ATTENTION
This product must not be sold to minors.

www.iQOS.xx

CUSTOMER CARE:
0800 XXXXXX

REGISTER YOUR *iQOS* TO HAVE ACCESS TO:

- Product information
- After sales service

Designed in Switzerland by
Philip Morris Products S.A.

Manufacturer:
Philip Morris Products S.A.
Quai Jeanrenaud 3,
CH – 2000 Neuchâtel,
Switzerland

Made in Malaysia.

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iQOS™



User Guide

TECHNICAL DATA

iQOS HOLDER
- Model: A1402
- Battery type: Li-ion rechargeable battery
- Nominal capacity (mAh): 120
- Rated voltage: 3.7V ⎓ 1A
- Made in Malaysia.

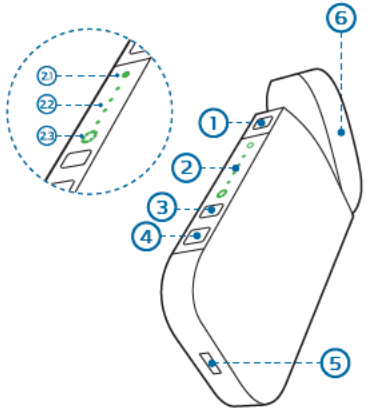
iQOS POCKET CHARGER
- Model: A1502
- Battery type: Li-ion rechargeable battery
- Nominal capacity (mAh): 2900
- Input: 5V [redacted]2A
- Made in Malaysia.

iQOS USB POWER ADAPTOR
- Model: S21A20 White
- Power requirements: AC 100-240V, 50/60HZ, 0.3A 10W
- Rated output: 5V ⎓ 2A
- Made in China.

USB CABLE
- Made in China.

iQOS CLEANER
- Series: 2.4
- Made in Germany.

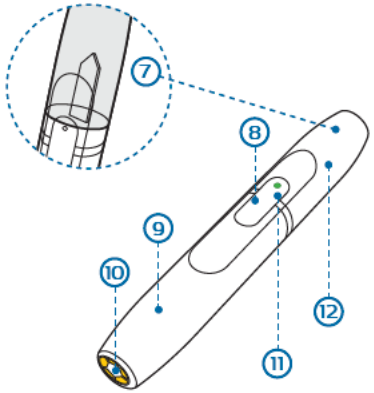
iQOS POCKET CHARGER



1. Hatch button
2. LEDs display
2.1 *iQOS* Holder battery status LED
2.2 *iQOS* Pocket Charger battery status LED
2.3 Heater cleaning status LED
3. Heater cleaning button
4. Power button
5. Micro USB
6. Hatch

Expected lifetime is 7'300 charges of *iQOS*.

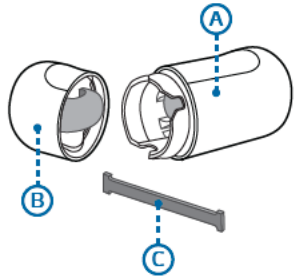
iQOS HOLDER



7. Heater (inside)
8. On/Off Button
9. Body
10. Contacts
11. LED
12. Cap

Expected lifetime is 7'300 experiences.

iQOS CLEANER



A. Long brush
B. Short brush
C. Cleaning tool



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

SAFETY WARNINGS AND INSTRUCTIONS

- Please read these warnings and instructions carefully before using the product and retain them for future use.
- 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 this product in accordance with the manufacturer's instructions.



- This product is not intended for use by persons with reduced physical, sensory or mental capabilities or lack of knowledge unless they have been given supervision or instruction to use the product in a safe way and understand the hazards involved.
- Keep this product, its components, and packaging out of the reach of children at all times.
- Do not operate this product where the use of electronic devices is prohibited.
- Store in a clean, dry, cool place.

- Turn off the *iQOS* System (*iQOS* Pocket Charger and the *iQOS* Holder) in places where flammable materials, liquids and gases are present.
- Only use the *iQOS* USB Power Adapter for charging the *iQOS* Pocket Charger.
- Please refer to the 'Technical Data' section of this user guide for details of the *iQOS* USB Power Adapter model to be used. Do not use power supplies designed for other products.
- Only charge the *iQOS* Pocket Charger indoors.

