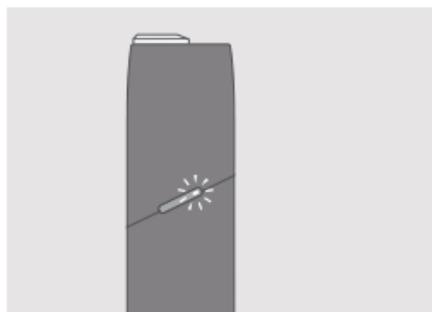


# IQOS

User Guide

**IQOS 3 MULTI**

# How to use your IQOS™ Multi



## 1. TURN ON

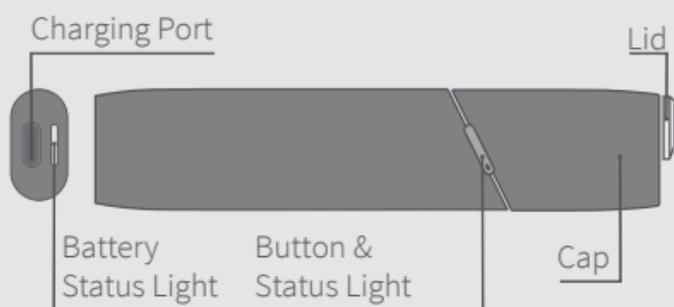
Press and hold IQOS Multi Button for 4 seconds then release; Battery Status Light and Button & Status Light will flash.



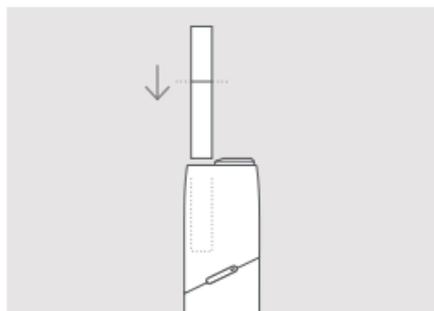
## 2. OPEN

Rotate Lid counter-clockwise.

## IQOS 3 Multi



## How to use your IQOS Multi



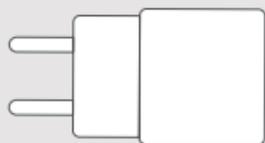
### 3. INSERT HEETS TOBACCO STICK™

Insert and gently press the Heets Tobacco Stick to the line on filter.

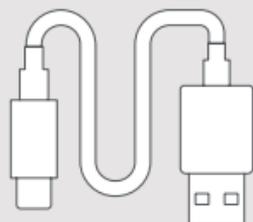


### 4. START HEATING

Hold Button until IQOS Multi vibrates and Button & Status Light pulses white.

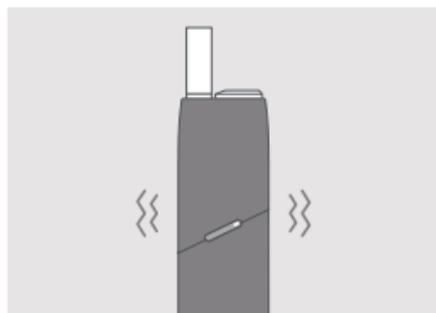


Power Adaptor



Charging Cable

## How to use your IQOS Multi



### 5. BEGIN USE

Start using once IQOS Multi vibrates twice and Button & Status Light is solid white.



### 6. NEARLY COMPLETE

To signal the last 30 seconds, IQOS Multi will vibrate twice and Button & Status Light pulses white.

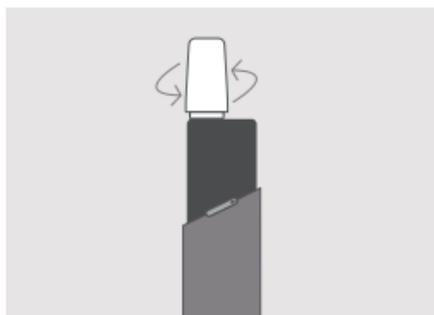
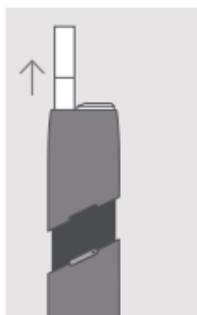
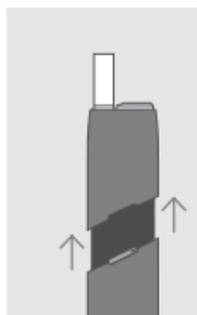


IQOS Cleaning Tool



IQOS Cleaning Sticks

## How to use your IQOS Multi



### 7. REMOVE HEETS TOBACCO STICK™

Slide Cap upward and then remove used Heets Tobacco Stick.

### TO CLEAN

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

## ENGAGE WITH IQOS

For the full user guide and Customer Care support visit [www.iqos.com](http://www.iqos.com)

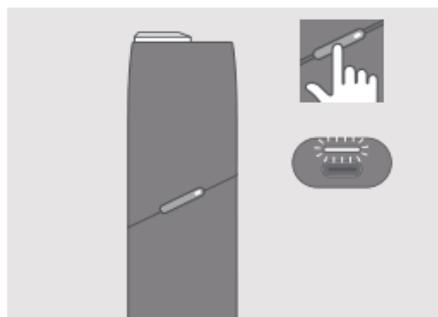
Download the IQOS Connect App on Google Play\*



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

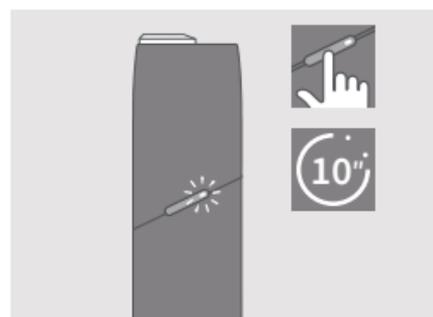
\*IQOS Connect App may not be available in your country.

