



Twisp Training Manual



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Twisp Training Information

What is Twisp?

Twisp Smoking isn't Smoking!

Twisp is not a real cigarette, but a personal and portable vaporiser, that uses micro-electronics and a lithium polymer cell to evaporate nicotine in "smoke" from a replaceable cartridge.

The vapour does not smell nor does it contain tar, carcinogens or smoke particulate found in first and second hand cigarette smoke, but it feels, tastes and looks just like the real thing.

Best of all you can "smoke" your nicotine machine virtually **ANYWHERE!**

Twisp electronic cigarettes represent the very latest technology in micro vaporisers, being the smallest, lightest and most reliable on the market.

What is in it?

Twisp electronic cigarettes do not burn tobacco. The vapour you are inhaling is free of hazardous smoke particulates, tar and carcinogenic compounds produced when tobacco and additives are burned.

Instead the liquid (**Propylene Glycol, Water, flavour and nicotine**) in the cartridge is atomized, and then vapourised into a dense mist, which looks and tastes very similar to smoke. **Propylene Glycol**, is a common food grade additive, generally regarded as safe by the FDA (GRAS) and is used to suspend flavour and create the simulated smoke. It is also found in toothpaste, mouthwash and as a humectant in tobacco products (keeps tobacco moist).

Nicotine itself isn't carcinogenic (a cancer causing agent) nor does not have any mutagenic properties.

Nicotine is an alkaloid found in certain plants, predominantly tobacco, and in much lower quantities in tomatoes, potatoes, eggplant and green peppers.

Twisp also contains a safety mechanism to prevent the user inhaling more than 15 times in a minute (device shuts down and LED flashes for a short period of time).

Does it taste like a real cigarette?

Twisp tastes very similar to a light cigarette, and somewhat similar to a hubbly bubbly or shisha pipe.

The cartridges and liquids are available in a variety of flavours and strengths which include: Tobacco, vanilla, coffee, chocolate, cherry, strawberry, mint and, in High, Medium, Low and Zero nicotine concentrations.



Can I use Twisp to stop smoking?

Twisp is a cigarette simulator and marketed as a smoking alternative. It is not currently an endorsed smoking cessation device.

I have found a cheap ecigarette on the internet, what makes Twisp special?

Twisp has partnered with Dutch manufacturer Janty, to produce our electronic cigarettes. Janty has consistently been recognised as the leading and most advanced producer of e-cigs on the international market. Twisp has the exclusive rights to market and distribute Janty products within Africa.

There are many companies in China marketing generic products, these however do not reflect the state of the art, and do not benefit from R&D and customer support that Janty and Twisp provide.

See below links for informative and impartial reviews from the established international community.

<http://www.e-cigarette-forum.com/forum/index.php>
<http://www.e-cigttest.com/>

How does it work?

In essence Twisp is a miniature personal atomiser which heats the ingredients to their point of vaporisation. When someone puffs the Twisp, a flow sensor (or manual switch) activates the rechargeable lithium polymer battery, which starts the process of atomizing, heating and evaporation, creating a thick vapour “smoke” which closely simulates the act of smoking.



Twisp Electronic Cigarettes

The Twisp Mini (As of August 2009 this model has been upgraded to the Dura White Auto)

The mini looks like a traditional cigarette and even glows at the end when you draw on it. People love this model as it is an easy transition from their regular cigarettes, and does not draw attention in public places. A person sitting across from you in a restaurant would have a hard time identifying your Twisp Mini as being an electronic device, without closer inspection.



In your Mini starter pack you will find the following:

1. **2 lithium rechargeable batteries** (good for lifespan of approx 300 charges)
– this represents the white part of the “cigarette”.
2. **1 x Atomizer** – this is the working part of the electronic cigarette which when heated vaporizes the nicotine solution into a vapour.

The atomizer is shipped inside a blank cartridge for its protection.

This Blank cartridge needs to be removed before use and replaced with a loaded cartridge from the box of 5 cartridges provided. This is important as in the past people have “smoked” the empty blank cartridge and burnt out the atomizer.

3. **The charger and power cord** used for charging the lithium batteries
– the battery screws into the charger.
4. **A box of 5 cartridges** in Tobacco #1 Flavour in High Strength.
We generally facilitate the inclusion of an alternative at the request of the customer.
5. **An instruction manual.**

The cartridges for the mini contain approximately 0.2ml of fluid and provide 100-150 puffs which is equivalent to 10 – 15 “Cigarettes”. They are sold in a pack of 5.

