Model: with 2.0

with2

User Guide

When using the device for the first time

Charging is required. Charge the device according to the procedure on the page 25 before using.

Ploom Exclusive Customer Service

Inquiries are accepted via the Ploom website 24 hours a day.

https://www.clubjt.jp/akg/



You can also make an inquiry by phone.

Reception hours: 10:00 AM-9:00 PM (excluding year-end and New Year's holidays)

Distributor

Japan Tobacco Inc.

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1.00

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The content of this document is subject to change without notice.

The latest version of the User Guide can be found on the Japan Tobacco website.



https://www.clubjt.jp/akh/

Introduction

Thank you for purchasing a with 2 Starter Kit ("Starter Kit"). Please read this document carefully to ensure safe use.

This is a heated tobacco product which vaporizes the liquid inside the cartridge that is inserted into the device and passes that vapor through the tobacco capsule to produce tobacco vapor* for the user to enjoy.

* "Tobacco vapor" is Japan Tobacco's term for vapor containing tobacco-leaf derivatives.

Disclaimer

Japan Tobacco Inc. and stores selling this Starter Kit shall bear no liability or responsibility for direct or consequential damages resulting from improper use of this kit.

- Do not use this Starter Kit, the exclusive cartridge and tobacco capsules other than for the intended purpose.
- Minors (under 20 years) are prohibited from purchasing or using this Starter Kit.
- When you use the product in a public place, observe the rules set by your local authority and facilities.
- If you transfer this Starter Kit to a third party, be sure to also hand over this kit together with the User Guide (this document) and warranty.
- About the warranty of products included with this Starter Kit, please read the warranty.
- The specifications and external appearance of the products included with this Starter Kit may be changed without prior notice.

Safety Information

Please carefully read the following precautions so that you may safely use the device included with this Starter Kit and related products. Be sure to observe the following precautions to use the device in a safe manner.

Meanings of warning indications

Levels of hazards and damages



If you do not follow the instructions indicated with this sign, you will face an imminent danger that will result in death or serious injury from fires, electric shocks, overheating, explosion, and other hazards.



If you do not follow the instructions indicated with this sign, you will face a possible danger that can result in death or serious injury from fires, electric shocks, and other hazards.



If you do not follow the instructions indicated with this sign, you may face a hazardous situation that can result in a minor or moderate injury from electric shocks or other accidents, or damage to property or items in the surrounding area.



Mandatory action







Do not put the device or accessories in a fire or subject them to heat.

Do not expose the device and other accessories to fire or attempt to heat them with matches, a lighter, or a burner. Doing so may cause overheating, a fire, or an explosion.



Do not use, charge, or store the device and other accessories in a place exposed to oily smoke, steam flow, humidity, sandstorms, or dust.

Doing so might cause a fire or give you an electric shock.



Do not use the device and other accessories near flammable substances.

Do not use the device or accessories near flammable substances (such as petroleum-based solvents, paint thinner, aerosol sprays, or hairstyling products). Doing so might cause a fire or explosion.



Do not use, charge, or store the device and other accessories in a place with high temperatures.

Do not use, charge, or store the device and other accessories near a fire, heat-generating device, or heater, or in a place exposed to direct sunlight and high temperatures (such as inside a car in summer). Doing so may cause overheating, a fire, or an explosion.



Do not touch the device and other accessories if lightning strikes while charging the device.

If you touch the connecting portion between the AC Adaptor and USB Type-C Cable or the device during a lightning strike, this might give you an electric shock.



In the event of a malfunction or abnormal operation, immediately stop using or charging the device.

Continuing to use or charge the device might cause an unexpected accident or injury.



Do not clean the device while the device is being charged or is unlocked.

Before you start cleaning the device, unplug the AC Adaptor from the electrical outlet and unlock the device (page 31). Failure to do so may cause a malfunction, electric shock, or unexpected accident.



Do not use, charge, or store the product near water sources.

Do not use the device near a kitchen sink, bathtub, or washbowl, or store it in a place with high humidity. Doing so might cause the device to fall into water or become exposed to excessive humidity, resulting in malfunction of the device, fire, or electric shock. If the device gets wet, stop using it immediately.