- Do not attempt to touch the *iQOS* Holder heater at any time, for more information please go to page 16. This could cause injury and/or damage to the heater.
- Do not attempt to touch the *iQOS* USB Power Adapter if it is wet.
- This product 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 this product if:
  – The *iQOS* Holder's cap is removed.



– It becomes wet or is immersed in any liquid (this does not apply to the *iQOS* Holder cap).
– It appears damaged, broken, tampered or dismantled.
– It has been exposed to excessive heat or moisture.
– Its batteries appear to be leaking. If the liquid comes in contact with the skin or eyes, wash with large amounts of water and seek medical advice.

- Do not use, store, or charge the device or its components in or near heat sources such as radiators, stoves, hot appliances or fires. High temperatures may cause battery fluid leakage, thermal burns, battery explosion or fire. Do not dispose of battery in fire.



ATTENTION

- Do not drop this product or otherwise subject it to strong shock.
- **_iQOS_ System works exclusively with _HeatSticks_. Never use iQOS Holder with a conventional cigarette, or other products/objects.**
- **Never light a _HeatStick_ with a match, lighter or any other flame source.**

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception (a) when charging, which can be determined by disconnecting and then reconnecting the device to the charging source, or (b) when in use, which can be determined by drawing on and ceasing to draw on the device, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- If the equipment is connected to the charger, then connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Cease to use (i.e., cease drawing on) the device.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Use only for intended purposes.

Contents

GETTING TO KNOW YOUR *iQOS* SYSTEM	11
GETTING STARTED	18
CLEANING	29
INFORMATION FOR DISPOSING OF THE *iQOS* HOLDER AND *iQOS* POCKET CHARGER	37

LEGEND

- GOOD TO KNOW
- TIPS
- ATTENTION
- CAUTION

Getting to know your *iQOS* System

The alternative for adult smokers.

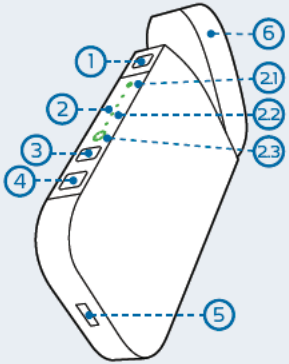
No fire. No ash.

For any assistance please contact customer care on:
1-877-XXXXXXXXXX

iQOS Pocket Charger

After each use your *iQOS* Holder must be recharged. The *iQOS* Pocket Charger can recharge your *iQOS* Holder up to 20 times before it must be recharged itself.

1. Hatch Button
2. LEDs Display
   - 2.1 *iQOS* Holder Battery Status LED
   - 2.2 Pocket Charger Battery Status LED
   - 2.3 Heater Cleaning Status LED
3. Heater Cleaning Button
4. Power Button
5. Micro USB Charging Port
6. Hatch



2 *iQOS* Pocket Charger LED Display

2.1 *iQOS* Holder Battery Status LED



Blinking green: *it is charging*

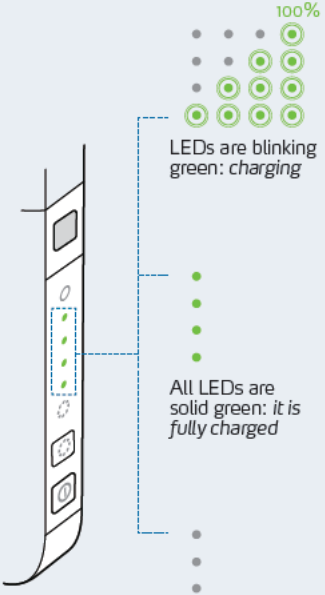
Solid green: *it is charged*

Blinking orange: *it is charging while having a poor contact with iQOS Pocket Charger*

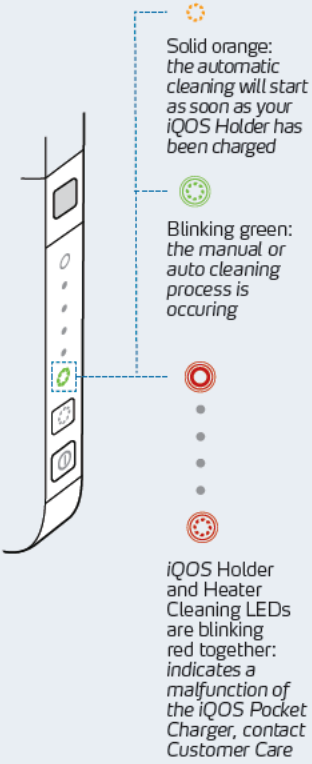
Blinking red: *it is charging while indicating it is malfunctioning, contact Customer Care*

No LEDs:
It is on stand-by, OFF or needs to be charged.

