





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

## **SAFETY WARNINGS AND 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 chance of injury, always use this product in accordance with the manufacturer's instructions.



- This product is not intended for use by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction to use the product in a safe way and understand the hazards involved.
- Children should be supervised to ensure that they do not play with this product. Keep this product, its components and packaging out of reach from children at all times.



- Do not operate this product where the use of electronic devices is prohibited.
- Turn off the *iQOS* System (*iQOS* Pocket Charger and *iQOS* Holder) in places where flammable materials, liquids and gases are present.
- Only use the *iQOS* USB Power Adaptor for charging the *iQOS* Pocket Charger.
- Please refer to the 'Technical Data' section of this user guide for details of the *iQOS* USB Power Adaptor model to be used. Do not use power supplies designed for other products.



- The *iQOS* Pocket Charger must only be supplied at Safety Extra Low Voltage (SELV) corresponding to the marking on the device. Please refer to the 'Technical Data' section of this User Guide for more details.
- Only charge the *iQOS* Pocket Charger indoors.
- Do not attempt to touch the *iQOS* Holder heater any time. This could cause injury and/or damage to the heater.
- Do not attempt to touch the *iQOS* USB Power Adaptor if it is wet.



- 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' batteries. Doing so may result in personal injury.
- Do not use this product if:
  - The *iQOS* Holder cap is removed.
  - It becomes wet or is immersed in any liquid (this does not apply to the *iQOS* Holder cap).
  - It appears damaged, broken or dismantled.
  - It has been exposed to excessive heat or moisture.
  - Its' batteries appear to be leaking.



## ATTENTION

- Do not operate *iQOS* System (*iQOS* Pocket Charger, *iQOS* Holder) if burnt marks appear on the HeatStick™ or if large amount of visible aerosol comes out of from it.
- Do not drop this product or otherwise subject it to strong shock.

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## LEGEND

 GOOD TO KNOW

 TIPS

 ATTENTION




# Getting to know your *iQOS* system

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The alternative for  
adult smokers.

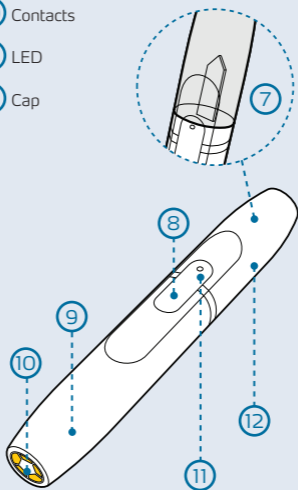
No fire. No ash.

-  For any assistance please  
contact customer care (details  
can be found in the *iQOS*  
Warranty leaflet).

**iQOS Holder**

The iQOS Holder heats tobacco *HeatSticks* (sold separately) for taste and flavor satisfaction, with no fire and no ash.

- ⑦ Heater (Silver Gold Platinum Ceramic Coated Heater)
- ⑧ Button
- ⑨ Body
- ⑩ Contacts
- ⑪ LED
- ⑫ Cap



## iQOS Holder LED Display

- **Blinking green LED:**  
*HeatStick is heating up*  
🕒 20"



- **Solid green LED:**  
*You can now start your experience*



- **Solid orange LED:**  
*HeatStick experience is ending*  
🕒 30"



- **No LED:**  
*Completely discharged, or not active*



- ⚠️ **Blinking red LED:**  
*Holder is malfunctioning*



- ⚠️ **Solid red LED:**  
*Holder is discharged*



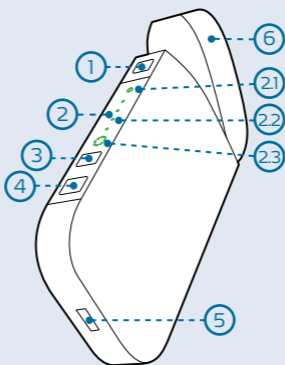
- ❓ **Blinking orange LED during HeatStick heating:**  
*Battery performance is declining and shorter experience duration has to be expected*



**iQOS Pocket Charger**

After each session your iQOS Holder must be recharged. The iQOS Pocket Charger can recharge your iQOS Holder up to 20 times before it must be recharged itself.