The batteries give you approx 150 to 200 puffs and take 1 hour to charge. You will typically use 2 charged batteries per day with the mini model. Twisp mini batteries utilize low resistance technology and deliver full voltage at 3.7 Volts until the battery is depleted. There is no decreasing vapour production as the battery is depleted as with other brands.



To Assemble:

1. Take the Blank Cartridge with atomizer attached out of its plastic wrapper and screw into white battery.
2. Hold the end of the white part of the battery and with your other hand twist the end of the cartridge gently (as if you were tightening the atomizer further into the battery) and pull. The blank cartridge should slip off and leave the atomizer attached to the battery.
3. You can now slip a fresh cartridge onto the atomizer.
4. To get the best use from the lithium Polymer batteries please ensure you charge them properly before use as instructed in the manual.



Mini atomiser



Mini blank cartridge attached to atomiser



Mini cartridges

The Twisp Classic

The Classic comes in three colours Black, White and Titanium. The Classic was voted as the best electronic cigarette in the world and is a superb smoking machine. It does not look like a traditional cigarette and does not glow like the mini.

It is approx 15 cm in length and looks more like a pen. It is one colour throughout with a tapered off mouthpiece. The Batteries last for approx approx 400 puffs and the high capacity cartridges contain approximately 0.45ml and last for approx 30 - 40 “cigarettes” or 300-400 Puffs . The Classic is a high quality robust personal vaporizer.

In your Classic starter pack you will find the following:

1. **2 x lithium rechargeable batteries.**
 - either titanium or black in colour (depending on the colour ordered)
 - the batteries are around 5 cm in length
2. **A manual and automatic switch (approx 2cm)** - you can use either one with your classic. The manual has a small button on it, which when pressed prior to drawing on the electronic cigarette pre-activates the battery which heats the atomizer giving immediate vapour on draw. The automatic switch works with an air-flow sensor (vacuum switch) that activates the coil when a puff is taken. The thread of the switch screws into the battery.
3. **The Atomizer** with a blank black mouth piece.
4. **The charger** for the lithium batteries.
5. **A Box of 5 high capacity cartridges.**
6. **An extended power kit** that includes a USB adapter which connects to your computer on the one end and on the other connects to your Classic by screwing into the switch (in lieu of the standard battery). The charger allows you to get a constant power supply from your PC to your Classic. There is a blue rechargeable AAA 360mah 3.7 volt battery that needs to be placed in the black Twisp box connected to the usb cable for it to conduct the power from the pc to the vaporizer.
7. **Twisp Classic travel case** in Black or Silver depending the colour of the Classic.

The batteries last for approx 5 hours between charges.

To Assemble:

1. Screw the battery into the switch (We recommend starting with the automatic switch).
2. Screw the atomizer into the other side of the switch. You now have what looks like a pen.
3. Pull the black mouth piece off and take out a fresh cartridge from the box of 5.
4. Pull off the white protector cap and plastic seal from the cartridge and place it into the atomizer.
5. You are now ready to use your Classic provided that you battery has been correctly charged.





The Classic starter kit



The white classic



Classic cartridges



The Twisp Dura-C

The Dura-C is a favourite amongst Twisp customers for its massive realistic vapour producing features.

The Dura is all black and with no LED so as not to draw attention as well as saving precious battery life.

The secret behind its effectiveness is Janty's exclusive manual switch, which preheats the atomiser before you take a puff. This creates more high quality vapour than any device on the market. The manual switch also makes it perfect for drip smoking using Twisp refill liquid, as it is possible for automatic switches to get clogged from overfilling.

The Dura with its high capacity 230 MaH batteries delivers over 200 puffs per charge, and 200-250 puffs per cartridge.

The coil filaments of all our atomisers are sourced in Sweden and are unmatched in smooth and abundant vapour production, setting Janty and Twisp products apart.

In your Dura starter pack you will find the following:

1. 2 x Dura Atomisers (1 purchased, 1 free, no warrantee)
2. 2 x Lithium rechargeable 230MaH manual switch batteries
3. 1 x AC Charger
4. 5 x High Strength Tobacco Flavour Cartridges
5. Instruction manual



Black Dura-C & White Dura

The Twisp Dura

The Dura is the big brother of the mini and an automatic version of our legendary Dura-C.

