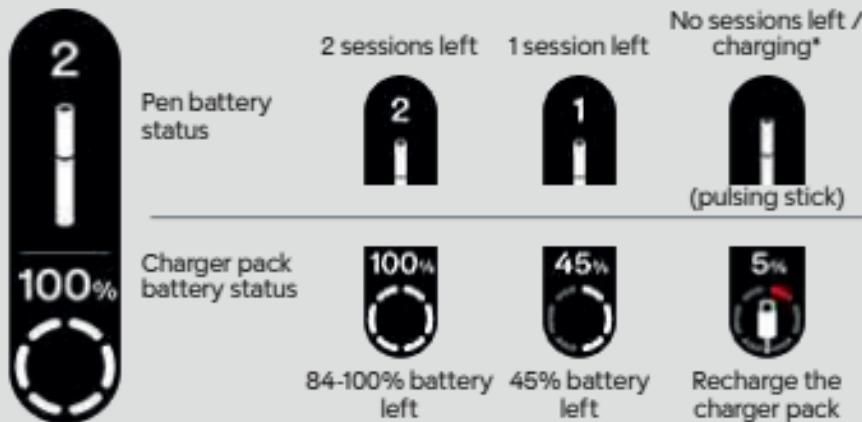
**WARNING!**  
**DO NOT PLACE HOT STICKS TOGETHER**  
WITH FLAMMABLE MATERIALS.  
DISPOSE OF USED STICKS RESPONSIBLY

## Battery indication

This product has 2 batteries: a heating pen battery and charger pack battery. Their charge levels are displayed on Pen screen and charger pack LED accordingly when charging or during battery check.

### Heating Pen Display (pen in the charger pack)

When the pen is in the charger pack, quickly tap the control button, the available session of pen will be shown on the upper half of the display, case power status will show at bottom of the display.



\*EasySwitch™ pen allows you to have a session with the pen inserted in the charger pack, even when the pen itself is not charged.

## Heating Pen Display (removed from the charger pack)

Tap the **control button** ④ and the display will show the remaining session number:



2 sessions available



1 sessions available



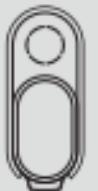
0 sessions available

The arrow at the top indicates that you can change the heating mode for the next session by swiping on the touch screen.

## Charger pack LED

To check the charger pack battery status, you can also slide the **door** ② from open to close. The **charger pack LED** ⑥ will then display the remaining battery level. Note that this check cannot be performed during pre-heating, an active session, or when an error is present.

84-100% battery    67-83% battery    51-66% battery    34-50% battery    17-33% battery    6-16% battery    0-5% battery (pulsing)

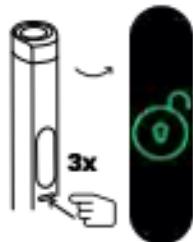
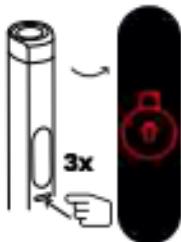


## Lock Feature

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

To **lock the device**, quickly press the control button three times.

To **unlock it**, press the control button three times again.