- |                                       |                           |
|---------------------------------------|---------------------------|
| ① Hatch Button                        | ③ Heater Cleaning Button  |
| ② LEDs Display                        | ④ Power Button            |
| ②.1 Holder Battery Status LED         | ⑤ Micro USB Charging Port |
| ②.2 Pocket Charger Battery Status LED | ⑥ Hatch                   |
| ②.3 Heater Cleaning Status LED        |                           |



## 2 iQOS Pocket Charger LED Display

### 2.1 iQOS Holder Battery Status LED

- Blinking green: *it is charging*
- Solid green: *it is charged*
- Blinking orange: *it is charging while having a poor contact with iQOS Pocket Charger*
- Blinking red: *it is charging while indicating it is malfunctioning*

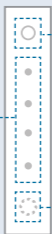
### 2.2 iQOS Pocket Charger Battery Status LED

- LEDs are blinking green: *charging*
- All LEDs are solid green: *it is fully charged*
- One LED remains green: *it is shortly out of charge*

### 2.3 Heater Cleaning Status LED

- Solid orange: *the automatic cleaning will start as soon as your iQOS holder has been charged*
- Blinking green: *the manual or auto cleaning process is occurring*
- iQOS Holder and Heater Cleaning LEDs are blinking red together: *indicates a malfunction of the iQOS Pocket Charger*

- **i No LEDs:** It is on stand-by, OFF or completely discharged.

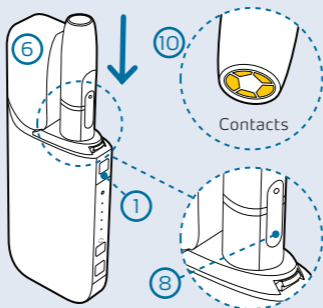


# Getting started

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## 1. Load

Open the *iQOS* Pocket Charger by pressing the hatch button ① then load your *iQOS* Holder into the *iQOS* Pocket Charger and ensure that *iQOS* Holder contacts ⑩ are face down. The *iQOS* Holder button ⑧ must be facing the hatch button of the *iQOS* Pocket Charger, then close the hatch manually.

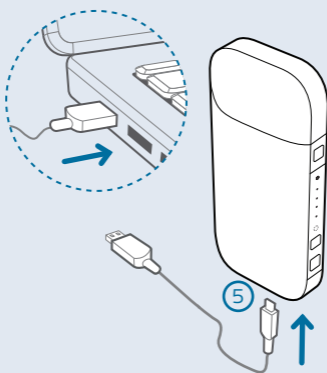


- ❗ You should not put pressure on the *iQOS* Holder while inserting it in the *iQOS* Pocket Charger. If you feel a resistance and persist your *iQOS* Holder will be misaligned and will not charge.
- ❓ If misaligned, your *iQOS* Holder will not charge. To remove it from the *iQOS* Pocket Charger, just pull it out firmly, align and load it back into the *iQOS* Pocket Charger.

## 2. Plug


Take the USB cable provided, plug the USB end into the *iQOS* USB Power Adaptor, and plug the micro USB end into *iQOS* Pocket Charger Micro USB Charging Port ⑤. Then, connect the *iQOS* USB Power Adaptor to an electrical outlet.



You can also connect the USB end of the USB cable to any USB port to charge your *iQOS* Pocket Charger and *iQOS* Holder. However please note that charging via a laptop or a USB receiver will significantly increase the charging time.






### 3. Switch ON/OFF and charge

Now that your *iQOS* System is plugged into an energy source, you must switch ON the *iQOS* System by pressing the *iQOS* Pocket Charger power button  for 3 seconds.

*iQOS* Pocket Charger LEDs display  +  will be activated and you will see on the *iQOS* Pocket Charger that LEDs are blinking green, this is to inform you the *iQOS* System is charging.

