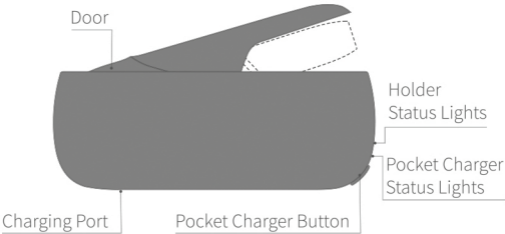


# IQOS

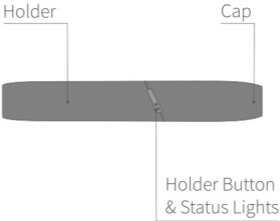
User Guide

**IQOS** ORIGINALS DUO

IQOS ORIGINALS DUO Pocket Charger\*

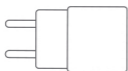


IQOS ORIGINALS DUO Holder\*

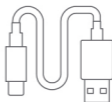


\*IQOS ORIGINALS DUO is compatible with IQOS 3

## Charging and Cleaning



Power Adaptor



Charging Cable



IQOS Cleaning Tool



IQOS Cleaning Sticks

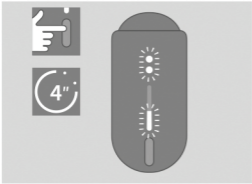


For the full user guide  
and Support for IQOS  
users, visit:

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

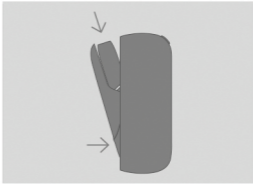
Register your device to  
benefit from extended  
care and support.

# Getting Started



## TURN ON

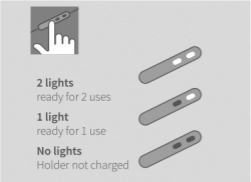
Press and hold IQOS ORIGINALS DUO Pocket Charger Button for 4 seconds, then release; Holder Status Lights and Pocket Charger Status Lights will turn on slowly.



## CHARGE HOLDER

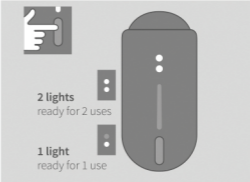
Insert IQOS ORIGINALS DUO Holder into the IQOS ORIGINALS DUO Pocket Charger, then close door to charge. Holder Status Light will show Holder charge level.

# Check Holder Status



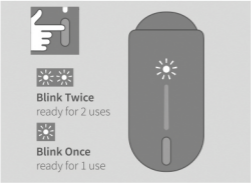
## CHECK HOLDER STATUS

Press and release the Holder Button to check status. Holder Lights indicate IQOS ORIGINALS DUO Holder battery level.



## CHECK HOLDER STATUS ON IQOS ORIGINALS DUO POCKET CHARGER

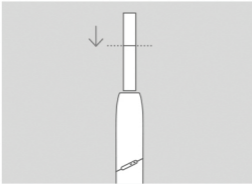
Press and release Pocket Charger Button to check IQOS ORIGINALS DUO Holder battery level.



## CHECK HOLDER STATUS ON IQOS ORIGINALS DUO POCKET CHARGER

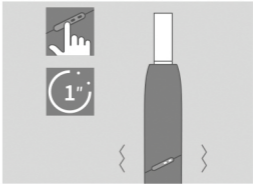
Press and release Pocket Charger Button to check IQOS ORIGINALS DUO Holder battery level.

# How to use your IQOS ORIGINALS DUO



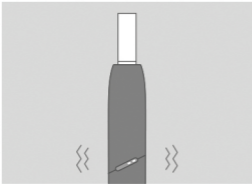
## 1. INSERT HEETS™ TOBACCO STICK

Insert and gently press the HEETS™ tobacco stick to the line on filter with filter facing outside



## 2. START HEATING

Press Holder Button until IQOS ORIGINALS DUO Holder vibrates and Light(s) pulses white.



## 3. BEGIN USE

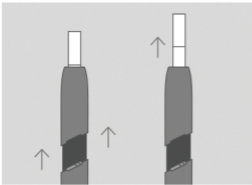
Start using once IQOS ORIGINALS DUO Holder will vibrate twice.



## 4. NEARLY COMPLETE

To signal the last 30 seconds or last 2 puffs, IQOS ORIGINALS DUO Holder will vibrate twice with Light(s) pulsing white.

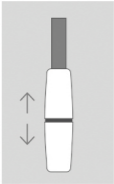
# How to use your IQOS ORIGINALS DUO



## 5. REMOVE HEETS™ TOBACCO STICK

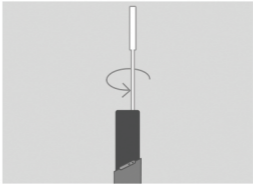
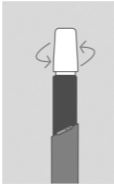
Slide Cap upward and then remove used HEETS™ tobacco stick.

