



## Starter Kit

User's Guide  
Warranty

### **When using the device for the first time**


Charging is required. Charge the device according to the procedure on Page 18 before using.



0208001452

### Ploom Exclusive Customer Service

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

 0120-108-513

You can also make an inquiry via the  
Ploom website.

<https://www.ploom.jp/support/>



### Distributor

**Japan Tobacco Inc.**

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Tokyo 105-6927

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The content of this document may change without notice. The latest version of the User's Guide can be found on the Japan Tobacco website.



<https://www.ploom.jp/userguide/s/>

# Introduction

Thank you for purchasing a Ploom S Starter Kit (“Starter Kit”). Please read this document carefully to ensure safe use.

Ploom S is a device that allows you to enjoy tobacco vapor\*<sup>1</sup> produced by heating Ploom S tobacco sticks using the built-in heater.

\*<sup>1</sup> “Tobacco vapor” is Japan Tobacco’s term for vapor containing tobacco-leaf derivatives.

Tobacco vapor\*<sup>1</sup> is produced by heating tobacco sticks using the built-in heater.



\*During use, the temperature inside the tobacco stick reaches about 200 °C.

# 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 or Ploom S tobacco sticks for other than the intended purpose.
- Minors (under 20 years) are prohibited from purchasing or using this Starter Kit.
- When you use the device in a public place, observe the rules set by your local authority and facilities and show good manners.
- If you transfer this Starter Kit to a third party, be sure also to hand over this kit together with the User's Guide (this document).
- The specifications and external appearance of the products included with this Starter Kit may be changed without prior notice.

The User's Guide (this document) contains a printout of the warranty (Page 38).

After you read this guide, keep it in a handy place so that you can find it for future reference.

# Safety Information

Please read the following precautions carefully so that you can use the products such as the device included with this Starter Kit and other accessories in a safe and secure 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.

### Specific caution signs



Explosion



Fire



Electric shock

### Prohibited action sign



Prohibited action

### Mandatory action sign



Mandatory action



Fire



Electric shock



Explosion



Prohibited  
action

**Do not put the device and other accessories in a fire or subject it to heat.**

Do not put the device and other accessories in a fire or attempt to heat them with matches, lighter or burner. Doing so might cause overheating, fire hazard or explosion.



Prohibited  
action

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

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



Prohibited  
action

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

Do not use the device and other accessories near flammable substances (such as benzene, thinner, spray, hairstyling products). Doing so might cause a fire or explosion.



Prohibited  
action

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

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



Prohibited  
action

**Do not touch the device and other accessories while the device is being charged during a thunderstorm.**

If you touch the connected portion between the AC Adaptor and Micro USB Cable or the device during a thunderstorm, this might give you an electric shock.



Prohibited  
action

**Do not charge the device if the AC Adaptor or Micro USB Cable is damaged.**

Do not charge the device under the following conditions. Doing so might cause electric shocks, short circuit or fire hazard.

- The Micro USB Cable is damaged.
- The AC Adaptor plug is deformed.
- The Micro USB Cable connector is not fully inserted into the jack.



Mandatory  
action

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

If you continue to use or charge the device under such conditions, this might cause an unexpected accident or injury.



Prohibited  
action

**Do not clean the device while it is being charged or the heater is operating.**

Doing so might cause a malfunction, electric shocks, or an unexpected accident.



Prohibited  
action

**Do not use, charge, or store the device 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 exposed to excessive humidity, which might result in malfunction of the device, fire or electric shock. If the device gets wet, stop using it immediately.





Prohibited  
action

**Do not touch the AC Adaptor, device, or Micro USB Cable with wet hands.**

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



Prohibited  
action

**Do not disassemble, modify or repair the device.**

Doing so might cause an unexpected accident or injury. If you observe any trouble of the device, contact "Ploom Exclusive Customer Service" (back cover).



Fire



Electric shock



Prohibited  
action

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

If an infant or child has access to the device and other accessories, this might cause an unexpected injury.