Your *iQOS* Holder will be charged and ready to be used in up to 6 minutes.

Your *iQOS* Pocket Charger will be partially charged after around 45 minutes and fully charged after around 90 minutes.

To switch OFF your *iQOS* System press and hold the *iQOS* Pocket Charger power button  for 5 seconds. The *iQOS* Holder and *iQOS* Pocket Charger will switch to OFF mode and it means that no automatic heater clean will be performed at this time.

- ② A partial charge of your *iQOS* Pocket Charger is enough for a few recharges of your *iQOS* Holder but it will not be enough to recharge your *iQOS* Holder 20 times.

#### 4. Your first *HeatStick* (sold separately)

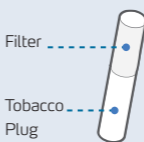
- ⚠ **Only use *HeatStick* with the *iQOS* Holder. Never use a cigarette or other products/objects, doing so will void your 'Warranty'.** *iQOS* Holder works exclusively and uniquely with *HeatSticks*.



- ⚠ **Never light a *HeatStick* with a match, lighter or any other flame source.**



- ⓘ *Heatsticks* are made of a filter and a tobacco plug.

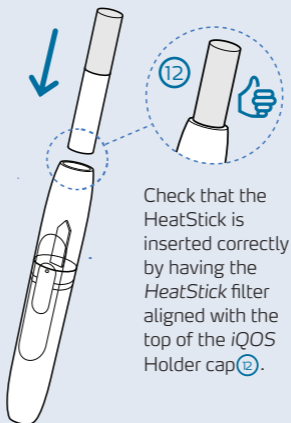


- ⓘ After use you may notice some spots or discoloration on the *HeatStick*. This occurs during the course of normal usage.

**First thing to do**

Remove your charged *iQOS* Holder from the *iQOS* Pocket Charger.

Insert a *HeatStick* into your *iQOS* Holder tobacco-side down.



Check that the *HeatStick* is inserted correctly by having the *HeatStick* filter aligned with the top of the *iQOS* Holder cap <sup>12</sup>.

- ⚠ Never twist or remove a *HeatStick* before fully pulling up/out the cap <sup>12</sup> from the *iQOS* Holder. Doing so will severely damage your *iQOS* Holder's heater.



1. Press and hold the *iQOS* Holder button **8** for 2 seconds, then the *iQOS* Holder button LED **11** will blink green to heat the tobacco plug at the optimal temperature for up to 20 seconds.



2. When the *iQOS* Holder button LED remains solid green, you can enjoy your *HeatStick* for up to approximately 6 minutes or 14 puffs.



3. After around 5 ½ minutes, the last 30 seconds before the experience ends, the *iQOS* Holder button LED will switch to a solid orange to inform you that your experience is ending.



4. When the *iQOS* Holder button LED goes off, the experience is finished.



- ⓘ If your *iQOS* Holder turns itself OFF while you puff, it is to prevent overheating of the *HeatStick*. Heavy or rapid puffing will cause the *iQOS* Holder to automatically reduce the heat or to shut down. Should this happen, remove the used *HeatStick*, dispose of it, and recharge your *iQOS* Holder.
- ⓘ It is normal for your *iQOS* Holder to become warm during use as the *HeatStick* tobacco plug is heated by the *iQOS* Holder's heater.

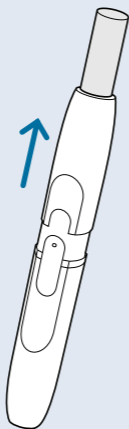
## 5. Remove your *HeatStick* from *iQOS* Holder

Now that your experience is over, you have to remove the *HeatStick* from your *iQOS* Holder.

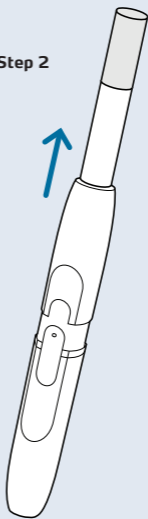
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This can be done in two steps: the first **Step 1** is to pull up the cap ⑫ from your *iQOS* Holder until it stops; the second **Step 2** is to pull out the used *HeatStick* from the cap.

