EASY DOSE

Vaporiser Cartridge Troubleshooting Guide

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My Distillate is Discolored

Ask the patient: "Is the distillate in the cartridge completely discolored, or are their patches or strings of discolored material in the cartridge?"

Entire Cartridge Appears Discoloured

Most Likely Cause: Normal variation

Cannabis distillate can range in colour from pale yellow to dark amber. This is completely normal and may appear unusual to patients more familiar with lower-potency cannabis oils.
Discolouration is only a concern if the oil appears dark brown or black, which may indicate burning or heavy oxidation. In those cases, replace the cartridge.

Discoloured Patches or Strings Present

Most Likely Cause: Localised overheating

This occurs when oil near the heating coil has been scorched due to excessive voltage. It is harmless but may produce a slightly off flavour.
Recommendation: Advise the patient to switch to a lower voltage setting. EasyDose recommends 2.8–3.3 volts. Do not exceed 3.5 volts.

My Distillate is 'Too Thick'

Most Likely Cause: There's nothing wrong with it

EasyDose uses high-purity cannabis distillate, which is significantly thicker than diluted oil-based formulations. The product naturally has a texture similar to cold syrup or resin.

If no vapour is being produced, the issue is not the consistency – it is likely a hardware issue, such as a battery setting or coil failure. The distillate will vaporise correctly when adequately heated.

My Cartridge Is Clogged

Ask the Patient: When did this cartridge clog? Was it clogged upon arrival, or did it clog after being used?

MY CARTRIDGE WAS CLOGGED ON ARRIVAL

Assuming that the patient has stored the cartridge properly, is using the correct battery, and it using the battery correctly, it is still possible that the cartridge is either faulty due to a manufacturing defect or has been damaged in transit.

Manufacturer failure rates for the cartridges used for EasyDose are approximately 1 in 10000 cartridges, and EasyDose will replace cartridges showing manufacturer defects.

MY CARTRIDGE CLOGGED AFTER BEING USED SEVERAL TIMES:

There are two causes for clogged cartridges-improper usage or improper storage.

CLOGGED CARTRIDGE IMPROPER STORAGE:

Ask: "Has the cartridge been exposed to extreme temperatures or sudden temperature changes?"

Ideal storage temperature is 15–25°C. Avoid direct sunlight, extreme heat (>30°C), cold storage, or rapid pressure/temperature shifts (e.g., air travel). These conditions can thicken the distillate or cause pressure changes that lead to clogging.

My Cartridge Is Clogged, Continued

Second, Ask the patient: "When you use your vaporizer, how many inhalations you take before allowing the vaporizer to cool? How long do you let your vaporizer cool/rest before taking another inhalation?"

Preventing Cartridge Clogs: Proper Inhalation Technique

The most common cause of clogs in cannabis vapes is aggressive or repeated inhalation, often due to misunderstandings about how the device functions. Educating patients on proper inhalation technique can significantly reduce support issues and improve overall satisfaction.

Recommended Usage
To ensure optimal performance:
-Instruct patients to take a single inhalation lasting approximately 3 seconds.
-This should be a gentle but slightly deep breath.
-Recommend a 5 to 10 second pause between inhalations to allow the coil to reset and distillate to reabsorb.

Preventing Cartridge Clogs: Aggressive Inhalation

If a patient inhales too forcefully, deeply, or rapidly, they may notice that less vapor is produced. This is a key sign they are drawing faster than the coil can vaporize the distillate.
When this happens, unvaporized distillate can be pulled into the mouthpiece, where it cools and solidifies, forming a clog.
Continued aggressive use will exacerbate the issue, similar to flooding an engine.

Preventing Cartridge Clogs: Rapid Repeated Inhalations

Clogs can also result from multiple inhalations in quick succession, even if each draw is gentle.

Without sufficient pause between draws, the coil may not maintain optimal temperature, causing incomplete vaporization.

This too allows distillate to accumulate and block the airway.

My Cartridge Is Clogged, Continued

Common Patient Errors & How to Address Them

Patients often unintentionally misuse the hardware due to lack of clear guidance. Some frequent issues include:

Incorrect voltage settings – Using too low a voltage fails to fully vaporize the distillate. EasyDose recommends a voltage setting of 2.8-3.3 volts. Do not exceed 3.5 volts as this may scorch this distillate.

Premature inhalation – Drawing before the oil is heated enough, especially on button-activated devices.

Misunderstanding activation methods, what type of battery is the patient employing?

Button-activated: Requires holding a button to preheat the distillate.
Draw-activated: Automatically heats with a light inhalation—no button required.

Inhaling too Hard - When vapor isn't produced immediately, patients may respond by inhaling harder. This instinctive reaction is counterproductive—it increases the risk of pulling raw oil into the airway and causing a clog.

Summary for Support Staff

When assisting patients who report clogging:

-First, verify their inhalation technique and pause intervals.
-Confirm their device type and activation method.
-Walk them through a gentle, timed inhalation routine.
-Reinforce the need for a 5-10 second rest between draws, and ensure voltage settings are appropriate for distillate. (EasyDose recommends a voltage setting of 2.8-3.3 volts, do not exceed 3.5 volts as this can scorch the distillate).

By aligning patient technique with hardware functionality, most clogging issues can be prevented or resolved without replacing the cartridge.

My Cartridge is Leaking

Cartridges leak because of one of three reasons, improper use, improper storage or transport, or manufacturers defects. Here's how to figure out which one.

First ask the Patient: "Did it leak upon arrival or only after use?"

Leak on Arrival

Most Likely Cause: Transit damage or pressure-related failure

Cartridges may be compromised during shipping, particularly if exposed to extreme temperatures or rough handling. Rapid expansion and contraction of the oil can break internal seals.
Action: Log and replace the unit.

Leak After Use

Ask: "Where is the leak occurring?"

- Through the mouthpiece
- Through the battery port (bottom)
- At cartridge seams/seals

Mouthpiece Leakage: Usually caused by drawing too forcefully, especially after clogging. Oil is pulled through the coil instead of vaporising.

Battery Port Leakage: Usually caused by overheating. Overheated oil expands and escapes through the bottom, often damaging the battery.

Seam/Seal Leakage: Usually a manufacturing defect. Even with stringent QA, a small number of units may fail after handling or transport.
Action: Log and replace defective units. Document the failure point.

Appendix: Frequently Asked Questions

Q: Why is there brown oil leaking from the coil? Is it corrosion	A: No. EasyDose coils are stainless steel and corrosion-resistant. Brown oil is the result of heat exposure or oxidised oil, not a safety risk but may affect taste.
Q: What causes blockages?	A: Transport jostling can trap air bubbles. Heating the cartridge and taking one or two long, gentle pulls usually clears them. Crystallisation from overheating may also block the airway and can typically be resolved in the same fashion.
Q: Do cartridges require specific storage?	A: Yes. Store between 15–25°C. Avoid exposure to direct light and rapid pressure changes. Heat (>30°C) and cold (<10°C) can compromise performance.
Q: Why is oil leaking from the bottom of the cartridge?	A: Overheating can cause oil to expand and rupture the seal. Ensure devices are not left in hot environments.
Q: Is thick oil a problem?	A: No. EasyDose distillate is over 80% cannabinoids, and very thick at room temperature. This is expected and normal. Patients used to bottled diluted oils may find the viscosity surprising.
Q: What is the Proper Voltage Setting for a Vaporizer Cartridge?	A: EasyDose recommends a voltage setting of 2.8-3.3 volts, do not exceed 3.5 volts as this can scorch the distillate