Compliance Packet

Revised 03/2026

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

Jupiter Research LLC.
ISO 13485:2016
10018383 MP2016

Message to Customers

Jupiter Research is a trusted distributor and manufacturer of advanced vaporization hardware, produced in ISO- and GMP-compliant facilities. Quality, consistency, and performance are not aspirations; they are intentionally built into every stage of our process. Our innovative and industry-leading solutions are engineered to meet the highest standards, so you can focus on your craft and leave the hardware to us.

Our Quality Assurance framework emphasizes accountability, transparency, and long-term partnership. We believe this framework will provide confidence and peace of mind as you review this document and evaluate our quality practices.

Intentional products. Real solutions.

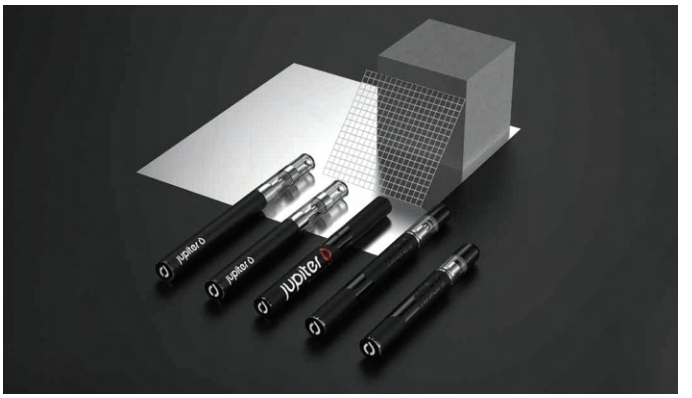
Our Mission

We are committed to leading with intention -- driven by purpose, precision, and partnership in everything we do. Grounded in delivering the ultimate customer experience, we are partner-obsessed solution providers, dedicated to designing and delivering product-centric, high-performance vaporization hardware that elevate the brands we chose to work with and drive success across the cannabis industry.

About Us

Headquartered in Scottsdale, Arizona, Jupiter is a wholesale distribution and proprietary hardware manufacturing company specializing in vaporizer cartridges, power supplies, pods, all-in-ones, and dispensing solutions. As pioneers and leaders in vaporization technology, Jupiter takes an intentional, product-centric approach to simplifying sourcing and delivering best-in-class, customizable hardware solutions. We are customer focused, ensuring access to a flexible sourcing model to bring high-performance vaporization products to market that elevate the consumer experience and empower our customers to thrive in a competitive industry.

Jupiter stands apart in the industry, guided by its commitment to quality, innovation, and compliance. Every product is built within strict quality management systems aligned with international standards, including ISO and GMP. Our multidisciplinary team spans Client Services, Engineering, Marketing, Operations, Print & Packaging, and Research & Development, with the majority based at our Scottsdale headquarters and additional team members located across the U.S., Canada, Europe, and China—allowing us to operate with both local precision and global reach.



Our Products

Our current product offerings include: 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.

Table of Contents

General Information

Company Name	Jupiter Research, LLC
Products / Services	
Phone Number	1-480-867-6100
Email	info@jupiterresearch.com
Is this company a division or subsidiary of another corporation?	☑ Yes ☐ No Jupiter Research is a subsidiary of TILT Holdings Inc., a Canadian public corporation.
Number of years in business	10 years
Number of personnel	37 Employees
What is the square footage of the facility?	Based on manufacturing partner
Number of personnel in production	Based on manufacturing partner
Number of Shifts	Based on manufacturing partner
QA Contact	Casey Amundson & Matt Leiphart
Number of Personnel in QA/QC	Based on manufacturing partner
Is the QA/QC department independent of production?	☑ Yes ☐ No

Quality Systems

Do you operate under a Quality Management System Manual (QMSM)?	☑ Yes	☐ No	
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 5 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 components used in products?	☑ 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?	☑ Yes	☐ No	ANSI-ASQC-Z1.4

Quality Systems (Continued)

Are incoming raw materials inspected and tested against agreed specifications	☑ Yes	☐ No	
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 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

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

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

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 controlled to prevent misuse, correctly labeled, 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	

Cross Contamination

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	

Manufacturing Hygiene Policy

Jupiter partners with manufacturers that operate under strict quality management systems, with manufacturing practices aligned with current Good Manufacturing Practices (cGMP) where applicable. Across our manufacturing network, incoming raw materials are cleaned, assembled, stored, and shipped in a manner designed to prevent contamination at every stage.

Depending on the component, one or more industrial cleaning treatments may be applied prior to assembly. Vaporizer components are assembled in controlled cleanroom environments, supported by gowning protocols and environmental controls throughout the manufacturing process.

