jupiter

2022 COMPLIANCE PACKET

Revised 06/06/2022

EXCLUSIVELY CCELL®

Info@JupiterResearch.com | (480) 867-6100

Message to Customers

Jupiter Research is proud to be a distributor and manufacturer of vaporization technology hardware that is manufactured in ISO and GMP compliant facilities. We believe it's our responsibility to provide high performance state-of-the-art solutions, allowing you to focus on your craft and leave the hardware to us. We hope you will be reassured and find peace of mind as you explore our Quality Assurance framework.

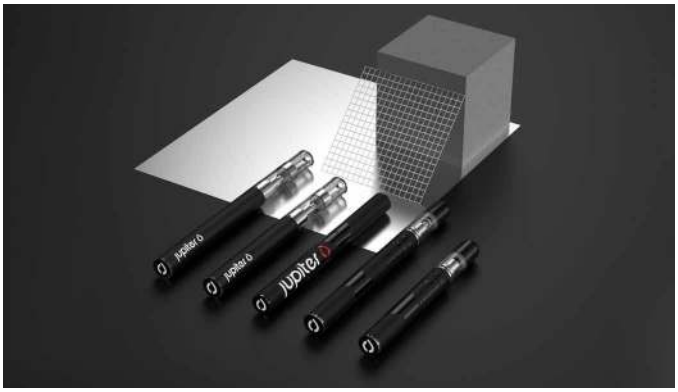
Our Mission

We are committed to providing high-quality, performance-driven, reliable products to the global cannabis industry. Throughout the everchanging legislative requirements in the industry, consumer safety and product satisfaction have been, and will always be, our guiding principles. We are dedicated to take an active leadership role in our industry that prioritizes safety standards.

About Us

Jupiter is a wholesale distribution and proprietary hardware manufacturing company operating out of Phoenix, AZ. We design, develop, and distribute vaporizer cartridges, pods, all-inclusives, and devices. Jupiter is comprised of more than 40 employees working in Client Services, Engineering, Marketing, Operations, Print & Packaging, and Research & Development. The majority of our team works at our central Phoenix headquarters, and our remote team members are located throughout the U.S., Canada, Europe, and China.

Jupiter products utilize patented heating technology manufactured by the CCELL® division of Smoore Technology Limited, a leading... manufacturer of vaporizer devices and cartridges based in Shenzhen, China. All CCELL® employees are properly trained in Good Manufacturing Practices (GMP) and follow a Quality Management System based on standards set by the International Organization for Standardization (ISO).



Our Products

Our current product offerings are: 510 Thread Vaporizer Cartridges and Power Supplies, All-Inclusive Expendable Vaporizers, Pod Cartridges and Power Supplies, and an Alternative Applicator. Each of these products is available in a variety of sizes ranging from 0.3mL to 1.5mL. All products are UV cleaned, manufactured, packed, and labeled in cGMP facilities abiding to ISO 9001:2015 and ISO 13485:2016 quality standards. Certificate of Analysis (COA) are available upon request. Customer Data Sheets (CDS) are available on our website JupiterResearch.com.

TABLE OF CONTENTS

Self Audit Forms

General Information

Company Name	Jupiter Research, LLC / Shenzhen Smoore Technology Limited inc. (Factory)
Products / Services	Vaporization hardware solutions for high viscosity extracts featuring CCELL technology
Address	Jupiter - 2801 E. Camelback Rd. Ste #180 Phoenix, AZ 85016 Smoore - Building 8, Dongcai Industrial Park, Gushu village, Xixiang Town, Baoan District, Shenzhen, China 518102
Phone Number	1-480-867-6100 (Jupiter)
Email	info@jupiterresearch.com
Is this company a division or subsidiary of another corporation?	☒ Yes ☐ No Jupiter Research designs and distributes for the manufacturer, Shenzhen Smoore Technology Limited Inc.
Number of years in business	Smoore: 13 yrs, Jupiter: 5 yrs
Number of personnel	Smoore: 10,000 employees Jupiter: 50 Employees (6 at Smoore facility)
What is the square footage of the facility?	27.4 acres (Smoore)
Number of personnel in production	1,800 employees (Smoore)
Number of Shifts	1 shift (6 days, 10-hour shifts)
QA Contact	Jordan Walker or Karen Obregon (Jupiter)
Number of Personnel in QA/QC	40/270 employees (Smoore)
Is the QA/QC department independent of production?	☒ Yes ☐ No

Self Audit Forms

Quality Systems

Do you operate under a Quality Management System Manual (QMSM)?	☒ Yes	☐ No	Jupiter achieved ISO13485 certification in 2021 and passed the first surveillance audit in 2022.
Is there a company organizational chart?	☒ Yes	☐ No	
Is there a published quality policy stating the company's intentions to meet its obligations to produce safe and legal products, and its responsibilities to customers?	☒ Yes	☐ No	
Are quality objectives established and maintained?	☒ Yes	☐ No	
Do you have a customer complaint handling procedure?	☒ Yes	☐ No	
Is there an effective management review with agreed actions communicated to appropriate staff?	☒ Yes	☐ No	
Is there a documented internal quality audit program?	☒ Yes	☐ No	
Are there internal audits carried out at a frequency determined by risk?	☒ Yes	☐ No	
Are there documented operating procedures?	☒ Yes	☐ No	
Is there a document and change control system in place?	☒ Yes	☐ No	
Are documents maintained for a minimum of 3 years?	☒ Yes	☐ No	
Is there a documented system of calibration of measuring equipment, including corrective actions for out of specification equipment?	☒ Yes	☐ No	
Is there a documented supplier control program in place with written SOPs (Standard Operating Procedure)?	☒ Yes	☐ No	
Is there a documented supplier approval process based on risk assessment that covers all ingredients and packaging materials?	☒ Yes	☐ No	
Do you audit your suppliers?	☒ Yes	☐ No	
Are incoming materials staged and properly identified with status (ie. Acceptable, hold, rejected, etc,)?	☒ Yes	☐ No	
Are incoming inspection processes documented? What sampling plan is used for incoming inspection?			

