



Compliance Packet

Revised 03/14/2024



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.



About Us

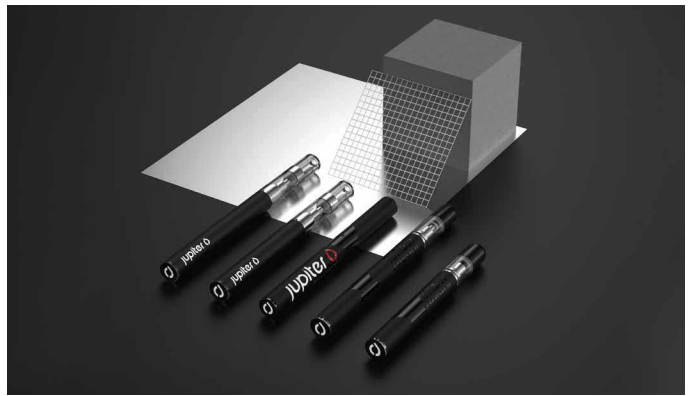
Jupiter is a wholesale distribution and proprietary hardware manufacturing company operating out of Phoenix, AZ. We design, develop, and distribute vaporizer cartridges, power supplies, pods, all-in-ones, and dispensers. Jupiter is comprised of more than 30 employees working in Client Services, Engineering, 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 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.



Our Products

Our current product offerings are: 510 thread vaporizer cartridges and power supplies, all-in-one devices, pod cartridges and power supplies, and Dispensers. Each of these products is available in a variety of sizes ranging from 0.3mL to 3.0mL.

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.

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General Information

Company Name	Jupiter Research, LLC / Shenzhen Smoore Technology Limited inc. (Factory)
Products / Services	
Phone Number	1-480-867-6100 (Jupiter Research)
Email	info@jupiterresearch.com
Is this company a division or subsidiary of another corporation?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Jupiter Research is a subsidiary of TILT Holdings Inc., a Canadian public corporation. Jupiter designs and distributes for the manufacturer Smoore (which is not a related parent, subsidiary or affiliate).
Number of years in business	Smoore: 14 yrs, Jupiter: 8 yrs
Number of personnel	Smoore: 10,000 employees Jupiter: 39 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	Bradley Weber, Casey Amundson & Edgardo Caceres (Jupiter)
Number of Personnel in QA/QC	40/270 employees (Smoore)
Is the QA/QC department independent of production?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Quality Systems

Do you operate under a Quality Management System Manual (QMSM)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Jupiter achieved ISO13485 recertification in 2023 and passed the first surveillance audit in 2024.
Is there a company organizational chart?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are quality objectives established and maintained?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you have a customer complaint handling procedure?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there an effective management review with agreed actions communicated to appropriate staff?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a documented internal quality audit program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there internal audits carried out at a frequency determined by risk?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there documented operating procedures?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a document and change control system in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are documents maintained for a minimum of 3 years?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a documented system of calibration of measuring equipment, including corrective actions for out of specification equipment?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a documented supplier control program in place with written SOPs (Standard Operating Procedure)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a documented supplier approval process based on risk assessment that covers all ingredients and packaging materials?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you audit your suppliers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are incoming materials staged and properly identified with status (ie. Acceptable, hold, rejected, etc)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	ISO 2859-1:1999
Are raw materials positively released?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Can traceability, that includes rework, be demonstrated back to suppliers and forward to customers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there 'In Process' quality control procedures and records maintained?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there operating procedures to control non-conforming material (out of specification) and ensure CAPA (Corrective Action Preventive Action) are recorded and assigned?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is a quarantine area in place for non-conforming material?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there documented finished product specifications?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are finished products positively released?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is an inventory management turnover method being used, such as FIFO (First In First Out)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Are finished products tested and approved before release?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Mechanical, thermal, and performance testing
Do you have a dedicated area for retained samples?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Retained for 6 months
Does the company operate a formal system of training, including new hire training with records maintained and reviewed periodically?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a documented recall plan in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a procedure for notifying customers in the event of a recall?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a change control SOP in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the customer notified of any changes in the finished product specifications or relevant process controls?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