Key hygiene controls include:

- Air-shower processing of raw materials prior to cleanroom entry to reduce particle contamination
- UV cleaning of raw materials before entering the production floor.
- Multi-stage cleaning of assembled components using medical-grade ethanol for its bactericidal and anti-fungal properties
- Controlled storage environments for raw materials and finished goods
- Nightly industrial ozone treatments in designated storage areas

This disciplined approach ensures consistent product integrity, safety, and performance—providing confidence for our partners and their consumers alike.

Manufacturer Statement

jupiter

Jupiter Research, LLC

Jupiter Research, LLC's Vape Devices & Components are manufactured at Smoore China, Smoore Indonesia, or ALD. All are GMP Compliant facilities with ISO Certified Quality Management Systems.

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
MDR (EU) 2017/745	G15 128142 0001	TUV SUD	
ISO 13485:2016	IT336502-1	Bureau Veritas	Smoore Technology Limited - China
ISO 9001:2015	CN11/30678.13	SGS	
GMP Compliant	20240401-1	SCIC	
cGMP Compliant	20240401-3		
	20240401-4		
ISO 9001:2015	0154831	Intertek	Smoore Technology Limited - Indonesia
GMP Compliant	20240501-1	SCIC	
cGMP Compliant	20240501-2		
	20240501-3		
	20240501-4		
ISO 9001:2015	203112	DCI	ALD
GMP Compliant	Letter of conformance	Burau Veritas	
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, 2026/02

Product Safety Mission

Product safety is foundational to everything we do. As leaders in vaporization technology, Jupiter takes a rigorous, product-centric approach to ensuring our hardware meets the highest standards for safety, performance, and reliability.

Leveraging a strategic, multi-partner manufacturing ecosystem, our engineering and quality teams conduct comprehensive testing across all critical components used in our cartridges, all-in-ones, and pod systems. Extensive heavy-metal testing using California Phase 3 compliance standards are performed as a benchmark, and all materials that come into contact with oil as wetted materials go through food contact testing per FDA food contact guidelines for extractable/leachables.

While Jupiter does not advise on formulations or extraction processes, we strongly encourage our partners to consult qualified experts to ensure their oils meet all applicable state and national regulations. We recommend that any new formulation be thoroughly tested and validated prior to mass production. Validation kits are available for purchase, and our team can provide guidance on recommended validation testing procedures upon request.

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 deliver 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.

Product Authentication

Jupiter is committed to transparency, traceability, and product integrity across our hardware portfolio. Our major manufacturing partner, CCELL®, is one of the most widely recognized brands of vaporizer cartridges with serial numbers and their logo engraved on the inside of the base for authenticity and verification. The traceability of each product from raw material to our customer supports our customer's regulatory, operational, and brand-protection needs.

Customer Compliance

To support a responsible and compliant industry, Jupiter has implemented a comprehensive Customer Onboarding System designed to verify that our customers operate in accordance with applicable state, local, and federal laws.

In addition to standard business documentation, Jupiter cross-checks and verifies the legitimacy of prospective customers through third-party compliance tools that aggregate cannabis and hemp licensing data across U.S. states and international markets, including Canada. For hemp-only businesses, customers are required to attest that they do not fill hardware with regulated substances such as tetrahydrocannabinol (THC). Should a customer later become licensed to handle regulated substances, proof of licensure is required prior to purchasing wholesale products.

Our experienced Account Executives guide customers through each step of the onboarding process and work closely with them to ensure hardware configurations are aligned with the specific requirements of their extracts and operations.

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 to prove its manufacturing and quality management processes satisfy specified requirements. Standards get updated every few years with new advances and understandings around quality.

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 and GMP certifications ensure our contract manufacturing partners effectively control product quality and result in safe and reliable products for our customers and patients. For our customers, that means Jupiter hardware is made consistently every time.

CERTIFICATE

This is to certify that

Jupiter Research, LLC

7655 East Redfield Road
Suite #110
Scottsdale, AZ 85260
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 revision	2026-01-21
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 the certification can only be verified by the QR-code.

ZERTIFIKAT ◆ CERTIFICATE ◆ 認證證書 ◆ СЕРТИФИКАТ ◆ CERTIFICADO ◆ CERTIFICAT

Benannt durch/Designated by
Zentralstelle der Länder für Gesundheitsschutz bei Arzneimitteln und Medizinprodukten
www.zlg.de
BS-MDR-099

TÜV SÜD Product Service

EU Quality Management System Certificate

Regulation (EU) 2017/745 on Medical Devices, Annex IX Chapter I

Certificate No. G15 128142 0001 Rev. 00

Manufacturer:

Jupiter Research LLC
2801 E Camelback Rd Suite 180
Phoenix AZ 85016
USA

SRN Manufacturer - US-MF-000032604

Authorized Representative:

Inter Scientific S.L.
Av. Diagonal 442, 08037 Barcelona, SPAIN

The quality management system has been evaluated in accordance with Regulation (EU) 2017/745, Annex IX Chapter I with a positive result.