Quality Systems (Continued)

Are incoming raw materials inspected and tested against agreed specifications?	☒ Yes	☐ No	ISO 2859-1:1999
Are raw materials positively released?	☒ Yes	☐ No	
Can traceability, that includes rework, be demonstrated back to suppliers and forward to customers?	☒ Yes	☐ No	
Are there 'In Process' quality control procedures and records maintained?	☒ Yes	☐ No	
Are there operating procedures to control non-conforming material (out of specification) and ensure CAPA (Corrective Action Preventive Action) are recorded and assigned?	☒ Yes	☐ No	
Is a quarantine area in place for non-conforming material?	☒ Yes	☐ No	
Are there documented finished product specifications?	☒ Yes	☐ No	
Are finished products positively released?	☒ Yes	☐ No	
Is an inventory management turnover method being used, such as FIFO (First In First Out)?	☒ Yes	☐ No	
Are finished products tested and approved before release?	☒ Yes	☐ No	Mechanical, thermal, and performance testing
Do you have a dedicated area for retained samples?	☒ Yes	☐ No	Retained for 6 months
Does the company operate a formal system of training, including new hire training with records maintained and reviewed periodically?	☒ Yes	☐ No	
Is there a documented recall plan in place?	☒ Yes	☐ No	
Is there a procedure for notifying customers in the event of a recall?	☒ Yes	☐ No	
Is there a change control SOP in place?	☒ Yes	☐ No	
Is the customer notified of any changes in the finished product specifications or relevant process controls?	☒ Yes	☐ No	

Facilities and Equipment

Are site boundaries clearly defined?	☒ Yes ☐ No
Is the condition of the buildings and surroundings basically sound?	☒ Yes ☐ No
Is the site secure with access to production and storage areas restricted to authorized personnel?	☒ Yes ☐ No
Are the equipment/utilities clearly identified?	☒ Yes ☐ No
Is the process flow designed to minimize the risk of cross-contact and cross-contamination?	☒ Yes ☐ No
Are walls, floors, and ceilings designed, constructed, finished, and maintained to prevent accumulation of dirt and facilitate cleaning?	☒ Yes ☐ No
Is adequate ventilation/extraction provided to prevent condensation or excessive dust?	☒ Yes ☐ No
Is all water used in production or cleaning free from risks of contamination?	☒ Yes ☐ No
Is the quality of water, steam, ice, air, compressed air, or gas regularly monitored?	☒ Yes ☐ No
Is the accumulation of waste prevented?	☒ Yes ☐ No
Is there a planned preventative maintenance program in place?	☒ Yes ☐ No
Do the records indicate that the measuring/testing equipment is regularly calibrated? Is the calibration recall system acceptable and N.I.S.T. traceable?	☒ Yes ☐ No

Food Safety / HAACP

Is there a Food Safety Plan (FSP)/HACCP (Hazard Analysis Critical Control Points) plan written and maintained by a certified PCQI (Preventive Control Qualified Individual)?	☒ Yes ☐ No
Do you have a safety team that regularly updates a Hazard Analysis that identifies all hazards associated with your facility?	☒ Yes ☐ No

Self Audit Forms

Sanitation and Hygiene

Is there a documented sanitation control program in place with written SOPs?	☒ Yes	☐ No	
Are documented cleaning schedules in place and records maintained?	☒ Yes	☐ No	
Is the effectiveness of cleaning schedules verified and audited?	☒ Yes	☐ No	
Are chemicals segregated from other ingredients, correctly labelled, and stored?	☒ Yes	☐ No	
Are hygiene rules agreed and communicated with all staff?	☒ Yes	☐ No	
Is smoking permitted in designated areas only?	☒ Yes	☐ No	
Is eating and drinking permitted in designated areas only?	☒ Yes	☐ No	
Are personnel, including visitors, with contagious diseases/boils/septic cuts/sores excluded from production areas?	☒ Yes	☐ No	
Are all production personnel required to wear hair/beard nets for product protection?	☒ Yes	☐ No	
Is all external clothing (ie. overalls, lab coats, etc.) laundered externally?	☒ Yes	☐ No	
Are there adequate handwashing facilities provided?	☒ Yes	☐ No	
Are handwashing signs visible and legible?	☒ Yes	☐ No	
Are there adequate changing and toilet facilities separated from food processing and handling areas?	☒ Yes	☐ No	
Are personal items and lockers outside of the production area?	☒ Yes	☐ No	
Is hand cleaner bacteriostatic, unperfumed, and liquid?	☒ Yes	☐ No	
Is hand drying by hot air and/or paper towel?	☒ Yes	☐ No	Hot air drying
Are waste containers available and lidded?	☒ Yes	☐ No	

Pest Control

Is pest control carried out by a third-party contractor?	☒ Yes ☐ No
Is the service contract defined?	☒ Yes ☐ No
Is pest control carried out by trained personnel?	☒ Yes ☐ No
Are records maintained and actions undertaken and signed off as required?	☒ Yes ☐ No
Are windows and doors to production areas adequately screened to prevent ingress of pests?	☒ Yes ☐ No
Are goods stored in such a way as to allow inspection and minimize the risk of infestation?	☒ Yes ☐ No

Cross Contamination

Is all glass and brittle plastic identified and a register maintained?	☒ Yes ☐ No
Is there a written procedure for glass/hard plastic breakages and are all breakages recorded?	☒ Yes ☐ No
Are raw materials and finished products stored in clean, dry, and well-ventilated spaces, protected from dust, cross-contact, and sources of contamination?	☒ Yes ☐ No
Is product, including rework, metal detected?	N/A

Packaging and Supply

Are there procedures to ensure that the products are adequately protected after manufacture and during transit to our facility?	☒ Yes ☐ No
Is packaging stored away from raw materials and finished product?	☒ Yes ☐ No
Is traceability of packaging ensured?	☒ Yes ☐ No
Is the packaging tamper evident?	☒ Yes ☐ No

Product Safety Mission

Not all vaporizer devices are created equal. We consider the safety of our devices and cartridges of the utmost importance and we will continue to do everything in our power to ensure our products are as safe as possible for our customers. Our engineering team works with CCELL® to conduct tests showing the safety of the components used in all our products (cartridges, all-inclusives, and pods). We have conducted a variety of heavy metal testing for our cartridges, using California Phase 3 compliance testing as a benchmark. All parts that come in contact with oil use materials compliant with Food and Drug Administration (FDA) regulations.

We do not advise on formulations or extraction processes, and highly recommend our customers consult experts to craft oil compliant to state and national regulations. We recommend that all new formulations be properly tested and validated prior to moving into mass production with our cartridges. Validation kits are available for purchase and recommendations on validation testing procedures can be provided upon request.

Product Authentication

CCELL® is one of the most widely recognized brands of vaporizer cartridges with serial numbers and the logo of the distributor engraved on the inside of the base for authenticity and verification. The traceability of each product from raw material to our customer is ensured. To learn more, visit JupiterResearch.com/Authentication.

Customer Onboarding

In an effort to ensure our customers are businesses who follow their state and local laws, Jupiter Research has implemented a Customer Onboarding System. Along with requiring basic federal and state forms to conduct business, Jupiter verifies the legitimacy of prospective customers.

