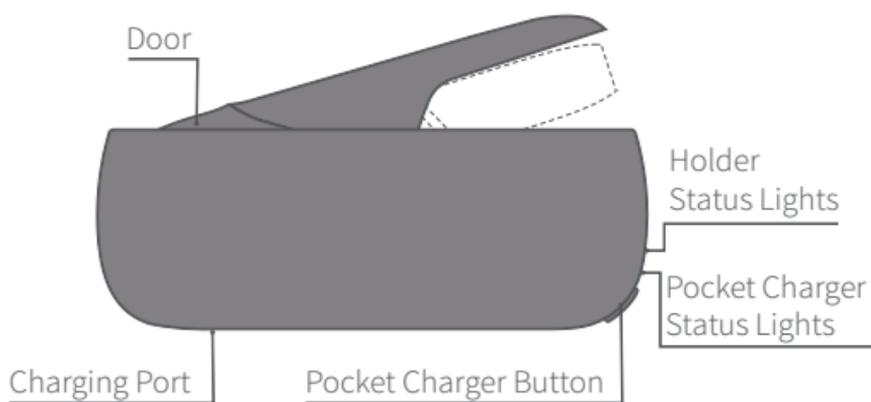


# IQOS

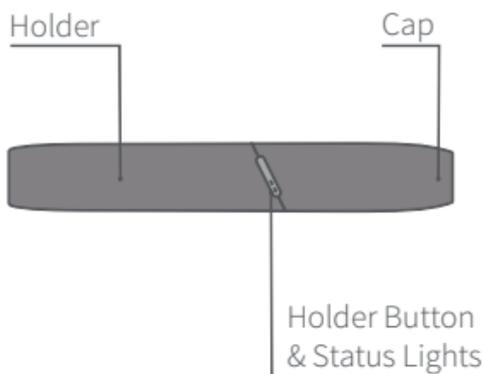
User Guide

**IQOS 3 DUO**

## IQOS™ 3 DUO Pocket Charger\*

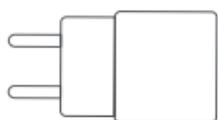


## IQOS 3 DUO Holder\*

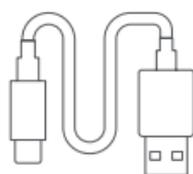


\*IQOS 3 DUO is compatible with IQOS 3

## Charging and Cleaning



Power Adaptor



Charging Cable



IQOS Cleaning Tool



IQOS Cleaning Sticks

### CUSTOMER CARE

For the full user guide and Customer Care visit

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

IQOS  
**CARE+PLUS**

Extended support services  
for IQOS users

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

\*\* IQOS CARE PLUS may not  
be available in your country.

### ENGAGE WITH IQOS

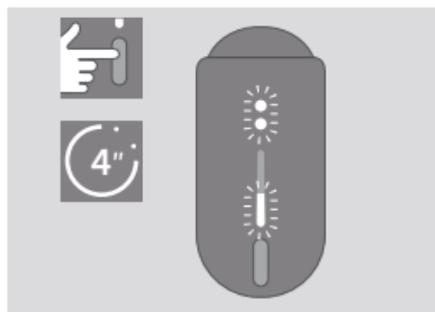
Download the IQOS Connect  
App on Google Play to learn  
more about IQOS\*



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

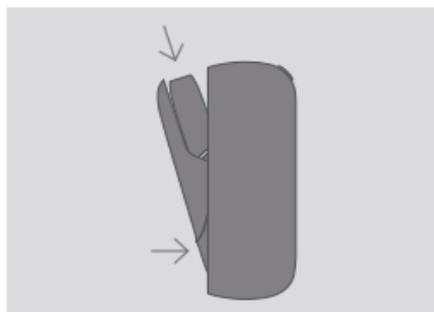
\* IQOS Connect App may not  
be available in your country.

## Getting Started



### TURN ON

Press and hold IQOS 3 DUO Pocket Charger Button for 4 seconds, then release; Holder Status Lights and Pocket Charger Status Lights will turn on slowly.

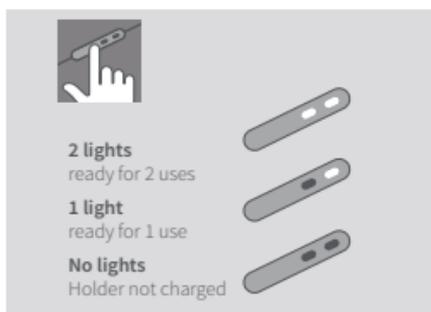


### CHARGE HOLDER

Insert IQOS 3 DUO Holder into the IQOS 3 DUO Pocket Charger, then close door to charge.