Do not touch the AC Adaptor, device, or USB Type-C Cable with wet hands.

If you plug or unplug the AC Adaptor or touch the device or USB Type-C Cable with wet hands, this might give you an electric shock.



Do not disassemble, modify, or repair the device and other accessories.

Doing so might cause an unexpected accident or injury.



Do not leave the product if you observe any fluid leakage from the cartridge.

Wipe the leaked fluid with a dry soft cloth (page 37). If it gets in your eyes, they may become irritated. Avoid rubbing your eyes, and rinse them with clean water immediately. If your symptoms do not improve, seek medical attention.



Do not leave the device and other accessories within the reach of infants and children.

Be sure to store the device and any accessories including tobacco capsules in a place out of reach of infants and children. Failure to do so might cause an infant or child to accidentally ingest them. If an infant or child accidentally ingests the device or any of the accessories, seek medical attention immediately.







Do not store or dispose of any with 2 items in an inappropriate manner.

To prevent infants and children from accidentally ingesting or swallowing any with 2 items, be sure to store them in a secure place and properly dispose of used cartridges and tobacco capsules. If infants or children accidentally ingest or swallow any with 2 items, seek medical attention immediately. When you dispose of them, be sure to follow the instructions of the local authority.



Do not cover or wrap the device while it is being used or charged. Doing so might cause a fire or burns.



Do not chew the cartridge or tobacco capsules.

Doing so might cause you to accidentally ingest or swallow the cartridge or tobacco capsules, or cause an unexpected injury.



Do not use non-exclusive products. Use only with 2 cartridges and tobacco capsules.

Insert only exclusive cartridges and tobacco capsules into the device. Failure to do so may cause an electric shock, malfunction, or unexpected accident.



Do not use the device if the device or tobacco vapor is extremely hot.

Doing so might cause an unexpected injury, burns, or malfunction.



Do not use the device in any manner other than that described in this User Guide.

Using non-recommended products might cause an unexpected injury or malfunction.



Periodically clean the AC Adaptor plug.

If dust or other contaminants accumulate in the plug of the AC Adaptor, this might cause a fire. After unplugging the AC Adaptor from the electrical outlet, periodically clean the plug with a dry cloth.



When you charge the device, make sure there are no problems with the terminal portions, connecting portions, or cable. If there is dust, foreign matter, or moisture on the USB Type-C Jack of the device or connecting portion of the AC Adaptor, or if the AC Adaptor or cable is damaged, this might cause an electric shock, short circuit, fire, or unexpected malfunction.



To charge the device, make sure that the connectors and plugs are firmly connected.

If the USB Type-C Cable or AC Adaptor is not firmly connected, this might cause a charging failure or result in a fire, electric shock, or malfunction.



Ensure that individuals who need support do not use this product alone without the attendance of a person who is responsible for safety. Also, ensure that children do not use this product. Otherwise, there is a risk of burns, electric shock, or injury.





Do not use any accessories other than the dedicated ones (listed below).

- Tobacco capsule
- Cartridge
- Mouthpiece

Using non-recommended products might cause an unexpected injury or malfunction.



Do not use detergents, solvents, chemicals, volatile substances, compressed air, etc. for maintenance.

Doing so might cause damage such as tarnishing or discoloration of the surface, coating peel-off, or an unexpected malfunction.



Do not inhale or breathe into the tobacco capsule with excessive force.

Doing so might cause an unexpected injury, burns, or malfunction.



Do not touch the AC Adaptor or the device for an extended period while the device is being charged.

Doing so might cause lowtemperature burns.



Do not subject the device or other accessories to a strong impact.

If the device or other accessories are dropped or hit against an object and subjected to an impact, this might damage them, leading to a malfunction or unexpected injury to the user.



Do not use the cartridge and tobacco capsules in an inappropriate manner.

The cartridge and tobacco capsules are exclusive products and designed to be used only once. You cannot reuse them. Do not perform the following actions.

- Refilling the fluid in the cartridge to reuse it.
- Filling the tobacco capsule with leaf tobacco to reuse it.



