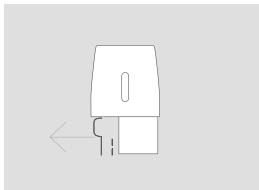


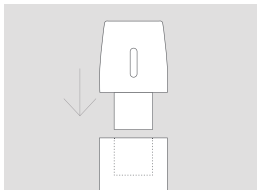
# IQOS VEEV™ device User Guide

## Preparing your IQOS VEEV device



### PREPARE

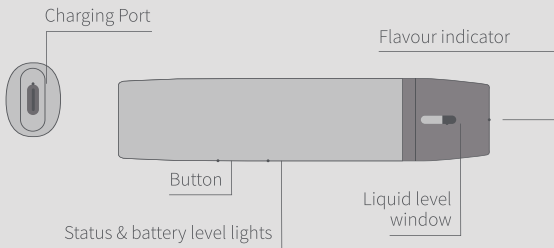
First, remove the yellow seal tab.



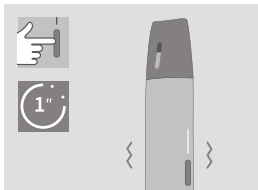
### INSERT

Insert the VEEV™ pod into your IQOS VEEV device. A quick vibration and light pulse will confirm the VEEV pod is correctly inserted.

## IQOS VEEV

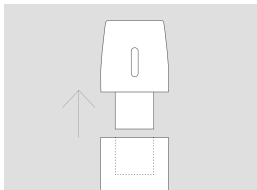


# How to use your IQOS VEEV™ device



## VAPE

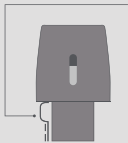
Press the Button for 1 second to turn on the device. Once the lights stop pulsing, they will become constant white and show the Battery Level. You can use your IQOS VEEV device.



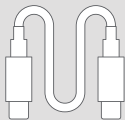
## CHANGE VEEV™ pod

You can change the VEEV pod with your IQOS VEEV device on. Remember to remove the yellow Seal Tab of the new VEEV pod. When you insert the VEEV pod, a pulsing light might appear to indicate it is initializing. Once the pulsing stops, you can use your IQOS VEEV device.

Seal tab  
(to be removed)



VEEV pod  
(sold separately)



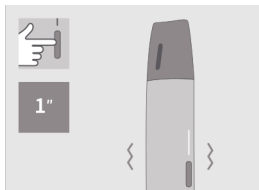
Charging cable\*



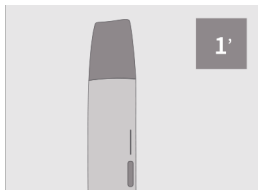
Power adaptor

Use only a dry cloth to clean the mouth end of device.

\*For optimal charging performance, only use a manufacturer-approved Power adaptor (supplied in the box).



If you wait more than 1 minute to insert the VEEV™ pod, your IQOS VEEV™ device will automatically switch off. To vape again, press the button for 1 second after inserting the VEEV pod.



## TURN OFF

If you don't use your IQOS VEEV device, it will automatically turn off after 1 minute. You can also turn off the device by pressing the button for 1 second.

## CUSTOMER CARE

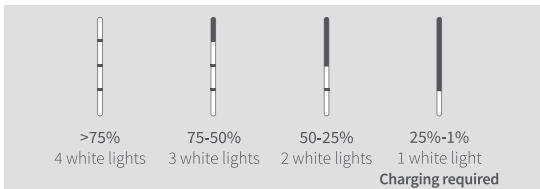
For the full user guide, customer care and extended support services, visit **[iqos.com](https://iqos.com)**

## Stay in touch with us /Discover the IQOS application

**Customize your experience with  
the IQOS web application!**

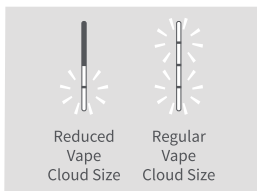
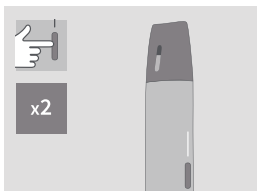
Connecting to the app is easy  
— all you need to do is log into your  
account at **[IQOS.com](https://iqos.com)**, go to device  
details, and select "Device Settings".

