

IQOS

IQOS™ TOBACCO
HEATING SYSTEM

USER GUIDE

SAFETY WARNINGS AND INSTRUCTIONS



This symbol indicates that caution is necessary when operating the product.

Safety Warnings and Instructions included in this User Guide cannot cover all possible conditions and situations that could occur. Caution and care must be exercised when using or maintaining any personal electronic product. To reduce the chance of injury, always use these products in accordance with the manufacturer's instructions. These products are not intended for use by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction to use the products in a safe way and understand the hazards involved. Children should be supervised to ensure that they do not play with these products. Keep the IQOS™ System along with its components and packaging out of reach from children at all times. Do not operate these products where the use of electronic devices is prohibited. Turn off the IQOS™ System (IQOS™ Pocket Charger and IQOS™ Holder) in places where flammable materials, liquids and gases are present. Only use the IQOS™ USB Power Adaptor for charging the IQOS™ Pocket Charger. Please note that charging via a laptop or a USB receiver will significantly increase the charging time. Please refer to the 'Technical Data' section of this user guide for details of the IQOS™ USB Power Adaptor model to be used. Do not use power supplies designed for other products.

The IQOS™ Pocket Charger must only be supplied at Safety Extra Low Voltage (SELV) corresponding to the marking on the device. Please refer to the 'Technical Data' section of this User Guide for more details. Only charge the IQOS™ Pocket Charger indoors. Do not attempt to touch the IQOS™ Holder heater any time. This could cause injury and/or damage to the heater. Do not attempt to touch the IQOS™ USB Power Adaptor if it is wet. These products contains no user-serviceable parts. Do not attempt to open, service or repair any component of this product or to replace any of the components' batteries. Doing so may result in personal injury.

Do not use these products if:

- The IQOS™ Holder Cap is removed.
- They become wet or are immersed in any liquid (this does not apply to the IQOS™ Holder Cap).
- They appear damaged, broken or dismantled.
- They have been exposed to excessive heat or moisture.
- Their batteries appear to be leaking.

ATTENTION

The IQOS™ System works exclusively with special tobacco sticks.

Never use the IQOS™ Holder with a cigarette or similar products.

Do not remove tobacco stick while in use.

Do not operate IQOS™ System (IQOS™ Pocket Charger, IQOS™ Holder) if burnt marks appear on a tobacco stick or if large amount of visible aerosol comes out of from it.

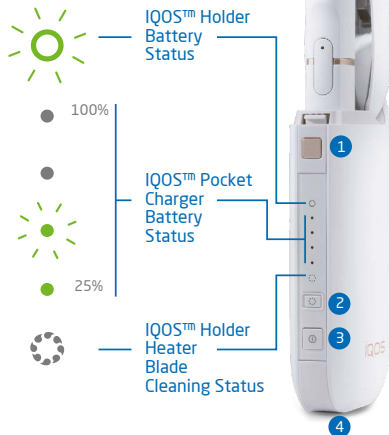
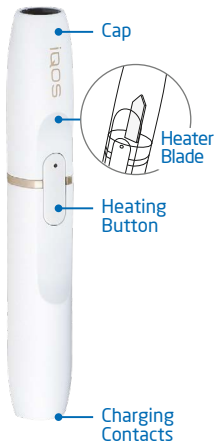
Do not drop this product or otherwise subject it to strong shock.

Store in a clean, dry, cool place.

IQOS™ HOLDER

IQOS™ POCKET CHARGER

- 1 Lid Opening Button
- 2 IQOS™ Holder Heater Blade Cleaning Button
- 3 Power Button (To switch ON/OFF)
- 4 Charging Port (Use the provided cable and IQOS™ Power Adaptor. A full charge can recharge the IQOS™ Holder at least 20 times.)



IQOS™ Pocket Charger Lights Display Logic:

- Blinking green light indicates it is charging.
- Solid green light indicates it is charged.
- No light indicates it is on a stand-by, or switched OFF mode.
- Orange/red light indicates it is malfunctioning, or defective.

GET STARTED

1 CHARGE

Insert the IQOS™ Holder into the Pocket Charger as shown below.

Press the IQOS™ Pocket Charger Power Button to switch IQOS™.

The IQOS™ Holder is charged and ready for use, remove it from the IQOS™ Pocket Charger.

1



2

Press for 3 seconds



3

Solid Green



2 INSERT

Insert the tobacco stick into the IQOS™ Holder up to the printed line as shown below:

Never twist the tobacco stick, as you could break the IQOS™ Holder Heater Blade.

