Welcome to iQOS



Tobacco Heating System
User Guide
THS-PBA-06-US Study

iQOS™

The tobacco alternative for adult smokers.

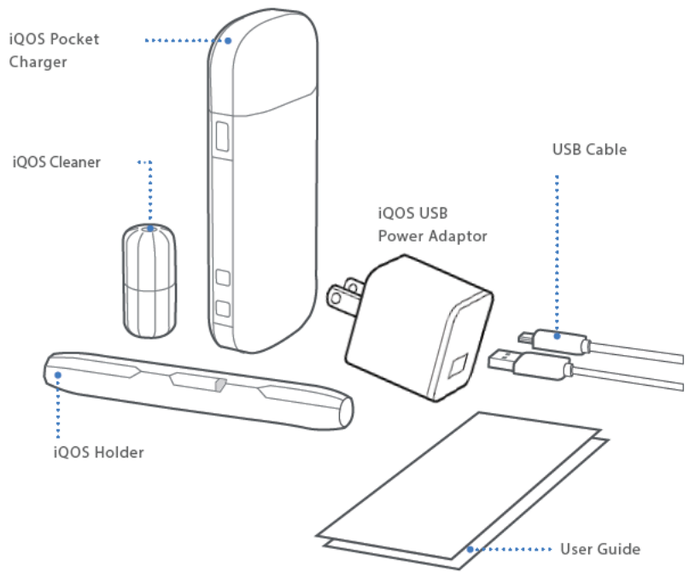
Designed in Switzerland, your iQOS heats tobacco HeatSticks™, with less smell, no fire and no ash.

A new, cleaner and better tobacco experience.

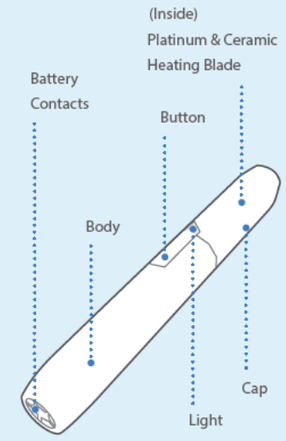
Legend

- Instructions
- Good to know
- Tips and Questions
- Attention

IN THE BOX YOU WILL FIND

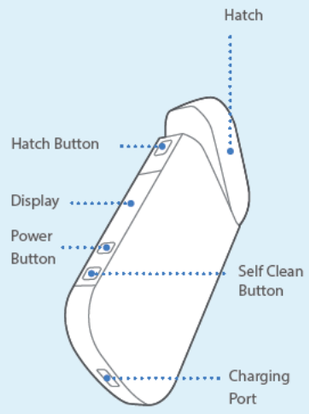


GETTING TO KNOW YOUR iQOS SYSTEM



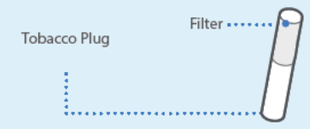
iQOS Holder

The HeatStick™ is inserted into your iQOS Holder where it is heated allowing you to experience the tobacco flavor.



iQOS Pocket Charger

After each session your iQOS Holder must be recharged. The iQOS Pocket Charger can recharge your iQOS Holder up to 20 times before it must be re-charged itself.



HeatSticks (sold separately)

Your iQOS Holder is designed to work exclusively with HeatSticks.
Never use conventional cigarettes with your iQOS Holder.
Never light a HeatStick with a match or a lighter.

THIS SECTION LEFT INTENTIONALLY BLANK

CHARGING

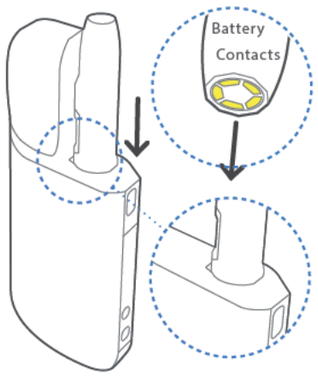
Before you start, it is important that you charge your iQOS Holder and iQOS Pocket Charger.

We recommend you perform a full charge before using.

CHARGING YOUR iQOS HOLDER AND POCKET CHARGER SIMULTANEOUSLY

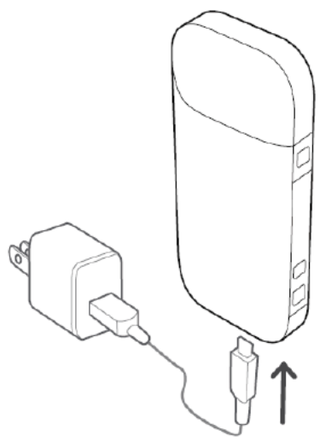
1 Load

Begin by inserting your iQOS Holder into the Pocket Charger. Be sure to insert your iQOS Holder with the battery contacts facing down. The power button of your iQOS Holder must be aligned with the notch in the Pocket Charger. If you have difficulty inserting your iQOS Holder, it may be because it is not aligned correctly.