**Supported browsers:**  
Google Chrome and Bluefy for iOS



## BATTERY LEVELS

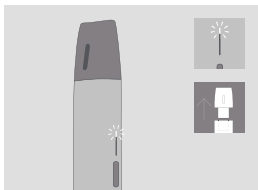
White lights show the battery level. When the device battery is empty, the lower white light will blink for a few seconds before turning off.



## VAPE CLOUD SIZE SETTING

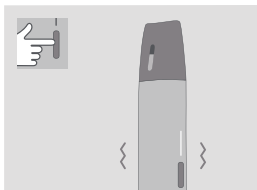
Quickly double press the Button to enter in Vape Cloud Size mode selection. While the lights pulse quickly, double press on the Button again to change between the two Vape Cloud Size modes. Pulsing lights and vibrations will indicate the active vape mode. The IQOS VEEV™ device will automatically exit the Vape Cloud Size mode selection 5 seconds after the last double Button press, or when taking a puff.

## Quick Tips



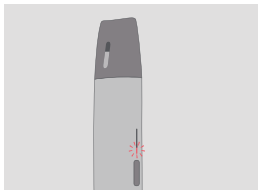
### LOW LIQUID DETECTION

The upper white light will blink for a few seconds before turning off. This is designed to prevent overheating and burnt taste. Replace the VEEV™ pod when the device turns off.



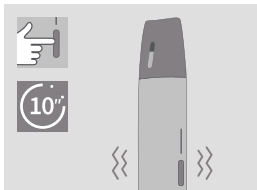
### TURN ON & OFF RESPONSIVE DRAW™

The RESPONSIVE DRAW enhances the sensorial experience through a subtle vibration while puffing. Quickly press on the button while taking a puff to turn it on or off.



### ERROR NOTIFICATION

A red light will blink for a few seconds. Try to change the VEEV pod. If this happens again, reset your IQOS VEEV™ device.



### RESET

Press the button for approximately 10 seconds and release. Vibrations and blinking lights will confirm your IQOS VEEV device has been reset.

IQOS  
VEEV



This is the safety alert symbol. It is used to alert you to potential physical injury hazards.

ENGLISH

# 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 VEEV™ and VEEV™ pods are for adult-use only.
- IQOS VEEV and VEEV pods are for current adult e-cigarette users and smokers who would otherwise continue to use tobacco or nicotine-containing products. It is not recommended for use by non-smokers.
- Children and adolescents should never use IQOS VEEV or VEEV pods under any circumstances.
- IQOS VEEV or VEEV pods should not be used 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.

## **Nicotine**

- VEEV pods contain nicotine, which is addictive.
- IQOS VEEV and VEEV pods are not risk-free. The best way to reduce

nicotine-related health risks is to quit tobacco and nicotine use altogether.

- Some consumers of VEEV™ reported experiencing (in alphabetical order) abdominal pain, cough dizziness, dry mouth, headache, malaise, nasal stuffiness, nausea, mouth irritation, throat irritation, 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 breast-feeding. If you are pregnant, breast-feeding, or think you may be pregnant you should quit tobacco and nicotine use altogether.
- Stopping smoking or switching to IQOS VEEV™ and VEEV pods 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 VEEV or VEEV pods given an existing health condition, you should consult a health care professional.

## **IMPORTANT SAFETY INFORMATION**

### **WARNING** Choking and Ingestion Hazard


- Keep IQOS VEEV and VEEV pods out of reach of children and pets at all times.
- CHOKING HAZARD — IQOS VEEV and VEEV pods contain small parts.
- INGESTION HAZARD — If IQOS VEEV or VEEV pods or their parts are swallowed, seek medical attention immediately due to risk of nicotine intoxication.

### **WARNING** Electrical and Battery Hazard

## Electrical 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 VEEV.
- Do not use IQOS VEEV where the use of electronic devices is prohibited.

