

# IQOS

User Guide

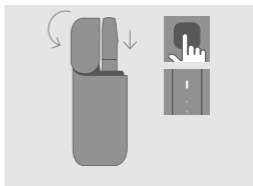
**IQOS** 2.4 PLUS

# How to use your IQOS™



## 1. TURN ON

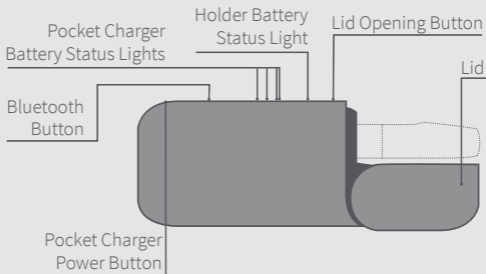
Press and hold the Pocket Charger Power Button until lights switch on.



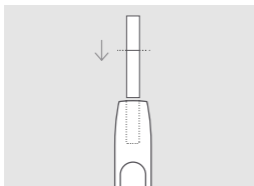
## 2. CHARGE HOLDER

Press Lid Opening Button to open. Insert the Holder into the Pocket Charger, then close the Lid to charge. Device is fully charged when Holder Battery Status Light is solid white.

## IQOS 2.4 Plus Pocket Charger

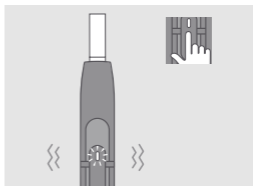


## How to use your IQOS



### 3. INSERT HEATSTICK™

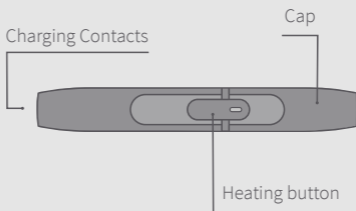
Insert and gently press the HeatStick to the line on filter.



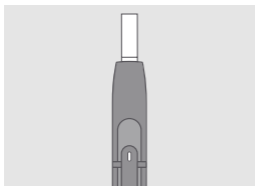
### 4. START HEATING

Press Heating Button until the Holder vibrates and the light pulses white.

## IQOS 2.4 Plus Holder



# How to use your IQOS



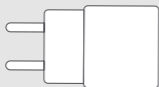
## 5. BEGIN USE

Start using once the light is solid white.

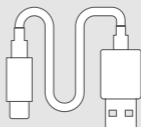


## 6. NEARLY COMPLETE

To signal the last 30 seconds, the Holder vibrates and the light pulses white.



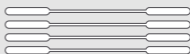
Power Adaptor



Charging Cable

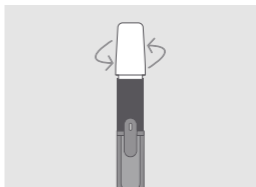
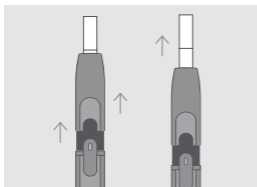


IQOS Cleaning Tool



IQOS Cleaning Sticks

# How to use your IQOS



## 7. REMOVE HEATSTICK

Slide Cap upwards, remove used HeatStick, then slide Cap back again. Insert the Holder back into the Pocket Charger to recharge.

## TO CLEAN

Slide Cap upward and remove completely. Insert IQOS Cleaning Tool and rotate gently. Clean daily for optimal experience.

## ENGAGE WITH IQOS

For further instructions and Customer Care support visit [www.iqos.com](http://www.iqos.com)

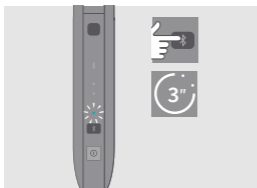
Download the IQOS Connect App on Google Play\*



\*Google Play and the Google Play logo are trademarks of Google LLC.

\*IQOS Connect App may not be available in your country.

## Pairing your device



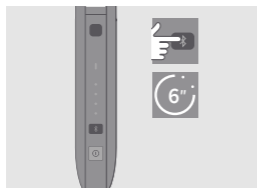
### PAIRING MODE

Press the Bluetooth Button for 3 seconds, then release. Bluetooth Status Light will blink for 30 seconds indicating pairing mode is active. Select pairing on your smartphone.



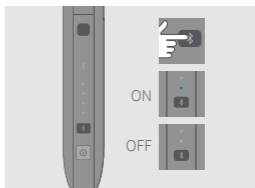
### PAIRED

IQOS is paired with your smartphone when Bluetooth Status Light remains solid for 3 seconds.