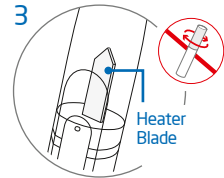
1



2



3



3 HEAT

Press and hold the Heating Button until the light flashes green.

When the light turns **solid green** you can enjoy a tobacco stick for 6 minutes or 14 puffs, whichever comes first.

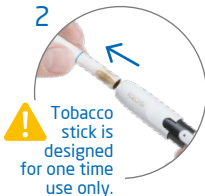
When the light turns **solid orange** you have reached the last 30 seconds or last 2 puffs, after which it will automatically switch off.



4 REMOVE

To **remove** a tobacco stick from the IQOS™ Holder, first slide the Cap as shown below and then remove. It is normal to notice some discoloration of the tobacco stick after use. Dispose as normal household waste.

After every tobacco stick consumption, place the IQOS™ Holder back in the IQOS™ Pocket Charger. It takes up to 5 minutes to charge it.



You can switch OFF your IQOS™ Holder experience at any moment, to do so press and hold the IQOS™ Holder button for 3 seconds, it will then switch OFF. You can't resume it and you must dispose of the tobacco stick with normal waste. Then load back your IQOS™ Holder in the IQOS™ Pocket Charger to be recharged. Please note that the removal of the tobacco stick will not end the heating process of your IQOS™ Holder.



HOLDER MAINTENANCE

1 PREPARE

For optimal performance and a consistent taste, we recommend that you clean the IQOS™ Holder after every 20 tobacco sticks.

Always remove the Cap before cleaning as shown below:



Make sure the IQOS™ Holder is switched OFF before cleaning it. Avoid contact of any IQOS™ cleaning accessories (IQOS™ Cleaner, IQOS™ Cleaning Sticks) with any source of ignition, eyes and skin.

To open the IQOS™ Cleaner, unclip the Cap Brush from the Heater Brush (1) and remove the Pin (2):



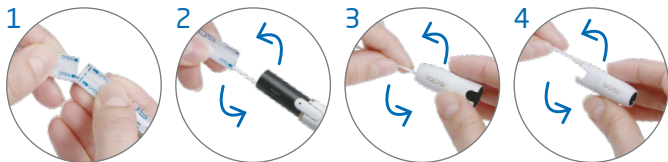
2 CLEAN

You can either use the IQOS™ Cleaner, or a IQOS™ Cleaning Stick, or one after the other to clean the IQOS™ Holder.

Cleaning the IQOS™ Holder in 4 steps with the IQOS™ Cleaner:



Cleaning the IQOS™ Holder in 4 steps with the IQOS™ Cleaning Stick:



To avoid breaking the Heater Blade employ a gentle circular motion when using the IQOS™ Cleaning Stick.

TROUBLESHOOTING

1 The IQOS™ Holder Cap does not close/clip properly.

Check alignment between the Cap and Heating Button, if the problem persists, clean the Holder as shown on previous page.

1



2



2 The IQOS™ Pocket Charger Lid does not close.

- Check if the Cap closes properly. If not, please go to troubleshooting #1.
- The IQOS™ Pocket Charger Lid Opening Button may be broken. Please contact customer care for replacement.

3 I cannot insert the tobacco stick into the IQOS™ Holder.

A tobacco portion from a previous tobacco stick is stuck in the Cap, use the Pin from the IQOS™ Cleaner or a paper clip, then push the tobacco out as shown below. To avoid this from happening again, see page 5, step #4 REMOVE.

1



2



3



4 Two lights are blinking red on the IQOS™ Pocket Charger.

Please perform a reset of the IQOS™ Device, to do so please go to troubleshooting #5. If the problem remains, please contact customer care.



5 How to do a reset of the IQOS™ Device.

- Place the IQOS™ Holder in the IQOS™ Pocket Charger and check that both are charged.
 - Press and hold simultaneously the IQOS™ Holder Heater Blade Cleaning and Power Buttons until all lights briefly blink.
- If the problem remains, please contact customer care.



6 One light remains orange on the IQOS™ Pocket Charger and disappears after a while.

This light informs you that the IQOS™ Pocket Charger will shortly perform an automatic Heater Blade Cleaning.



