

# VAPORBROTHERS

SUPPORTING YOUR WELL-BEING SINCE '99



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New Natural Mineral Heat Source  
2 years' development on the safest,  
most reliable heating source to date

Get 2 years free service!  
Register your new vaporizer kit  
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## Vaporbrothers® Support

### Frequently Asked Questions

#### Product Registration

[Q: What is product registration and why should I register?](#)

[Q: What if I choose not to register?](#)

#### Repair Service

[Q: Does your vaporizer come with a warranty?](#)

[Q: Can I upgrade my working vaporizer to the new model which uses the new NATURAL MINERAL HEATER?](#)

[Q: Can I fix my vaporizer myself? Do you sell parts for repairs?](#)

#### Ordering

[Q: Where can I order your products online?](#)

[Q: How do I track my order?](#)

[Q: How do I find a local reseller that carries your product?](#)

[Q: Can I order more herbal packs from you?](#)

[Q: Do you handle international orders?](#)

[Q: Do I need to buy special adapters to travel with my vaporizer outside the United States?](#)

#### Vaporbrothers vs. Other Vaporizers (cont.)

[Q: How does your vaporizer compare to the "Volcano" type device?](#)

[Q: How does your vaporizer compare to Vapezilla or Vaporator?](#)

#### Health & Technical

[Q: Does your vaporizer have a ceramic heating element?](#)

[Q: What's the difference between the Natural Mineral vap and the Gnes?](#)

[Q: How do I choose between Regular/Standard and Hands Free units?](#)

[Q: Does your product feature a glass on glass design?](#)

[Q: Can I use a hands free Whip® Handpiece with a standard unit?](#)

[Q: What type of material is your heating element made from?](#)

[Q: How does your vaporizer work?](#)

[Q: How can I maximize the lifetime of my heating element?](#)

[Q: How do I find my preferred setting?](#)

[Q: What herbs can I use with my vaporizer?](#)

[Q: What essential oils can I use in the vaporizer?](#)

[Q: How does your aroma diffuser attachment work?](#)

[Q: I heard that you use an Aluminum heating element. Is this true?](#)

#### Vaporbrothers vs. Other Vaporizers

[Q: What's the story with Vaporbrothers and all the copycat versions?](#)

[Q: How does your warranty compare to other "5 year" warranties?](#)

[Q: Other brands have an ON/OFF switch so you can retain the temperature setting on the dial. Why doesn't yours?](#)

[Q: I notice a lot of "digital" vaporizers. Why don't you guys have one? Isn't it better to be digital?](#)

[Q: I heard that the old version of your vaporizer has a Christmas light that gives off fumes of blue paint. The blue paint deposits on the heating element screen. Is this true?](#)

#### **Other**

[Q: How do I clean my Whip and change the screen?](#)

(please use links to get to questions. these questions are not in order)

**Q:** Does your vaporizer come with a warranty?

**A:** Yes! We have a no hassle lifetime warranty and upgrade service on the vaporizer. All customers get the first year free, but if they fill our quick registration online, they get a 2nd year free repair. After that, we charge a flat fee plus extra shipping cost if delivered outside the continental USA. There is no additional handling charge – ever. There are some limitations for older vaporizers. Any customers with old or otherwise unfixable vaporizers are offered a discount upgrade to a brand new model. Consult our full warranty text for the complete details and instructions how to take advantage of our warranty service.

**Q:** Where can I order your products online?

**A:** You can order our products through our online partner, [www.vaporwarehouse.com](http://www.vaporwarehouse.com). They sell genuine Vaporbrothers® brand vaporizers and accessories at fair prices. You can reach their site by clicking on any “Buy This Today” button from our product pages.

**Q:** How do I track my order?

**A:** For questions about an online purchase from Vaporwarehouse, please contact them directly. To track your order, you may reach their tracking system through this link: <http://www.vaporwarehouse.com/store/track.cgi>

**Q:** How do I find a local reseller that carries your product?

**A:** To find stores in your area that carry Vaporbrothers products, drop us a line via email at [vaporbrothers@consultant.com](mailto:vaporbrothers@consultant.com). Tell us where you live and we will send you the nearest locations.