To charge the device, connect the parts in the correct order.

Failure to do so might cause an unexpected accident or malfunction. (For the correct order to connect the parts, see page 25.)



When you unplug the AC Adaptor from the electrical outlet, hold the adaptor firmly.

If you unplug the AC Adaptor by holding the USB Type-C Cable, this might cause cable line breakage or an unexpected malfunction of the AC Adaptor. Be sure to hold the AC Adaptor when you unplug it from the electrical outlet.



Make sure to use the supplied AC adaptor and USB Type-C cable or equivalent ones.

Using an AC adaptor and USB Type-C cable other than the supplied or equivalent ones for charging may cause problems such as inability to charge or lead to longer charging times and may also lead to unexpected injuries or malfunctions. For information on AC adaptor and USB Type-C cable standards, see "Main Specifications" (pages 45 and 46).



When you unplug the USB Type-C Cable, hold the connector firmly.

When you unplug the USB Type-C Cable, be sure to hold the connector firmly. If you unplug it by holding the device or cable portion, this might cause a malfunction such as line breakage of the cable.



Make sure not to block the Intake Port during use.

Hold the device gently to avoid blocking the Intake Port (page 23). If you use the device with the Intake Port blocked, this will prevent airflow and may cause electric current to flow accidentally due to an internal sensor malfunction, resulting in an unexpected injury or malfunction.

Precautions on the lithium-ion battery

The device has a built-in lithium-ion battery. To avoid battery fluid leakage or explosion and serious injury caused by overheating or a fire hazard, be sure to observe the following precautions so that you use the device in a safe and secure manner.





If the battery fluid leaks, do not touch the device with bare hands.

- Fluid might get in your eyes and cause loss of vision. Do not rub your eyes. Instead, wash your eyes immediately with running water, and then promptly seek medical attention.
- If the fluid adheres to your clothes or skin, this might cause burns or inflammation. If you experience symptoms such as burns or inflammation after rinsing with water, seek medical attention.







If you notice any battery fluid leakage or an abnormal smell, stop using the device and immediately move it away from any fire sources.

If you continue to use the device near a fire source, this might result in ignition of the leaked battery fluid, causing a risk of explosion or fire.



Do not charge, use, leave, or store the product at extremely high temperatures or low temperatures.

Doing so might accelerate degradation of the built-in battery. Also, do not store the product in high-temperature and high-humidity environments.



Do not burn the device or other accessories.

It is highly dangerous to burn the device or other accessories since they are made of materials such as metal, silicon, and plastic.

Precautions on disposal of products no longer used



The device has a built-in lithium-ion battery. The device, AC Adaptor, and USB Type-C Cable are made of materials such as metal and plastic. When you dispose of them, be sure to follow the instructions of the local authority.

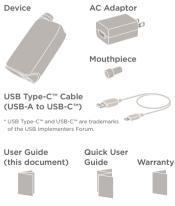
In addition, used heated tobacco devices are also recovered for recycling at your nearest tobacco shop, etc. Look for participating tobacco shops displaying the recycling mark sticker throughout the country. Refer to the following website for details.



https://www.clubjt.jp/akj/

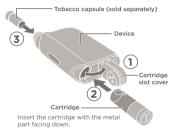
Confirming the Contents of the Kit

Before use, please ensure that the contents of your kit match those listed below. If anything is missing, please contact "Ploom Exclusive Customer Service" (back cover).



Assembly

Prepare a separately sold cartridge and tobacco capsule, and insert them into the device in the order shown below.



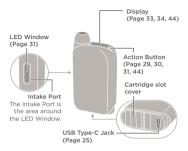
Note on separately sold cartridges and tobacco capsules

Exclusive and separately sold TECH+/with 2 cartridges and tobacco capsules are required. Please use only exclusive products.

About the supplied mouthpiece

You can enjoy a different mouthfeel when the supplied mouthpiece is attached to the tobacco capsule. Try using it according to your personal preference.

Parts of the Device



About the vibrating function

Vibrations alert you when charging and using, etc. the device.