Complete with glowing tip is closely resembles the real thing and delivers a super realistic draw with its built in automatic switch.

The Dura with its high capacity 230 MaH batteries delivers over 200 puffs per charge, and 200-250 puffs per cartridge.

The Dura delivers an unrivalled quantity of vapour due to the combination of its 5th generation oversized atomiser and our exclusive low resistance batteries.

The coil filaments of all our atomisers are sourced in Sweden and are unmatched in smooth and abundant vapour production, setting Janty and Twisp products apart.

In your Dura starter pack you will find the following:

1. 2 x Dura Atomisers (1 purchased, 1 free, no warrantee)
2. 2 x Lithium rechargeable 230MaH automatic batteries
3. 1 x AC Charger
4. 5 x High Strength Tobacco Flavour Cartridges
5. Instruction manual



Black Dura-C & White Dura



The Twisp Stick

The Twisp Stick is Janty Europe's latest invention, which departs from the traditional "cigarette" form factor, allowing for huge 360MaH battery capacity, delivering in excess of 400 puffs per charge in an easy to hold format.

Using the same Classic atomiser it delivers the same great smooth vapour in huge quantities thanks to its built in manual switch.

It charges with a simple included USB cable, which also acts as a pass-through so you can use it whilst charging.

The stick represents the very latest developments in the field of personal vaporisers.

In your Stick starter pack you will find the following:

1. 1 x Stick v2 Chassis with 2 multicolours LED
2. 1 x Classic Atomiser
3. 2 x Lithium rechargeable 360MaH automatic batteries
4. 1 x Leather Carry holster
5. 1 x USB Pass-through + Charger
6. 5 x High Strength Tobacco Flavour Cartridges
7. Instruction manual



The Stick starter kit

The Liquids

- All Twisp Liquids conforms to the highest industry standard and have been tested for impurities by the University of Naples, SGS and the TUV testing labs in Germany.
- The refillable liquid solution contain Propylene Glycol, flavour and nicotine.
- Propylene Glycol, is a common food grade additive, generally regarded as safe by the FDA (GRAS) and is used to suspend flavour and create the simulated smoke. It is also found in toothpaste, mouthwash and as a humectant in tobacco products (keeps tobacco moist).
- 20ml bottle of Nicotine Solution which gives you in excess of 3 cartons of “cigarettes”
- The liquid is used to refill your existing cartridges that are no longer producing vapour or can be used for “drip smoking” by dropping 2 drops directly on the atomizer to give a rich flavour.
- Twisp carry a range of flavours and nicotine strengths in the liquids including, Tobacco # 1 which is our best selling flavour and is similar to a Hubbly Bubbly, Toasted, Turkish, Virginia (a mild Tobacco Flavour), Cherry, Vanilla, Coffee, Strawberry, and Polar Mint (menthol)



The Cartridges

Twisp carries the Tobacco # 1 and Polar Mint in the Cartridges for all its models and in nicotine strengths of High, Medium, Low and Zero.

Each box contains 5 cartridges.



The Twisp PPC

No need to carry chargers and cables around when you travel! This portable charger casing will charge up any DURA or Mini Fogger batteries autonomous before you need to recharge the internal portable battery!

The internal structure comprises of a rechargeable lithium-ion battery 1080mBH and a standard USB charger interface for which you can buy a standard “usb to computer” cable in your local shop. The casing is conceived to carry and charge 1 Dura or Mini Fogger battery, 1 Dura atomizer and 2 Dura cartridges.

3 LED lights are built into the casing, from top to bottom named A-B-C.

C: red green bi-colour indicating LED light.

A and B: red colour indicating LED light.

Function:

1. When the casing is charged with an external power adaptor (output requires USB interface) or USB interface via the computer and the input is 5.0v, light C will show the corresponding state.
2. When the 1080mBH battery is charging, light C turns red. When the 1080mBH battery is fully charged, light C turns from red into green and the charging process is complete. Now you're Dura or Mini Fogger battery can be charged. When you disconnect the external power adapter or the computer, light C will dim.

Note: Charging the casing 1080mBH battery takes about 4 hours.

A fully charged portable charger casing can fully recharge 4 Dura or Mini Fogger batteries.



Twisp PPC

Twisp Accessories

Car Charger for Mini and Dura

To be used as an adapter to charge the Mini and Dura batteries with your cars lighter socket. It utilizes the existing AC charger to charge the batteries.