**Q:** Can I order more herbal packs from you?

**A:** Yes, we have all of our herbal blends available in 1/4 lb packs. See our herbal blends page. Your local retailer also may have our herbal blends in stock. If not, please ask them to carry this item.

[Go To Top](#)

**Q:** Do you handle international orders?

**A:** Yes we can! We can ship anywhere in the world now through our on-line partner: [www.vaporwarehouse.com](http://www.vaporwarehouse.com). Shipping charges will be calculated separately for each transaction.

**Q:** Do I need to buy special adapters to travel with my vaporizer outside the United States?

**A:** If you plan to travel overseas with your vaporizer you must use a 220V to 110V step-down converter, 75W or more. You can find it at an electronic store, or on our website. Beware you don't just use an adapter to change the plug type! Stores typically recommend the wrong component! Here is the only step-down converter we know works reliably and won't harm your vaporizer:

**Model V85** from [Voltage Valet](#)

**Q:** Does your product feature a glass on glass design?

**A:** Yes, we invented it. Depending on what you consider glass on glass, you may want the Regular model or Hands Free. Some people only consider glass on glass to be the ground fitting for hands free operation. If you prefer the ground glass style, select our Hands Free model.

[Go To Top](#)

**Q:** How do I choose between Standard and Hands Free units?

**A:** Choosing between Standard and Hands Free vaporizers is personal preference, as each method has its drawbacks and benefits. The way in which the Whip Handpiece connects to the heater is the main difference between Standard and Hands Free units.

Standard model: The user holds the Whip up to the heater while they inhale, and pulls it away between draws.

- our original glass on glass design.
- easy to rotate around while taking a draw to get an even browning of the herbs.
- glass stays relatively cool.
- can be used (in hands-on fashion) on Hands Free vaporizers too.

Hands Free model: Ground Glass Whip stays connected to the heat source without having to hold it in place.

- preferred by newcomers 2:1
- requires you to stir the herbs to get even browning of herbs.
- tip can become very hot during use - beware.
- whip can be left on the heater for long term.
- grants you an extra hand (what will you do with it?)
- cannot be used in Hands Free mode on a Standard model vaporizer.

Note: All Standard (or Regular) accessories are compatible with the Hands Free vaporizer. (i.e. Standard Whip Handpiece, Regular Fancy Whip, Mini Whip, and Aromabulb.) Hands Free Whips are not intended for use with Standard vaporizers.

[Go To Top](#)

**Q:** Can I use a hands free Whip® Handpiece with a standard unit?

**A:** You can use a hands-free Whip® Handpiece with a standard unit, but you will still have to hold it as you would a standard Whip® Handpiece.

**Q:** What is product registration and why should I register?

**A:** Starting June 2007, Vaporbrothers offers online registration to customers with new vaporizers as a way to provide better products and service. Your contact info is not required; just the serial number and some other details. No information will be sold, traded, or released. You have our word on this.

Registration is not mandatory, but by registering you will be providing Vaporbrothers with valuable information and it could make your life simpler too. If you choose to register you will receive free repairs for the first 2 years without having to provide proof of purchase.

To qualify you must register online within 30 days of purchase.

<http://www.vaporbrothers.com/register/>

**Q:** What if I choose not to register?

**A:** That's fine. You still get the lifetime warranty and quick service, but by not registering you will need to show proof of purchase to receive free repairs and repairs during the second year will be charged \$10 for return shipping. In the event that you have not registered and cannot provide proof of purchase, your repair will cost \$35 regardless of the actual date of purchase.

**Q:** Does your vaporizer have a ceramic heating element?

**A:** Yes! Vaporbrothers new NATURAL MINERAL HEATER is the first truly safe ceramic heating element approved for use in vaporizers. We use a proprietary ceramic, which gives you the ultimate in clean smooth taste and avoiding exposure to toxins. We spent 2 years working closely with a research institution to make our NATURAL MINERAL HEATER the cleanest possible and most reliable. You can vaporize with peace of mind knowing that all our products are factory tested and 3rd party lab verified to assure you a toxic-free experience. Other so-called “ceramic” elements on the market do not meet our standards for safety, and we recommend you give any “ceramic” heating element a critical eye. We have found other vaporizer brands using metal components in their “ceramic” heating elements, along with off-the-shelf parts intended for industry. Please be aware that you are inhaling directly off the heating element when you vaporize, so you need to be certain it was made with you in mind.

