


IQOS

USER GUIDE

SAFETY WARNING & INSTRUCTIONS

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

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.

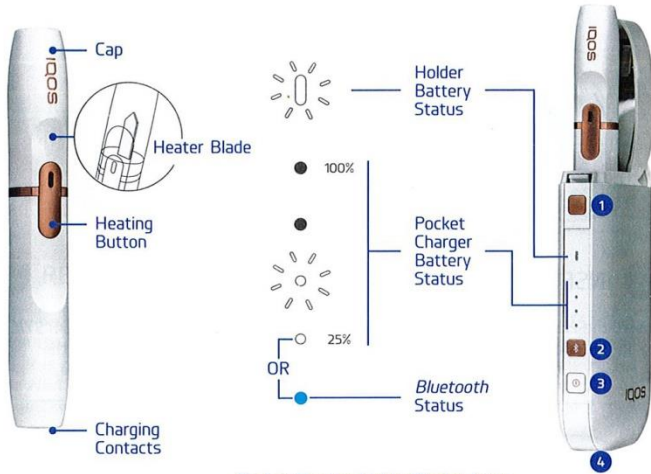
ATTENTION

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

HOLDER

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.

3

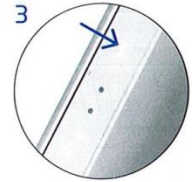
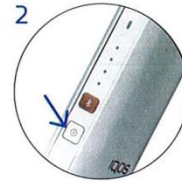
GET STARTED

1 CHARGE

Insert the Holder into the Pocket Charger as shown below.

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

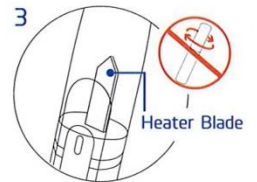
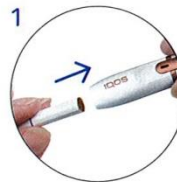
Once the lights stop pulsing (up to 4 minutes) then the Holder is charged and ready for use, remove it from the Pocket Charger.



2 INSERT

Insert the HEATSTICK into the Holder up to the printed line as shown below.

Never twist the HEATSTICK, as you could break the Holder Heater Blade.



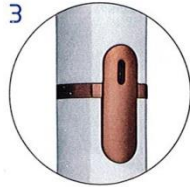
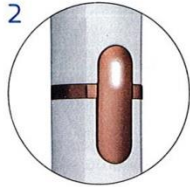
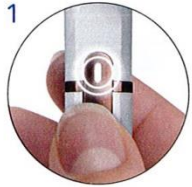
4

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 consume a HEATSTICK 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 HEATSTICK from the Holder, first slide the Cap as shown below (1) and then remove (2). It is normal to notice some discoloration of the HEATSTICK after use. Dispose as normal household waste.



After every HEATSTICK 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

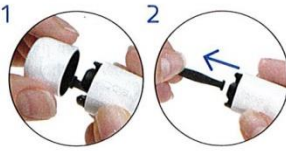
1 PREPARE

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

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):

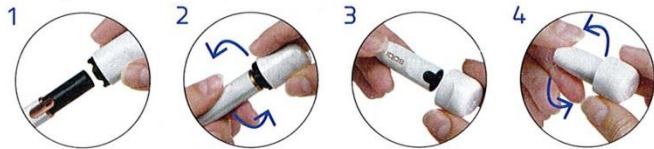


! Make sure the Holder is switched OFF before cleaning it. Avoid contact of any IQOS cleaning accessories (IQOS Cleaner, IQOS Cleaning Sticks) with any source of ignition, or eyes and skin. Dispose as normal household waste.

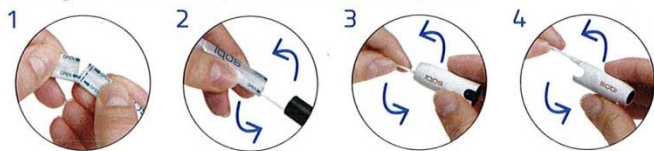
2 CLEAN

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:



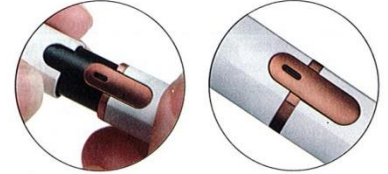
! To avoid breaking the Heater Blade employ a gentle circular motion when using the IQOS Cleaning Stick.

7

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.

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

3 I cannot insert the HEATSTICK into the Holder.

A tobacco portion from a previous HEATSTICK 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.

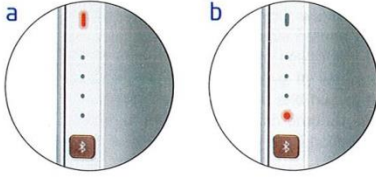
If the IQOS Device is exposed to extreme temperatures for a certain period of time, it might stop working until it is back within normal ambient conditions. Try to shield it from such exposure.

8

5 **Blinking red light on the Pocket Charger.**

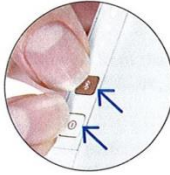
- a. Holder light on the Pocket Charger, this indicates a Holder malfunction. A slowly pulsing red light while charging means the Holder battery is reaching the end of its life cycle.
- b. The bottom light on the Pocket Charger Battery Status indicates a Pocket Charger malfunction.

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



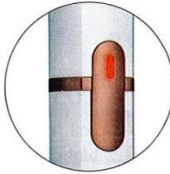
6 **How to do a reset of the IQOS Device.**

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.**

- a. 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).
- b. Check that the Pocket Charger is switched ON and is charged enough.
- c. 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 HEATSTICK 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 Holder, wait for the solid white light before using it, you can then enjoy a HEATSTICK for 6 minutes or 14 puffs, whichever comes first.
- c. It might be time to replace your Holder as the battery may have reached its end of life cycle.



CUSTOMER CARE & AFTER SALES SERVICE

Toll free number: 1-800-304-4033
Website: www.iqos.com



INFORMATION FOR DISPOSING OF THE IQOS DEVICE

VALID ACROSS CANADA

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

IQOS Holder - Model: A1403	IQOS Pocket Charger - Model: A1503	IQOS AC Power Adaptor	USB Cable
Battery type: Li-ion rechargeable battery	Battery type: Li-ion rechargeable battery	Class 2 Power Supply	Made in China
Nominal capacity (mAh): 120	Nominal capacity (mAh): 2900	Model: S21A22	
Rated voltage: 3.7V 1A	Input: 5V 2A	Input: 100V-240V~ 50/60HZ 0.3A	
Made in Malaysia	Made in Malaysia	Output: 5V 2A	
		Made in China	

CAN ICES-3 (B)/NMB-3(B) - For Class B Computing Devices

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Radio Interference Regulation of the Canadian Department of Communications.

Imported by: Rothmans, Benson & Hedges Inc., 1500 Don Mills Road, Toronto, ON M3B 3L1



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ATTENTION: This product must not be sold to minors.

Designed in Switzerland. Made in Malaysia.

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This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including that may cause undesired operation of the device. The term "ISED" before the equipment certification number only signifies that the Innovation, Science and Economic Development Canada technical specifications were met.

IQOS 2.4P Pocket Charger A1503 operates within 2.402 - 2.480GHz frequency band with a maximum RF output power of 7.0dBm.