## Quick Tips



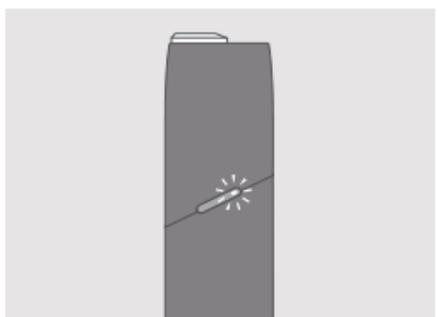
### TO CHECK BATTERY STATUS

Tap IQOS Multi Button to check battery level.



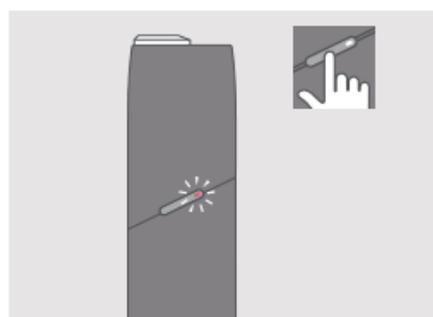
### TO RESET

Press and hold IQOS Multi Button for 10 seconds then release; Battery Status Light and Button & Status Light will fade in, blink twice, then progressively fade in to confirm a reset.



### LIGHT BLINKS WHITE TWICE

IQOS Multi is outside operating temperature (<math><0^{\circ}\text{C}>/>50^{\circ}\text{C}</math>). Wait until device is within temperature limits.



### LIGHT BLINKS RED

Reset IQOS Multi. If blinking 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 Heets Tobacco Sticks are for adult use only.
- IQOS and Heets Tobacco Sticks are intended for use by current adult smokers who would otherwise continue to smoke.
- Children and adolescents should never use IQOS or Heets Tobacco Sticks under any circumstances.
- IQOS or Heets Tobacco Sticks 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

- Heets Tobacco Sticks contain nicotine, which is addictive.
- IQOS and Heets Tobacco Sticks 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 Heets Tobacco Sticks 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 Heets Tobacco Sticks 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 Heets Tobacco Sticks given an existing health condition, consult a health care professional.

## ▲ IMPORTANT SAFETY INFORMATION

### ▲ WARNING CHOKING AND INGESTION HAZARD

Keep IQOS and Heets Tobacco Sticks out of reach of children at all times.

- CHOKING HAZARD — IQOS accessories and Heets Tobacco Sticks contain small parts.
- INGESTION HAZARD — If a Heets Tobacco Stick 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 3 Multi 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 3 Multi 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 3 Multi indoors as indicated by the symbol .
- Do not use IQOS or charge the IQOS 3 Multi 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 3 Multi 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 0° 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 vapour 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 *Heets Tobacco Sticks* in a clean, dry, cool place.
- Do not expose IQOS and *Heets Tobacco Sticks* to high humidity conditions or direct sunlight.
- Do not use *Heets Tobacco Sticks* that have been exposed to excessive heat or moisture.
- Do not remove a *Heets Tobacco Stick* while in use.
- Never attempt to touch the IQOS heating blade.

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

- Using IQOS and *Heets Tobacco Sticks* 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 *Heets Tobacco Sticks* 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 HEETS TOBACCO STICKS

- Only purchase IQOS and *Heets Tobacco Sticks* from your local or online IQOS stores or other authorized retailers.
- Only use IQOS with *Heets Tobacco Sticks*. 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 *Heets Tobacco Sticks* in any way or add any substance to *Heets Tobacco Sticks*. Doing so may result in injury.

## Reporting of adverse experiences

- If you experience any unwanted health effect when using IQOS and/or Heets Tobacco Sticks, 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 3 Multi Model A1405

Battery type:

Li-ion rechargeable battery

Input: 5V  2A

Bluetooth® 4.1

The IQOS 3 Multi is marked with the symbol  followed by "SxxA2x", which indicates the IQOS 3 Multi 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 C Cable

## **BATTERY REMOVAL INSTRUCTIONS (FOR DISPOSAL AND RECYCLING)**

Batteries must not be removed by the consumer. At end of product life, only an authorized recycler may safely remove batteries by using the following steps.

### **IQOS 3 Multi (A1405):**

- Step 1: Check the voltage: The device should be fully discharged before disassembling it.
- Step 2: Rear housing removal (the use of a jig is recommended): Remove the housing hooks, which are located on the lower side of the device (on the side, close to the USB socket). The rear housing can now be removed.
- Step 3: Sub-assembly removal: Enlarge both sides of the extruded chassis, then remove the core sub-assembly.
- Step 4: Battery removal: Gently pull the battery away from the adhesive backing. Remove the screws which secure the PCB, then carefully remove the battery and PCB from the casing. Disconnect the battery cable by using the relevant tool (AVX 06-9296-7001-01-000).
- Step 5: Disposal: Recycle the battery, assembly and PCB according to local regulations.

Hereby, Philip Morris Products S.A. declares that IQOS 3 Multi 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 3 Multi Model A1405 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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