Step 1



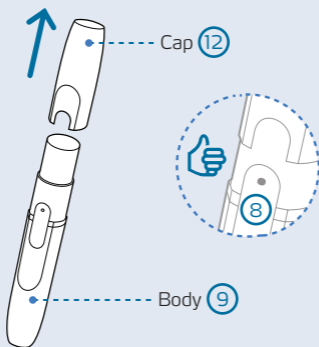
Step 2




- i** *HeatSticks* can be disposed of with normal waste.




Be informed that you can also completely remove the cap **12** from your *iQOS* Holder body **9** to remove a *HeatStick*. If you do so, please pay attention to align the cap with the *iQOS* Holder button **8** when you put the cap back onto the *iQOS* Holder.




-  You can switch OFF your *iQOS* Holder experience at any moment, to do so press and hold the *iQOS* Holder button for 3 seconds, it will then switch OFF.

You can't resume it and you must dispose of the *HeatStick* with normal waste.

Then load back your *iQOS* Holder in the *iQOS* Pocket Charger to be recharged.

-  Please note that the removal of the *HeatStick* will not end the heating process of your *iQOS* Holder.

-  Since your *iQOS* does not burn tobacco, there will be less odour on your clothes.





# Cleaning

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For optimal performance and a consistent taste, clean your *iQOS* Holder regularly.

Inside your *iQOS* Holder, the heater<sup>⑦</sup> is used to heat *HeatSticks*. As a result, it is possible for Heatstick fragments to build up over time inside your *iQOS* Holder.

ⓘ Automatic cleaning of your *iQOS* Heater will start only when holder is fully charged.

Cleaning

## iQOS Holder heater cleaning

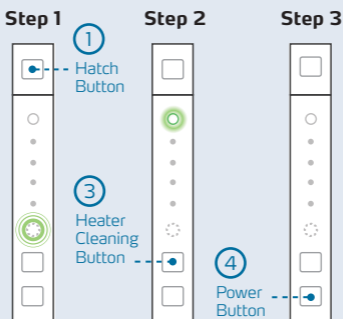
Your iQOS System already has a built in automatic heater  cleaning process. However you must use the iQOS Cleaner regularly. To manually clean the cap and body of the iQOS Holder, see next page.

After every 20 HeatSticks your iQOS Holder will use your iQOS Pocket Charger to clean its heater. You will then observe the following LED notification on your iQOS Pocket Charger LED Display:

**Step 1** Heater cleaning process is on.

**Step 2** Heater cleaning is over and iQOS Holder is recharging.

**Step 3** Heater cleaning process is over.



## iQOS Holder Cleaning

Before using the iQOS Cleaner, please perform a manual heater cleaning process. To do so press and hold the iQOS Pocket Charger Heater Cleaning Button until you observe the LED notification as described on the previous page.

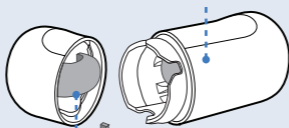
To clean your iQOS Holder use the iQOS Cleaner. It is easy and will only take few minutes as described below.

### What is the iQOS Cleaner?

The iQOS Cleaner removes *HeatStick* fragments from your iQOS Holder's body ⑨ and cap ⑫. The iQOS Cleaner consists of two brushes and a cleaning hook.

#### Long Brush

This is used to clean the iQOS Holder's body



#### Short Brush

This is used to clean the iQOS Holder's cap

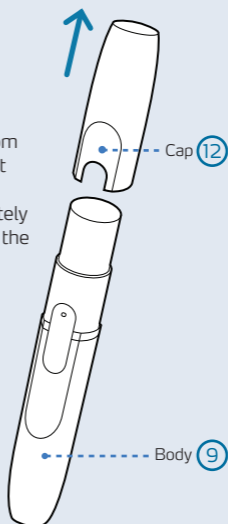
#### Cleaning Hook

This is used to remove a part of the *HeatStick* that is stuck in the iQOS Holder's body or cap

## How to use the cleaner?

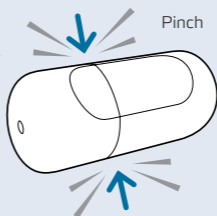
### Step 1

After having removed your *iQOS* Holder from the *iQOS* Pocket Charger, please remove completely the cap 12 from the *iQOS* Holder.