# How to clean Holder



## 1. USE IQOS CLEANING TOOL

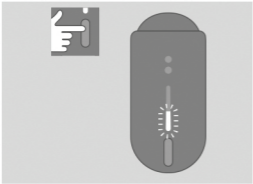
Slide Cap upward and remove completely. Wait for device to cool down, insert IQOS Cleaning Tool and rotate gently.



## 2. USE IQOS CLEANING STICK

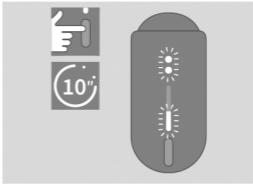
Insert IQOS Cleaning Stick to wipe inside of the holder. Do not touch the blade with the IQOS Cleaning Stick.

# Quick Tips



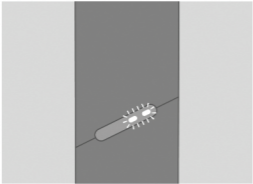
## CHECK POCKET CHARGER STATUS

Press and release Pocket Charger Button, to check battery level.  
Lights will turn on to indicate battery status.



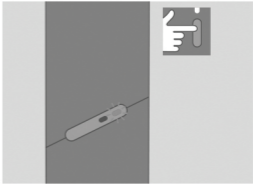
## TO RESET

Press Pocket Charger Button until lights fade out, then release.  
All Status Lights will turn OFF, blink twice, and progressively fade in, to confirm a RESET.



## LIGHTS BLINK WHITE TWICE

IQOS is outside operating temperature range (0°C-40°C) or Holder needs to be inserted in Pocket Charger with door closed till it is fully charged.



## LIGHT BLINKS RED

Reset IQOS ORIGINALS DUO.  
If red light blinking persists, contact Customer Care.



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

# 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, Ingestion and Handling Hazard


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

- **CHOKING HAZARD** — IQOS™ device, 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.

### ▲ WARNING ELECTRONIC AND BATTERY HAZARDS

## 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 Pocket Charger 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 Pocket Charger 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 Pocket Charger indoors as indicated by the symbol .
- Do not use IQOS or charge the IQOS Pocket Charger 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 Pocket Charger periodically to avoid accumulation of foreign matters (such as dust particles), and inspect USB port for foreign materials before using USB connector.
- . 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 40° 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 leaked battery is swallowed, seek medical attention immediately. Do not induce vomiting or ingest food or drink.
- If vapour 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 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 Sticks* while in use.
- Never attempt to touch the IQOS heating blade.
- Never use IQOS™ Holder without Holder cap.

### **▲ 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 usage 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)

## TECHNICAL DATA

Holder:

IQOS 3 Model AI404/

IQOS ORIGINALS DUO Model AI406

Battery type:

Li-ion rechargeable battery

Input: 5 V  1.6 A

Pocket Charger:

IQOS 3 Model AI504/


IQOS ORIGINALS DUO Model AI505

Battery type:

Li-ion rechargeable battery

Input: 5 V  2 A

Bluetooth® 4.1

The IQOS Pocket Charger is marked with the symbol  followed by “SxxA2x”, which indicates the IQOS Pocket Charger 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: 100 V-240 V~ 50-60 Hz 0.3 A

Output: 5.0 V  2.0 A

Output power: 10.0 W

Average active efficiency: 79.0%

No load power consumption: <0.09 W

USB Type C Cable

## 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.

## BATTERY REMOVAL INSTRUCTIONS (FOR DISPOSAL AND RECYCLING)

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

### IQOS ORIGINALS DUO Pocket Charger (A1505):

Step 1: The device should be fully discharged before disassembling it. Remove the cover, then remove the screw on both sides.

Step 2: Detach the charger from the hull.

Step 3: Unscrew to remove the retainer.

Step 4: Detach all FPC and connector to remove the charger PCB.

Step 5: Remove battery and dispose of according to local regulations.

### IQOS ORIGINALS DUO Holder (A1406):

Step 1: The device should be fully discharged before disassembling it. Remove the front housing from the holder.

Step 2: Remove the rear housing.

Step 3: Remove the power button from the holder.

Step 4: Remove the glue and solder to detach the battery from the middle part and frame. Middle part must be cut open due to glue.

Step 5: Remove battery and dispose of according to local regulations.

Hereby, Philip Morris Products S.A. declares that IQOS ORIGINALS DUO 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 ORIGINALS DUO Model AIS0S operates within the 2.402 - 2.480 GHz frequency band with a maximum RFoutput power below 10.0 dBm. IQOS3 DUO Model AIS0S is equipped with a passive NFC tag that operates at 13.56 MHz frequency band.

Designed and manufactured under the authority of Philip Morris Products S.A., Quai Jeanrenaud 3, 2000 Neuchatel, Switzerland.



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