

Model: PX1

ploom X



Starter Kit

User Guide  
Warranty



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# Important Information

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

Keep this document in a handy place so that you can find it for future reference. Failure to follow the instructions in this document may cause injury or damage the product.

If you transfer the Starter Kit to a third party, be sure also to hand over this kit together with the User Guide (this document).

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://ploom.clubjt.jp/cm/>

# 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 or failure to comply with the User Guide.

- Do not use this Starter Kit or Ploom X 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 product in a public place, observe the rules set by your local authority and facilities.
- The specifications and external appearances of the products included in this Starter Kit are subject to change without prior notice.

The User Guide (this document) contains a printed warranty (page 40).

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



# Safety Information

Please read the following precautions carefully for your safety and to ensure safe use of the device and accessories included in the Starter Kit.

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## 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 may 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.

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## 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 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 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, sandstorms, 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 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.



Prohibited  
action

**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.



Prohibited  
action

**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.



Mandatory  
action

**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.



Prohibited  
action

**Do not clean the device while charging or heating the device, or immediately after heating.**

Failure to do so may cause a malfunction, electric shock, or unexpected accident.



Prohibited  
action

**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.



Prohibited  
action

**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.



Prohibited  
action

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

Doing so might cause an unexpected accident or injury.



Fire



Electric  
shock



Prohibited  
action

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

Be sure to store the device and the accessories including tobacco sticks 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.



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 or the heated portion of the tobacco stick during use or immediately after using.**

Doing so might cause burns.



Prohibited  
action

**Do not insert other products. Insert only Ploom X tobacco sticks or the dedicated Cleaning Stick.**

Only insert Ploom X tobacco sticks or the dedicated Cleaning Stick into 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 device or tobacco vapor is extremely hot.**

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



Prohibited  
action

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

**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 a short circuit or other unexpected malfunction.



Mandatory  
action

**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.



Prohibited  
action

**Do not store the device near metallic objects such as keys or coins.**

Doing so may cause the battery to short-circuit.



Mandatory  
action

**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 stick (sold separately)
- USB Type-C Cable
- Cleaning Stick

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.



**When using the tobacco stick set in the device, do not breathe in/out 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 low-temperature burns.



Prohibited  
action

## **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.



Mandatory  
action

## **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 24.)



Mandatory  
action

## **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.



Mandatory  
action

## **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.



Mandatory  
action

## **Only use the dedicated AC Adaptor or an equivalent product.**

- The dedicated AC Adaptor is sold separately (Model Name: WA-SJPT12-JA).
- You can also use the AC Adaptor (Model Name: WA-SJPT12-JA) included with a Ploom series product that is already on the market.
- The dedicated AC Adaptor conforms to the IEC 60950-1, IEC 62368-1, and PSE standards. (For the main specifications, see page 39.)

If you use any other product, you may be unable to charge the device or charging may take a long time. Also, doing so may cause an unexpected injury or malfunction.

## About 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.



Prohibited  
action

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

- If the fluid makes contact with your eyes, do not rub them, as it might cause vision loss. Wash them immediately with running water. Seek medical attention as soon as you can.
- 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.



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.



**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 and plastic.

## About the magnet

The device has a built-in magnet. Be sure to observe the following precautions so that you use the device in a safe and secure manner.



**Maintain at least 15 centimeters of distance from implanted medical devices.**

The magnet may interfere with the operation of medical devices such as cardiac pacemakers or implanted defibrillators.