7 The light is red on my IQOS™ Holder.

- This could indicate that the IQOS™ Holder is not fully charged. Place the IQOS™ Holder in the IQOS™ Pocket Charger and wait until it is fully charged. It takes up to 5 minutes to charge.
 - Check that the IQOS™ Pocket Charger is switched ON and is charged enough.
 - If none of the above, perform a reset of the IQOS™ Device, to do so please go to troubleshooting #5.
- If the problem remains, please contact customer care.



8 The IQOS™ Device does not work properly in extreme temperatures.

If your IQOS™ Device is exposed to extreme temperatures for a certain period of time, it might stop working until it is back within normal ambient conditions. In the case of cold temperatures try to keep it in your inside pocket to protect it.

9 The tobacco stick duration is too short.

a. If you puff rapidly, the duration will be shorter as the Holder firmware is designed for 6 minutes or 14 puffs, whichever comes first.

Try to pace yourself between puffs.

b. When you activate the IQOS™ Holder, wait for the solid green light before using it, you can then enjoy a tobacco stick for 6 minutes or 14 puffs, whichever comes first.

c. It might be time to replace your IQOS™ Holder as the battery may have reached its end of lifecycle.



CUSTOMER CARE

0-800-507-807 or 4767

www.IQOS.ua



INFORMATION FOR DISPOSING OF THE IQOS™ HOLDER AND IQOS™ POCKET CHARGER

This symbol on the device or on its packaging indicates that this product and its individual parts (including batteries) must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. Amongst others, waste batteries can be returned free of charge at the point of sale. The separate collection and recycling of your waste equipment: (including batteries) at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. Disposing waste equipment as unsorted Municipal waste (e.g. by waste incineration or landfilling) can have negative effects on the environment and human health. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your local household waste disposal service or the shop where you purchased the device.

TECHNICAL DATA

IQOS™ Holder

Model: A140Z

Battery type:

Li-ion rechargeable battery

Nominal capacity: 120 mAh

Rated voltage: 3.7 V  1 A

Manufacturer: Philip Morris

Products S.A. Quai

Jeanrenaud 3, CH 2000

Neuchatel, Switzerland

Made in Malaysia

IQOS™ Cleaner

Series: 2.4

Model: DVC.000020

Manufacturer: Philip Morris
Products S.A. Quai

Jeanrenaud 3, CH 2000

Neuchatel, Switzerland

Made in Germany

IQOS™ Charger

Model: A150Z

Battery type: Li-ion rechargeable
battery

Nominal capacity: 2900 mAh

Input: 5 V  2 A

Manufacturer: Philip Morris

Products S.A. Quai

Jeanrenaud 3, CH 2000

Neuchatel, Switzerland

Made in Malaysia

USB Cable

Model: DVC.000021

Manufacturer: Philip Morris

Products S.A. Quai

Jeanrenaud 3, CH 2000

Neuchatel, Switzerland

Made in China

IQOS™ USB Power Adaptor

Series: Kambo

Model: S21A20 White

Power requirements: AC 100-240

V, 50/60 HZ, 0.3 A, 10 W

Output: 5 V  2 A

Manufacturer: Salcomp

(Shenzhen) Co., Ltd

Salcomp Road, Furong Industrial

Area, Xinqiao, Shajing, Baoan

District Shenzhen 518125, China

Made in China

Importer and a person that receives: LCC "PHILIP MORRIS SALES AND DISTRIBUTION"

Elektrotekhnichna street, building 45, 02660, Kiev, Ukraine

Information about warranty service is indicated on the warranty letter and on the web-site.

Conformity of the elements of IQOS™ Electrically Heated Tobacco System with mandatory legal requirements is confirmed by the existence of certificates and declarations of conformity. The elements of IQOS™ Electrically Heated Tobacco System (IQOS™ Holder, IQOS™ Pocket Charger, IQOS™ USB Power Adaptor) passed the compliance verification procedures to requirements of technical regulations, in particular:

EMC technical regulation ratified by resolution of CMU from 29.07.2009 № 785

LVE technical regulation ratified by resolution of CMU from 29.10.2009 № 1149k

-18 ATTENTION: This product must not be sold to minors.

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IQOS™ Holder and IQOS™ Pocket Charger identification is carried out through unique serial code, placed on the device.

Service term of IQOS™ Pocket Charger and IQOS™ Holder is 1 year from the date of purchase or 7,300 charges of IQOS™ Holder.

Service term of IQOS™ Power Adaptor: 1 year from the date of purchase.

Service term of IQOS™ USB Cable: 1 year from the date of purchase.

Service term of IQOS™ Cleaner: 3 months from the date of purchase.