### SWITCH OFF

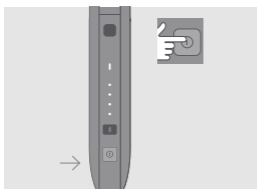
To switch off Bluetooth, press the Bluetooth Button for 6 seconds.



### STATUS

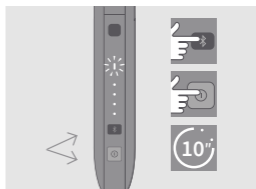
Tap the Bluetooth Button to show current status.

## Quick Tips



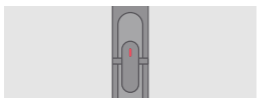
### TO CHECK BATTERY STATUS

Tap the Pocket Charger Power Button to check battery level.



### TO RESET

Simultaneously press the Bluetooth and Pocket Charger Power Buttons for 10 seconds, then release. Pocket Charger Battery Status lights will switch on, then blink twice to confirm a reset.



### RED LIGHT ON HOLDER

1/ Holder needs to be recharged. Place in Pocket Charger and make sure it is switched on.

2/ If the light remains red after a recharge, try a reset as indicated above.



### RED LIGHT ON POCKET CHARGER

Try resetting IQOS. If the red light persists, please contact Customer Care.

# IQOS



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

## SAFETY WARNINGS AND INSTRUCTIONS

**PLEASE READ ALL SAFETY WARNINGS AND INSTRUCTIONS BEFORE USE TO AVOID INJURY.**

These safety warnings and instructions cannot cover all possible conditions that could occur, and users should exercise care and caution.

Keep these safety warnings and instructions for future reference as they contain important information.

### Intended Users

- IQOS™ and *HeatSticks* are for adult use only.
- IQOS and *HeatSticks* are intended for use by current adult smokers who would otherwise continue to smoke.
- Children and adolescents should never use IQOS or *HeatSticks* under any circumstances.
- IQOS or *HeatSticks* should not be used by people with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning their use and understand the risks involved.

### Tobacco and Nicotine

- *HeatSticks* contain nicotine, which is addictive.
- IQOS and *HeatSticks* are not risk-free. The best way to reduce tobacco-related health risks is to quit tobacco and nicotine use altogether.
- Some users of IQOS and *HeatSticks* reported experiencing abdominal pain, chest pain, choking sensation, cough, difficulty breathing, dizziness, dry mouth, dry throat, gingivitis, headache, malaise, nasal stuffiness, nausea, mouth irritation, palpitations, throat irritation, and vomiting.
- Nicotine-containing products should not be used by people who have or are at risk of heart disease, are diabetic, are epileptic, or are experiencing seizures.
- Nicotine-containing products should not be used during pregnancy or while breastfeeding. If you are pregnant, breastfeeding, or think you may be pregnant, you should quit tobacco and nicotine use altogether.
- Stopping smoking or switching to IQOS and *HeatSticks* or other nicotine-containing products may require the adjustment of the dosing of certain medicines (e.g. theophylline, clozapine, ropinirole).
- If you have questions about whether you should use IQOS and *HeatSticks* given an existing health condition, consult a health care professional.

### **⚠ IMPORTANT SAFETY INFORMATION**

#### **⚠ WARNING** CHOKING AND INGESTION HAZARD


Keep IQOS and *HeatSticks* out of reach of children at all times.

- CHOKING HAZARD — IQOS accessories and *HeatSticks* contain small parts.
- INGESTION HAZARD — If a *HeatStick* is swallowed, seek medical attention immediately due to risk of nicotine intoxication.



## ***Electronic Risks***

Failure to follow these Safety Warnings and Instructions could result in fire, explosion, electric shock, injury, or damage to the product or other property:

- Only Intended Users should use IQOS.
- Only charge the IQOS Pocket Charger with the approved IQOS Power Adaptor model supplied in the box or available from your local or online IQOS stores for charging purposes. See the Technical Data section of this User Guide for a list of approved IQOS Power Adaptor models.
- Do not use third-party accessories with IQOS.
- Only charge the IQOS Pocket Charger using Safety Extra Low Voltage. See the Technical Data section of this User Guide for details on voltage.
- Do not use IQOS where the use of electronic devices is prohibited.
- Only charge the IQOS Pocket Charger indoors as indicated by the symbol .
- Do not use IQOS or charge the IQOS Pocket Charger and/or IQOS accessories if they are damaged, tampered with, or broken.
- Do not use IQOS if its batteries appear to be leaking.
- Do not use, charge, or store IQOS in places with high temperature (such as inside a car in summer, or near heat sources such as radiators or fireplaces).
- Do not use IQOS where flammable materials, liquids and gases are present.
- Never immerse or put IQOS or its accessories in contact with water and/or other liquids. Do not touch IQOS and/or its accessories if they become wet or immersed in any liquid.