We achieved this by cross-checking cannabis business leads using a third-party tool that collects marijuana and hemp license holders across all U.S. states and international markets, including Canada. For hemp business leads, we require they attest they do not fill cartridges or pods with regulated substances such as tetrahydrocannabinol, and if or when their company becomes licensed to fill regulated substances, they agree that Jupiter will require proof of license to purchase wholesale products.

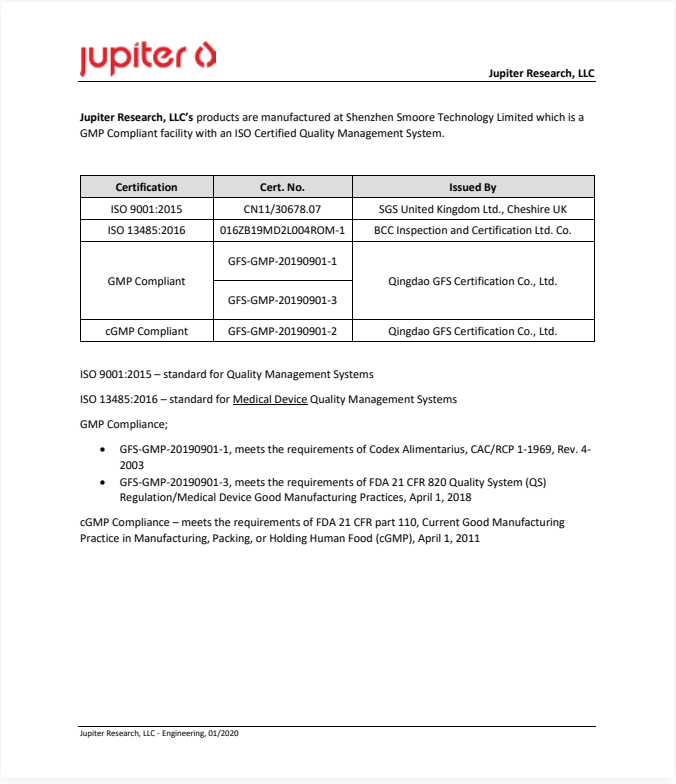
Our experienced Account Executives are here to guide you through the onboarding process and to ensure we provide you with hardware configured precisely to the requirements of your extracts.

Manufacturing Hygiene Policy

At our manufacturing facilities, all incoming raw materials are UV cleaned, assembled in a clean environment, and stored and shipped in a manner that prevents re-contamination. Depending on the nature of the component, one or more industrial treatments may be used for cleaning. After cleaning, assembly of vaporizer components is performed in a cleanroom environment under appropriate current Good Manufacturing Practices (cGMP).

- Our factory utilizes cleanroom and gowning protocols in a controlled environment during the entire manufacturing process.
- All raw materials undergo an air shower process prior to entering a cleanroom to reduce particle contamination.
- All raw materials undergo a UV cleaning process prior to entering the production floor.
- Assembled components undergo cleaning with medical grade ethanol, known as an antiseptic for its bactericidal and anti-fungal effects, at several stages of the manufacturing process.
- Storage areas for raw materials and finished products undergo industrial ozone treatments conducted nightly.

Manufacturer Statement



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Jupiter Research, LLC

Jupiter Research, LLC's products are manufactured at Shenzhen Smoore Technology Limited which is a GMP Compliant facility with an ISO Certified Quality Management System.

Certification	Cert. No.	Issued By
ISO 9001:2015	CN11/30678.07	SGS United Kingdom Ltd., Cheshire UK
ISO 13485:2016	016ZB19MD2L004ROM-1	BCC Inspection and Certification Ltd. Co.
GMP Compliant	GFS-GMP-20190901-1	Qingdao GFS Certification Co., Ltd.
	GFS-GMP-20190901-3	
cGMP Compliant	GFS-GMP-20190901-2	Qingdao GFS Certification Co., Ltd.

ISO 9001:2015 – standard for Quality Management Systems

ISO 13485:2016 – standard for Medical Device Quality Management Systems

GMP Compliance;

- GFS-GMP-20190901-1, meets the requirements of Codex Alimentarius, CAC/RCP 1-1969, Rev. 4-2003
- GFS-GMP-20190901-3, meets the requirements of FDA 21 CFR 820 Quality System (QS) Regulation/Medical Device Good Manufacturing Practices, April 1, 2018

cGMP Compliance – meets the requirements of FDA 21 CFR part 110, Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food (cGMP), April 1, 2011

Jupiter Research, LLC - Engineering, 01/2020

Factory Certifications

What is ISO?

The International Organization for Standardization is a Geneva-based organization with a membership of 164 national standards bodies, including the Standards Council of Canada and the American National Standards Institute. These groups work together to create standards that can work for companies around the world.

The ISO 9001 standard specifically deals with a company's quality management system, while the ISO 13485 standard specifically deals with medical device company's quality management systems. These voluntary standards set high benchmarks for how products should be manufactured and ensure products and services are safe, reliable and of good quality. It also means the manufacturing process stays cost-effective by minimizing waste and errors.

To gain an ISO certification, a company has to work with an accredited certifying body that assesses its manufacturing processes. Standards get updated every few yearsvg with new advances and understandings around safety.

Compliant to
cGMP

What is cGMP?

cGMP refers to the Current Good Manufacturing Practice regulations enforced by the US Food and Drug Administration (FDA). cGMPs provide for systems that assure proper design, monitoring, and control of manufacturing processes and facilities.

Adherence to the cGMP regulations assures the identity, strength, and quality of products by requiring that manufacturers adequately control manufacturing operations. This includes establishing strong quality management systems, obtaining appropriate quality raw materials, establishing robust operating procedures, detecting and investigating product quality deviations, and maintaining reliable testing laboratories. This formal system of controls helps to prevent instances of contamination, mix-ups, deviations, failures, and errors.

Our ISO & GMP certifications acknowledge that our factories, which span 500,000 square feet and employ more than 3,000 employees, are run efficiently and use quality, safe, and reliable materials. For our customers, that means Jupiter hardware is made consistently every time.

Certificate of Registration

This is to certify that the Quality Management System of

Dongguan Siweier Technology Co., Ltd.

Unified Social Credit Code: 91441900MA56L35Y4K

Operation Address: Building 1, No.36, Fuxing Road, Chang'an Town, Dongguan City, Guangdong Province, China

Registered Address: Building 1, No.36, Fuxing Road, Chang'an Town, Dongguan City, Guangdong Province, China

applicable to

Design, development, production and sales of battery components and atomizing components for medical electronic atomizers

has been assessed and registered by NQA against the provisions of

ISO 9001:2015

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by NQA.