22 *iQOS* Pocket Charger Battery Status LED



23 Heater Cleaning Status LED (further explanation on page 29)



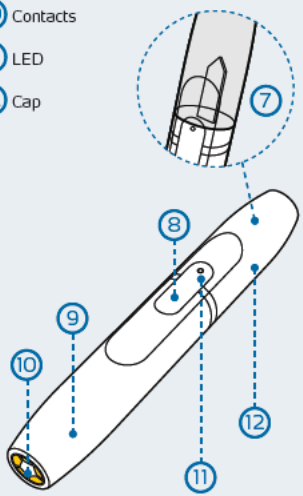
Getting to know your iQOS System

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iQOS Holder

The *iQOS* Holder heats tobacco *HeatSticks* (sold separately) for taste and flavor satisfaction, with no fire and no ash.

7. Heater (Silver, Gold Platinum and Ceramic Coated Heater)
8. Power Button
9. Body
10. Contacts
11. LED
12. Cap



iQOS LED Display

- Blinking green LED: *HeatStick is heating up* *20"*
- Solid green LED: *You can now start your experience*
- Solid orange LED: *HeatStick experience is ending* *30"*
- No LED: *Needs to be charged, or not active*



! Blinking red LED: *Holder is malfunctioning, contact Customer Care*

! Solid red LED: *Needs to be charged*

? Blinking orange LED during *HeatStick* heating: *Battery performance is declining and a shorter experience should be expected*

Getting started

CHARGING YOUR *iQOS* HOLDER 19

CHARGING YOUR POCKET CHARGER 20

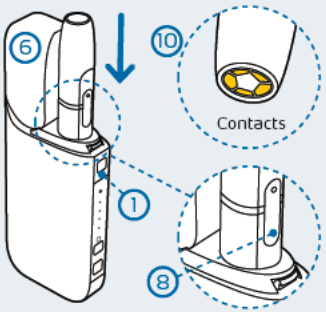
SWITCH ON/OFF AND CHARGE 21

YOUR FIRST *HEATSTICK* 22

REMOVE YOUR *HEATSTICK* 26

1. Charging your *iQOS* Holder

Open the *iQOS* Pocket Charger by pressing the hatch button ① then insert your *iQOS* Holder into the *iQOS* Pocket Charger and ensure that *iQOS* Holder contacts ⑩ are face down. The *iQOS* Holder power button ⑧ must be facing the *iQOS* Pocket Charger hatch button, then close the hatch manually.



! You should not put pressure on the *iQOS* Holder while inserting it in the *iQOS* Pocket Charger. If you feel a resistance and persist your *iQOS* Holder will be mis-aligned and will not charge.

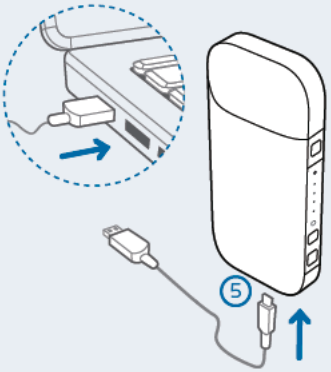
? If misaligned, your *iQOS* Holder will not charge. To remove it from the *iQOS* Pocket Charger, just pull it out firmly, align and re-insert into the *iQOS* Pocket Charger.

Getting started

2. Charging your Pocket Charger

Take the USB Cable provided, plug the USB end into the *iQOS* USB Power Adapter, and plug the micro USB end into *iQOS* Pocket Charger Micro USB Charging Port (5). Then, connect the *iQOS* USB Power Adapter to an electrical outlet.