Prohibited  
action

**Do not store or dispose of tobacco sticks in an inappropriate manner.**

Be sure to store unused tobacco sticks in a place out of reach of infants and children and dispose of the used sticks out of sight in an appropriate manner. Failing to do so might cause an infant and child to accidentally ingest a tobacco stick. If infants or children accidentally ingest a tobacco stick, immediately seek medical attention. When you dispose of the device or other accessories, be sure to follow the regulations of each local authority.



Prohibited  
action

**Do not cover or wrap the device while it is being used or charged.**

Doing so might cause a fire or burns.



Prohibited  
action

**Do not touch the Tobacco Stick Holder during use or immediately after using.**

Doing so might cause burns.



Prohibited  
action

**Do not touch the heated portion of the tobacco stick immediately after using.**

Doing so might cause burns.



Prohibited  
action

**Do not remove the tobacco stick while the heater is operating.**

When the Status Indicator LEDs are lit, the heater is operating. If you remove the tobacco stick while the heater is operating, this might cause a fire. Therefore, be sure to check that none of the Status Indicator LEDs are lit. If the LEDs are lit, stop the operation of the heater (Page 29).



Prohibited  
action

**Do not insert other products. Insert only Ploom S tobacco sticks.**

Only use Ploom S tobacco sticks in the Tobacco Stick Holder of the device. If you use other products, they might cause an electric shock, malfunction or unexpected accident.



Prohibited  
action

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

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



Prohibited  
action

**Do not use the device in an inappropriate manner other than the method described in this User's Guide.**

Doing so might cause an unexpected injury or malfunction.



Mandatory  
action

**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.



Mandatory  
action

**Ensure that individuals who need support do not use this product alone without the monitoring or direction 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.

 **CAUTION**



Prohibited  
action

**Do not charge the device using products other than the dedicated AC Adaptor and Micro USB Cable.**

Doing so might cause an unexpected injury or malfunction.



Prohibited  
action

**Do not clean the device using products other than the Ploom S exclusive Cleaning Brush.**

Doing so might cause an unexpected injury or malfunction.



Prohibited  
action

**When you clean the device, do not use detergents, solvents, chemicals, volatile substances, compressed air, etc.**

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



Prohibited  
action

**Do not inhale or breathe into the tobacco stick set in the device with excessive force.**

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



Prohibited  
action

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

Doing so might cause low-temperature burns.



Prohibited  
action

**Do not subject the device to a strong impact.**

If the device is dropped or hit against some object and subjected to impact, this might damage it and cause an unexpected injury or malfunction.



Mandatory  
action

**When you charge the device, make sure there are no foreign substances on the terminal portions and connection portions.**

If there is dust, foreign substances, or moisture on the Micro USB Jack of the device or connection portion of the AC Adaptor, this might cause a short circuit or malfunction.



Mandatory  
action

**Charge the device using only the dedicated AC Adaptor.**

The AC Adaptor operates on AC 100 V to 240 V. Be sure to use the AC Adaptor in Japan only. You can use the AC Adaptor with an electrical outlet.



Mandatory  
action

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

Failing to do so might cause an unexpected accident or malfunction. (For the correct order to connect the parts, see Page 18.)



Mandatory  
action

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

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



Mandatory  
action

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

If you hold the Micro USB Cable to pull out the AC Adaptor, this might cause cable line breakage or unexpected malfunction of the AC Adaptor. Be sure to hold the AC Adaptor when you unplug it from the electrical outlet.



Mandatory  
action

**When you unplug the Micro USB Cable, hold the connector firmly.**

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



Mandatory  
action

**After the device is fully charged, disconnect the Micro USB Cable and AC Adaptor.**

If you leave the adaptor or cable in the connected state, this might cause a malfunction.



Mandatory  
action

**After using, close the Sliding Cover.**

If you leave the Sliding Cover open, dust or other foreign substances might get into the device, and this might cause a malfunction.



Mandatory  
action

**Make sure to prevent the device from being exposed to sand and dust in places such as the beach, sandy soil, or a place exposed to clouds of dust.**

If sand or dust gets into the device, this might cause a malfunction.



Mandatory  
action

**Dispose of the tobacco stick in an ashtray immediately after you used it.**

The tobacco stick becomes very hot immediately after it is used. If you dispose of the stick in an inappropriate manner, this might cause a fire.