Certified Clients shall accept regular surveillance assessments, the validity of certificates shall be maintained for the positive result of audit.

The information of this certificate can be checked on CNCA's website (www.cnca.gov.cn)

SNQA's website: www.snqa.com.cn

Managing Director

Certificate Number: **131121**

Issue Date: 13 May 2022

Valid Until: 13 May 2025

EAC Code: 19

UKAS MANAGEMENT SYSTEMS 0015

CERTIFICATE

This is to certify that

Jupiter Research, LLC

2801 East Camelback Rd.
Suite 180
Phoenix, AZ 85016
United States of America

has implemented and maintains a **Quality Management System**.

Scope:
The Design and Manufacture of Active, Non-Implantable Inhalation Devices of Plant-Derived Extracts for Medical Use.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 13485 : 2016

Certificate registration no.	10018383 MP2016
Date of original certification	2021-02-01
Date of certification	2021-02-01
Valid until	2024-01-31

DQS Inc.

Brad McGuire
Managing Director

Accredited Body: DQS Inc., 1500 McConnor Parkway, Suite 400, Schaumburg, IL 60173 USA

Certificate of Registration

This is to certify that the Quality Management System of

Dongguan Siweier Technology Co., Ltd.

Unified Social Credit Code: 91441900MA56L35Y4K
Operation Address: Building 1, No.36, Fuxing Road, Chang'an Town, Dongguan City, Guangdong Province, China
Registered Address: Building 1, No.36, Fuxing Road, Chang'an Town, Dongguan City, Guangdong Province, China

applicable to

Design development, production and sales of battery components and atomization components for medical electronic atomizers

has been assessed and registered by NQA against the provisions of

ISO 13485:2016

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by NQA.
Certified Clients shall accept regular surveillance assessments, the validity of certificates shall be maintained for the positive result of audit.
The information of this certificate can be checked on CNCA's website (www.cnca.gov.cn)
SNQA's website: www.snqa.com.cn

Managing Director

Certificate Number: **130796**

Issue Date: 19 January 2022
Valid Until: 19 January 2025

UKAS MANAGEMENT SYSTEMS
0015

CERTIFICATE

Registration No.: SCIC-20210729-01

Certificate No. : SCIC-GMP-20210901-1

SCIC
中穗国际认证

CERTIFICATE OF COMPLIANCE (GMP)

This is to certify that

Dongguan Siweier Technology Co., Ltd.

Unified Social Credit Code: 91441900MA56L35Y4K

Registration Address: Building 1, No. 36 Fu Xing Road, Chang'an Town, Dongguan City, Guangdong Province, China

Production/Operation Address: Building 1, No. 36 Fu Xing Road, Chang'an Town, Dongguan City, Guangdong Province, China

is in conformity with below standard(s):

Codex Alimentarius (CAC/RCP 1-1969, version 4, 2003)

This certificate is valid to the following scope:

Manufacture of electronic vaporizers

Date of first issue: 2021-10-09
Date of issue: 2021-10-09
Certificate valid until: 2022-10-08

The certificate is valid only when it is used within the validity period of all administration approval and qualification licenses stipulated by the state. The certified organization shall be subject to one surveillance audit at an interval of no more than 12 months from the date of initial or renewal certification decision within the validity period of the certificate. The certificate shall be valid only by combining together with the surveillance audit conformity notice issued by SCIC. The certificate information and its validity status can be obtained both on SCIC's website (www.sciccn.com).

GMP
SCIC

Signed by :

中穗国际认证（广州）有限公司
4401130249362

Sino Confidence International Certification (Guangzhou) Co., Ltd.
Address: Room 1821, Building No. 1, Jieshun Road, Nancun Town, Panyu District, Guangzhou City, Guangdong Province, P. R. China
Post Zip: 511400
Telephone: +86 20 84561836
E-mail: sciccn@126.com
Website: http://www.sciccn.com

CERTIFICATE

Registration No.: SCIC-20210729-01

Certificate No. : SCIC-GMP-20210901-2

SCIC 中穗国际认证

CERTIFICATE OF COMPLIANCE (cGMP)

This is to certify that

Dongguan Siweier Technology Co., Ltd.

Unified Social Credit Code：91441900MA56L35Y4K

Registration Address: Building 1, No. 36 Fu Xing Road, Chang'an Town, Dongguan City, Guangdong Province, China

Production/Operation Address: Building 1, No. 36 Fu Xing Road, Chang'an Town, Dongguan City, Guangdong Province, China

is in conformity with below standard(s)：

FDA 21 CFR 110, Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food (cGMP), April 1, 2011

This certificate is valid to the following scope：

Manufacture of electronic vaporizers

Date of first issue：2021-10-09
Date of issue：2021-10-09
Certificate valid until：2022-10-08

The certificate is valid only when it is used within the validity period of all administration approval and qualification licenses stipulated by the state. The certified organization shall be subject to one surveillance audit at an interval of no more than 12 months from the date of initial or renewal certification decision within the validity period of the certificate. The certificate shall be valid only by combining together with the surveillance audit conformity notice issued by SCIC. The certificate information and its validity status can be obtained both on SCIC's website (www.sciccn.com).

cGMP SCIC

Signed by：

中穗国际认证（广州）有限公司 4401130249362

Sino Confidence International Certification (Guangzhou) Co., Ltd.
Address: Room 1821, Building No. 1, Jieshun Road, Nancun Town, Panyu District, Guangzhou City, Guangdong Province, P. R. China
Post Zip: 511400
Telephone: +86 20 84561836
Email: sciccn@126.com
Website: http://www.sciccn.com

CERTIFICATE

Registration No.: SCIC-20210729-01

Certificate No. : SCIC-GMP-20210901-3

SCIC 中穗国际认证

CERTIFICATE OF COMPLIANCE (GMP)

This is to certify that

Dongguan Siweier Technology Co., Ltd.

