

The logo for IQOS, featuring the letters 'I', 'Q', 'O', and 'S' in a stylized, rounded font. The letters are filled with a gradient that transitions from a light green at the top to a blue at the bottom. The 'Q' has a small tail that curves downwards and to the right.

IQOS

USER GUIDE

SAFETY WARNING & INSTRUCTIONS



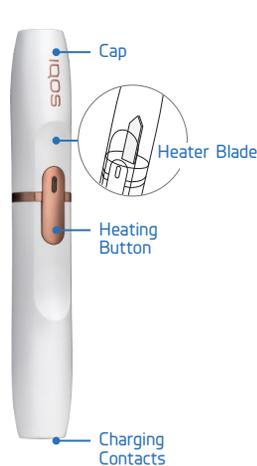
PLEASE READ AND SAVE THESE INSTRUCTIONS

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 risk of injury, always use this product in accordance with the manufacturer's instructions. This product contains no user-serviceable parts. Do not attempt to open, service, modify or repair any component of this product or to replace any of the components or batteries - doing so may result in personal injury. Never switch ON this product in places where flammable materials, liquids and gases are present. This product must only be charged at Safety Extra Low Voltage. Only charge this product indoors using the manufacturer approved AC Power Adaptor - refer to 'Technical Data' section for details. Do not touch this product if it becomes wet or immersed in any liquid. Do not drop this product or subject it to strong shock. Never attempt to touch the Holder Heater Blade, this may cause personal injury or damage to the Holder Heater Blade. Unless they have been given supervision or instruction to use the product in a safe way and understand the hazards involved, this product must not be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge. Keep away from children at all times and ensure that they do not play with this product. Do not use this product: - Where the use of electronic devices is prohibited. - On or near heat sources i.e. radiators or fires. - If it is damaged, tampered or broken. - If it has been exposed to excessive heat or moisture. - If its batteries appear to be leaking.

ATTENTION

The IQOS™ Device works exclusively with HEETS™ tobacco sticks. Never use the Holder with a cigarette or similar products or with tobacco sticks or accessories not approved by the manufacturer. Never light a tobacco stick with a match, lighter or any other flame source. Do not remove tobacco stick while in use. Store in a clean, dry, cool place.

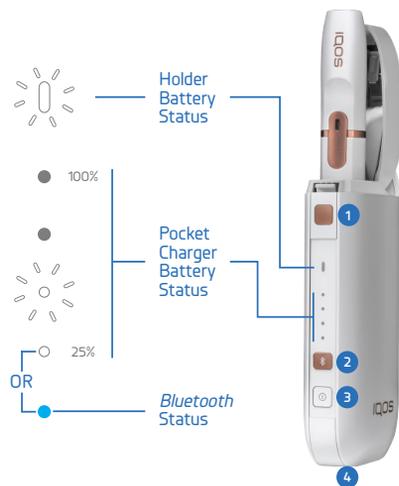
HOLDER



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

POCKET CHARGER

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



Pocket Charger Lights Display Logic

- Pulsing white light(s) indicate(s) it is charging.
- Solid white light(s) indicate(s) it is charged.
- No light(s) indicate(s) it is on stand-by, or switched OFF mode.
- Red light(s) indicate(s) it is malfunctioning, or defective.

GET STARTED

1 CHARGE

Insert the Holder into the Pocket Charger as shown below.

Press and hold the Pocket Charger Power Button to switch ON IQOS.

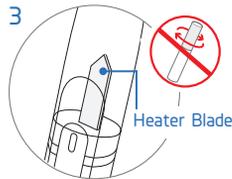
Once the lights stop pulsing (up to 4 minutes) then the **Holder is charged** and ready for use, remove it from the Pocket Charger.



2 INSERT

Insert the **tobacco stick** into the Holder up to the printed line as shown below.

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

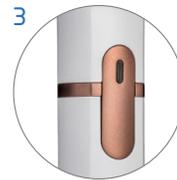
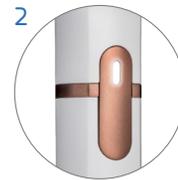


3 HEAT

Press and hold the Heating Button until the light **pulses white** and **vibration** is felt. Pre-heat duration is 20 seconds.

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

The last 30 seconds or 2 puffs are indicated when the light **blinks white** and **vibration** is felt, after which it will automatically switch off.



4 REMOVE

To remove a **tobacco stick** from the Holder, first slide the Cap as shown below (1) and then remove (2). 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 Holder back in the Pocket Charger. It takes up to 4 minutes to charge it.



BLUETOOTH®

1 PAIRING

Press the *Bluetooth* button (1) for **3 seconds** to start pairing.

Blue light blinks during 30 seconds to indicate pairing mode is activated and ready to be paired with a smartphone.