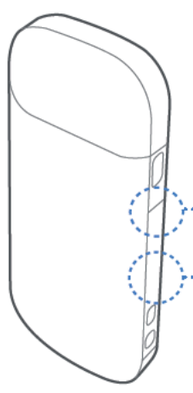
2 Plug

Insert one end of the USB cable in the iQOS USB Power Adaptor. Insert the other end into the iQOS Pocket Charger and then connect it to an electrical outlet.

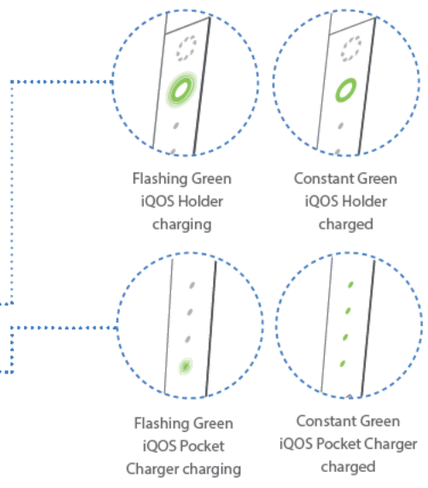


3 Charge

Upon closing the hatch, green lights on the display will flash indicating that your iQOS Holder and iQOS Pocket Charger are charging.



The display on the iQOS Pocket Charger indicates the level of charge in your iQOS Holder and iQOS Pocket Charger.



INDIVIDUAL CHARGE

The iQOS Pocket Charger and your iQOS Holder can also be recharged individually.

To charge your iQOS Holder, load it into the iQOS Pocket Charger with the contacts facing down and close the hatch.

A green circle will start to flash green. When it stops flashing and glows constant green your iQOS Holder is fully charged.

To charge the iQOS Pocket Charger, just insert one end of the USB cable into the iQOS Pocket Charger's charging port, the other end into the iQOS USB Power Adaptor and connect to an electrical outlet.

A strip of four lights will flash green. When they stop flashing and remain constant, the iQOS Pocket Charger is fully charged.

CHARGING FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Can I charge from a computer USB port?

A. Yes, but it will likely take longer.

Q. How do I turn off the Pocket Charger?

A. To turn off the Pocket Charger, press & hold the power button for 3 - 4 seconds.

Q. How long will the first charge of the Pocket Charger take?

A. It can take up to 90 minutes.

Q. Does the Pocket Charger always need to be fully charged?

A. No, but we recommend that you charge it at least daily.

Q. What if the charging indicators do not light up?

A. Try disconnecting and reconnecting from the power source. Remove your iQOS Holder and re-insert, ensure contacts are facing down with no interference.

© 2014 Copyright
Philip Morris Products S.A.

iQOS and HeatStick are trademarks of
Philip Morris Products S.A.

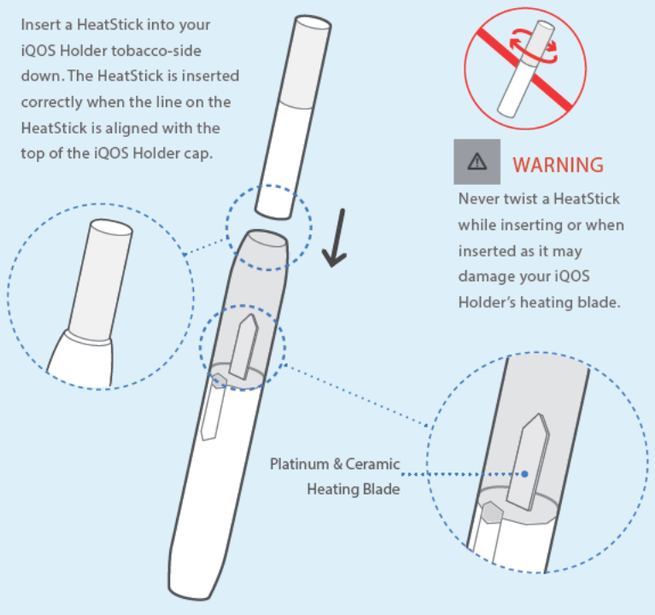
USING iQOS

Once your iQOS Holder has been fully charged, you are ready to use a HeatStick.