Unified Social Credit Code: 91441900MA56L35Y4K

Registration Address: Building 1, No. 36 Fu Xing Road, Chang'an Town, Dongguan City, Guangdong Province, China

Production/Operation Address: Building 1, No. 36 Fu Xing Road, Chang'an Town, Dongguan City, Guangdong Province, China

is in conformity with below standard(s):

FDA 21 CFR 820 Quality System (QS) Regulation/Medical Device Good Manufacturing Practices, April 1, 2018

This certificate is valid to the following scope:

Manufacture of electronic vaporizers

Date of first issue: 2021-10-09
Date of issue: 2021-10-09
Certificate valid until: 2022-10-08

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GMP SCIC

Signed by :

中穗国际认证（广州）有限公司 4401130249362

Sino Confidence International Certification (Guangzhou) Co., Ltd.
Address: Room 1821, Building No. 1, Jieshun Road, Nancun Town, Panyu District, Guangzhou City, Guangdong Province, P. R. China
Post Zip: 511400
Telephone: +86 20 84561836
Email: sciccn@126.com
Website: http://www.sciccn.com

Technical Product Specifications

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View Tech Specs

uno

View Tech Specs

liquid X

View Tech Specs

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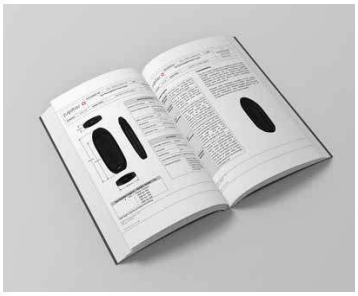
View Tech Specs



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View Tech Specs

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View Tech Specs

New Products Coming Soon!

Visit
JUPITERRESEARCH.COM
to view the latest Jupiter Product Specifications

FDA Compliance & Food Grade Matrix

Wetted Materials

All parts that come in contact with oil use materials compliant with Food and Drug Administration regulations. We test all of the wetted components in our cartridges and devices per FDA food-grade standards.

Liquid6 ETP SSA Cartridge

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Fluid Housing	Engineering Thermoplastic (Proprietary) - pre-fix "A"	FDA 21 CFR 175.300	Jan-19	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
	Engineering Thermoplastic (Proprietary) - no pre-fix	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Airway tube	Stainless Steel	FDA GRAS	Jan-20	SGS-CSTC Standards Technical Services Co. Ltd. Guangzhou Branch
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.
Mouthpiece (tapered, round, hourglass)	Engineering Thermoplastic (Proprietary)	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.

FDA Compliance & Food Grade Matrix

Wetted Materials

Liquid6 Glass Cartridge

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Fluid Housing	Glass	FDA CPG 7117.06 FDA CPG 7117.07	Jan-18	DongGuan Precise Testing and Certification Corp. Ltd. (PTC)
Atomizer shell and base	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Airway tube	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Alternative airway tube	Stainless Steel	FDA GRAS	Jan-20	SGS-CSTC Standards Technical Services Co. Ltd. Guangzhou Branch
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.

FDA Compliance & Food Grade Matrix

Wetted Materials

Liquid9 ETP Cartridge

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Housing	Engineering Thermoplastic (Proprietary)	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Mouthpiece	Engineering Thermoplastic (Proprietary)	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Septum	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.
Atomizer shell and base	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Airway tube	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.

FDA Compliance & Food Grade Matrix

Wetted Materials

Pod Cartridge

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Housing	Engineering Thermoplastic (Proprietary)	FDA 21 CFR 175.300	Jan-19	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Atomizer shell	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Airway tube	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Alternative airway tube	Stainless Steel	FDA GRAS	Jan-20	SGS-CSTC Standards Technical Services Co. Ltd. Guangzhou Branch
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.
Mouthpiece	Engineering Thermoplastic (Proprietary)	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.

Wetted Materials

Mouthpieces for Glass Cartridges & All-Inclusives

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Mouthpiece - Tapered	Ceramic - All colors	FDA CPG 7117.06 FDA CPG 7117.07	Dec-18	Centre Testing International Group Co., Ltd.
Mouthpiece - Tapered	Engineering Thermoplastic (Proprietary) - white	FDA 21 CFR 175.300	Jan-19	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Mouthpiece - Tapered	Engineering Thermoplastic (Proprietary) - other colors	Registered food contact substance for uses A - H per FDA 21 CFR 176.170(c)	17-Nov	U.S. Food & Drug Administration
Mouthpiece - Tapered	SnCo-plated brass - "chrome color"	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Mouthpiece - Hourglass	SnCo-plated brass - "chrome color"	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Mouthpiece - Round	SnCo-plated brass - "chrome color"	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Mouthpiece - Round	Engineering Thermoplastic (Proprietary) - All colors	FDA 21 CFR 175.300	Jan-19	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Mouthpiece - Bullet	Engineering Thermoplastic (Proprietary) - white	FDA 21 CFR 175.300	Jan-19	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Mouthpiece - Bullet	Engineering Thermoplastic (Proprietary) - other colors	Registered food contact substance for uses A - H per FDA 21 CFR 176.170(c)	17-Nov	U.S. Food & Drug Administration
Mouthpiece - Tapered	Wood - Sandalwood	FDA 21 CFR 178.3800	Jan-19	Dongguan Precise Testing and Certification Corp. Ltd. (PTC)
Mouthpiece - Round	Glass tip, metal base (Certification for glass)	FDA CPG 7117.06 FDA CPG 7117.07	Jan-18	DongGuan Precise Testing and Certification Corp. Ltd. (PTC)

FDA Compliance & Food Grade Matrix

Wetted Materials

LiquidX Glass 300

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Fluid Housing	Glass	FDA CPG 7117.06 FDA CPG 7117.07	Jan-18	DongGuan Precise Testing and Certification Corp. Ltd. (PTC)
Atomizer shell and base	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Airway tube	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Alternative airway tube	Stainless Steel	FDA GRAS	Jan-20	SGS-CSTC Standards Technical Services Co. Ltd. Guangzhou Branch
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.

FDA Compliance & Food Grade Matrix

Wetted Materials

LiquidX Glass 500

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Fluid Housing	Glass	FDA CPG 7117.06 FDA CPG 7117.07	Jan-18	DongGuan Precise Testing and Certification Corp. Ltd. (PTC)
Atomizer shell and base	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Airway tube	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Alternative airway tube	Stainless Steel	FDA GRAS	Jan-20	SGS-CSTC Standards Technical Services Co. Ltd. Guangzhou Branch
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.

FDA Compliance & Food Grade Matrix

Wetted Materials

LiquidX 500

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Fluid Housing	Stainless Steel	FDA 21 CFR 175.300 FDA GRAS FDA CPG 7117.05	Jul-18	EMTEK (Shenzhen) Co., LTD.
Battery Housing	Stainless Steel	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Mouthpiece	Eng. Thermoplastic (proprietary)	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Atomizer shell and base	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Airway tube	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Wick	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.
Seals	Silicone	FDA 21 CFR 177.2600	Feb-17	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch.