Mandatory  
action

**Always use a new tobacco stick.**

If you reuse the tobacco stick, you will not be able to enjoy the full taste and aroma.

## Precautions on the lithium-ion battery

The Ploom S 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.



Prohibited  
action

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

- If you get the fluid into your eyes, this might cause loss of vision. Do not rub your eyes and wash them immediately with running water. After that, immediately seek medical attention.
- If the fluid adheres to 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.



Explosion Fire



Mandatory  
action

**If you notice any battery fluid leakage or abnormal smell, immediately remove the device away from a fire source.**

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.

## Precautions on disposal of products no longer used

### CAUTION



Prohibited  
action

**Do not charge, use, leave or store the device in extremely high temperatures or low temperatures.**

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



Prohibited  
action

**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 and plastic.

### WARNING

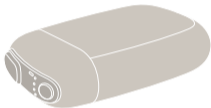
The Ploom S device has a built-in lithium-ion battery. The device, AC Adaptor, Micro USB Cable and Cleaning Brush are made of materials such as metal and plastic. When you dispose of them, be sure to follow the regulations of each local authority.



# 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).

Device



AC Adaptor



Micro USB Cable



User's Guide/Warranty  
(This document)



## About separately sold accessories and products

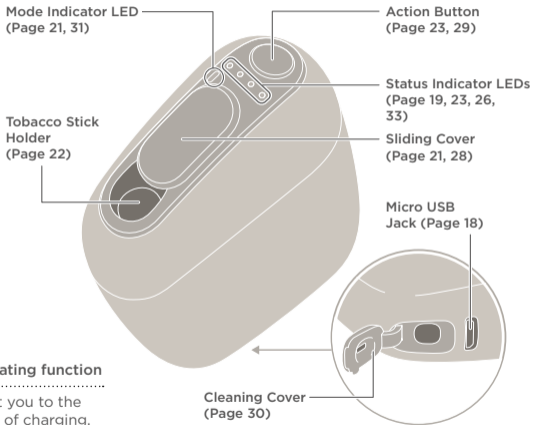
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- To use Ploom S, “tobacco sticks” (sold separately) are necessary.
- Use the cleaning brush (sold separately) to clean Ploom S.



Other documents may be included such as a leaflet about Ploom S.

# Parts of the Device

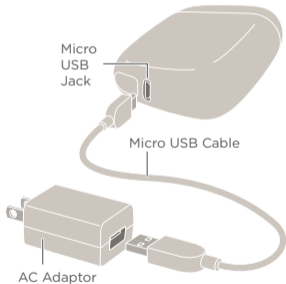


## About the vibrating function

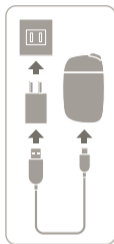
Vibrations alert you to the start and finish of charging, heating, use, etc.

# Charging

Charging is necessary when you use the device for the first time after purchase. Without charging, the device will not turn on.



## 1 Start charging.



Connect the Micro USB Cable to the device and to the AC Adaptor. Insert the AC Adaptor into an electrical outlet.

## Start of Charging

### First Time



All of the LEDs flash.



The device vibrates four times to alert you that charging has started.

### After First Time



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

## During Charging



The Status Indicator LEDs flash/light up one by one as charging progresses.



## Charging Complete



Once all of the LEDs are lit up, charging is complete. (They will turn off after a certain period of time.)

- You can use about 10 tobacco sticks on a full charge. However, this number may increase or decrease depending on the deterioration of the battery, ambient temperature, etc.
- Fully charging the battery from a completely depleted state takes about 90 minutes (when using the dedicated AC Adaptor and Micro USB Cable).

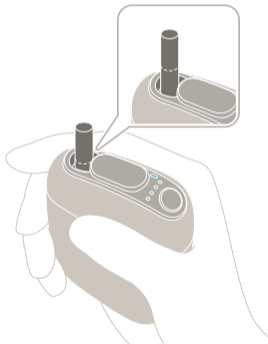
### How to check the remaining battery level and timing of charging

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- To check the remaining battery level, briefly press the Action Button while the Sliding Cover is closed. You cannot check the remaining battery level during heating or use.
- If the first Status Indicator LED is flashing, this means that the remaining battery level is extremely low. Please charge the battery (Page 18).