- Do not charge or use IQOS VEEV™ or accessories if damaged, tampered with or broken.
- Do not use IQOS VEEV if its battery appears to be leaking.
- Only charge IQOS VEEV indoors, as indicated by symbol  using a manufacturer-approved Charging Cable (supplied in the box) and Power Adaptor (supplied in box), for charging purposes. Do not use accessories not approved by manufacturer. Refer to 'Technical Data' section and [www.iqos.com](http://www.iqos.com) for details.
- This product must only be charged using Safety Extra Low Voltage. Refer to the Technical Data section of this User Guide for details.
- Do not use, charge, or store IQOS VEEV 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 VEEV where flammable materials, liquids and gases are present.
- IQOS VEEV, Power Adaptor and Charging Cable should not be exposed to any liquid. Do not touch them if they become wet or have been immersed in any liquid.
- Never dispose of IQOS VEEV with other household waste, as it may enter in contact with water and/or other liquids.



- Clean the charging port periodically to avoid accumulation of foreign matters (such as dust particles), and inspect charging port for foreign materials before using connector.
- Disconnect IQOS VEEV™ and/or its accessories from any source of power if it overheats, fumes, ignites, or burns while charging.
- Do not touch IQOS VEEV and/or its accessories if they overheat, spark, fume, ignite, or burn. If applicable and possible, use caution to shut off or disconnect power supply.
- Handle with care. Do not drop IQOS VEEV or subject it to strong shock.
- This product contains no user-serviceable parts. Do not attempt to open, modify, service, disassemble or repair any component of IQOS VEEV or to replace any of the components or batteries.

### **Battery Risks**

IQOS VEEV is powered with sealed Lithium-ion (Li-ion) batteries. Under normal conditions of use, the battery is sealed. If you notice that battery fluid leaks, follow these precautions:

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

### **⚠ CAUTION Allergic Reaction Risk**

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

### **Use of VEEV pods**

- Only use VEEV pods with IQOS VEEV. Never use IQOS VEEV with other pods. Doing so may cause injury.
- Do not modify or attempt to refill VEEV pods in any way or add any substance to VEEV pods. Doing so may cause injury.

### **Usage and Storage**

- Do not expose this product to excessive temperatures or moisture.
- It is recommended to use the product between 0°C and 40°C.
- Store in a place inaccessible to children.

### **Reporting of adverse events or incidents**

- If you experience any unwanted health effect when using IQOS VEEV, consult a health care professional.
- You can report any adverse event or incident directly by contacting your local Call Center (details can be found in the Customer Care & Warranty booklet). By reporting side effects, 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)

## **TECHNICAL DATA**

### **IQOS VEEV Kit**

Electronic nicotine delivery system for multiple use with Bluetooth® technology.

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

Importer: [CZ] Dovožce: Philip Morris ČR a.s., Vítězná 1, 284 03 Kutná Hora / [SK] Dovožca: Philip Morris Slovakia s.r.o., Galvaniho 19045/19, 821 04 Bratislava

Entity entitled to receive consumer claims: [CZ] Philip Morris ČR a.s., Vítězná 1, 284 03 Kutná Hora, 800 413 413 / [SK] Philip Morris Slovakia s.r.o., Galvaniho 19045/19, 821 04 Bratislava, t.č. 0800 400 600

**This kit includes:**

## **IQOS VEEV™ Device**

Model B-1603

Bluetooth 4.2

Battery type: Li-ion Rechargeable Battery (360 mAh)

Input: 5V  2A

The IQOS VEEV device is marked with the symbol  followed by "SxxAxx," which indicates the IQOS VEEV device can only be charged using one of the approved Power Adaptor models listed below.

### **Power Adaptor**

Model: S52A21, S21A20, S21A22, S21A23, S21A25, S21A27, S82A40, S82A41, S82A42, S82A43, S82A45, S82A46.

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

Use with Charging Cable

### **Confirmation of Compliance**

Hereby, Philip Morris Products S.A. declares that IQOS VEEV 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 VEEV device Model B-1603 operates within 2.402 – 2.480 GHz frequency band with a maximum RF output power below 10.0 dBm.



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and use of such marks by Philip Morris Products S.A. is under license.