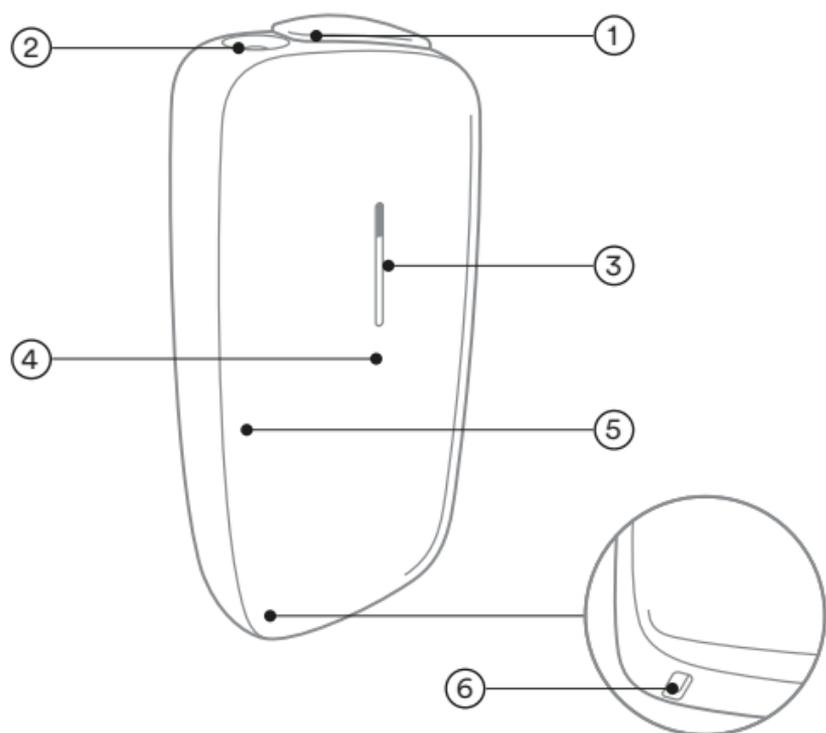


**Do not place the device near magnetic storage media.**

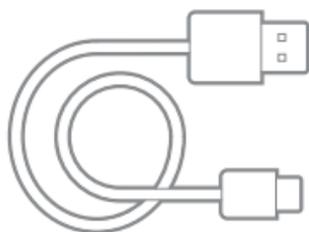
The magnet may erase data from magnetic storage media such as magnetic cards, rendering the media unusable.

# Getting Started

# Parts of the Device and Accessories



- ① Sliding Cover (heater access)
- ② Tobacco Stick Holder (heater)
- ③ LED (indicates charging status, heating time, duration of use, etc.)
- ④ Button Area
- ⑤ Removable Front Panel
- ⑥ USB Type-C™ Jack

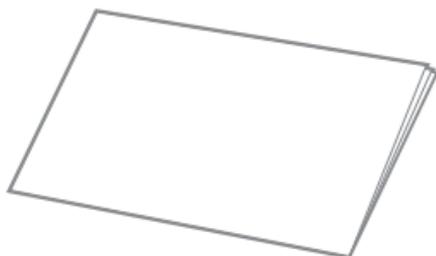


## USB Type-C™ Cable

USB Type-C™ and USB-C™ are trademarks of the USB Implementers Forum.



## Cleaning Stick



## User Guide/Warranty (this document)

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

- The dedicated AC Adaptor (Model Name: WA-SJPT12-JA) is sold separately.
- If anything is missing, please contact “Ploom Exclusive Customer Service” (back cover).
- To use this device, Ploom X tobacco sticks (sold separately) are necessary.

# Charging

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

Power will not turn on until the battery is charged.

1. **Connect the USB Type-C Cable to the device and to the AC Adaptor. Insert the AC Adaptor into an electrical outlet.**



The device vibrates when you connect it to an electrical outlet.



The LED flashes during charging. As charging progresses, the flashing area expands.

2. **Charging is complete.**

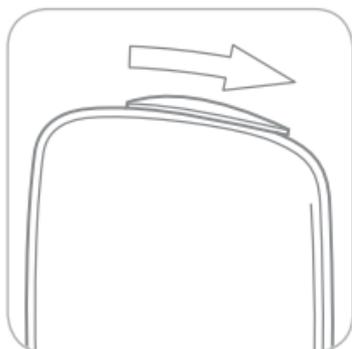


When charging is complete, the LED flashes twice and then turns off.