YOUR FIRST HEATSTICK

1 Insert

Insert a HeatStick into your iQOS Holder tobacco-side down. The HeatStick is inserted correctly when the line on the HeatStick is aligned with the top of the iQOS Holder cap.

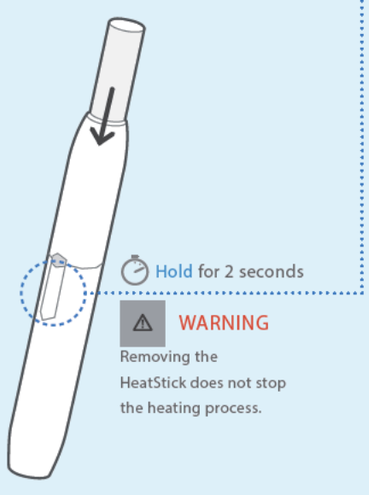


WARNING

Never twist a HeatStick while inserting or when inserted as it may damage your iQOS Holder's heating blade.

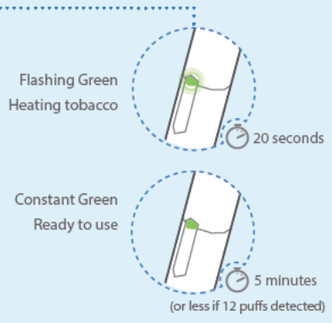
2 Heat the HeatStick

Once inserted, press the button on your iQOS Holder for 2 seconds to start the heating process. A flashing green light will appear.



WARNING

Removing the HeatStick does not stop the heating process.



WARNING

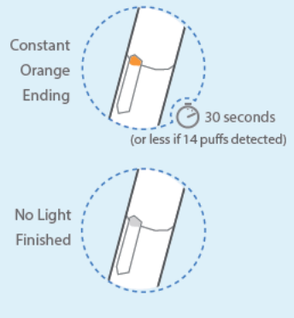
Never light a HeatStick with a match or lighter. HeatSticks are designed specifically to be heated only by your iQOS Holder.

3 Use!

Once the green light stops flashing, you are ready to use your HeatStick.

4 Finishing a HeatStick

At the end of the session, the green light will turn into a constant orange light for 30 seconds. After that your iQOS Holder will turn itself off.



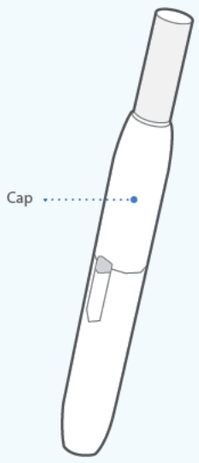
WARNING

Your iQOS Holder is designed to work specifically with a HeatStick. Never use conventional cigarettes with your iQOS Holder.

AFTER A HEATSTICK

1 Removing

To prevent any damage to the heating blade we suggest you employ the "pull-pull" technique as explained in steps 2 and 3.



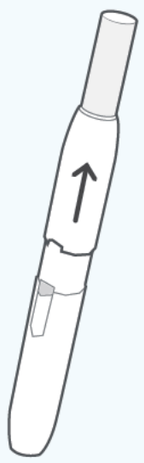
2 Pull the Cap

Gently pull the cap (which is the section closest to the filter) away from your iQOS Holder until it stops.



WARNING

Never twist or remove a HeatStick before fully pulling the cap back as it may damage your iQOS Holder.

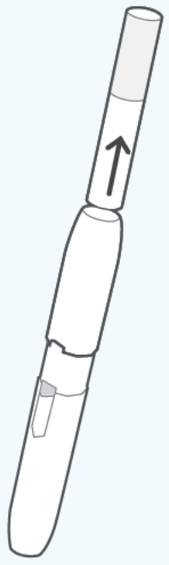


3 Pull the HeatStick

You may now remove the HeatStick from the cap.

WARNING

If a HeatStick becomes stuck in your iQOS Holder, please refer to the heading: 'Cleaning with Tool', section 3 'Remove stuck HeatSticks' overleaf.



4 Dispose and Re-attach

Since HeatSticks do not burn and do not produce ash, they can be safely disposed of in any waste bin. Disposing of used HeatSticks promptly will minimize any lingering smell.

Afterwards, push the cap back in place, making sure it is aligned with the power button.

