

## How to Verify Authenticity of Eleaf Product Purchased?

From first coming into the market till now, Eleaf has always been providing e-cigarette fans with various products of first-class quality, advanced technology and best performance at a reasonable price, thus becoming popular around the world.

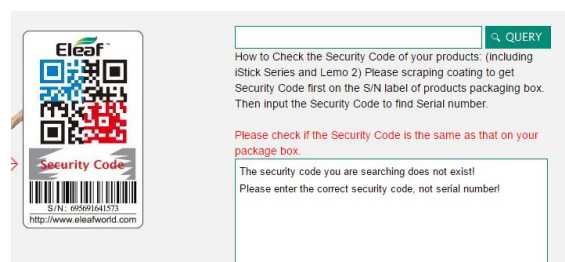
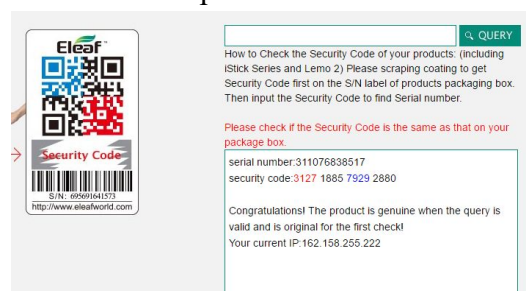
However, Eleaf's popularity also incurs a lot of fake Eleaf products from some unknown e-cigarette manufacturers. Those fake products are usually of inferior quality and pose the risk of failure of the products, which in turn is damaging the product reputation of Eleaf in the e-cigarette market. Here, we would request all the customers to first verify the authenticity of the product purchased.

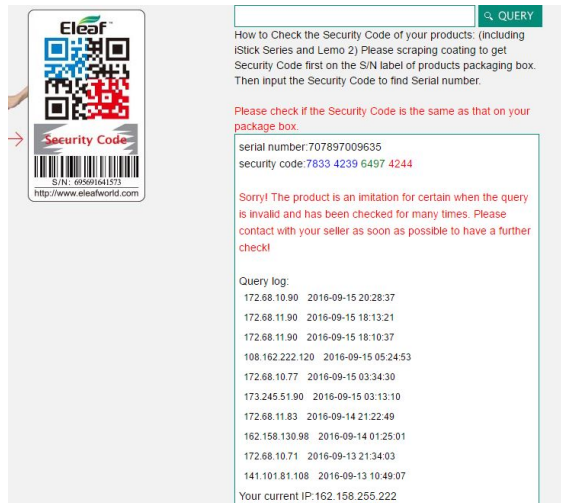
Following are some effective ways we would suggest to verify the authenticity of the product purchased.

### 1. Check the security code (scratch off code)

Each Eleaf product that is produced after the coming out of our Serial Number(S/N) Checking System in 2014 has a sticker of its sole S/N and security code on the packing box. All the products including iStick series and iJust series can be checked to see whether they are authentic by entering the security code in the link here to check it out: <http://www.eleafworld.com/info/batchcode.php>. And if the product that is released recently by Eleaf (such as iJust S, iStick Pico, iStick Power and so on) does not even come with such a sticker of S/N when you purchase it, there is no doubt that it's a fake.

Here are three pictures attached of different checking results:





If the system tells you the same result as that in the first picture, the product purchased is an authentic one; but if the system tells the same as any of the other two pictures tells, the product purchased is a fake.

## 2. Check with Eleaf upgradeable software

This is the most accurate and effective way to check the authenticity of the upgradeable mods. The firmwares of Eleaf iStick TC100W, iStick Pico, iStick Pico Mega, iStick Power, iStick TC200W and ASTER are all upgradeable. We would suggest to visit our official website to try to download and upgrade the firmware to have a try: <http://www.eleafworld.com/download/>. If the firmware can be upgraded successfully, the product purchased is an authentic one; if not, please reach Eleaf Service at [service@eleafworld.com](mailto:service@eleafworld.com) timely for further confirmation.