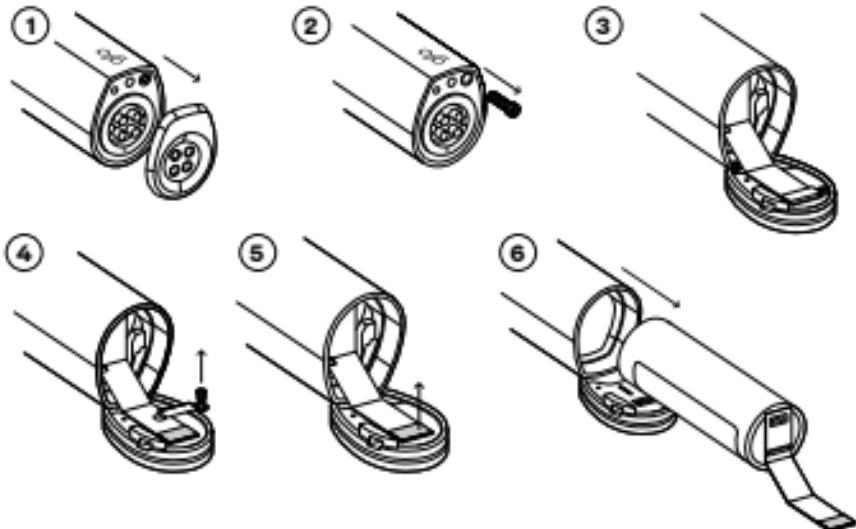
# Battery removal and Disposal glo

**At the end of the product'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.

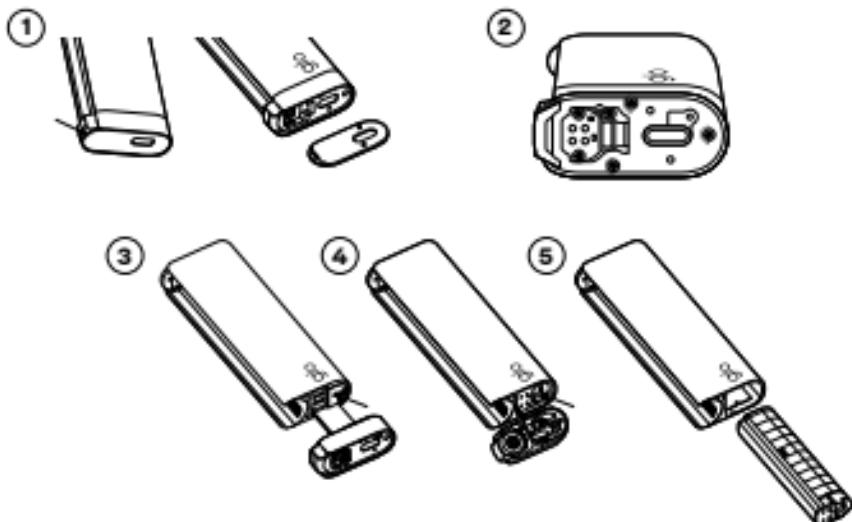
## Pen battery removal:

- 1 Peel off the bottom deco cover
- 2 Unscrew the retention screws using Phillips-type #000 screwdriver
- 3 Pull the bottom cap away to expose the internal components
- 4 Unscrew retention screw
- 5 Unplug the battery connector
- 6 Remove the battery and dispose of it responsibly



## Charging case battery removal:

- 1 Peel off and remove the bottom deco cover
- 2 Unscrew the 3 retention screws as shown using Phillips-type #000 screwdriver
- 3 Pull the bottom cap (which contains the USB port) away to expose the charge case internals, then remove the metal bracket (noted by arrow) by moving to the left to expose the battery connector underneath
- 4 Unplug the battery connector (noted by arrow)
- 5 Remove the battery and dispose responsibly



**This product contains a lithium-ion battery.**

- **Do not dispose** of the glo™ device in regular household waste or in a fire.
- **Do not litter** Contact your local waste management authority to find out how to dispose of your glo™ device properly in your area.
- **In the unlikely event** that the battery leaks from the glo™ device, stop using it immediately. Avoid liquid and dispose of your device properly.



## Troubleshooting

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



**Keep the pen inside the charger pack with sliding door closed to prevent dust and debris from entering. If any debris entered the heating chamber, gently blow it out.**

## Error indication

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



Scan for the latest 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 first use,  
press and hold any button for 3  
seconds to wake it. Do not hold  
for more than 10 seconds to avoid  
rebooting.

Device doesn't start after pressing  
the button for 2 seconds.  
Screen displays error, then turns  
off.



### Recoverable software error

Please wait for a few moments before  
the device will be ready to use.

Device does not start after  
pressing any button for 2 seconds.  
Screen displays error, then turns  
off.



### The device is too cold

Move the device to a warmer place.  
Do not use it below 0°C.  
Do not expose the device to  
temperatures below -10°C to prevent  
irreversible damage.

Device doesn't start after pressing  
the button for 2 seconds.  
Screen displays error, then turns  
off.



### The device is too hot

Please allow the device to cool down  
after previous session. Move it to a  
cooler place if necessary. Do not use  
if the ambient temperature is above  
40°C.

The error is displayed after  
pressing any button or connecting  
to charger.



### Reboot required

Please hold down the control button  
for 13 seconds until the screen  
changes. Countdown will reset if the  
button is released before the end of  
the countdown. To perform the reset  
correctly, it is important to keep the  
button continuously pressed for 13  
seconds.

