

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. **C**autions and care must be exercised when using or maintaining any personal electronic product. **A**lways use this product in accordance with the manufacturer's instructions.

This product contains no user-serviceable parts.

Do not attempt to open, service or repair any component of this product or to replace any of the components or batteries - doing so may result in personal injury. **N**ever switch ON this product in

places where flammable materials, liquids and gases are present. **T**his product must only be charged at

Safety Extra Low Voltage. **O**nly charge this product indoors using the manufacturer approved AC Power Adaptor - refer to 'Technical Data' section for

details. **D**o not touch this product if it becomes wet or immersed in any liquid. **D**o not drop this product

or subject it to strong shock. **N**ever attempt to touch the Holder Heater Blade, this may cause personal injury or damage to the Holder Heater

Blade. **U**nless they have been given supervision or instruction to use the product in a proper way, this product must not be used by persons with reduced physical, sensory or mental capabilities. **K**ee

away from children at all times and ensure that they do

not play with this product. **D**o not use this product:

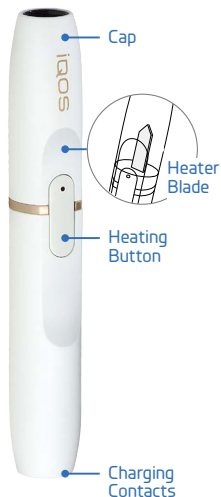
- Where the use of electronic devices is prohibited.
- On or near heat sources i.e. radiators or fires.
- If it is damaged, tampered or broken.
- If it has been exposed to excessive heat or moisture.
- If its batteries appear to be leaking.

ATTENTION

The IQOS™ system works exclusively with HEETS™ HEATSTICKS™. **N**ever use the Holder with a cigarette. **N**ever light a HEATSTICKS with a match, lighter or any other flame source. **D**o not remove HEATSTICKS while in use. **S**to

re in a clean, dry, cool place.

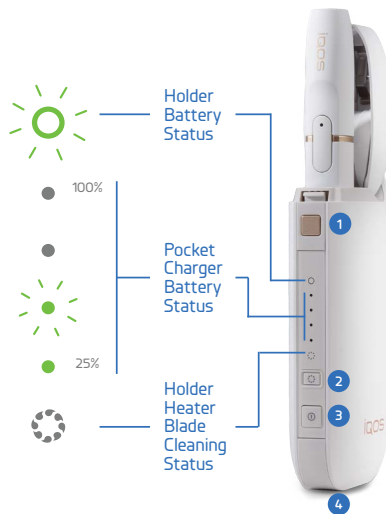
HOLDER



- 1 Lid Opening Button
- 2 Holder Heater Blade Cleaning 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



Pocket Charger Lights Display Logic

- Blinking green light(s) indicates it is charging.
- Solid green light(s) indicates it is charged.
- No light(s) indicates it is on a stand-by, or switched OFF mode.
- Orange / red light(s) indicates it is malfunctioning, or defective.

GET STARTED

1 CHARGE

Insert the Holder into the Pocket Charger as shown below.

Press the Pocket Charger Power Button to switch ON *IQOS*.



The Holder is charged and ready for use, remove it from the Pocket Charger.

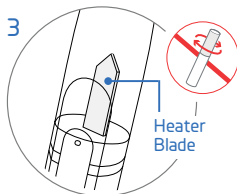


2 INSERT

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



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



GET STARTED

3 HEAT

Press and hold the Heating Button until the light **flashes green**.

When the light turns **solid green** you can consume a *HEATSTICKS* for 6 minutes or 14 puffs, whichever comes first.



When the light turns **solid orange** you have reached the last 30 seconds or last 2 puffs, after which it will automatically switch off.



4 REMOVE

To **remove** a *HEATSTICKS* from the Holder, first slide the cap as shown below and then remove.

It is normal to notice some discoloration of the *HEATSTICKS* after use.

Dispose as normal household waste.



! *HEATSTICKS* is designed for one time use only.

After every *HEATSTICKS* consumption, place the Holder back in the Pocket Charger. It takes up to 5 minutes to charge it.



HOLDER MAINTENANCE

1 PREPARE

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

Always remove the Cap before cleaning as shown below.



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, eyes and skin. Dispose as normal household waste.

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



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 Cleaning Stick.

TROUBLESHOOTING

1 The Holder Cap does not close/clip properly.

Check alignment between the 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 if the Cap closes properly. If not, please go to troubleshooting #1.
- The Pocket Charger Lid Opening Button may be broken. Please contact customer care for replacement.

3 I cannot insert the HEATSTICKS into the Holder.

A tobacco portion from a previous HEATSTICKS is stuck in the Cap, use the pin from the IQOS Cleaner or a paper clip, then push the tobacco out as shown below. To avoid this from happening again, see page 9, step #4.



4 Two lights are blinking red on the Pocket Charger.

Please perform a reset of the IQOS device, to do so please go to troubleshooting #5.

If the problem remains, please contact customer care.



5 How to do a reset of the IQOS.

- Place the Holder in the Pocket Charger and check that both are charged.
 - Press and hold simultaneously the Holder Heater Blade Cleaning and Power Buttons until all lights briefly blink.
- If the problem remains, please contact customer care.



6 One light remains orange on the Pocket Charger and disappears after a while.

This light informs you that the Pocket Charger will shortly perform an automatic Heater Blade Cleaning.



TROUBLESHOOTING

7 The light is red on my Holder.

a. This could indicate that the Holder is not fully charged.

Place the Holder in the Pocket Charger and wait until it is fully charged. It takes up to 5 minutes to charge.

b. Check that the Pocket Charger is charged ON and is charged enough.

c. If none of the above, perform a reset of the system, to do so please go to troubleshooting #5. If the problem remains, please contact customer care.



8 The IQOS does not work properly in extreme temperatures.

If your IQOS device is exposed to extreme temperatures for a certain period of time, it might stop working until it is back within normal ambient temperatures. In the case of extreme temperatures try to keep it in your inside pocket to protect it.

9 The HEATSTICKS 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 green light before using it, you can then enjoy a HEATSTICKS 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 lifecycle.



CUSTOMER CARE & AFTER SALES SERVICE.

Toll free number: 0800 304 4033

Website: www.iqos.ca

Smartphone & Tablet App: from the App Store and Google Play.



INFORMATION FOR DISPOSING OF THE IQOS DEVICE

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 an environmentally friendly manner. 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 location where you purchased the device.

The local importer of the device will provide for the financing of the treatment and recycling of waste equipment in accordance with local requirements.

Instructions for the safe removal of batteries from the Pocket Charger (A1502) by designated recycler only at the end of the product's life. Batteries shall not 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: A1402

Battery type: Li-ion rechargeable battery

Nominal capacity (mAh): 120

Rated voltage: 3.7V 1A

Made in Malaysia.

Pocket Charger - Model: A1502

Battery type: Li-ion rechargeable battery

Nominal capacity (mAh): 2900

Input: 5V 2A

Made in Malaysia.

AC Power Adaptor

Model: S21A20

Input: 100V-240V~ 50/60HZ 0.3A

Output: 5V 2A

Made in China.

USB Cable

Made in China.

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

ATTENTION: This product must not be sold to minors.

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