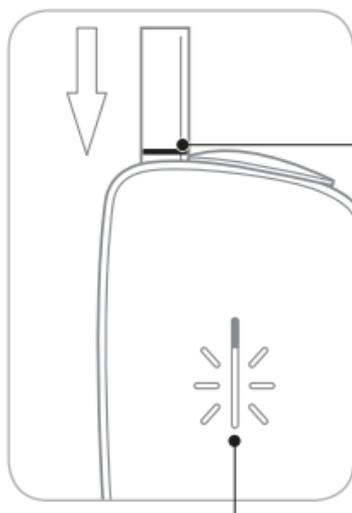
- You cannot use the device while it is charging.
- Do not operate the Button Area during charging. If trouble occurs, reset the device (page 36).
- Charging for approximately 110 minutes allows you to use 20 tobacco sticks.
- This time may increase or decrease depending on the deterioration of the battery, ambient temperature, etc.
- If you leave the device unused for a long period of time, the charging time may increase.

# Inserting a Stick

## 1. Open the Sliding Cover.



## 2. Insert a tobacco stick straight in.



### Correct

Make sure that the colored line on the tobacco stick is not covered.

### Incorrect

Be careful that the colored line on the tobacco stick is not too far below the Sliding Cover of the device.

When you open the Sliding Cover, the LED lights up and indicates the remaining battery level (page 30).

- Never twist the tobacco stick after inserting it. Doing so may cause the tobacco stick to jam.
- Reusing tobacco sticks will result in an inferior flavor and aroma. Only use never-before-used tobacco sticks.
- Never insert tobacco sticks with the leaf ends up. Doing so may cause a malfunction.
- Never use wet or damp tobacco sticks.

# Heating

## 1. Start heating.



Hold down the Button Area for at least 1 second, until the device vibrates. The circles in the diagram do not appear on the device.

## 2. During heating



The LED indicates the status of heating.

## 3. Ready for use



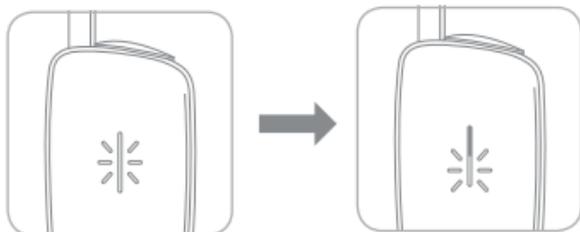
The entire LED lights up and the device vibrates twice. The device is now ready for use.

- Each session of heating takes approximately 25 seconds. The heating time may vary depending on the usage environment.
- The heater cannot operate while the Sliding Cover is closed or while the Front Panel is removed.
- If you close the Sliding Cover or remove the Front Panel during heating or during use, the device will go into standby.
- When the remaining battery level is insufficient, heating will not start even if you press the Button Area.
- You cannot use the device while it is charging.

# Use

After each session of heating, you can use the device for about 5 minutes with unlimited puffs.

## 1. Start use.



The length of the illuminated area on the LED indicates the remaining time available for use.

## 2. Alerts before heater shutdown



When there are only 20 seconds of use remaining, the device vibrates to alert you that the heater will shut off soon.

The LED flashes slowly for the last 20 seconds.

## 3. Heater shutdown



The device vibrates again to alert you that the heater has shut off.

- If you remove the tobacco stick or close the Sliding Cover during use, the heater will shut off automatically.

# Turning Off

Make sure that the LED is turned off.

## 1. Remove the tobacco stick by pulling it straight out.



## 2. Close the Sliding Cover.



The remaining battery level will be displayed.

## 3. The device will go into standby.



- Tobacco sticks are very hot after use. Place tobacco sticks in an ashtray immediately after you use them.
- Dispose of used tobacco sticks in an appropriate manner, away from infants and children.
- Make sure that the Sliding Cover is tightly closed to avoid accidental operation when carrying the device around.

# Taking a Break from Using the Device

## 1. During use



## 2. Remove the tobacco stick by pulling it straight out.



## 3. Close the Sliding Cover.



The remaining battery level will be displayed.

## 4. The device will go into standby.



- Never reuse removed tobacco sticks.  
When you resume using the device, only use never-before-used tobacco sticks.

# Checking the Remaining Battery Level

## 1. Open the Sliding Cover.



The LED will indicate the remaining battery level.