FDA Compliance & Food Grade Matrix

Wetted Materials

LiquidX Listo

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Housing	Stainless Steel	FDA 21 CFR 175.300 FDA GRAS FDA CPG 7117.05	Jul-18	EMTEK (Shenzhen) Co., LTD.
Reservoir	Stainless Steel	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Mouthpiece	Eng. Thermoplastic (proprietary)	FDA 21 CFR 177.1580	Jul-16	SGS-CSTC Standard Technical Services (Shanghai) Co., Ltd.
Atomizer shell/airway	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Seals	SnCo-plated brass	FDA 21 CFR 175.300	Apr-19	NTEK Testing Technology Co., Ltd.
Heating element	Nichrome	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer**	Ceramic	FDA CPG 7117.06 FDA CPG 7117.07	Jan-19	Centre International Group Co., Ltd.
Atomizer retaining wrap	Cellulose	FDA 21 CFR 177.1630	Jul-18	Eurones (Dongguan) Consumer Products Testing Service Co., Ltd.

**Tested with heating element embedded

FDA Compliance & Food Grade Matrix

Wetted Materials

Klik

Component	Wetted Material	FDA Cert. #	Date Cert.	Certifying Body
Dispensing tip	Ni-plated brass	FDA 21 CFR 175.300	Nov-19	Shenzhen CTB Testing Technology Co., Ltd.
Body and cap	Polypropylene (PP)	FDA 21 CFR 177.1520	Mar-19	SGS Taiwan Ltd.
Plunger	Silicone	FDA 21 CFR 177.2600	Mar-16	SGS-CSTC Standards Technical Services Co., Ltd. Guangzhou Branch

RoHS & RoHS 2.0

RoHS is a product level compliance based on the European Union's Directive 2002/95/EC, the Restriction of the Use of certain Hazardous Substances in Electrical and Electronic Equipment (RoHS).

Products compliant with this directive do not exceed the allowable amounts of the following restricted materials: lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE), with some limited exemptions.

CATRIDGES	Certification
Liquid6 ETP	RoHS 2.0
Liquid6 Glass	RoHS 2.0
Liquid9 ETP Cartridge	RoHS 2.0
Liquid9 Glass Cartridge	RoHS 2.0

POWER SUPPLIES	Certification
Liquid6 Standard	RoHS 2.0
Liquid6 Compact	RoHS 2.0
Liquid9 Power Supply	RoHS 2.0
Palm	RoHS
Silo	RoHS 2.0
Pike*	RoHS 2.0
Dart*	RoHS 2.0
Uno*	RoHS 2.0
Que*	RoHS 2.0
Luster*	RoHS 2.0
Bellos*	RoHS 2.0
RA100	RoHS 2.0
Liquid6 Volt	RoHS 2.0

* Power Supply certifications include pod cartridge & mouthpiece

All-in-Ones	Certification
Infinity	RoHS 2.0
Memento	RoHS 2.0
Owa	RoHS 2.0
Poché	Coming Soon
Slym	RoHS 2.0
Listo	RoHS 2.0
LXG300	RoHS 2.0
LXG500	RoHS 2.0
LX500	RoHS 2.0

MISC	Certification
Klik	RoHS

UL 1642

UL is a global leader in product safety testing and certification. For more than 100 years, manufacturers have had their merchandise evaluated and tested for safety risks by their independent, third-party safety certification organization. UL is approved to perform safety testing by the U.S. federal agency Occupational Safety and Health Administration (OSHA).

The UL 1642 Standard for Lithium Batteries is intended to reduce the risk of fire or explosion when lithium batteries are used in a product. These requirements are also intended to reduce the risk of injury to persons due to fire or explosion when user-replaceable lithium batteries are removed from a product and discarded.

POWER SUPPLIES	UL 1642
Liquid6 Standard	Yes
Liquid6 Compact	Yes
Liquid9 Power Supply	Yes
LiquidX 500	Yes
LiquidX Glass 300	Yes
LiquidX Glass 500	Yes
LiquidX Infinity	Yes
LiquidX Pike	Yes
Uno	Yes
Que	Yes
Palm	Yes
Silo	Yes
Dart	Yes
Luster	Yes
Bellos	Yes
RA100	Yes
L6 Volt	Yes

DQS Inc.
Jupiter Research Inc.
ISO 13485:2016
10018383 MP2016

Jupiter Research Inc has been certified by DQS Inc. to ISO 13485:2016

CE Certification

CE marking is a certification mark that indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). The CE marking is also found on products sold outside the EEA that have been manufactured to EEA standards.

POWER SUPPLIES	CE Certification
Liquid6 Standard	Yes
Liquid6 Palm	Yes
Liquid6 Silo	Yes
Liquid6 Volt	Yes
LiquidX Pike	Yes
Liquid9 Power Supply	Yes
Dart Power Supply	Yes
Uno Power Supply	Yes
Luster Power Supply	Yes
RA100 Power Supply	Yes

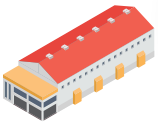
All-in-Ones	CE Certification
Infinity	Yes
Memento	Yes
Owa	Yes
Poché	Yes
Slym	Yes
Listo	Yes
LiquidX 500	Yes
LiquidX Glass 500	Yes
LiquidX Pike	Yes

Jupiter Manufacturing Process

Raw Materials are ordered

Raw materials are received and inspected

- AQL inspection of critical features and dimensions of all components



Raw materials are stored in raw material warehouse

- Nightly Ozone cleaning of warehouse

Raw Materials are kitted to Job and made ready for transportation to the production floor

Raw materials are subjected to UV sterilization prior to reaching the production floor

Raw materials are reviewed for accuracy before being distributed to the line

First articles (3-5) are made on production line and inspected 100%

- If acceptable, these units are put in a lock box at the beginning of the line for reference

Mass Production Begins on the production floor

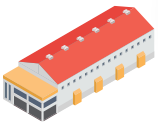
- Factory completes routine in-process inspection during assembly
- Jupiter quality team completes random in-process inspection on select orders*
- Factory completed 100% final assembly inspection for aesthetics and working condition (includes 100% functional activation)
- Jupiter quality team completed random final inspection on select orders*

Product is sent for final packaging

- Factory reviews orders for completeness and correctness
- Factory conducts Outgoing Quality Control AQL Inspection
- Factory conducts Out of the Box Audit Sampling Inspection
- Jupiter quality team completes Out of the Box Audit Sampling Inspection on select orders*
- Jupiter to implement 100% AQL inspection of all Jupiter orders starting Q2 2020*

***The Jupiter Difference**

One of the only distributors and manufacturers with dedicated CCELL® factory staff, including Quality Assurance Specialists, Project Managers, and liaisons helping to oversee production.