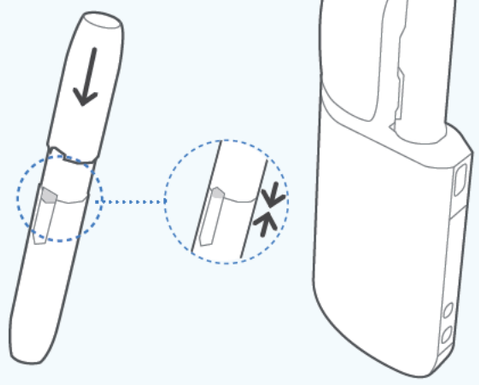


Remember

HeatSticks are not a fire hazard and can be disposed of with normal waste.

5 Re-charge iQOS Holder

We suggest you recharge your iQOS Holder immediately after use to ensure it is ready when you are. Before recharging, tap your iQOS Holder to remove any loose tobacco fragments or use the iQOS Cleaner. (See 'Cleaning with Tool' section)



PUFFING TIPS & FAQ'S

Tips

- If you need to switch off your iQOS Holder before the green light has turned off, press and hold the button for 3 seconds until the light turns off. Only then remove the HeatStick from your iQOS Holder.
- It is normal for your iQOS Holder to become warm during use as it contains a heating blade.

FAQ

Q. Vapor came out of my iQOS Holder when I turned it on, is this normal?

A. This may be caused by a build-up of fragments of tobacco. You should clean your iQOS Holder before your next use.

Q. My iQOS Holder turns itself off when I puff!

A. Your iQOS Holder is designed to prevent overheating of the HeatStick. Heavy or rapid puffing will cause iQOS Holder to automatically reduce the heat or cause it to shut down. Should this happen, remove the used HeatStick, recharge your iQOS Holder, insert a new HeatStick and turn your iQOS Holder on again.

CLEANING

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

Cleaning your iQOS System is very straightforward.

GOOD TO KNOW

Inside your iQOS Holder, a Platinum & Ceramic Heating Blade is used to heat the HeatSticks. As a result, it is possible for debris or loose fragments of tobacco to build up over time inside your iQOS Holder or on the heating blade.

There are two steps required to clean your iQOS Holder:
The first step (heat clean) will clean the heating blade automatically.

The second step (cleaning with tool) will help remove debris or loose fragments of tobacco.

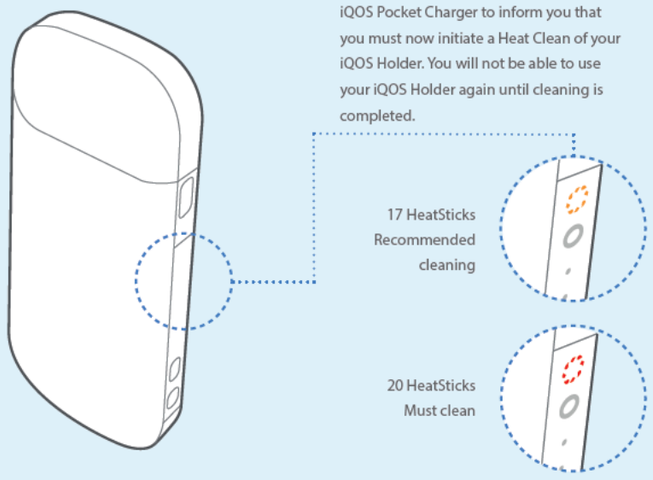
HEAT CLEAN

1 Display

The iQOS Pocket Charger will indicate when it is time to clean your iQOS Holder.

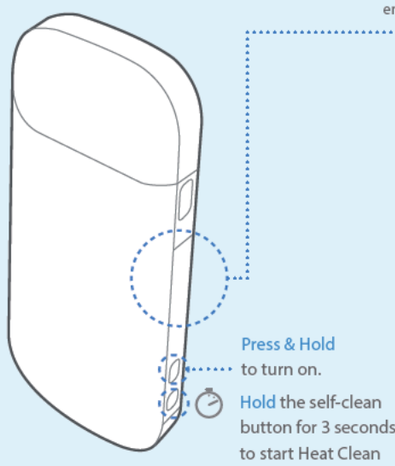
After 17 HeatSticks, an orange symbol will light up on the iQOS Pocket Charger, reminding you to clean your iQOS Holder.

After a further 3 HeatSticks (20 in total), a red symbol will light up on the iQOS Pocket Charger to inform you that you must now initiate a Heat Clean of your iQOS Holder. You will not be able to use your iQOS Holder again until cleaning is completed.