Opening and closing the cartridge slot cover

Open and close the cartridge slot cover as shown below. If the device is placed in your pocket or bag, etc. when the cartridge slot cover is not firmly closed, there is a risk that it may soil the interior due to fluid leakage.

Opening





Pull the cartridge slot cover toward you and release your finger.

Closing



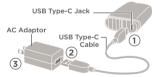
Press the end section. Press the end section of the cartridge slot cover and firmly press down on the cover. Gently touch the cover after closing it to check that it does not pop out again.

Charging

Charging is necessary when you use the product for the first time after purchase.

Fully charging the battery from a completely depleted state takes about 60 minutes^{*} (when using the dedicated AC Adaptor and USB Type-C Cable).

- * This time may increase or decrease depending on the deterioration of the battery, ambient temperature, etc.
- Connect the parts in the order shown by the numbers in the figure.
- You cannot use the product while it is charging.



Start of Charging

The device vibrates once to alert you that charging has started.





The charging icon appears for about 6 seconds.

During Charging

The LED flashes slowly as charging progresses. If you press the Action Button during charging, the charging icon will appear on the Display*. Press the Action Button once again to check the remaining tobacco capsule level (indicated on the Display for about 6 seconds).

* If the charging icon does not appear, refer to "The charging icon does not appear on the Display when you start charging the device. / The LED does not flash. / The device does not vibrate when you connect the USB cable." (page 39).

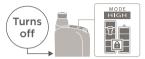




To check the remaining tobacco capsule level, press the Action Button once.

Charging Complete

Once the LED turns off, charging is complete. Check if the device is fully charged by pressing the Action Button once. See page 44 regarding what the Display shows.



Use

You can use 5 tobacco capsules (1 cartridge) on a full charge¹. One tobacco capsule provides enough flavor and aroma for about 30 puffs⁻² (when HIGH mode³ is selected) or about 50 puffs (when NORMAL mode³ is selected).

- *1 The number of puffs may increase or decrease depending on the deterioration of the battery, ambient temperature, etc.
- *2 One act of inhalation is counted as one puff. The maximum number of puffs may vary depending on how deeply you inhale and the usage environment.
- ^{* 3} You can select between two heating modes. Select HIGH mode to increase the crispness.

Tobacco capsule

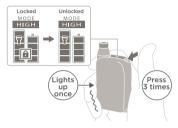
Each cartridge contains enough liquid for 5 tobacco capsules.



 Assemble the parts securely so that none of them come off. Firmly insert the tobacco capsule all the way to the bottom (page 22).

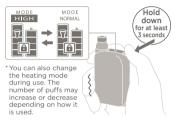
1 Sequentially press the Action Button 3 times within 2 seconds

The device will vibrate once and unlock. The unlocked icon will appear on the Display for about 6 seconds.



2 Choose the heating mode

Hold down the Action Button until the device vibrates. As you hold down the button, the device switches between HIGH mode and NORMAL mode².



About HIGH mode

HIGH mode additionally heats up the tobacco vapor with a heating mechanism equipped inside the device inhalation section to increase the crispness.

3 Inhale the tobacco vapor

You can now enjoy the tobacco vapor. You can take a break and resume using the product later*.

* If you wait too long, the flavor may be impacted.



The Intake Port is the area around the LED Window.

LED Window

When you are finished, sequentially press the Action Button 3 times within 2 seconds.

The device will vibrate once and lock*. The locked icon will appear on the Display for about 6 seconds.

* If there is no operation for 4 minutes, the device will lock automatically (automatic locking function).

- Hold the device gently to avoid covering the entire Intake Port. If you cover the entire Intake Port, the airflow will become blocked. In this case, the internal sensor may malfunction and cause unintended conduction of electricity, injury, or damage.
- You may hear a crackling sound during use. This sound is produced when liquid is vaporized inside the cartridge, and does not indicate any issue with the safety of the product.
- · You cannot use the product while it is charging.

Checking the Remaining Battery/ Tobacco Capsule Level

You can check the remaining battery level and remaining tobacco capsule level' on the Display of the device.