[Go To Top](#)

**Q:** What’s the difference between the Natural Mineral vap and the Gnes?

**A:** Our new models differ from the old ones by the heating element and electronics. Our Gnes model was made with a basic wire wound heating element, using a limited number of pure materials. We make the new Natural Mineral Heater with a ceramic heating element and [redesigned power control](#). People find that the new model heats up quicker, gives smoother draws, and tastes clean. It is more portable as well, providing more heat for demanding applications, and tolerating nonstandard treatment from such devices as inverters, generators, and travel converters.

**Q:** What type of material is your heating element made from?

**A:** Our heating element is made from a dense glassy ceramic called porcelainite, which is formulated from pure clay along with other basic elements. We spent 2 years working closely with a research institution to design our NATURAL MINERAL HEATER to be clean, safe, and reliable. You can vaporize with peace of mind knowing that all our products are factory tested and 3rd party lab verified to assure you a toxic-free experience.

**Q:** Can I fix my vaporizer myself? Do you sell parts for repairs?

**A:** Sorry, we are not able to send out parts for repairing vaporizers, and we ask that you do not attempt repair yourself. Tampering with or modifying this unit voids all warranties (as stated on the warning label on the bottom of your unit). For this reason, we do not sell parts for repairing units. Please follow our directions for warranty repair or upgrade.

[Go To Top](#)

**Q:** Can I upgrade my working vaporizer to the new model which uses the new NATURAL MINERAL HEATER?

**A:** Yes, we will happily upgrade your working vaporizer to the new model for a \$35 flat fee which includes FREE return shipping to anywhere within the continental USA. This offer applies to any vaporizer with serial number over 27440, and less than 5 years old. To take advantage of this offer, follow the normal procedure for warranty repair and note on the repair form "Special Instructions" that you want to upgrade.

If your vaporizer is older than 5 years or less than number 27441, we can offer you a substantial discount on a brand new unit. You will get the latest model of Vaporbrothers® Vaporizer for only \$83 + \$10 shipping for the standard vaporizer and \$90 + \$10 shipping for the "Hands Free" model. California residents must include sales tax.

Add \$10 for return shipping to Alaska, Hawaii and Puerto Rico. Add \$30 for return shipping outside the USA and Puerto Rico.

**Q:** How does your vaporizer work?

**A:** Our vaporizer enables the user to extract a moist vapor mist from bulk natural herbs as an alternative to smoking. This model is considered a convection type with passive airflow, which means it uses hot air instead of any direct metal contact with the herbs, and does not generate any fan noise. As soon as the user fills the glass Whip Handpiece and joins it to the heating element, the vaporizer is ready to use. By inhaling through the tube, air is drawn through the vaporizer's heating chamber and into the herbs. A warm flow of air saturates the herbs, heating them to about 325Degrees Fahrenheit. At this temperature, the plant matter does not burn, but the oils and moisture contained within the plant are released into the air and become cool again. This becomes a clear vapor mist which travels up the tube to the user. When the vaporizer is used properly, the inhaled vapor is clear, and exhales as a visible white mist.

The above process uses principles very similar to commercial distillation of herbs, where the moisture is extracted from plants and flowers, then packaged and sold as essential oil. Our vaporizer works with these essential oils as well. Simply attach the supplied Aromabulb™ oil diffuser to the heating element, fill it with filtered water and a few drops of essential oil, and [turn the vaporizer to its lowest setting](#). The vaporizer's heater will gently warm the oil until it evaporates into the room.

**Q:** What herbs can I use with my vaporizer?

**A:** Almost any herbs that are traditionally smoked can be vaporized. There are all sorts of herbs and tobacco you can use in your vaporizer, although you must research and be sure that any particular herb you want to use is safe to inhale. First of all, it is important to buy organic to avoid exposure to toxins found in non organic produce. We recommend the following herbs: Lavender, Sage, Lotus

petals, Damiana, Eucalyptus, and Lemon Balm. Please consult with your health professional before using any unfamiliar herbs or essential oils, as some contain compounds are harmful when inhaled, or can burn the skin and eyes. Do not use our products if you are pregnant or have existing health conditions.