Holder Status Light will show Holder charge level.

## Check Holder Status



### CHECK HOLDER STATUS

Press & release the Holder Button to check status.

Holder Lights indicate IQOS 3 DUO Holder battery level.



### CHECK HOLDER STATUS ON IQOS 3 DUO POCKET CHARGER

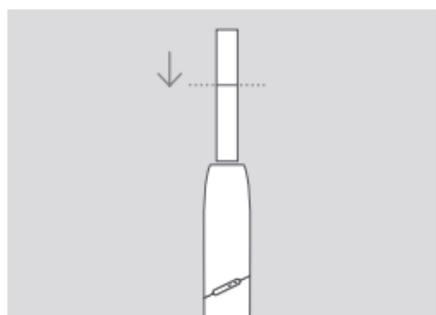
Press & release Pocket Charger Button to check IQOS 3 DUO Holder battery level.



### CHECK HOLDER STATUS ON IQOS 3 POCKET CHARGER

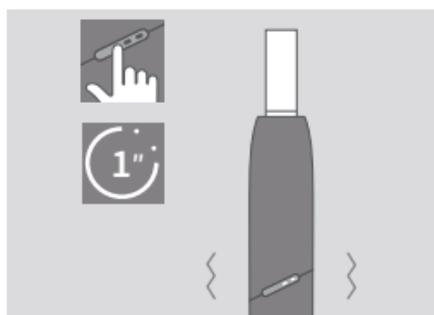
Press & release Pocket Charger Button to check IQOS 3 DUO Holder battery level.

# How to use your IQOS 3 DUO



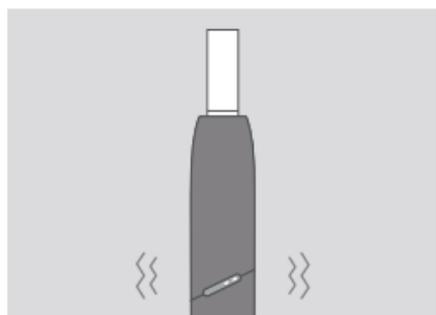
## 1. INSERT HEATSTICK™

Insert and gently press the HeatStick to the line on filter with filter facing outside.



## 2. START HEATING

Press Holder Button until IQOS 3 DUO Holder vibrates and Light(s) pulses white.



## 3. BEGIN USE

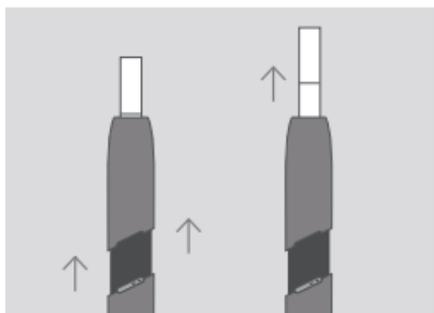
Start using once the IQOS 3 DUO Holder vibrates twice.



## 4. NEARLY COMPLETE

To signal the last 30 seconds or last 2 puffs, IQOS 3 DUO Holder will vibrate twice with Light(s) pulsing white.

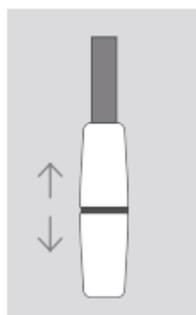
## How to use your IQOS 3 DUO



### 5. REMOVE HEATSTICK

Slide Cap upward and then remove used HeatStick.

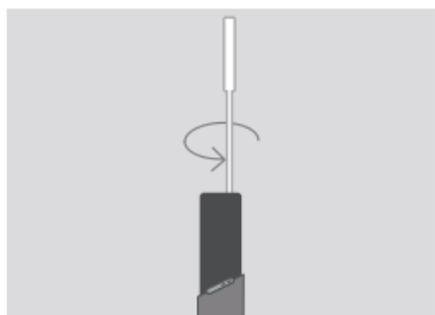
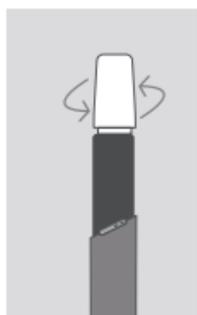
## How to clean Holder



### 1. USE IQOS CLEANING TOOL

Slide Cap upward and remove completely.

