

## FAQ (English)



<p>I got dry hits.</p>	<ul style="list-style-type: none"> <li>- Open the liquidcontrol clockwise (see manual).</li> <li>- Is there still enough liquid in the tank?</li> <li>- There is too much cotton in the tank. The pockets should only be fluffed with cotton. With the DL version, cut the cotton at the edge of the deck. If necessary even thin out a bit. With the MTL version, cut off the cotton slightly away from the deck.</li> <li>- Do not stuff the cotton into the pockets, just lay it down.</li> </ul>
<p>I got some leakage – liquid is draining out of the afc hole.</p>	<ul style="list-style-type: none"> <li>- Did you assemble the closing ring?</li> <li>- Is the Top Cap Ring completely closed so that the red o-rings are no longer visible in the filling holes?</li> <li>- Are the small o-rings on the sides of the deck in place?</li> <li>- Is the glass defective?</li> <li>- Is the cotton fluffy in the pockets?</li> <li>- Is it time to change the coil and cotton because the cotton has become over saturated over time?</li> <li>- Have you filled the Squape N[duro] only in the "closed" and "remove" mode?</li> </ul>
<p>I can not or only with difficulty move the tank and thus the liquid and airflow control.</p>	<ul style="list-style-type: none"> <li>- Remove the Closing Ring from the tank and check if a foreign object is trapped.</li> <li>- Is the Closing Ring inserted correctly?</li> <li>- Was the Closing Ring lubricated with VG or liquid before insertion?</li> <li>- Has the deck slid up? This can happen if the center pin protrudes too much from the 510 connector and the base is screwed with considerable force onto a socket or mod that does not have a spring-loaded pin. If yes, please contact our support. We will explain how you can fix this. <a href="mailto:support@squape.ch">support@squape.ch</a></li> </ul>
<p>No contact with the mod</p>	<p>Unscrew the centerpin a little . If this does not help, contact <a href="mailto:support@squape.ch">support@squape.ch</a> .</p>
<p>How often do I have to clean the Squape N[duro]?</p>	<p>From time to time it is necessary to unscrew the center pin and wipe it with a cloth. We recommend cleaning the Squape N[duro] occasionally with running water or an ultrasonic bath. Never clean with a dishwasher.</p>
<p>My glass is shattered.</p>	<p>Glasses for the Squape N[duro] can be purchased as spare parts.</p>
<p>My Top Cap ring moves too heavy / too light</p>	<p>You can remove the ring from the chimney and replace the o-ring underneath with one from the spare set. O-rings have different tolerances and can influence the resistance of the rotation.</p>
<p>How do I get a Squape N[duro]?</p>	<p>You can find a list of our partners at: <a href="http://www.squape.ch">www.squape.ch</a> or directly at <a href="http://shop.squape.ch/en">shop.squape.ch/en</a></p>
<p>Where can I get more information and tips?</p>	<p>at <a href="http://www.squape.ch">www.squape.ch</a> and our Facebook group: <a href="https://facebook.com/groups/squape.stattqualm.official">https://facebook.com/groups/squape.stattqualm.official</a></p>