Further information regarding the firmware license for IQOS VEEV device is available on [www.iqos.com](http://www.iqos.com).

## INFORMATION ON DISPOSAL



IQOS VEEV™ device and its elements (including batteries) must not be disposed together with household waste. Instead, you should dispose your used device by handing it over to a special drop-off depot for recycling of electric and electronic devices. Separate collection and disposal of used equipment (including batteries) helps to preserve nature resources and ensures protection of human health and the environment. Disposal of used equipment as unsorted household waste (for example, its burning or damping) may cause adverse consequences for the environment and human health.

For additional information about the places where you can deliver your device for recycling please contact local administration.

## BATTERY REMOVAL INSTRUCTIONS (FOR DISPOSAL AND RECYCLING)

**Batteries must not be removed by the consumer. Only an authorized recycler may safely remove batteries by following these steps.**

IQOS VEEV Model B-1603:

Step 1: Check the voltage. The Device should be fully discharged before disassembling it. Press the Power Button to check if all the LED lights are off; if not, the Device should be discharged until all the LED lights are off.

Step 2: Remove the End Cap Cover attached with adhesive.

Step 3: Remove two screws (Countersink K1.8, T6).

Step 4: Remove the End Cap Part.

Step 5: Remove the Connector Part away by pushing it from the bottom and gliding it out.

Step 6: Disconnect Battery Connector by lifting it up.

Step 7: Turn the Device around and Disconnect the Battery from its slot. Battery is attached with very firm double-sided adhesive directly on the top of the PCB.

**Underage sale is prohibited.**

**IQOS VEEV should only be used with special replaceable VEEV™ pods (sold separately).**



ENGLISH

## CUSTOMER CARE

### Slovakia

**Freephone:** 0800 400 600

**E-mail:** [contact.sk@iqos.com](mailto:contact.sk@iqos.com)

**Website:** [www.iqos.com](http://www.iqos.com)

**Address:** Philip Morris  
Slovakia s.r.o., Galvaniho  
19045/19, 821 04 Bratislava

## VOLUNTARY WARRANTY

The English version of the warranty is for information purposes only. Please note that the only legally binding version is the Czech version for Czech Republic and the Slovak version for Slovakia.

### Duration

The duration of this warranty, relevant to your country of purchase, is as follow:

Slovakia	12 months from the date of purchase
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### What this warranty covers

The Philip Morris International entity listed under the heading of 'Customer Care', will at its option (but without affecting your statutory rights) repair or replace any components of the IQOS VEEV™ device which are defective in terms of material or workmanship when used in accordance with the IQOS VEEV User Guide and which are subject to a valid voluntary warranty claim. The provisions of this warranty are only valid in the country of purchase.

### **What is excluded from this warranty**

The following are excluded from the terms of this warranty: a) damage caused by normal wear and tear; b) cosmetic damage (such as scratches, dents, broken plastic etc.); c) damage caused by misuse, power surge, improper handling, liquid contact or fire; d) malfunction due to use with non-compatible product; e) damage or malfunction caused by attempt to open, modify and repair, either by a user or by a service provider not accredited by the manufacturer; f) damage or malfunction caused by failure to use as described in the associated IQOS VEEV™ User Guide, and g) VEEV™ pod (either sold with the device or separately).

### **Information on how to make a claim**

To make a claim under this warranty, please contact your Customer Care number above for assistance. Ensure that you have your proof of purchase before making the call.

In the absence of the proof of purchase, the company reserves the right to voluntarily apply the warranty duration starting from the manufacturing date of the IQOS VEEV device in question based on its own records.

### **Other terms**

Where an exchange takes place, then any replacement part becomes your property and the replaced part becomes the property of the entity which makes the exchange. The information provided by you will be used as described in consumer privacy notice at [www.pmiprivacy.com](http://www.pmiprivacy.com)

### **Additional legal rights for consumers**

The rights conveyed under this voluntary warranty are in addition and without prejudice to all rights and remedies provided by consumer protection laws in the country of purchase. In EU member states buyers are entitled by law to rights and remedies from the seller free of charge, at least two years, in respect to any defect existing at the time of delivery.