Facilities and Equipment

- | | |
|---|---|
| Are site boundaries clearly defined? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the condition of the buildings and surroundings basically sound? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the site secure with access to production and storage areas restricted to authorized personnel? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Are the equipment/utilities clearly identified? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the process flow designed to minimize the risk of cross-contact and cross-contamination? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Are walls, floors, and ceilings designed, constructed, finished, and maintained to prevent accumulation of dirt and facilitate cleaning? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is adequate ventilation/extraction provided to prevent condensation or excessive dust? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is all water used in production or cleaning free from risks of contamination? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the quality of water, steam, ice, air, compressed air, or gas regularly monitored? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the accumulation of waste prevented? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is there a planned preventative maintenance program in place? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

Food Safety / HACCP

- | | |
|--|---|
| 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)? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Do you have a safety team that regularly updates a Hazard Analysis that identifies all hazards associated with your facility? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

Sanitation and Hygiene

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

Pest Control

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

Cross Contamination

Is all glass and brittle plastic identified and a register maintained?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is there a written procedure for glass/hard plastic breakages and are all breakages recorded?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are raw materials and finished products stored in clean, dry, and well-ventilated spaces, protected from dust, cross-contact, and sources of contamination?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is packaging stored away from raw materials and finished product?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is traceability of packaging ensured?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is the packaging tamper evident?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Product Safety Mission

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-in-ones, 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 the 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 Compliance

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 are 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


Jupiter Research, LLC

Jupiter Research, LLC's Vape Devices and Components are manufactured at Shenzhen Smoore Technology Limited, a GMP Compliant facility with an ISO Certified Quality Management System.

Jupiter Research, LLC's Klik Dispensing Device is manufactured at Premier Technology (Dongguan) Limited, a facility with an ISO Certified Quality Management System.

Certification	Cert. No.	Issued By	Manufacturer
ISO 13485:2016	10018383 MP2016	DQS USA	Jupiter Research
ISO 13485:2016	IT336502-1	SGQ	Smoore Technology Limited
ISO 9001:2015	CN11/30678.13	SGS	
GMP Compliant	20240401-1	SCIC	
cGMP Compliant	20240401-3		
	20240401-4		
ISO 13485:2016	131626	NQA	Premier Technology Limited
ISO 9001:2015	15/22Q7245R20	WIT	

ISO 9001:2015 – standard for Quality Management Systems
 ISO 13485:2016 – standard for Medical Device Quality Management Systems
 GMP Compliance – is in conformity with Codex Alimentarius GENERAL PRINCIPLES OF FOOD HYGIENE, CXC 1-1969, 2022 revision
 cGMP Compliance – is in conformity with

- FDA 21 CFR part 117, Current Good Manufacturing Practice, Hazard Analysis, and Risk-Based Preventative Controls for Human Food, Sept. 17, 2015
- FDA 21 CFR 820 Quality System (QS) Regulation/Medical Device Good Manufacturing Practices, April 1, 2018

Jupiter Research, LLC – Engineering, 2024/12

Product Safety

Jupiter Research and their manufacturers have required safety standards for all of its products. These safety standards and certifications help ensure the product being delivered to our customer's is made to the highest safety standards. The certifications listed below are commonly applied for Jupiter Products before they become commercially available.

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 years with new advances and understandings around safety.

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



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	2023-12-12
Valid until	2027-01-31



DQS Inc.

David Tellez
Managing Director

DQS IS A MEMBER OF



Accredited Body: DQS Inc., 1500 McConnor Parkway, Suite 400, Schaumburg, IL 60173 USA
The validity of this certificate can only be verified by the QR-code.

Technical Specifications

Find your product specific technical specifications (CDS Sheets) by scanning the QR Code to the right.



FDA Compliance & Food Grade Matrix

Wetted Materials

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



Restriction of Hazardous Substances

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.

Underwriters Laboratories

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.

Conformité Européenne

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.

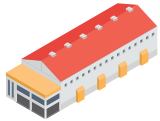
Jupiter Manufacturing Process



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



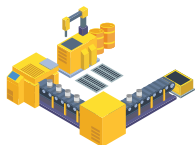
Raw materials are subjected to UV sterilization prior to reaching the production floor

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

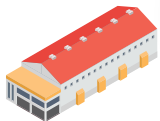
Jupiter quality team completes Out of the Box Audit Sampling Inspection on select orders*