### Step 2

Pinch the *iQOS* Cleaner to separate the short brush and the long brush.

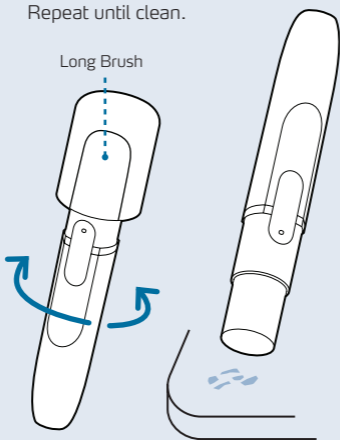


**Step 3**

Insert the *iQOS* Holder's body ⑨ into the *iQOS* Cleaner long brush until it stops, then gently clean using a twisting motion.

Remove the long brush from the *iQOS* Holder's body, gently tap both to loosen and release any *HeatStick* fragments.

Repeat until clean.



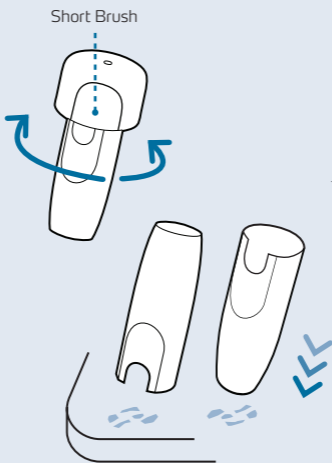
- ⚠ Never immerse or put the *iQOS* Body or *iQOS* Pocket Charger in contact with water and/or other liquids.

**Step 4**


Insert the *iQOS* Holder's cap into the *iQOS* Cleaner short brush until it stops, then gently clean using a twisting motion.

Remove the short brush from the *iQOS* Holder's cap, gently tap both to loosen and release any *HeatStick* fragments.

Repeat until clean.



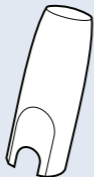
## Removing HeatStick fragments

Sometimes a part of a *HeatStick* will remain stuck in your *iQOS* Holder cap . Most of time, this is happening when you do not pull the *iQOS* Holder cap before removing the *HeatStick*.

To remove it, please do the following:


### Step 1

Pull out the cleaning hook from your *iQOS* Cleaner long brush



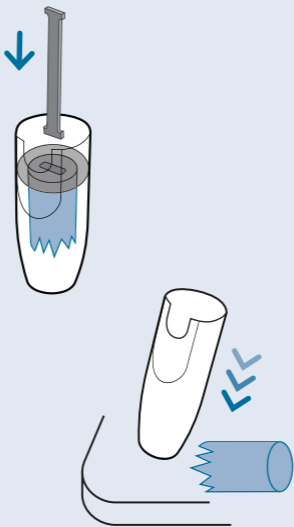
### Step 2

Completely remove the cap from the *iQOS* Holder.

-  If required, the *iQOS* Holder cap can be cleaned by immersing it in warm water for 5 minutes. This will completely remove residue which can build up over time. **Always ensure clean warm drinking water is used and that the cap is completely dry before re-using it with your *iQOS* Holder.**

**Step 3**

Insert the cleaning hook into the Holder's cap, then clean using a twisting and an up-and-down motion. Remove the cleaning hook from the *iQOS* Holder's cap, gently tap both sides of the *iQOS* Holder's cap to loosen and release any tobacco fragments. Repeat until clean.





## Information for disposing of the iQOS Holder and iQOS Pocket Charger



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.