USB Battery Charger for Dura

To be Used to charge the Dura batteries via your computers USB port. Convenient as a second charger to be kept at work.



USB Pass Through for the Dura and Mini

With this USB-E cable you will be able to operate your Dura or Mini when connected to the USB port of your computer or any other adaptable power outlet!



USB Car Adaptor

The adaptor connects from your car cigarette lighter to the USB-E cable of your Twisp CLASSIC - Twisp DURA or Twisp Mini.



Travel Cases

The size of a credit card to pocket your Mini, Dura or Classic safely from place to place.



Common Questions

How long do the cartridges and Liquids last?

- For the "Mini" cartridges last between 100 to 150 puffs,
- the Classic carts last between 300 - 400 puffs and
- the Dura C approx 200 puffs.
- Liquids are 20ml and each bottle will give you in excess of 6000 puffs
- the the Twisp Stick uses the same cartridge as the Classic

Can I choose what cartridges come with my device?

Yes you can, the Starter Packs generally come with High Tobacco however you are able to request a varying strength and either the Tobacco # 1 or Polar Mint you prefer.

We are not able to however give you a variety in one box.

How much will I save?

The average 20 a day smoker will spend roughly R8000 per year on cigarettes (not including accessories, chewing gum and dry cleaning) that converts to just under R700 per month! The Twisp should have paid for itself after 6-8 weeks. Thereafter it works out to be approx 60% cheaper than traditional cigarettes Not to mention all the other benefits of not smoking.

How do I use the electronic cigarette liquids?

For the Mini:

The best method is to push a pin or (or a straightened out paper clip) through the little hole at the back of the cartridge. This will pop the inner cartridge out and you will then be able to fill that inner reservoir with 3 to 4 drops and pop it back into the main cartridge.

For the Dura and Dura C:

Pull the cartridge off the atomizer and drop 3 to 4 drops onto the wicking material let it saturate into the material and add a couple more drops. Replace the cartridge onto the atomizer and you are ready to "Twisp" for approx 20 "ciggies"

For the Classic and the Twips Stick:

Pull the cartridge off the atomizer and drop 3 to 4 drops onto the wicking material let it saturate into the material and add a couple more drops. Replace the cartridge onto the atomizer and you are ready to "Twisp" for approx 30 "ciggies"

Drip Smoking with the liquids

Twisp liquids can be used by dripping directly on the atomiser (drip smoking) This creates a superior amount of flavour and vapour not attainable with the cartridges alone. This is done by dripping some of the Twisp liquid onto the stainless steel mesh coil above the atomiser. 2-3 drops should be enough, redo once vapor diminishes.

Is there a guarantee on the device?

Yes, Twisp is guaranteed for 3 months against defective parts and workmanship.

Excepting the atomizer on the Dura and Dura C as Twisp adds a free atomizer in every starter pack.



Are there any special instructions for the batteries?

Similar to a cell phone, Twisp batteries require a deep cycle charge before first use 8 hours or overnight. After which 1-3 hours will completely charge the battery

Mini and Dura Batteries:

Initial charge of 8 hours thereafter it will take approx 30 minutes to recharge. The minis batteries will give you approx 100 puffs per charge before having to recharge. The Dura's will give approx 200 puffs.

Classic Batteries

Initial charge of 12 hours thereafter it will take approx an hour to recharge. The Classic batteries will give you approx 5 - 6 hours of "smoking" before having to recharge.

Sometimes I get a little of the liquid in my mouth, how do I avoid that?

A couple of reasons:

With the mini occasionally the factory when testing the atomizer saturates the atomizer with liquid which with a new cartridge causes a bit of liquid to penetrate your mouth during the first couple of draws. This is perfectly harmless however to avoid any further liquid in the mouth replace the blank cartridge over the atomizer and unscrew the cartridge and atomizer off the battery and over a sink blow back through the back of the cartridge until the excess liquid no longer drips out of the atomizer. Screw back into battery and replace with a charged cartridge.

During transport some liquid may have moved into the inhalation chamber within the cartridge. After installing a fresh cartridge, turn the cigarette upside down (filter up) and shake for 10 seconds. Then take small puffs until you are confident that the liquid has passed back into the atomization chamber. If you are using the liquids to refill your cartridges, do not overfill, use 3-4 drops for the mini carts, or 10-12 drops from the classic.

Can anyone use Twisp?