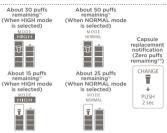
*The remaining tobacco capsule level is an estimate of the number of puffs remaining until replacement of the tobacco capsule is necessary. One tobacco capsule can be used for about 30 puffs (when HIGH mode is selected) or about 50 puffs (when NORMAL mode is selected).

1 Press the Action Button once.

The Display and LED will light up for about 6 seconds and indicate the remaining level.



Remaining tobacco capsule level indications



- * 1 Remaining tobacco capsule level indications vary depending on use.
- * ² Please replace the tobacco capsule (page 35).

Remaining battery level indications





Depleted*





About 50%







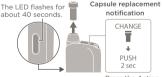
* The battery icon flashes. Please charge the device (page 25).

Replacing the Disposable Parts

Replacing the Tobacco Capsule

When the capsule replacement notification is displayed, replace the capsule and press the Action Button for 2 seconds or more to cancel the capsule replacement notification.

- A countdown starts if the Action Button is held down while the capsule replacement notification is displayed.
- If you do not turn off the capsule replacement notification, no tobacco vapor will come out.
- If the flashing stops before the capsule is replaced, press the Action Button once to restart the flashing.



Press the Action Button for the countdown.

Replacing the Cartridge

Tobacco capsules and cartridges are disposable. Replace them properly according to the instructions in this guide. If you do not replace the tobacco capsules and liquid correctly, you may end up with extras.

Each cartridge contains enough liquid for 5 tobacco capsules. After you have used 5 tobacco capsules, please replace the cartridge with a new one.



and cartridges

Dispose of used tobacco capsules and cartridges in accordance with the instructions of local authorities. Maintain proper disposal to keep used capsules and cartridges out of sight of infants and children.

Cleaning

Make sure that the device is locked before you perform cleaning.

Cleaning the Device

The device may get dirty. Wipe off any dirt with a soft, dry cloth.

Cleaning the Mouthpiece



Clean regularly with water. Before use, wipe the mouthpiece with a soft, dry cloth and carefully dry it before attaching it to the device.

Cleaning Up Leaked Liquid

The liquid inside the cartridge may leak and get onto the other parts. For this reason, be sure to perform cleaning regularly.

Device



Wipe off any liquid on the inside of the device using a soft material such as a cotton swab.



Wipe off any spilled liquid on the surface of the cartridge with a soft, dry cloth.

Note on leakage of liquid from the cartridge

- Liquid may leak from the cartridge due to sudden changes in temperature (such as when you bring the cartridge from a below-freezing outdoor environment to a warm indoor environment in winter), or changes in pressure (such as when you bring the cartridge on an airplane). If ilquid leaks out, perform cleaning, in addition, if you will be bringing the cartridge on an airplane or leaving it unused for a long period of time, take preventive measures to keep the liquid from getting onto the other parts by removing the cartridge from the device in advance and sealing it up separately.
- Immediately wipe up any liquid that leaks from the cartridge. If it gets in your eyes, they may become irritated. Avoid rubbing your eyes, and rinse them with clean water immediately. If your symptoms do not improve, seek medical attention.

Troubleshooting

If the product is not working properly or acting strangely, check the following items.

Resetting the device

If the device is not working properly, try resetting it. This may resolve the issue. Start charging the device while pressing the Action Button. The device will vibrate once and then reset.

After resetting is finished, all settings will return to their default states.

During Charging

The charging icon does not appear on the Display when you start charging the device. / The LED does not flash. / The device does not vibrate when you connect the USB cable.

- Make sure that the USB Type-C Cable, device, and AC Adaptor are securely connected to each other. Use the supplied AC adaptor and USB Type-C cable or equivalent ones. For information on AC adaptor and USB Type-C cable standards, see "Main Specifications" (pages 45 and 46).
- Make sure that the AC Adaptor is firmly inserted into the electrical outlet.

- Check for dirt on the USB Type-C Jack of the device, the connectors of the USB Type-C cable, or the USB Jack of the AC Adaptor. If they are dirty, wipe them off with a soft, dry cloth. Then, reconnect them and try charging again.
- If they are not dirty, there may be an issue with the device, AC Adaptor, or USB Type-C Cable.
 Please contact the "Ploom Exclusive Customer Service" (back cover).
- If the temperature of the device goes out of the recommended range due to the external temperature or other reasons, the temperature warning icon appears (page 44), and charging may not start. Wait for the device to return to a normal temperature. See "Main Specifications" (page 45) regarding the operational temperature range.