Details on devices covered by the quality management system are described on the following page(s). The report referenced below summarises the results of the assessment and includes reference to relevant CS, harmonised standards and test reports.
The certified quality management system is subject to periodical surveillance.

If class I devices in sterile conditions, with measuring function, or reusable surgical instruments are covered by this certificate, the audit was limited to the respective aspects relating to
- establishing, securing, and maintaining sterile conditions,
- conformity of the devices with the metrological requirements,
- reuse of the device, in particular cleaning, disinfection, sterilization, maintenance and functional testing and the related instructions for use.

If class IIa or class IIb devices are covered by this certificate, the quality management system assessment was accompanied by the assessment of technical documentation for devices selected on a representative basis. The periodical surveillance includes further assessment of the technical documentation on the basis of representative samples.
If class III or class IIb implantable devices are covered by this certificate, an EU Technical Documentation Assessment Certificate in accordance with Annex IX Chapter II is required before placing them on the market.

All applicable requirements of the Testing, Certification, Validation and Verification Regulations TÜV SÜD Group have to be complied with.
For details and certificate validity see: www.tuvsud.com/ps-cert?q=cert:G15 128142 0001 Rev. 00

Report No.: 721007123
Valid from: 2025-04-15
Valid until: 2030-04-14

Issue date: 2025-04-15

Christoph Dicks
Head of Certification/Notified Body

TÜV SÜD Product Service GmbH is Notified Body with identification no. 0123
TÜV SÜD Product Service GmbH • Certification Body • Ridlerstraße 65 • 80339 Munich • Germany

ZERTIFIKAT ◆ CERTIFICATE ◆ 認證證書 ◆ СЕРТИФИКАТ ◆ CERTIFICADO ◆ CERTIFICAT

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www.zlg.de
BS-MDR-099

TÜV SÜD Product Service

EU Quality Management System Certificate

Regulation (EU) 2017/745 on Medical Devices, Annex IX Chapter I

Certificate No. G15 128142 0001 Rev. 00

Classification: Class IIa
Device Group: MDA 0307 - Active non-implantable respiratory devices

The validity of this certificate depends on conditions and/or is limited to the following: -

Rev.	Dated	Report	Description
00	2025-04-15	721007123	Initial issuance

TÜV SÜD Product Service GmbH is Notified Body with identification no. 0123
TÜV SÜD Product Service GmbH • Certification Body • Ridlerstraße 65 • 80339 Munich • Germany

Customer Data Sheet

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

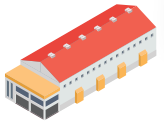
CE marking is a certification mark that indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). The CE marking is also found on products sold outside the EEA that have been manufactured to EEA standards.

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

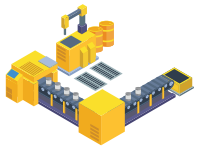
Raw materials are subjected to UV sterilization prior to reaching the production floor

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

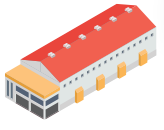


- Factory completes routine in-process inspection during assembly
- Jupiter quality team completes random in-process inspection on select orders*
- Factory completed 100% final assembly inspection for aesthetics and working condition (includes 100% functional activation)
- Jupiter quality team completed 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*
- Since 2020, Jupiter conducts AQL inspection on 100% of orders*

***The Jupiter Difference**
One of the only distributors and manufacturers with dedicated 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 Fulfillment

When you place a **Stock Order** with Jupiter, your request follows a streamlined weekly fulfillment cycle to ensure quick and efficient delivery. Below is a breakdown of the typical weekly timeline:

Total Estimated Timeline

~1-2 weeks

01 Stock Order Processing (Weekly)

Monday / Tuesday

- Order pick list is generated based off of order submissions from previous weeks.
- List is sent to local warehouse.
- Inventory is reserved and prepared for shipment.

Estimate: 1-2 Business Days

Wednesday / Thursday / Friday

- Orders depart from local warehouses for delivery.
- Shipments are prioritized for efficiency and speed.

Estimate: 2-3 Business Days

Custom Order Manufacturing

When you place a **Factory Custom Order** with Jupiter, your product moves through several key phases before arriving at your facility. Here's a breakdown of the estimated timeline:

Total Estimated Timeline

~13–18* weeks

*Timeline varies depending on selected shipping method.

01 Production (~9 weeks)

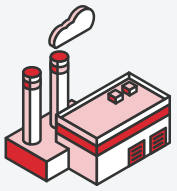
Pre-Production

We launch your order, procure materials, and finalize the production timeline.