## Remaining Battery Level Indications

As the remaining battery level decreases, the illuminated area on the LED becomes shorter.



Remaining battery level is low

Cannot finish a single tobacco stick



Flashing 3 times



Flashing rapidly

- You cannot check the remaining battery level during heating or use.
- If the LED flashes 3 times, the remaining battery level is low. Charging is recommended.
- If the LED flashes rapidly, the battery is depleted. You cannot finish a single tobacco stick. Please charge the device (page 24).

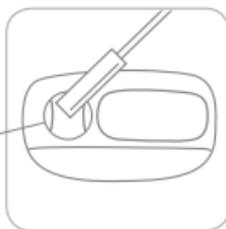
# Cleaning

Over time, some tobacco residue might accumulate in the oven. Deep clean the oven once a month or when you feel the oven is too tight to insert the tobacco stick by following the steps below.

## 1. Slightly moisten a new cleaning stick with water.



## 2. Insert the moist cleaning stick inside the oven and gently scrub the inner surface to remove any residue.



During cleaning, pay special attention to two protruding parts 15mm down from the top edge of the oven.

## 3. Remove the remaining moisture from the oven.

Open the slider and start a vaping session without inserting a tobacco stick.



Wait until the end of the session for the moisture to evaporate.

Do not skip this step as hot vapor might cause an unpleasant sensation during first session after the cleaning.

- Do not charge or heat the device during cleaning.
- Do not clean the device when it's hot.
- Do not shake the device to clean it.

# Adjusting the Brightness of the LED

To adjust the brightness of the LED, press the Button Area during heating or during use.



The circles in the diagram do not appear on the device.

- You cannot adjust the brightness of the LED when the heater is shut off.

# Bluetooth® Connections

The device is capable of Bluetooth connections to a smartphone.  
Refer to the Ploom website for details about Bluetooth connections.



<https://ploom.clubjt.jp/cq/>

• In order to use Bluetooth functions, you need to register the device.

# Troubleshooting

If the device is not working properly or acting strangely, try resetting it (page 36).

This may resolve the issue.

If resetting does not resolve the issue, check the following items.

## Issue

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**The LED is flashing rapidly.**



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**The device doesn't work.**

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**You cannot charge the device.**

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**The device has become hot/cold due to the external temperature, etc.**

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**The device is too hot to hold.**

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**Part of the tobacco stick is jammed in the Tobacco Stick Holder of the device.**

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**At least 10 seconds have passed after resetting and the device is still not working properly.**

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## Action

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Reset the device (page 36).

If this does not resolve the issue, please contact “Ploom Exclusive Customer Service” (back cover).

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Check the remaining battery level (page 30).

If the remaining battery level is extremely low or the battery is depleted, charge the device.

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The device may be malfunctioning.

Please contact “Ploom Exclusive Customer Service” (back cover).

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Wait for the device to return to the operational temperature range for use.

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The device may be malfunctioning.

Please contact “Ploom Exclusive Customer Service” (back cover).

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Perform heating again in the condition with the tobacco stick jammed. After the heater shuts off, stick a wooden toothpick or similar object into the jammed tobacco stick and remove the tobacco stick while pressing it against the side surface of the Tobacco Stick Holder. Also, if any fragments of tobacco leaves, etc. remain inside the Tobacco Stick Holder, remove them with the Cleaning Stick.

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The device may be malfunctioning.

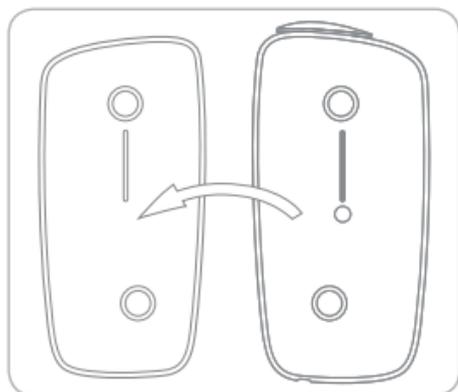
Please contact “Ploom Exclusive Customer Service” (back cover).