# Inserting a Stick

Only use never-before-used tobacco sticks.



## 1 Open the Sliding Cover.



The device will turn on.



The Mode Indicator LED will light up in blue.

- If the Mode Indicator LED does not light up when you open the Sliding Cover, the remaining battery level is extremely low. Please charge the battery (Page 18).

## 2 Insert a tobacco stick.

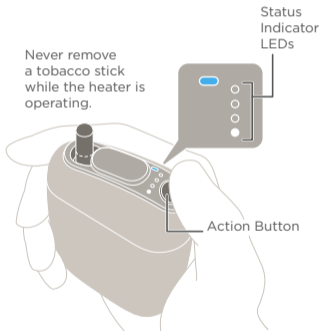


Slowly insert the tobacco stick with the leaves down until the tip lightly touches the bottom. Make sure that the dotted-line portion of the stick is not covered.

- Reusing tobacco sticks will result in an inferior flavor and aroma. Only use never-before-used tobacco sticks.
- Never insert tobacco sticks with the leaves up. Doing so may cause a malfunction.
- Never use wet or damp tobacco sticks.

## Heating

A heater built into the device heats the tobacco stick.



# 1 Start heating.



Hold down the Action Button for at least two seconds.



The device will vibrate once.

## During Heating



The Status Indicator LEDs flash and heating starts.

The LEDs flash/light up as heating progresses. Heating takes about 40 seconds to complete.



- The heating time may vary depending on the usage environment.



## Ready for Use



Once all of the LEDs are lit up, the device is ready.



The device will vibrate twice to alert you that heating is complete.

You can now enjoy the flavor and aroma of the tobacco stick.

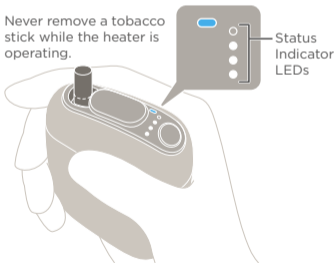
# Use

After each session of heating, you can use the device for about 3 minutes and 30 seconds, or about 14 puffs<sup>\*1</sup>. If there is enough battery power remaining, you can then heat (Page 22) another stick and continue using the device<sup>\*2</sup>.

<sup>\*1</sup> One inhalation is counted as one puff. The maximum number of puffs may vary depending on how deeply you inhale, and the usage environment.

<sup>\*2</sup> Continuous use may not be possible if the temperature of the heater is too high.

Never remove a tobacco stick while the heater is operating.



If the tobacco vapor comes into contact with your lips when you begin to inhale, the tobacco vapor may feel hot. Hold the tobacco stick deep inside your mouth.

## Start of Use



The remaining time is indicated by the Status Indicator LEDs.



## Alerts before Heater Shutdown



About 30 seconds left / About 2 puffs left (LEDs flash)



When there are only about 30 seconds or two puffs left, the device vibrates once to alert you that the heater will shut off soon.

- If you want to stop using the device in the middle of a session, shut it off correctly according to the procedure under “To stop using the device in the middle of a session”(Page 29).
- Even when there is plenty of time remaining, if there are only two puffs left, the LEDs will flash and the device will vibrate.

## Heater Shutdown



When the maximum time (about 3 minutes and 30 seconds) has elapsed, the device vibrates twice.



When you have puffed the maximum number of times (about 14 puffs<sup>\*1</sup>), the device vibrates three times.

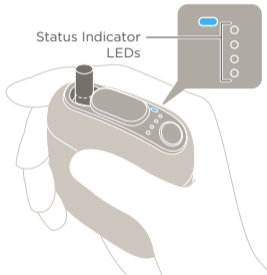


All of the Status Indicator LEDs turn off and the heater shuts off.

<sup>\*1</sup> One cycle of inhalation and exhalation is counted as one puff. The maximum number of puffs may vary depending on how deeply you inhale, and the usage environment.

## Shutting Off

Make sure that all of the Status Indicator LEDs are turned off.



## 1 Remove the tobacco stick.



Hold the tobacco stick by the tip, and pull it straight out.