Estimate: 2 weeks

Production

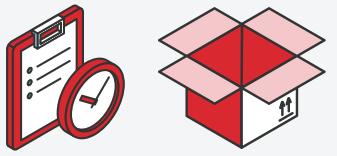
Your product is manufactured to meet your exact specifications.



Estimate: 6 weeks

Post Production

Your order undergoes final quality control and preparation for shipment.



Estimate: 1 week

02 Shipping to the U.S. (~2–7 weeks)

Air Freight (Faster)

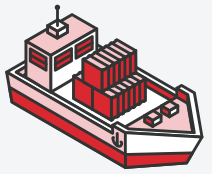
Your order is shipped from the factory to our U.S. warehouse via air.

Estimate: 2-3 weeks

Or

Ocean Freight (Cost Effective)

Your order is shipped from the factory to our U.S. warehouse via ocean freight.

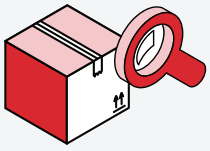


Estimate: 5-7 weeks

03 Domestic Shipping (~2 weeks)

Warehouse Processing

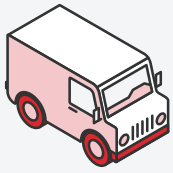
Your order is received at our local warehouse, inspected, and prepared for final delivery.



Estimate: 1 week

Final Delivery

Your order is shipped to its final destination.



Estimate: 1 week

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 Manager

Matt Leiphart

Matt Leiphart
Quality Manager

Casey Amundson

Casey Amundson
Regulatory & Compliance Coordinator
PRRC

Additional Engineers

Nikhil Joshi
Product Development Engineer

Xiong Bao
Product Development Engineer

Quality Personnel

Heidi Wu
Asia Operations Director

Ken Chen
Asia Quality Engineering Manager

Ruben Cons
Quality Engineer

Jon Mou
Quality Control Inspector

Jack Xie
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 has a dedicated team and warehouse in Canada 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 advanced vaporization hardware solutions that can be customized and private labeled to meet individual brand requirements. We collaborate closely with our partners to deliver tailored product designs, with the majority of our production focused on custom-engineered devices. Additionally, Jupiter Research proprietary vaporizer devices have been licensed to partners in domestic and international markets, including Airo Brands and Curaleaf Medical Grade Inhaler.
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 collaborates with leading global manufacturers to bring advanced vaporization hardware and technology solutions to market. As a designer, developer, and distributor of hardware and technology, Jupiter products are designed in the U.S. (Scottsdale, AZ) and manufactured in the high-tech Chinese hub of Shenzhen and/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 from our Scottsdale headquarters. Additionally, Jupiter has remote staff throughout the U.S., Canada, Europe, and China to support our clients and manufacturing partners globally. 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 our manufacturing partners 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 products 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 undergo testing in accordance with UL1642 battery cell safety standards. 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 into the charging port located on the side or 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. Refer to the CDS sheet for device-specific charging instructions.
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 charging, the device light tip will remain illuminated. Upon reaching a full charge, the light tip will flash 20 times and then turn off. If the device is connected to power and the light tip is not illuminated, the battery is fully charged. Refer to the CDS sheet for device-specific charging instructions.
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 frequently and how long the device is used. Jupiter devices are powered by premium rechargeable Li-ion batteries with varying capacities (mAh). On average, a full charge provides enough energy to vaporize approximately a half-gram (0.5 mL) cartridge, though performance may vary by device and usage conditions. A typical Li-ion battery may lose up to 20% of its capacity after approximately 300 full charge cycles. The device will continue to deliver the same power output but may require more frequent charging over time.
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. Jupiter 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 device LED indicator communicates battery and charging status. Indicator behavior may vary by model. • The LED will illuminate for 2 seconds and shut off in the event of a short circuit. • When the battery is low, the LED may flash or the device may no longer activate. • While charging, the LED will remain illuminated. • When fully charged, the LED will flash 20 times and then turn off. If the device is connected to an active USB port and the LED is not illuminated, the battery is fully charged. Refer to the CDS sheet for device-specific indicator behavior and charging details.
How do I know when the power supply needs to be charged?	Battery status indications vary by device. When recharging is required, the device indicator may flash or the device may cease activation. Regular charging after use is recommended to maintain optimal performance. Refer to the CDS sheet for device-specific operating details.
How long before my Jupiter vaporizer will shut off during use?	Jupiter Research vaporizers incorporate an automatic inhalation cut-off feature. The default cut-off duration is 10 seconds; however, cut-off timing may vary by device configuration. Refer to device-specific documentation or confirm with the purchasing outlet for exact specifications.
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.