You can also connect the USB end of the USB Cable to any USB port to charge your *iQOS* Pocket Charger and *iQOS* Holder. However, please note, that charging via a laptop or a USB receiver will significantly increase the charging time.



3. Switch ON/OFF and charge

Now that your *iQOS* System is plugged into an energy source, you must switch ON the *iQOS* System by pressing the *iQOS* Pocket Charger power button (4) for 3 seconds.

iQOS Pocket Charger LEDs display (21) + (22) will be activated and you will see on the *iQOS* Pocket Charger that LEDs are blinking green, this is to inform you the *iQOS* System is charging.

Your *iQOS* Holder will be charged and ready to be used in up to 6 minutes.

Your *iQOS* Pocket Charger will be partially charged after around 45 minutes and fully charged after around 90 minutes.

To switch OFF your *iQOS* System, press and hold the *iQOS* Pocket Charger power button (4) for 5 seconds. The *iQOS* Holder and *iQOS* Pocket Charger will switch to OFF mode.

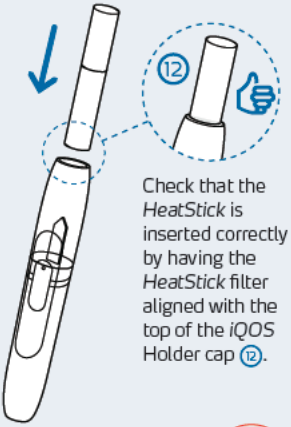
(i) No automatic heater clean will be performed while the iQOS System is off.

(?) A partial charge of your *iQOS* Pocket Charger will recharge your *iQOS* Holder a few times only.

4. Your first *HeatStick* (sold separately)

Remove your charged *iQOS* Holder from the *iQOS* Pocket Charger.

Insert a *HeatStick* into your *iQOS* Holder tobacco-side down.



Check that the *HeatStick* is inserted correctly by having the *HeatStick* filter aligned with the top of the *iQOS* Holder cap (12).

(!) Never twist or remove a *HeatStick* before fully pulling up/out the cap (12) from the *iQOS* Holder. Doing so will severely damage your *iQOS* Holder's heater.



(!) **iQOS System works exclusively with *HeatSticks*.**

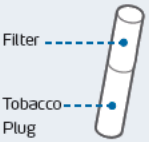


Never use *iQOS* Holder with a conventional cigarette, or other products/objects.

⚠ **Never light a *HeatStick* with a match, lighter or any other flame source.**



(i) *Heatsticks* are made of a filter and a tobacco plug.



(i) After use you may notice some spots or discoloration on the *HeatStick*. This occurs during the course of normal usage.

1. Press and hold the *iQOS* Holder button (8) until the light (11) blinks green. It will take up to 20 seconds for the tobacco plug to reach the optimal temperature



2. When the light remains solid green, you can enjoy your *HeatStick* for up to approximately either 6 minutes or 14 puffs.



3. After around 5 ½ minutes, the light will switch to solid orange to inform you that your experience is ending in 30 seconds.



4. When the light goes out, your experience is over.



(!) If your *iQOS* Holder turns itself OFF while you puff, it is to prevent overheating of the *HeatStick*. Heavy or rapid puffing will cause the *iQOS* Holder to automatically reduce the heat or to shut down. Should this happen, remove the used *HeatStick*, dispose of it, and recharge your *iQOS* Holder.

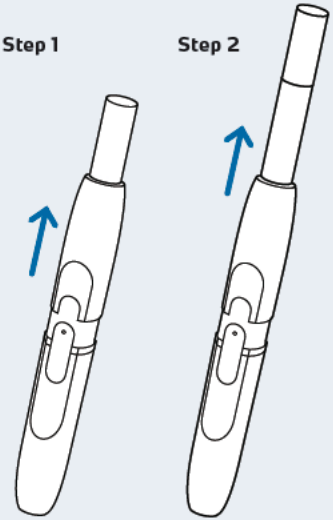
(i) It is normal for your *iQOS* Holder to become warm during use as the *HeatStick* is heated by the *iQOS* Holder's heater.