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# Resetting

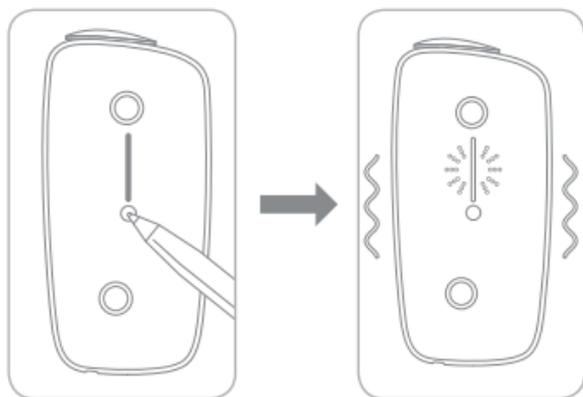
If the device is not working properly or acting strangely, try resetting it.

## 1. Remove the Front Panel.



Hold the device securely and pull the Front Panel toward you to remove it.

## 2. Reset the device.



Hold down the button in the center of the device with a pointed object (the tip of a ballpoint pen, etc.).

When you reset the device, the device vibrates and the LED flashes rapidly.

# Precautions on disposal of products no longer used

The device has a built-in lithium-ion battery.

The device 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.

## About Bluetooth® wireless technology

This product contains radio equipment that has received construction design certification as a radio station for a low-power data communication system under the Radio Act.

EYSHSN: 001-A10996

Restrictions on the use of radio waves vary by country. If you use this product outside Japan, you may be subject to penalties.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. Japan Tobacco Inc. uses the mark and logos under license.

# Main Specifications

## Device

Battery Type	Lithium-ion battery
Battery Capacity	2,800 mAh
Charging Time Required to Use 20 Tobacco Sticks (when using the dedicated AC Adaptor)	Approx. 110 minutes
	<ul style="list-style-type: none"><li>• The charging time and the number of consecutive sessions available after a full charge may increase or decrease depending on the deterioration of the battery, ambient temperature, etc.</li><li>• If you leave the device unused for a long period of time, the charging time may increase.</li></ul>
Rated Voltage	DC 5 V
Rated Current	1.5 A
Input Terminal	USB Type-C
Dimensions	Approx. 43.5 mm × 88.5 mm × 24.0 mm (W / H / D)
Weight	Approx. 95 g
Frequency Band Used	Min. 2402 MHz — 2480 MHz
Maximum Output Power	2.5 mW

## Operational Temperature Range

During Use	+5 °C — +35 °C
During Charging	+5 °C — +35 °C
During Storage	-10 °C — +45 °C

## USB Type-C Cable

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Rated Voltage	AC 30 V
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Rated Current	3.0 A
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Dimensions	Approx. 75 cm
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Weight	Approx. 21 g
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## Cleaning Stick

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Dimensions	Approx. 75 mm
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Weight	Approx. 0.2 g
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## Dedicated AC Adaptor (Sold Separately)

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Model Name	WA-SJPT12-JA
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Rated Input	AC 100 V — 240 V, 50/60 Hz, 0.2 A
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Rated Output	DC 5 V, 1.5 A
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# Warranty

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

- THIS WARRANTY IS VALID ONLY IN JAPAN.
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## Warranty Period

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

- Ploom X Device
- USB Type-C Cable

## Scope of Warranty

- If a malfunction occurs while you are using the Ploom X Starter Kit in accordance with this document (User 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.

- The user does not present the 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 "Safety Information" in this document.
- The user failed to comply with the usage instructions in this document.
- The warranty period has expired.

## Exchange Procedure

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

- The product must be within the warranty period.
- You must provide proof of purchase.
- 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 antisocial forces.

## Additional Warranty

An additional warranty is applied as a benefit of registering the device. Refer to the Ploom website for details.



<https://ploom-x-club.clubjt.jp/>

# Inquiries

## 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://ploom.clubjt.jp/cn/>

## User Guide (English)

ユーザーガイド(最新版) / 使用说明(简体字)



<https://ploom.clubjt.jp/cm/>

## Distributor

Japan Tobacco Inc.

4-1-1 Toranomom, Minato-ku, Tokyo 105-6927