You have been charging the battery for a long time, but charging is not yet completed.

- Use the supplied AC adaptor and USB Type-C cable or equivalent ones for charging. For information on AC adaptor and USB Type-C cable standards, see "Main Specifications" (pages 45 and 46).
- Using an AC adaptor and USB Type-C cable other than the supplied or equivalent ones for charging may cause inability to charge or lead to longer charging times.

During Use

The battery becomes depleted immediately, even after it is charged correctly.

If the battery life has become significantly shortened, the battery may have deteriorated to the point that it is nearing the end of its lifespan. The battery may become depleted immediately if the device is too cold due to the external temperature, etc. Wait for the device to return to a normal temperature before charging.

No tobacco vapor comes out.

- Be careful not to block the Intake Port with your hand.
- The cartridge may be out of liquid. Please replace the cartridge with a new one (page 36). If replacing the cartridge does not resolve the issue, please contact "Ploom Exclusive Customer Service" (back cover).
- The device may be locked. Please unlock the device (page 29).
- The capsule replacement notification may have appeared. Please turn off the capsule replacement notification (page 35).
- The battery voltage may have decreased. Please charge the device (page 25).

During Use

Cartridge slot cover does not close.

- The cartridge may not have been inserted properly. Try reinserting it.
- If the device is placed in your pocket or bag, etc. when the cartridge slot cover is not firmly closed, there is a risk that it may soil the interior due to fluid leakage. After closing the cover, make sure that it is tightly closed once again.



After you left the device unused for a long period of time, it does not respond when you press the button.

When you leave the device unused for long periods of time, the battery voltage decreases. Charge the device before using it again.

Other

The device is too hot to hold.

The device may be malfunctioning. Discontinue use of the product and contact "Ploom Exclusive Customer Service" (back cover). The device may become warm after continuous use due to extended heat generation. However, this is not a malfunction.

If the symptoms do not improve or are not listed.

Please contact "Ploom Exclusive Customer Service" (back cover).

Display Indications

If you press the Action Button once, the Display will indicate the status of the device for about 6 seconds.

Indication	Description	
	Display the currently selected heating mode (HIGH/NORMAL).	
	Display the remaining tobacco capsule level.	
CHANGE + PUSH 2 MC	Tobacco capsule depleted. Please replace the tobacco capsule (page 35).	
	Display the remaining battery level.	
	The battery level is depleted or extremely low. Please charge the device (page 25).	
	Display the Locked (left)/Unlocked (right) status of the device.	
*	A charging error occurs when the USB Type-C Cable is connected to the device. Make sure that you are using the supplied USB Type-C Cable and that it is connected correctly (page25).	
-	A temperature abnormality occurs. Wait for the device to return to a normal temperature.	
\triangle	The device may be malfunctioning. Please contact "Ploom Exclusive Customer Service" (back cover).	

Main Specifications

Device

Weight

Battery Type Battery Capacity Charging Time Input Terminal Dimensions

Built-in lithium-ion battery 610 mAh Approx, 60 minutes USB Type-C Jack Approx. 42 mm × 74 mm × 19 mm (W / H / D)Approx, 43 a **Operational Temperature Range** 5 °C - 35 °C (during charging); -5 °C - 40 °C (during use)

AC Adaptor

Model Name Rated Input

Rated Output Dimensions

Weight Miscellaneous WA-SJPT12-JA AC 100 V - 240 V. 50/60 Hz. 02A DC 5 V. 1.5 A Approx, 32 mm × 60 mm × 23 mm (W / H / D) Approx, 32 g Compliant with USB standards

USB Type-C Cable

Dimensions Weight Rated Voltage Rated Current Miscellaneous Approx. 60 cm Approx. 18 g AC 30 V 30 A Compliant with USB standards

For information on other products, refer to the following website.



https://www.clubjt.jp/akf/