5. Remove your *HeatStick* from *iQOS* Holder

Always use the two following steps to remove a used *HeatStick* from your *iQOS* Holder:

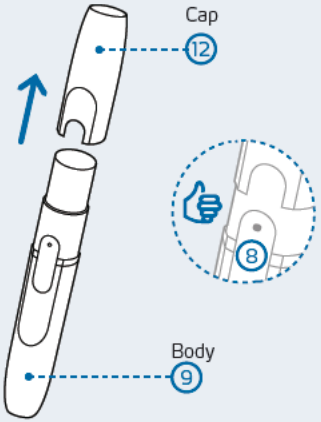
Step 1 pull up the cap (12) from your *iQOS* Holder until it stops, or remove it completely;

Step 2 pull out the used *HeatStick* from the cap.



Please dispose of *HeatSticks* responsibly.

You can also completely remove the cap (12) from your *iQOS* Holder body (9) to remove a *HeatStick*. If you do so, please pay attention to align the cap with the *iQOS* Holder button (8) when you put the cap back onto the *iQOS* Holder.



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You can stop your *iQOS* experience at any moment. Simply press and hold the *iQOS* Holder button for 5 seconds until LED switches off.

Remove the *HeatStick*, dispose of it, then place your *iQOS* Holder into the *iQOS* Pocket Charger to re-charge.

HeatSticks cannot be re-used.

Please note that the removal of the *HeatStick* will not end the experience of *iQOS*. Please switch OFF the *iQOS* Holder before removal.

Cleaning

For optimal performance and a consistent taste, clean your *iQOS* Holder regularly.

Inside your *iQOS* Holder, the heater ⑦ is used to heat *HeatSticks*.

As a result, it is possible for *Heatstick* fragments to build up over time inside your *iQOS* Holder.

Automatic cleaning of your *iQOS* Holder's heater will start only when *iQOS* Holder is fully charged.

iQOS heater cleaning

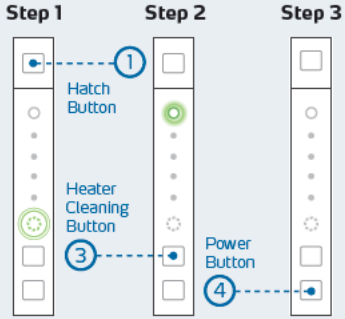
Your *iQOS* System has an automatic heater (7) cleaning process, during which *iQOS* Holder must not be removed from the *iQOS* Pocket Charger.

When this happens, you will observe the following sequence on your *iQOS* Pocket Charger LED display:

Step 1: Heater cleaning process is on.

Step 2: Cleaning is ending, *iQOS* Holder is now recharging.

Step 3: Heater cleaning process is now over. All LEDs are OFF.



However you must use the *iQOS* Cleaner regularly to manually clean the *iQOS* Holder cap and body, please look at the next page.

iQOS cleaning with *iQOS* Cleaner

Before using the *iQOS* Cleaner, please perform a manual heater cleaning process by pressing and holding the *iQOS* Pocket Charger Heater Cleaning Button until you observe the LED notification as described on the previous page.

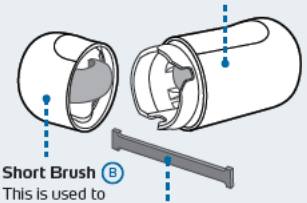
To clean your *iQOS* use the *iQOS* Cleaner as described below.

What is the *iQOS* Cleaner?

The *iQOS* Cleaner removes *HeatStick* fragments from your *iQOS* Holder's body (9) and cap (12). The *iQOS* Cleaner consists of two brushes and a cleaning tool.

iQOS Cleaner

Long Brush (A)
This is used to clean the *iQOS* Holder's body

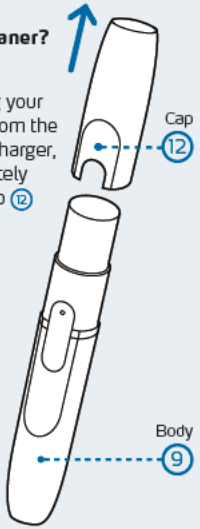


Short Brush (B)
This is used to clean the *iQOS* Holder's cap

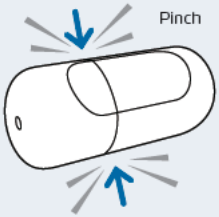
Cleaning Tool (C)
This is used to remove a part of the *HeatStick* that is stuck in the *iQOS* Holder's body or cap

How to use the *iQOS* Cleaner?