- Tobacco sticks become discolored after use. This is normal and does not indicate a problem with the tobacco stick or the device.

## 2 Close the Sliding Cover.



The device will turn off.

- Make sure that the Sliding Cover is tightly closed to avoid accidental operation when carrying the device around.
- Tobacco sticks are very hot after use. Improper disposal may cause a fire. Always place tobacco sticks in an ashtray immediately after use.
- Dispose of used tobacco sticks in accordance with the instructions of authorities. Maintain proper disposal to keep used tobacco sticks out of sight of infants and children.

# Cleaning

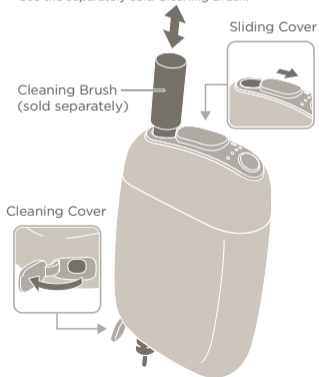
Cleaning is recommended whenever you notice any foreign particles, stains, etc.

\* Use the separately sold Cleaning Brush.

## To stop using the device in the middle of a session



Hold down the Action Button for at least two seconds to shut off the heater. Then, make sure that all of the Status Indicator LEDs are turned off before removing the tobacco stick. If you simply remove the tobacco stick during heating, the heater will not shut off.



## **1** Open the Sliding Cover and Cleaning Cover.

## **2** Perform cleaning.

Insert the Cleaning Brush into the Tobacco Stick Holder and perform cleaning.

## **3** Close the Cleaning Cover.

After cleaning is finished, pull out the Cleaning Brush and close the Cleaning Cover.

- The device retains heat for a short time after use. Let the device cool off before performing cleaning.
- Never attempt to remove fragments of tobacco leaves by forcefully hitting or shaking the device. Doing so may cause a malfunction.
- Do not use the Cleaning Brush for any purpose other than cleaning the interior of the device.
- Only use the dedicated Cleaning Brush.
- Never soak the Cleaning Brush in detergent or other liquids to perform cleaning.
- Only insert the Cleaning Brush into the Tobacco Stick Holder. If you insert it into the opening on the Cleaning Cover side, this may damage the Cleaning Brush or the device.

### **Maintaining the Cleaning Brush**

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Periodically rinse the Cleaning Brush with water. Let it dry thoroughly before using it again.

# Troubleshooting

If the device 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. To reset the device, hold down the Action Button with the Sliding Cover closed until all of the LEDs flash and the device vibrates three times.

## The Mode Indicator LED is lit up in red.

Check the content of the Warranty (Page 38), and then contact “Ploom Exclusive Customer Service” (back cover).



## The Mode Indicator LED is flashing in orange.

This means that the device cannot be used temporarily because it has become too hot (or too cold) due to its current status, the ambient environment, etc. Wait until the Mode Indicator LED turns off before using the device again.



## The device is too hot to hold.

The device may be malfunctioning. Please contact “Ploom Exclusive Customer Service” (back cover).

The device may become somewhat hot after continuous use due to extended use of the heater. However, this is not a malfunction.



### **When you open the Sliding Cover, the LEDs do not light up.**

The battery is depleted. Please charge the battery (Page 18). If charging does not resolve the issue, there may be a malfunction. Please contact “Ploom Exclusive Customer Service” (back cover).



### **The device doesn't work.**

The device will not work if the battery is depleted. Please charge the battery (Page 18). The device may also fail to work if it is too cold due to the external temperature, etc. Wait for the device to return to a normal temperature.

### **When you hold down the Action Button to start heating, the Mode Indicator LED turns off.**

The remaining battery level is extremely low. Please charge the battery (Page 18). If charging does not resolve the issue, there may be a malfunction. Discontinue use of the device and contact “Ploom Exclusive Customer Service” (back cover).



**When you try to charge the battery, all of the LEDs flash continuously.**

This error may occur when the battery is completely depleted (the LEDs will not light up even when you hold down the Action Button with the Sliding Cover closed) and you try to charge it using a product other than the dedicated AC Adaptor and Micro USB Cable. The device will not charge under these conditions. Charge the battery using the dedicated AC Adaptor and Micro USB Cable.