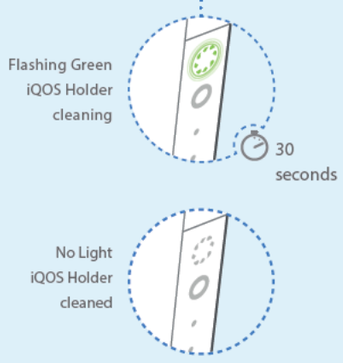
2 Turn On

Before you can initiate a Heat Clean, the iQOS Holder must be inserted in the iQOS Pocket Charger and the iQOS Pocket Charger must be turned on.



3 Initiate Heat Clean

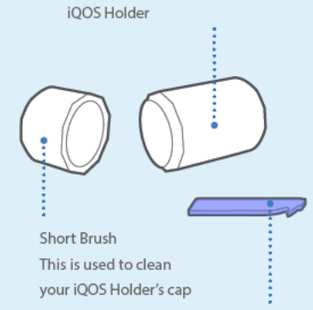
Press and hold the self-clean button for 3 seconds on your iQOS Pocket Charger. Your iQOS Holder must be fully charged before you can initiate the Heat Clean, and it will automatically recharge after the end of the cleaning process.



iQOS CLEANER

To clear small fragments from your iQOS Holder it is necessary to use your iQOS Cleaner. The Cleaner consists of two brushes and a cleaning hook.

Long Brush
This is used to clean the Platinum & Ceramic Heating Blade in your iQOS Holder



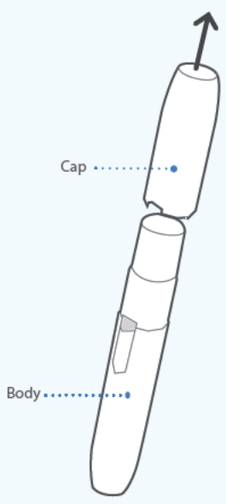
Short Brush
This is used to clean your iQOS Holder's cap

Cleaning Hook
This is used to remove HeatSticks that have become stuck in the iQOS Holder body or the cap

CLEANING WITH TOOL

1 Separate iQOS Holder

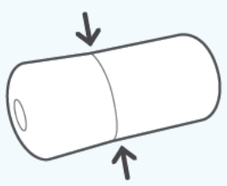
Take your iQOS Holder out of the iQOS Pocket Charger. Separate the cap from the body by pulling it apart.



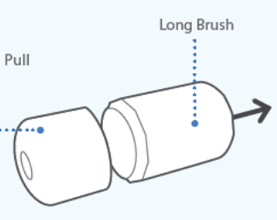
2 Separate the iQOS Cleaner

Pinch the center of the iQOS Cleaner, then pull the ends to release the two separate brushes. The long brush is used for the iQOS Holder body and the short brush is used for the cap that you have previously removed.

1 Squeeze



2 Pull



3 Remove stuck HeatSticks

To remove HeatSticks that have become stuck in the cap, use the cleaning hook.

First, pull out the cleaning hook from the long brush.



Then, you can use the hook to either push or pull out the stuck HeatStick.



ATTENTION

This should only be done with the cap removed.

4 Clean your iQOS Holder

Insert the long body into the long brush until it blocks. Gently clean using a twisting motion. Repeat until clean.



Gently tap your iQOS Holder to loosen and release tobacco fragments. Repeat until clean.

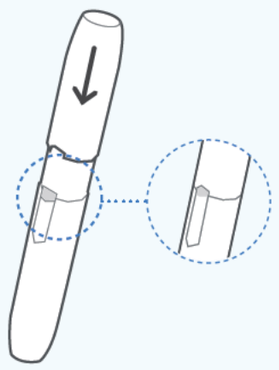


To clean the iQOS Holder cap, insert into the short brush. Gently clean using a twisting motion. Tap the cap to loosen and release tobacco fragments. Repeat until clean.



5 Re-connect

Finally, re-connect the cleaned cap to your iQOS Holder by attaching the cap onto the body. Reattach the two brushes by pushing the open ends together.



CLEANING TIPS & FAQ'S

TIPS

- Do not open the hatch of the iQOS Pocket Charger when performing a heat clean cycle.
- If you cannot close the hatch, your iQOS Holder may not be correctly inserted.
- The heat clean cycle can be repeated after 10 minutes.

FAQ

Q. How often should I clean my iQOS Holder?

A. We recommend to clean your iQOS Holder on a regular basis to ensure optimal use. In the event loose tobacco accumulates in your iQOS Holder, clean it before using.

Q. Should I ever use soap or water to clean?

A. Do not clean the iQOS Holder body or the iQOS Pocket Charger with any liquid. You may wash the iQOS Cleaner and cap in tap water. Never use any cleaning agents.

THIS SECTION LEFT INTENTIONALLY BLANK