Step 1
After removing your *iQOS* Holder from the *iQOS* Pocket Charger, please completely remove the cap (12) from the *iQOS* Holder's body.



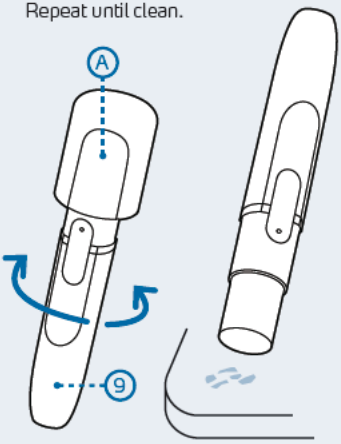
Step 2
Pinch the *iQOS* Cleaner to separate the short brush (B) and the long brush (A).



Step 3
Insert the *iQOS* Holder's body (9) into the *iQOS* Cleaner long brush (A) until it stops, then gently clean using a twisting motion.

Remove the long brush from the *iQOS* Holder's body (9), gently tap both to loosen and release any *HeatStick* fragments.

Repeat until clean.

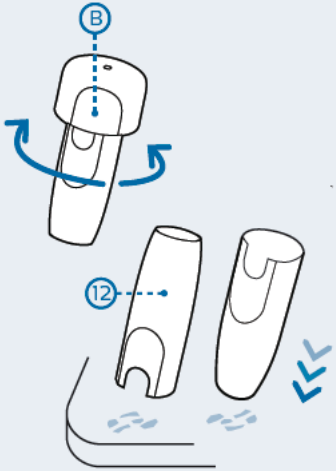


(!) Never immerse or put the *iQOS* Holder's body (9) or *iQOS* Pocket Charger in contact with water and/or other liquids.

Step 4
Insert the *iQOS* Holder's cap (12) into the *iQOS* Cleaner short brush (B) until it stops, then gently clean using a twisting motion.

Remove the short brush (B) from the *iQOS* Holder's cap (12), gently tap both to loosen and release any *HeatStick* fragments.

Repeat until clean.

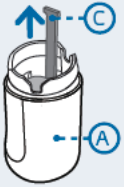


Removing *HeatStick* fragments

Sometimes a part of a *HeatStick* will remain stuck in your *iQOS* Holder's cap (12). This can happen when you do not properly disengage the *HeatStick* prior to removal. As a reminder, always lift/remove the *iQOS* Holder's cap before removing the *HeatStick*.

To remove it, please do the following:

Step 1
Pull out the cleaning tool (C) from your *iQOS* Cleaner long brush (A).



Step 2
Completely remove the cap (12) from the *iQOS* Holder body.

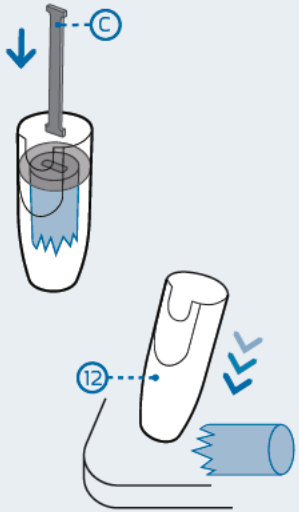


If required, the *iQOS* Holder cap (12) can be cleaned by immersing it in warm water for 5 minutes. This will completely remove residue which can build up over time. **Always ensure clean warm drinking water is used and that the cap is completely dry before re-using it with your *iQOS* Holder.**

Step 3
Insert the cleaning tool (C) into the *iQOS* Holder's cap (12), then clean using a twisting and an up-and-down motion.

Remove the cleaning tool from the *iQOS* Holder's cap, gently tap both sides of the cap to loosen and release any *HeatStick* fragments.

Repeat until clean.



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.

Your *iQOS* Device contains a Lithium-ion rechargeable battery. When discarded, it must be recycled or dispose of properly in accordance with state and local requirements. Do not crush battery (e.g., such as in a trash compactor). Do not dispose of any part of this product in fire or flame. For further information on recycling and disposal of the battery call 1-877-RECYCLE (1-877-723-2925).
Or contact your local waste management officials.