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

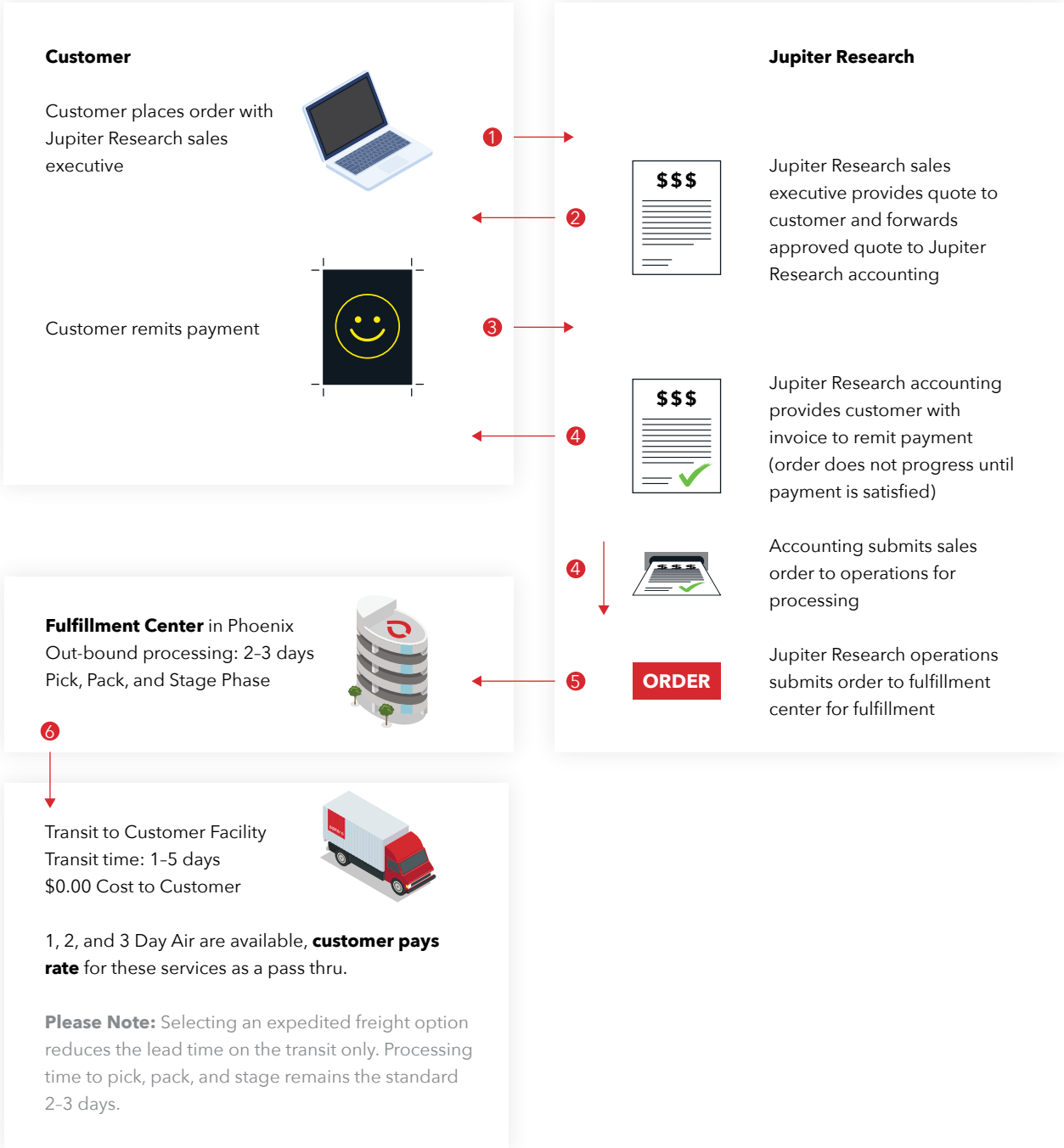


Nightly Ozone cleaning of warehouse

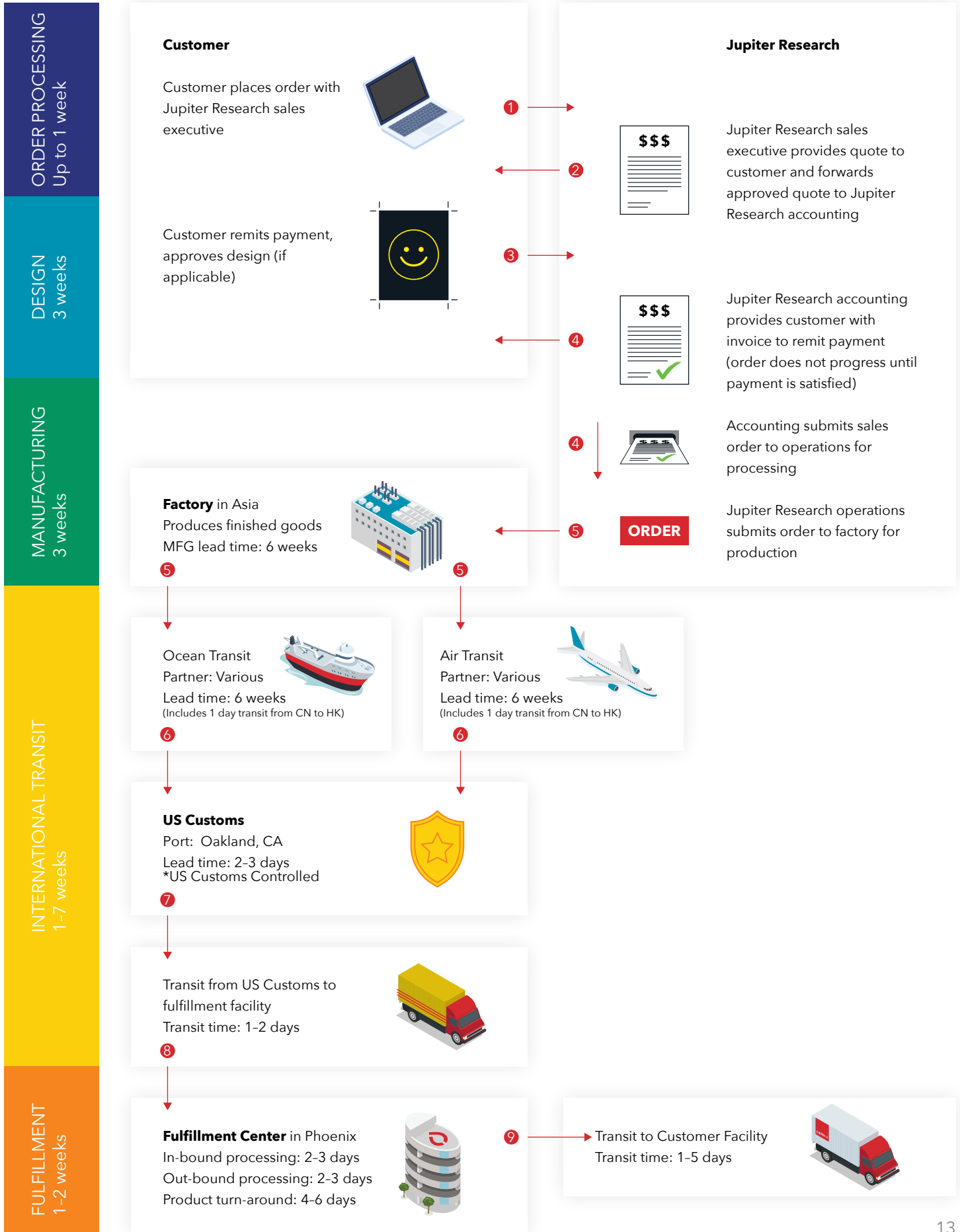
Stock Order Manufacturing

ORDER PROCESSING
 Up to 1 week

FULFILLMENT
 3-9 Days



Custom Order Manufacturing



Jupiter Engineering, Research & 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

Mark Scatterday
Founder/Inventor



Jordan Walker

Jordan Walker
Sr. Director of Engineering



Gary Yarbrough

Gary Yarbrough
Product Development Manager



Bradley Weber

Bradley Weber
Quality Manager

Additional Engineers

Nikhil Joshi

Product Development Engineer

Xiong Bao

Jr. Product Development Engineer

Quality Personnel

Heidi Wu

Asia Operations Director

Owen Xia

Quality Engineering Technician

Ken Chen

Asia Quality Engineering Manager

Bella Chen

Quality Control Inspector

Jack Xie

Quality Control Inspector

Edgardo Caceres

Quality Engineer

Casey Amundson

Regulatory & Compliance Coordinator

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 has a dedicated team and warehouse in Canada and Europe for our international customers.

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.

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 or the growing industrial hub of Indonesia.

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-in-ones, 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?

There are versions of our devices that use metal components that are made of SnCo (tin-cobalt) plated brass. For those products, we have switched the brass used to a low lead brass and the SnCo plating has been tested to FDA standards and is considered food-grade.

Jupiter has implemented medical grade stainless steel versions of our products to limit and/or eliminate the amount of brass used for wetted components, where possible.

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.