Note: Since different herbs will leave their aroma in the glass Whip handpiece, we suggest using separate Whips for different types of herbs.

[Go To Top](#)

**Q:** What essential oils can I use in the vaporizer?

**A:** Our Aromabulb™ oil diffuser accepts all types of therapeutic oils, whether heavy or light viscosity. There is a wealth of information about essential oils on the web. We suggest you buy organic. Here are some of our favorites:

- Sweet Orange: A universally favored scent. Soothing and refreshing.
- Lavender: Sweet and herby with a hint of spicy undertones. Lavender is a powerful herb for cleansing as it eliminates bacteria, fungus, and viruses. Lavender has a positive effect on emotions, promoting balance and neutralizes extremes. Lavender induces restful sleep, especially when insomnia is caused by scattered thoughts. Of all the essential oils we know, lavender is the most effective at relaxing the brain and reducing stress. It is universally accepted, even recognized for reducing computer errors by almost 1/4th when diffused at the office.
- Eucalyptus: Has a distinctively strong, fresh camphorous aroma. Eucalyptus is a very stimulating essential oil. Used as a decongestant, cough remedy, and to clear the air of allergens. Eucalyptus is extremely powerful, even toxic if over used. Eucalyptus should not be used if you have high blood pressure or epilepsy and should not come into contact with skin or be ingested.

**Q:** How does your aroma diffuser attachment work?

**A:** Once slipped over the heating element, the Aromabulb can be filled with essential oil for diffusing into the room.

Slip our AromaBulb™ oil diffuser onto the heating element only if your vaporizer is TURNED OFF and COOLED to room temperature. Fill it halfway with fresh water, and add a few drops of 100% essential oil. [Turn the knob on your vaporizer to the lowest setting](#), and in a few minutes you'll enjoy the fragrant vapor as it refreshes the room. Please, to protect yourself from burns; never touch the AromaBulb unless the unit is TURNED OFF and COOLED to room temperature.

[Go To Top](#)

**Q:** How do I find my preferred setting?

**A:** Please refer to the Quick Instructions section or the Herbal Vaporizing Instructions section on our instruction page, here: [http://www.vaporbrothers.com/downloads/VBinstructions12\\_6D.pdf](http://www.vaporbrothers.com/downloads/VBinstructions12_6D.pdf)

(if file is not showing, right click on link and select "Save target as". Then save the file where you will be able to access it afterward).

[For control knob settings click here.](#)

**Q:** How do I clean my Whip and change the screen?

**A:** Cleaning the glass Whip® Handpiece

You can keep the screen clean by occasionally drawing a breath on your vaporizer while leaving the Whip empty. To clean the glass itself, cut the Whip out of the hose near the base. Use scissors to cut off the hose from the Whip and protect against breakage. Soak the Whip in an alcohol solution or boil it in water. You can gauge how well you've learned to operate your vaporizer by assessing its condition while cleaning it. A Whip that contains a honey-colored residue should clean easily. A blackened Whip and a clogged screen indicate excessive temperature and poor efficiency. If you have a blackened Whip, clean the glass as best you can and try using a lower temperature setting in the future.

Replacing the Whip screen

This step takes skill and we will do our best to communicate to you how to make it easier. Some of our creative customers have come up with a Youtube video explaining the technique. You can watch it here: [http://www.youtube.com/watch?v=Jn\\_9QzyfNCI](http://www.youtube.com/watch?v=Jn_9QzyfNCI)

You must start with a new coarsh mesh screen, .750 inch diameter, made of stainless steel. We carry the correct size in our accessories. The screen you purchase from us has been treated with high temperature to ensure no bad tastes in your next vapor draws.