- Never dispose of IQOS and/or its accessories with other household waste, as it may come into contact with water and/or other liquids.
- Clean the USB charging port on the IQOS Pocket Charger periodically to avoid accumulation of foreign matters (such as dust particles).
- Disconnect IQOS and/or its accessories from any source of power if it overheats, fumes, ignites, or burns while charging.
- Do not touch IQOS and/or its accessories if they do overheat, fume, ignite, or burn.
- Handle with care. Do not drop IQOS or subject it to strong shock.
- Do not attempt to open, service, modify, or repair any component of IQOS, or to replace any of the components or batteries.
- Only use IQOS in ambient temperatures between 10° and 50° C.

#### **Battery Risks**

IQOS is powered with sealed lithium-ion (Li-ion) batteries. Under normal conditions of use, the battery is sealed.

- If fluid from leaking battery is swallowed, seek medical attention immediately. Do not induce vomiting or ingest food or drink.
- If vapor from leaking battery liquid is inhaled, get fresh air and seek medical attention.
- If fluid from leaking battery is in contact with skin, wash hands and do not touch eyes.
- If fluid from leaking battery comes into contact with eyes, immediately flush with running water for at least 15 minutes and seek medical attention immediately.

#### **▲ CAUTION THERMAL BURN RISK**

Failure to follow these Safety Warnings and Instructions could result in thermal burns:

- Store IQOS and *HeatSticks* in a clean, dry, cool place.
- Do not expose IQOS and *HeatSticks* to high humidity conditions or direct sunlight.
- Do not use *HeatSticks* that have been exposed to excessive heat or moisture.
- Do not remove a *HeatStick* while in use.
- Never attempt to touch the IQOS heating blade.

#### **▲ CAUTION ALLERGIC REACTION RISK**

- Using IQOS and *HeatSticks* could cause an allergic reaction, such as swelling of the face, lips, tongue, gums, throat, or body, difficulty breathing, or wheezing.
- Stop using IQOS and *HeatSticks* and seek medical attention immediately if you experience any of the symptoms listed above, as they may indicate a serious allergic reaction.

#### **EXCLUSIVE USE OF HEATSTICKS**

- Only purchase IQOS and *HeatSticks* from your local or online IQOS stores or other authorized retailers.

- Only use IQOS with *HeatSticks*. Never use IQOS with a cigarette or similar products that are not approved for use with IQOS. Doing so may result in injury.
- Do not modify *HeatSticks* in any way or add any substance to *HeatSticks*. Doing so may result in injury.

### Reporting of adverse experiences

- If you experience any unwanted health effect when using IQOS and/or *HeatSticks*, consult a health care professional.
- You can report any adverse experience or incident directly by contacting your local Call Centre (details can be found in the Customer Care & Warranty booklet). By reporting adverse experiences or incidents, you can help provide more information on the safety of this product.
- For more information, please go to [www.iqos.com](http://www.iqos.com)

## INFORMATION FOR DISPOSING OF IQOS

### Valid across European Union and EEA



This symbol on the product 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 taking it to a designated collection point for the recycling of waste of electrical and electronic equipment. 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 of waste equipment as unsorted municipal waste (e.g. by waste incineration or landfilling) can have negative effects on the environment and human health.

## TECHNICAL DATA

Holder:

IQOS 2.4P Model A1403

Battery type:

Li-ion rechargeable battery

Input: 3.7V  1.5A

Pocket Charger:

IQOS 2.4P Model A1503

Battery type:

Li-ion rechargeable battery

Input: 5V  2A


Bluetooth® 4.1

IQOS Pocket Charger can only be charged using one of the approved IQOS Power Adaptor models listed below.

IQOS AC Power Adaptor

Model: S52A21, S21A20, S21A22, S21A23, S21A25, S21A27

Input: 100V-240V~ 50-60Hz 0.3A

Output: 5.0V  2.0A

Output power: 10.0W

Average active efficiency: 79.0%

No load power consumption: <0.09 W

USB Type B Cable

Hereby, Philip Morris Products S.A. declares that IQOS 2.4P is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The official Declaration of Conformity may be found at: [www.pmi.com/declarationofconformity](http://www.pmi.com/declarationofconformity)

IQOS 2.4P Model A1503 operates within the 2.402–2.480GHz frequency band with a maximum RF output power below 10.0 dBm.

Designed and manufactured under the authority of Philip Morris Products S.A., Quai Jeanrenaud 3, 2000 Neuchâtel, Switzerland.



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