The device will detect heater pin breakage and will continually display the reboot error when attempting to start a session. In this case, **do not continue to use the device and contact the Customer Care line IMMEDIATELY**. If the device reboots as normal, continue to use the device as per the instructions in this user manual. Visual inspection with a torch of the device heating chamber will confirm the presence of the heating pin. If the pin has broken, there will be debris in the heating chamber - **do not continue to use the device and contact the Customer Care line IMMEDIATELY**. If reboot errors are displayed regularly contact the Customer Care line.

**11** To prevent risk of device damage do not intrude into heating chamber unless it is absolutely necessary.

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.

Device vibrates when connected to charger. Screen displays error, then turns off.



### Voltage exceeded

Disconnect the charger. If problem recurs, contact customer care.

Device vibrates when connected to charger. Screen displays error, then turns off.



### USB connector hot

Disconnect the charger. Check for debris, dirt or moisture in the port, and allow it to cool. Contact customer care if the issue persists.

Device vibrates when connected to charger. Screen displays error, then turns off.



### Wrong charger

Adaptor is exceeding voltage 11V. Please change to adaptor 5V.

Fully charged device provides fewer sessions than expected. Upper central segment of the charger pack LED blinks red. Error appears after pressing any button.



### Battery near end of life

Device functionality will be reduced. Consider replacing the product. Scan the code for more information.

You can connect your device to your smartphone to gain more control and explore additional features (Android and iOS supported).

**Connected features may not be available in your country. Please check the website or contact customer care for updates.**

## 1. Download the myglo app

Scan the QR code or visit [discoverglo.us/app](http://discoverglo.us/app) to download the myglo app.



## 2. Set up your account

When using the myglo app for the first time, you will be guided through registering an account, connecting your device, and selecting your preferences. Please complete the registration process to access all app features. If you already have login credentials from the myglo.com website, you can use them to log in.

## 3. Pair your device

After downloading and setting up the app, follow these steps to pair your device:

- Press control button on your device 5 times to enable Bluetooth® pairing mode. A pairing animation will play for 3 minutes as your device searches for your phone.
- On your smartphone, go to Bluetooth® settings and select your device.
- Once connected, your device will vibrate, and a confirmation checkmark will appear on the screen.

If pairing is not completed in 3 minutes, a timeout error will be displayed on the pen's screen, and the screen will turn off. **Ensure Bluetooth® is enabled on your phone, and your device is close to it before attempting to pair.**

**CONFIDENTIAL****Change Log:**  
V1 - Masterfile Creation - March 2025

MATERIAL CODE

**GLO\_masterfile\_HILO 2P  
\_GLOBAL\_USG\_01**

DESCRIPTION

**Glo Masterfile User Guide 2P**

PROJECT / NEXUS ID	ID NUMBER
-	-

ARTWORK CODE

**GLO\_masterfile\_HILO 2P\_GLOBAL\_USG\_01**

MASTERFILE OR HERO REFERENCE

-

APPEARANCE STANDARD REFERENCE (HARD COPY)

-

PRINT PROCESS

PRINTER

-

AW STUDIO OR AGENCY	AW CREATION DATE
<b>SGK</b>	<b>17.04.2025</b>

AGENCY REFERENCE

**404080288 v5.1 bd**

FLAT SIZE mm	A * B * H - DIMENSION mm
<b>53mm x 98mm</b>	-

PROFILE

-

PACKAGING DEVELOPER

-

MANUFACTURER

-

SUBSTRATE

INK SUPPLIER

-

COLOUR TARGETS IN PRINT SEQUENCE:

100%	50%
<b>Black</b>	(Order Nr. xx-xxx-xx)
<b>Cyan</b>	(Order Nr. xx-xxx-xx)
<b>Magenta</b>	(Order Nr. xx-xxx-xx)
<b>Yellow</b>	(Order Nr. xx-xxx-xx)
<b>PANTONE Orange 021 C</b>	(Order Nr. xx-xxx-xx)

EMBOSS &amp; VARNISH AREAS SCALE 1:7

APPROVED BY AND DATE

Earlier documents are no longer valid.

Not for use as a colour standard

Construction layout created 07.09.2019 - Last modification (SGK) 02.03.2021