First make sure to have a bamboo stick, a metal pick (dental tool), and of course a screen. If you don't have a dental pick then a flat head nail would do o.k. (using the flat part of the nail). Clean the glass first (if dirty) then slip the screen into the top part of the whip (the top is where it connects to the vaporizer). Don't crease the screen for this will make the process all the harder. Just slide the screen in and curve it like a crunchy hard taco. Push the screen down until the "back" of the screen is in the maria (so the tip of the screen will pass the maria and the screen's end closest to the top of the whip will slide into the maria). At this point the screen will "prop" up and give you an angle you can work from the bottom of the whip. (If the screen does NOT prop up once in the maria then this can cause

some problems, using the metal pick you can wedge it to give it the prop action you need for the next step...unfortunately you most likely will have to hold it with you hand). Once the screen has been "propped" come from the bottom of the whip with a bamboo stick and push ever so slightly on the tip of the screen somewhere in the middle (of the tip). This will bend the screen, so don't focus on one spot of the screen, keep pushing with the bamboo stick on other parts of the tip of the screen so you don't have one big crease in the screen. Push the screen until its other end is in the maria. Now we have a bent up screen in the maria....that's where the dental pick or flat head nail tool come in. From the top of the whip push down the screens creases and flatten them out. Sometimes popping the screen up and down with the bamboo stick from top and bottom of the whip will flatten it out also (make sure not to press too hard or the screen will pop out of the maria). Basically once both ends of the screen are in the maria it should be smooth sailing. Sometimes the maria (the area where the screen fits in the glass) is too small for a .75 screen so take some scissors and round off the edges a bit to fit the screen. If you've read this far and want more guidance, please [email us](#).

[Go To Top](#)

**Q:** How can I maximize the lifetime of my heating element?

**A:** How long any given heating element will last varies with the amount of use and abuse it endures over its lifetime. While we are confident that the new NATURAL MINERAL HEATER will outperform our older heating elements, as long as you leave it on a level setting and make sure nothing blocks the air flow around the box, you'll give your heating element a better chance at long life. For owners of our old vaporizer models which use a metal heating element, it seems that life can be extended by leaving the unit on throughout the day instead of turning it on and off. You can leave your vaporizer on a low setting between multiple uses, turning it off at night or when you are away. Be assured, if you experience a failure of your metal heating element or otherwise want to change it out for the new heater, we will replace it with our new heater at no additional charge above the normal price of repair.

**Q:** Other brands have an ON/OFF switch so you can retain the temperature setting on the dial. Why doesn't yours?

**A:** Yes, it's true, a separate dial and switch could be helpful, but we chose to keep the dial for simplicity. It's normal practice to turn the dial to full power at first, and then back off to 11 or 12 o'clock position. We find that people usually remember their favorite setting, and like to change settings anyway, depending on what they're vaporizing and where they are. In addition, if the dial gets bumped, your favorite settings will need to be reset anyway.

**Q:** I notice a lot of "digital" vaporizers. Why don't you guys have one? Isn't it better to be digital?

**A:** "Digital" can mean several things. A truly digital vaporizer, such as Aromed, uses a small computer chip to control the temperature of the heating element, and yes, this is better if you don't mind the price. Any other vaporizer, including ours, requires the user to adjust

the knob as needed for correct vaporizing temperature.

Don't be fooled by imitations of our product that feature a "Digital" display, because they do not display the actual temperature. All they really indicate is where you've set the knob. You already know where you set the knob. These vaporizers not only pretend to be digitally temperature controlled, but only allow a very crude adjustment of power in the critical range where vaporizing happens best. You'll get much more precise control with our vaporizer.

In addition, we've found through 3rd party lab testing that the imitation "digital" vaporizers are not safe for inhalation, and contain dirty industrial materials that can off gas chemicals when they get hot. We strongly advise against using these devices.

### [Go To Top](#)

**Q:** I heard that the old version of your vaporizer has a Christmas light that gives off fumes of blue paint. The blue paint deposits on the heating element screen. Is this true?

**A:** Don't worry, the blue light hoax is just that- a hoax. We believe this review was written by one of our competitors, or someone simply confused that the blue hue on our heating element screen came from the light bulb. There is no Christmas light in our vaporizer, and although we did use similar appliance bulbs up to a few years ago, there's no such thing as blue paint fumes.

**Q:** I heard that you use an Aluminum heating element. Is this true?

**A:** This is a hoax. Don't worry, there is no such thing as an Aluminum heating element. We couldn't use Aluminum because that would violate our principal standard for safety, and it would melt at our temperatures anyway.

**Q:** What's the story with Vaporbrothers and all the copycat versions?

**A:** Vaporbrothers has exclusively made the glass-on-glass vaporizer since we invented it in 1999. It provided a life altering experience, replacing smoking with something much better for our health, our wallets, and the environment. Our models worked so well that we had to make more just to meet the local demand in our town. Since then we have grown our company organically, step by step building a brand that is now known around the world.