IQOS is paired with your smartphone when the **blue light remains solid** during 3 seconds.



2 SWITCH OFF

To interrupt pairing and/or switch OFF *Bluetooth* press the *Bluetooth* button (1) for 6 seconds. The **blue light will switch off** (2) to confirm this.

3 STATUS

A quick press (less than 1 second) of the *Bluetooth* button (1) indicates: **blue light remains solid** during **1 second** - ON, **no light** - OFF.

HOLDER MAINTENANCE

1 PREPARE

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

Always remove the Cap before cleaning as shown opposite:



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



! Make sure the Holder is switched OFF before cleaning it. Avoid contact of any *IQOS* cleaning accessories (*IQOS* Cleaner, *IQOS* Cleaning Sticks) with any source of ignition, or eyes and skin. Dispose as normal household waste.

2 CLEAN

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

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



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

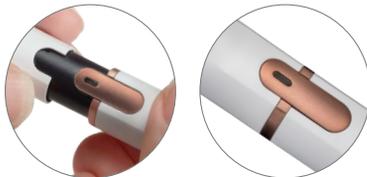


! To avoid breaking the Heater Blade employ a gentle circular motion when using the *IQOS* Cleaning Stick.

TROUBLESHOOTING

1 The Holder Cap does not close properly.

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



2 The Pocket Charger Lid does not close.

- Check the Holder Cap closes properly. If not, please go to troubleshooting #1.
- The Pocket Charger Lid Opening Button may be broken. Please contact Customer Care.

3 I cannot insert the tobacco stick into the Holder.

A tobacco portion from a previous tobacco stick is stuck in the Cap, use the Pin (1) from the IQOS Cleaner, then push the tobacco out as shown below (2 & 3). To avoid this from happening again, see page 5, step #4 REMOVE.



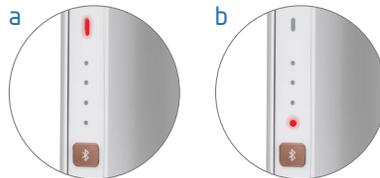
4 Extreme temperatures affect the IQOS Device.

If the 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. Try to shield it from such exposure.

5 Blinking red light on the Pocket Charger.

- Holder light on the Pocket Charger, this indicates a Holder malfunction. A slowly pulsing red light while charging means the Holder battery is reaching the end of its life cycle.
- The bottom light on the Pocket Charger Battery Status indicates a Pocket Charger malfunction.

For a. and b., before calling Customer Care please perform a reset of the IQOS Device, to do so please go to troubleshooting #6.



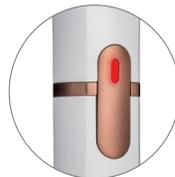
6 How to do a reset of the IQOS Device.

Simultaneously press and then release the Bluetooth and Power Buttons until all lights briefly blink. If the problem remains, please contact Customer Care.



7 The light is red on my Holder.

- This could indicate that the Holder is not charged. Place the Holder in the Pocket Charger and wait until it is fully charged (up to 4 minutes).
- Check that the 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 #6. If the problem remains, please contact Customer Care.



8

The tobacco stick duration is too short.

- 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.
- When you activate the Holder, wait for the solid white light before using it, you can then enjoy a **tobacco stick** for 6 minutes or 14 puffs, whichever comes first.
- It might be time to replace your Holder as the battery may have reached its end of life cycle.



INFORMATION FOR DISPOSING OF THE IQOS DEVICE

VALID ACROSS EUROPEAN UNION AND **EEA**

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 land filling) 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.

The local importer of the device will provide for the financing of the treatment and recycling of waste equipment returned through these designated collection points in accordance with local requirements.

Instructions for the [designated recycler only](#) for the safe removal of batteries from the Pocket Charger (A1503) at the end of the product's life cycle. **Batteries must never be removed by the end user.**

- Step 1:** Open Pocket Charger and remove the Holder. **Step 2:** Insert small tool into left top side of Pocket Charger cover, unclip and remove. **Step 3:** Disconnect red battery connector from PCB. **Step 4:** Unscrew 2 x PCB securing screws and remove chassis. **Step 5:** Remove battery and dispose according to local regulations. [End](#).

TECHNICAL DATA

Holder - Model: A1403

Battery type:
Li-ion rechargeable battery
Nominal capacity (mAh): 120
Rated voltage: 3.7V 1A

Pocket Charger - Model: A1503

Battery type:
Li-ion rechargeable battery
Nominal capacity (mAh): 2900
Input: 5V 2A

AC Power Adaptor

Model: SXXXXX
Input: 100V~240V~ 50/60HZ 0.3A
Output: 5V 2A

USB Cable