Twisp is only intended for smokers with a pre-existing nicotine addiction. It is also not recommended for pregnant or lactating women, or those sensitive to nicotine or propylene glycol. It is not for sale to children under the age of 18.

Approx 10% of our asthmatic customers report having a slight to mild attack. If this is the case please discontinue use.

Are there any side effects?

Propylene glycol is hygroscopic (attracts water), some people report dryness of the throat for the first few days.

Does the vapour smell or stain like tobacco smoke?

No. For the first few seconds of exhalation there may be a slight scent from the flavouring in the vapour, but it disappears almost instantly. The exhaled water vapour will not stain teeth or fabric.

Do I have to purchase the Twisp liquids to refill my cartridges?

No, The starter packs ship with 5 free cartridges, you can continue to use replacement cartridges or you may opt to use the liquids to refill them or blanks purchased from Twisp (saves money).

Some people use the liquid also to drip directly on the atomiser to create a superior amount of vapor. This is called "Drip smoking". Please only use Twisp brand liquids for this purpose as damage from using non-Twisp refills will void your warranty.

Can I use the Twisp on an Aeroplane?



There are no laws governing the use of vaporisers on airplanes, therefore they are permitted. We would suggest showing the stewardesses etc. the device before using it to avoid being misunderstood, as many have not seen one before.

Courier is R100 and is door to door which in most cases is overnight for major metropolitan area on working days. (Friday orders will be delivered on Mondays and public holiday the next working day).

Is it safe, what tests have been done?

The Twisp liquid and cartridges contain a safe nicotine solution which is made in a controlled environment and tested by Janty.

New Zealand health concluded a safety report on a competitor brand using the same or similar composition of liquid. Their findings were the electronic cigarette tested is designed to be a safe alternative to smoking. Their various test results confirm this is the case. It is very safe relative to cigarettes, and also safe in absolute terms on all measurements they have applied. Using micro-electronics it vaporizes, separately for each puff, very small quantities of nicotine dissolved in propylene glycol, two small well-known molecules with excellent safety profiles, – into a fine aerosol. Each puff contains one third to one half the nicotine in a tobacco cigarette's puff. The cartridge liquid is tobacco-free and no combustion occurs. In the worst case scenario is it shown to be only 1% as harmful as cigarette.

	Per Puff	Per 15 puffs or one cigarette	Per 300 puffs (20 cigarettes or 1 nicotine cartridge)
Manufactured tobacco cigarette	0.1 mg	1.5 mg	30 mg
16 mg cartridge (High Strength)	0.010 mg	0.15 mg	3 mg
0 mg cartridge	0.0 mg	0.0 mg	0 mg



Troubleshooting Scenarios:

I am having trouble fitting a cartridge to my new Twisp “mini”

The Twisp mini is made up of 3 parts:

1. Battery (white part)
2. Atomiser (silver part)
3. Cartridge (Yellow/orange part)

The mini is shipped with a blank cartridge already attached to the atomiser. This can and should be removed once the atomiser has been screwed into the battery and pulled off with a slight twist motion. Keep this blank cartridge in case you wish to use your Twisp mini with the available liquids. (called drip smoking)

Once you have removed the blank; open a fresh cartridge, remove the rubber stopper and place the open end over the back of the silver atomiser. Push down firmly to ensure the cartridge is fully engaged to the atomiser.

My Twisp Mini is not working?

You need to ascertain what part.

Common questions to start

- Have you changed the blank cartridge that is shipped with the Mini atomizer to a charged cartridge found in the box of 5 cartridges?
- Have you charged the battery for the required period as instructed in the manual
- Have you tried both batteries – is the same result being achieved.
- Is it producing any smoke
- If it is only producing a couple puffs and then nothing even if they put on a new cartridge get them, if they have the liquids, to try drop a couple of drops onto the atomizer and then try again as sometimes a new user over puffs the first couple of draws which dries out the atomizer. If they don't have the liquids get them to put a charged cartridge onto the atomizer and then through the back of the filter and the little hole blow back twice hard into the cartridge. This will blow back some of the liquid onto the atomizer. If this work instruct the new user to draw on the Twisp like they would a traditional cigarette and avoid potential over puffing.

My Classic is not working?

- Have they set it up properly as described above
- Have they charged the batteries as required
- Have they put on a new cartridge
- Have they tried both batteries
- Have they tried both switches

My Dura is not working?

- Have they set it up properly as described above
- Have they charged the batteries as required
- Have they put on a new cartridge
- Have they tried both batteries



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