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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<i>GOOD TO KNOW</i>

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Getting to know your iQOS system

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

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**Diagram:**

- Hatch Button (1)
- LEDs Display (2)
  - Holder Battery Status LED (2.1)
  - Pocket Charger Battery Status LED (2.2)
  - Heater Cleaning Status LED (2.3)
- Heater Cleaning Button (3)
- Power Button (4)
- Micro USB Charging Port (5)
- Hatch (6)
2 Getting to know your iQOS system

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 occuring
- 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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SWITCH ON/OFF AND CHARGE 51
YOUR FIRST HEATSTICK 52
REMOVE YOUR HEATSTICK 56
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. 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.
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.

⚠️ Never twist or remove a HeatStick before fully pulling up/out the cap 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.

ℹ️ 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.

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

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

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

Inside your *iQOS* Holder, the heater 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.
**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.

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**Step 1** Hatch Button

**Step 2** Heater Cleaning Button

**Step 3** Power Button
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 and cap. 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 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 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 the 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.

ℹ️ 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 landfilling) 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.