Packaged product is stored in final product warehouse until shipment

- Nightly Ozone cleaning of warehouse

Stock Order Manufacturing

ORDER PROCESSING
Up to 1 week

FULFILLMENT
3-9 Days

Customer

Customer places order with Jupiter Research sales executive

1

2

Customer remits payment

3

4

Jupiter Research

Jupiter Research sales executive provides quote to customer and forwards approved quote to Jupiter Research accounting

Jupiter Research accounting provides customer with invoice to remit payment (order does not progress until payment is satisfied)

4

Accounting submits sales order to operations for processing

Fulfillment Center in Phoenix
Out-bound processing: 2-3 days
Pick, Pack, and Stage Phase

5

ORDER

Jupiter research operations submits order to fulfillment center for fulfillment

6

Transit to Customer Facility
Transit time: 1-5 days
$0.00 Cost to Customer

1, 2, and 3 Day Air are available, **customer pays rate** for these services as a pass thru.

Please Note: Selecting an expedited freight option reduces the lead time on the transit only. Processing time to pick, pack, and stage remains the standard 2-3 days.

Custom Order Manufacturing

ORDER PROCESSING
Up to 1 week

DESIGN
3 weeks

MANUFACTURING
3 weeks

INTERNATIONAL TRANSIT
1–7 weeks

FULFILLMENT
1–2 weeks

Customer

Customer places order with Jupiter Research sales executive

1 →

Jupiter Research

← 2

Jupiter Research sales executive provides quote to customer and forwards approved quote to Jupiter Research accounting

Customer remits payment, approves design (if applicable)

3 →

← 4

Jupiter Research accounting provides customer with invoice to remit payment (order does not progress until payment is satisfied)

4 ↓

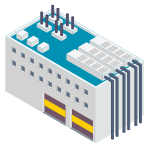
Accounting submits sales order to operations for processing

← 5

ORDER

Jupiter research operations submits order to factory for production

Factory in Asia
Produces finished goods
MFG lead time: 6 weeks



5 ↓ 5 ↓

Ocean Transit
Partner: Various
Lead time: 6 weeks
(Includes 1 day transit from CN to HK)

6 ↓

Air Transit
Partner: Various
Lead time: 6 weeks
(Includes 1 day transit from CN to HK)

6 ↓

US Customs
Port: Long Beach of LA
Lead time: 2-3 days
*US Customs Controlled

7 ↓

Transit from US Customs to fulfillment facility
Transit time: 1–2 days

8 ↓

Fulfillment Center in Phoenix
In-bound processing: 2–3 days
Out-bound processing: 2–3 days
Product turn-around: 4–6 days

9 → Transit to Customer Facility
Transit time: 1–5 days

Jupiter Engineer Research and Development

Jupiter Research ensures customer success with in-house professional engineering support, providing you with hardware configured and enhanced precisely to the requirements of your extracts.

Current Staff

Mark Scatterday
Founder/Inventor

Jordan Walker
Director of Engineering

Karen Obregon
Quality Engineer II

Dr. San Li
Lab Director

Oggie Fitzpatrick
Research & Development

Jim Arrowsmith
Quality Manager

Levi Morton
Product Development Engineer

Vipul Gadekar
Product Development Engineer

Xiong Bao
Jr. Product Development Engineer

Quality Personnel

Jack Xie
Quality Control Inspector

Heidi Wu
Asia Operations Director

Ken Chen
Asia Quality Engineering Manager

Owen Xia
Quality Engineering Technician

Bella Chen
Quality Control Inspector

Additional QE Technician and QC Inspector use Smoore resources as needed

General FAQs

How can I purchase Jupiter Research products?	Jupiter Research sells in large wholesale quantities to verifiable growers, extractors, and retailers. Submit an interest form or contact us at 1-480-867-6100 or info@jupiterresearch.com to begin an order. For individual purchases, visit vapepartsmart.com to buy authentic Jupiter Research power supplies. For ingredient-containing cartridges, consumers should purchase compliant, tested products through licensed dispensaries, delivery services, or retailers only. Ingredient-containing cartridges should never be modified or tampered with.
Does Jupiter Research sell products outside of the U.S.?	Yes. Jupiter partners with some of the largest Canadian LPs to design their vaporizer products and has a dedicated team and warehouse in Canada for our Canadian customers. International sales represent a growing sector for us, and we have a dedicated team in Canada for our Canadian customers, and London for our European sales in legalized markets such as the Netherlands, Germany, and Spain. U.S.-based vaporizer sales continue to dominate our sales and revenue mix as new emerging markets develop and expand with new vaporizer adoption rises. We work in each of the U.S.'s legal markets and have significant market share across recreational and medical states.
Does Jupiter Research private label manufacture for brands?	Yes. Jupiter distributes CCELL® technology product lines and our customers have the option to customize and private label with their designs. We pride ourselves on working with a wide array of brands; in fact, most of our orders are custom designed products. Additionally, Jupiter Research proprietary vaporizer devices have been licensed to brands in the U.S. and abroad, such as Kanabo VapePod and Airovapor. To learn more about our partnership with Kanabo, click here.
I'm a consumer not a business, can I buy directly from you?	We currently do not sell directly to consumers. For individual purchases, visit vapepartsmart.com to buy authentic Jupiter Research power supplies. For ingredient-containing cartridges, consumers should purchase compliant, tested products through licensed dispensaries, delivery services, or retailers only. Ingredient-containing cartridges should never be modified or tampered with.
Can your cartridges be filled with tobacco, eJuice, or eLiquid?	No. Jupiter Research cartridges and power supplies are not to be used for tobacco-derived products.