**When you check the remaining battery level, one of the Status Indicator LEDs flashes.**

The remaining battery level is extremely low. Please charge the battery (Page 18). If charging does not resolve the issue, there may be a malfunction. Discontinue use of the device and contact “Ploom Exclusive Customer Service” (back cover).



**You have been charging the battery for a long time, but not all of the Status Indicator LEDs are lit up yet.**

- Charge the battery using the dedicated AC Adaptor. If you use a product other than the dedicated AC Adaptor, charging may take a long time.
- Check for dirt on the Micro USB Jack of the device, the connectors of the Micro USB 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 Micro USB Cable. Please contact “Ploom Exclusive Customer Service” (back cover).

**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. It is time to purchase a replacement.
- 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.

**The device will not turn on after it was left unused for a long period of time.**

When you leave the device unused for long periods of time, the battery voltage decreases due to self-discharge. Charge the battery before using the device again.

**When you begin to inhale, the tobacco vapor is hot.**

- When you begin to inhale, the tobacco vapor may be somewhat hot due to use of the heater. However, this is not a malfunction.
- The heated tobacco vapor may feel hot if it comes into contact with your lips. Hold the tobacco stick deep inside your mouth.

# Main Specifications

## Device

### Battery Type

Lithium-ion battery

### Battery Capacity

1,020 mAh

### Charging Time

Approx. 90 minutes

### Input Terminal

USB jack (Micro B)

### Dimensions

Approx. 56.3 mm × 93.2 mm × 24.5 mm  
(W / H / D)

### Weight

Approx. 95.1 g

### Operational Temperature Range

5 °C — 35 °C (during charging)  
5 °C — 35 °C (during use)

## AC Adaptor

### Model Name

WA-SJPT12-JA

### Rated Input

AC 100 V-240 V, 50/60 Hz, 0.2 A

### Rated Output

DC 5 V, 1.5 A

### Dimensions

Approx. 31.6 mm × 59.5 mm × 23.0 mm  
(W / H / D)

### Weight

Approx. 32 g

## Micro USB Cable

### Dimensions

Approx. 60 cm

### Weight

Approx. 15.3 g

For information on purchasing separately sold accessories such as the AC Adaptor or the cleaning brush, please visit our website below.



<https://www.ploom.jp/>

# Warranty

To request a product exchange, carefully read the following content and then contact “Ploom Exclusive Customer Service” (back cover).

\* THIS WARRANTY IS VALID ONLY IN JAPAN.

## Warranty Period

The terms of this Warranty apply to the following products included in the Ploom S Starter Kit for eighteen months from the date of purchase.

- Ploom S Device
- Micro USB Cable
- AC Adaptor

## Scope of Warranty

- If a malfunction occurs while you are using the Ploom S Starter Kit in accordance with this document (User's Guide) or due to a manufacturing defect, you may exchange the product free of cost. Please note that if yours is a limited edition product, we may not be able to replace it with the same version.

- Free product exchanges under the terms of this Warranty are subject to the warranty period as of the time of the initial purchase.
- The terms of this Warranty only apply to products purchased in Japan.

#### Stipulation of Exceptions to Warranty

The terms of this Warranty do not apply in the following cases.

- There is no Warranty.
- There is no proof of purchase.
- Damage is superficial and has no effect on the product's performance (scratches, dents, damage to the plastic parts, etc.).
- Failure is the result of combination with an incompatible product.



- The product has been obviously disassembled or modified.
- Deterioration of the product is the result of normal use.
- The user failed to comply with the indications of “Safety Information” or the usage instructions in this document.
- The warranty period has expired.

#### Exchange Procedure

If you require a replacement within the warranty period, please contact “Ploom Exclusive Customer Service” (back cover) for an explanation of the free exchange procedure.

- You must provide proof of purchase and the warranty period.
- The shipping destination for replacements is limited to addresses in Japan.

## Other

- When a product is exchanged free of cost, it will be replaced with a product equivalent to the one that you purchased. Please note that the recovered product will not be returned to you.
- Please note that we do not provide this warranty to customers who are deemed to be part of anti-social forces.