Unfortunately, our idea was easy to imitate, although the true Vaporbrothers experience cannot be duplicated by a simple look-alike. Since Vaporbrothers debuted as a company in 2001, we have seen numerous operations spring up to copy our design but without our standard of quality or health. At times these designs featured so-called "improvements" over our own, but these imitations were most of the time poorly planned, deficiently made, and even tasted like chemicals. Consumers who bought these imitation vaporizers have

often mistakenly ended up with a bad impression of our style vaporizer.

Fortunately, we have continued the development of the vaporizer, perpetually refining the components, and ensuring that our vaporizers deliver satisfaction. New Vaporbrothers advances include the Natural Mineral Heater, Hydrator Glassware, and Fancy Hands Free Whip® Handpieces. Development can be expensive and time consuming, but pays off in the end with better product and more understanding of the process. We are in business for the right reason: to bring this effective and practical alternative to smoking to the people who will benefit the most.

[Go To Top](#)

**Q:** How does your warranty compare to other “5 year” warranties?

**A:**

- VB is more than 5 years old, so we know what we can commit to or not.
- We automatically upgrade to the latest heating element, and offer a discounted new unit to customers with old or otherwise unfixable vaporizers. Our obligation doesn't end at 5 years.
- Other companies charge high fees for their “warranty” repair.
- Many warranties protect a few specific parts, not the whole unit.

**Q:** How does your vaporizer compare to the "Volcano" type device?

**A:** The two different types of vaporizers can be compared, even though their price range is completely different. Both vaporizers have positive and negative aspects. The VB method is simpler but requires some time and experimentation to master. Volcano is more hands off. We find that VB customers prefer our quiet intuitive method, silent operation, and dense sweet tasting vapor. This doesn't mean the Volcano doesn't deliver; in fact it is extremely effective and easy to use, and the company has a high reputation.

The Volcano is a top of the line product (\$500-\$600) which fills a bag with pure vapor. It is a real product (no joke) and is built solidly inside and out. They have views of their workshop at <http://www.storz-bickel.com/vaporiser/storz-bickel-company-vaporiser-manufacturer.html>. It is very effective for elderly or medical patients who need a light mist that is very easy to inhale. Temperature can be set precisely and does not drift off target. It's quite a luxury to take the bag of vapor to someone in another room- something you can't do with our product. The machine has its drawbacks; it's motor and crinkly plastic bag make unwelcome noise and it can be awkward to use. We gave it a good try, got used to the machine-like aspects, and discovered our own way to duplicate the quality of vapor that we can get from a VB vaporizer. But without a good supply of herbs, you might find the homogenous tasting vapor to be unsatisfying.

Vaporbrothers is a much different device. It is unobtrusive, intuitive and efficient with small amounts of herbal material. It produces a dense sweet tasting vapor immediately with no waiting. The temperature can be varied greatly, allowing the user to decide either an expansive true-vapor experience, or a more full-bodied inhale. Drawbacks include: Temperature control is not hands-off like the Volcano. The VB temp knob must be adjusted for different conditions. Unlike the Volcano, which will give perfect vapor from the first use, the VB unit requires time and trial/error to get the right results.

One final note: Volcano's effectiveness comes in part from the generous amount of Aluminum in the heater. There's no general consensus we can find about whether hot Aluminum is toxic or not. For people who worry about toxic effects of Aluminum, they should not use the Volcano.

**Q:** How does your vaporizer compare to Vapezilla or Vaporator?

**A:** Like Volcano, the fan driven vaporizers such as Vaporator or Vapezilla have positive and negative aspects. We find that people prefer the quiet operation and sweeter taste of our vaporizer over the forced air type. Vapezilla has a lot of advantages, very high-end and durable in construction. It gives vapor that is very light and pure, and we think a better taste than Volcano. It is best for someone who has plenty of herbs to vaporize and doesn't mind to take them all at once. The fans don't push the vapor into your lungs; you still have to inhale, but the temperature of the draw is perfect every time. Sometimes you just want to stop the noise, so you may want to leave the Vapezilla off between uses.

[Go To Top](#)