Quality Control FAQs

What safety information is available for businesses considering or purchasing Jupiter products?	Safety data sheets for Power Supplies and All-Inclusives are available to legal and authorized cannabis companies seeking additional information. Please contact info@jupiterresearch.com or your Account Executive with questions.
Where are Jupiter Research products designed and manufactured?	Jupiter Research devices and cartridges utilize CCELL® technology, a leading manufacturer of vaporizer devices and cartridges based in Shenzhen, China. As a designer, developer, and distributor of hardware and technology, Jupiter products are designed in the U.S. (Phoenix, AZ) and manufactured in the high-tech Chinese hub of Shenzhen. Our growing team of nearly 40 individuals in engineering, marketing and operations, product development, sales, and short-run print production operates at Jupiter Research headquarters located in central Phoenix. Additionally, Jupiter has remote staff throughout the U.S., Canada, Europe, and China. In Shenzhen, the Jupiter Research team includes quality assurance specialists, project managers, and liaisons helping to oversee production for our customers. Full manufacturing operations reside in Shenzhen, China.
Does Jupiter Research fill cartridges?	No. Jupiter Research manufactures vaporization hardware and partners with legal and authorized businesses extracting natural plant-based oil that fill, seal, and deliver cartridges to legal and authorized retailers.
Does Jupiter Research use Vitamin E acetate in cartridges or recommend its use for customers?	No. At no point in our supply chain does Jupiter Research utilize Vitamin E acetate nor do we recommend its use to customers. We sell our cartridges and pods empty of ingredients to legal and authorized businesses extracting natural plant-based oil. We do not advise on formulations or extraction processes, and highly recommend our customers consult experts to craft oil compliant to state and national regulations.
How does Jupiter Research manage safety in its devices and products?	Jupiter devices go through rigorous reliability testing to ensure safe functionality. In addition, devices are tested per several electrical and safety standards such as CE, FCC, RoHS, UN38.3, UL1642, and even UL8139 on limited devices.
Does Jupiter Research test for heavy metals?	Yes. Our engineering team works with CCELL® to conduct tests showing the safety of the ceramic used in all our products (cartridges, all-inclusives, and pods). We have conducted a variety of heavy metal testing for our cartridges, using Phase 3 California compliance testing as a benchmark.
Are Jupiter Research cartridge atomizers pre-wetted?	No. Our CCELL® ceramic wick contains a dry, unprimed atomizer that is only wetted once the reservoir is filled with oil.
Are any metal parts of Jupiter Research cartridges made out of brass?	Yes. Our metal components are made of SnCo (tin-cobalt) plated brass. We have switched all of our products to a low lead brass and the SnCo plating has been tested to FDA standards and is considered food-grade. Where possible, Jupiter has implemented medical grade stainless steel to limit and/or eliminate the amount of brass used for wetted components.
How safe are Jupiter Research power supplies?	All Li-ion battery cells used in our products meet the requirements of UN38.3, ensuring they are safe for air transportation. All Jupiter products include short-circuit protection that disables the output if a short is detected. Rechargeable products include overcharge protection to protect the battery cell. All devices have UL1642 certification which is a safety standard for battery cell safety. Select devices have UL8139 certification which is a safety standard for the complete power supply system, which includes limits on thermal runaway, maximum outer surface temperatures, and other significant additional safety features.

Product Care

How to Charge Power Supply	**USB** Remove the Cartridge, screw in the included USB charger into the top of the Power Supply, and connect the device to an active USB port or adapter. **Micro-USB & USB-C** Remove the Cartridge, plug in the included micro-USB or USB-C to the bottom of the device, then connect the USB to an active USB port or adapter. Charge your device after use to ensure the best experience.
How to Clean Vaporizer	For the best performance, prevent condensation by keeping the contact pins inside the device and on the bottom of the pod clean and dry. Remove the Cartridge from the Power Supply. Use a cotton swab dampened with isopropyl alcohol to clean the contact points. Allow contact pins to dry thoroughly before use. Avoid dropping the device. Avoid exposure to moisture. Do not attempt to repair or modify the device.
My vaporizer stopped working, what should I do?	If no draw-activation occurs, try the following: Make sure power supply is charged. Rotate cartridge to ensure positive connection between the Cartridge and Power Supply. Separate the Cartridge from the Power Supply, then clean the contact points in the device and the bottom of the cartridge with a cotton swab dipped in a small amount of rubbing alcohol. If your product is within the warranty period and is not working properly, return the device, with the receipt, to the retailer where you purchased it.
How do I know the power supply is charged?	While the Standard and Compact are charging, the light tip will light up and remain lit. Once the device reaches a full charge, the light tip will flash 20 times and then turn off. If the device is plugged into an active USB port or wall adapter and the light tip is not lit, it has a full charge.
Will my cartridge leak at high elevations?	All cartridges may leak when transported from a lower elevation to a higher elevation. The degree of leakage depends on how full the cartridge is, how large the increase in elevation is, and the speed at which the elevation changes. To prevent leakage, store the cartridge with the mouthpiece pointing downward, exposing at least one inlet around the atomizer to open air.

Product Use

How long does a cartridge last?	It depends. Many variables affect how many draws an individual cartridge can provide. Factors include the duration of inhalation and the type of plant-derived extract. Our standard cartridges vaporize oil at a consistent rate of 4 - 5mg per 3-second draw. Based on this level of consumption, a 0.5mL cartridge would last approximately 100 - 125 draws.
How long does a power supply last?	Battery life depends on how long and how often the device is in use. Premium rechargeable Li-ion batteries with different capacities (mAh) power the Liquid6 devices. On average, the power supply provides enough energy to vaporize a half gram (0.5ml) cartridge on a full charge cycle. A typical Li-ion battery will lose 20% of its capacity after 300 full cycles. It will continue to supply the same power but will not last as long between charges.
How can I tell when my cartridge is empty?	Cartridge is empty when vapor is no longer produced after a 3-second activation. Due to the ceramic porosity/total volume, the cartridge may still produce vapor after the reservoir appears empty because of out of view oil absorbed in the atomizer.
Are Jupiter cartridges reusable?	No. Our cartridges are designed for a single-use only.
Are your cartridges compatible with other power supplies?	Our cartridges feature a standard 510 threaded connection for universal compatibility. Liquid6 Cartridges also include two airflow paths for auto-draw and button-activated power supplies. Despite these considerations, we cannot guarantee cartridge compatibility with non-Jupiter power supplies.
What do the flashing lights indicate on the power supply when charging?	The light tip on the Standard and Compact and the light indicator for Palm and Silo indicate the charge status of the device. LED will illuminate for 2seconds and shut-off if there is a short circuit. When the battery is low, the light tip will flash 10 times indicating the need to charge the device. When the device is in need of recharging, the light will no longer illuminate. When the device is charging, the light will light up and remain illuminated. When the device reaches a full charge, the light will flash 20 times and then turn off. If the device is plugged in to an active USB port and the light tip is not lit, it has a full charge.
How do I know when the power supply needs to be charged?	The light tip on the Standard and Compact devices will flash 10 times when the battery needs recharging. The light activator on the Palm and Silo will not illuminate and the device will not activate when the battery needs recharging. We recommend charging your device often after use to ensure the best experience.
How long before my Jupiter vaporizer will shut off during use?	All Jupiter Research vaporizers shut off after 10 seconds of inhalation. Our standard cut-off is 10s, but this feature is customizable and it is recommended to verify the cut-off time with the purchasing outlet.
Can I take my vaporizer on an airplane?	U.S. Federal Aviation Regulations dictate transport and use of substances and pharmaceuticals. Visit the Federal Aviation Administration website for the latest information.