## 3. Check the packing

If you have other original Eleaf product, you can compare the sticker of S/N on the one just purchased with that original one. Usually the fake products can not be totally same with our original ones. Some little differences can be found in the font, the size and the brightness of packings.

Here are pictures of three S/N stickers on iJust 2 for your reference:

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Only the iJust 2 in the first picture is our original one. The other two are from fake makers. If you compare them carefully, you will find the front of the S/N stickers of fake iJust 2 are different from our original one.

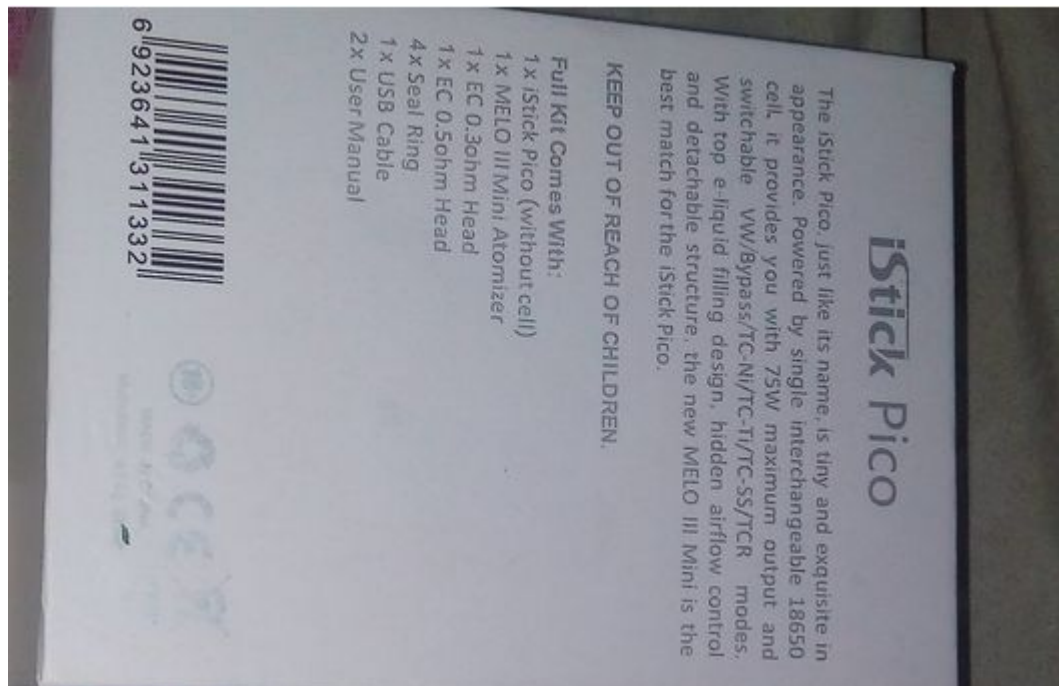
#### 4. Contact Eleaf

When you are confused, the easiest way for you to verify the authenticity is to directly email us at [service@eleafworld.com](mailto:service@eleafworld.com) with a picture of the S/N and security code attached. We will be glad to check it out for you.

Finally we attached several examples of fake iStick Pico we recently collected for your reference:



The front of the laser of “iStick Pico” on this fake one is totally different from our original laser.



This fake iStick Pico doesn't even come with a S/N sticker.



Our security code should include 16 numbers. The security code of this fake iStick Pico only has 12 numbers.

We are striving to fight against fake products and hope you could stand with us. We

would suggest all customers to purchase our Eleaf products from reliable distributors and check its authenticity right after purchasing. And please keep an eye on our official Facebook: <https://www.facebook.com/EleafWorld/> and our official website: <http://www.eleafworld.com/>, we will continuously provide you with more information about the differences between fake products and original ones as well as the ways to identify. If any problems or concerns, feel free to contact us at any time.