Wait for device to cool down, insert IQOS Cleaning Tool and rotate gently.

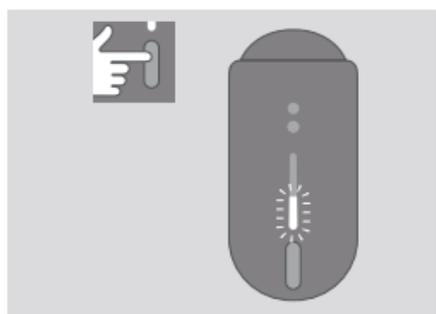


### 2. USE IQOS CLEANING STICK

Insert IQOS Cleaning Stick to wipe inside of the holder.

Do not touch the blade with the IQOS Cleaning Stick.

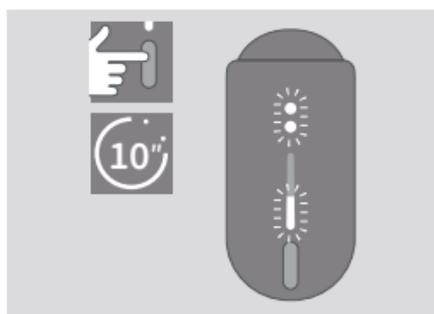
## Quick Tips



### CHECK POCKET CHARGER STATUS

Press & release Pocket Charger Button, to check battery level.

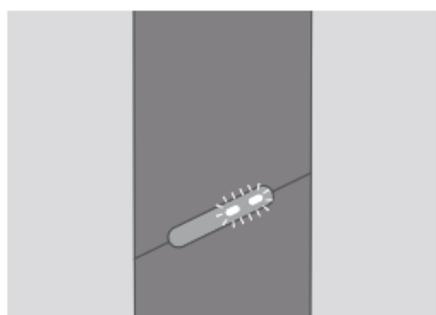
Lights will turn on to indicate battery status.



### TO RESET

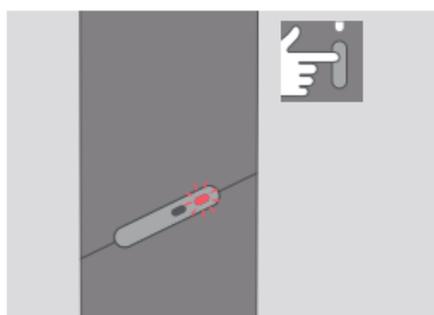
Press Pocket Charger Button until lights fade out, then release.

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-50°C) or Holder needs to be inserted in Pocket Charger with door closed till it is fully charged.



### LIGHT BLINKS RED

Reset IQOS 3 DUO.

If red light blinking persists, kindly 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 *HeatSticks* are for adult use only.
- IQOS and *HeatSticks* are intended for use by current adult smokers who would otherwise continue to smoke.
- Children and adolescents should never use IQOS or *HeatSticks* under any circumstances.
- IQOS or *HeatSticks* 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

- *HeatSticks* contain nicotine, which is addictive.
- IQOS and *HeatSticks* 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 *HeatSticks* 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 *HeatSticks* 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 *HeatSticks* given an existing health condition, consult a health care professional.

### ⚠ IMPORTANT SAFETY INFORMATION

#### ⚠ WARNING CHOKING AND INGESTION HAZARD

Keep IQOS and *HeatSticks* out of reach of children at all times.

- CHOKING HAZARD — IQOS accessories and *HeatSticks* contain small parts.
- INGESTION HAZARD — If a *HeatStick* 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 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).
- 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 vapor 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 HeatSticks in a clean, dry, cool place.
- Do not expose IQOS and HeatSticks to high humidity conditions or direct sunlight.
- Do not use HeatSticks that have been exposed to excessive heat or moisture.
- Do not remove a HeatStick while in use.
- Never attempt to touch the IQOS heating blade.

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

- Using IQOS and HeatSticks 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 HeatSticks 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 HEATSTICKS

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

## Reporting of adverse experiences

- If you experience any unwanted health effect when using IQOS and/or HeatSticks, 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.

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 product.

The local importer of the product will provide for the financing of the treatment and the recycling of waste equipment returned through these designated collection points in accordance with local requirements.

## TECHNICAL DATA

Holder:

IQOS 3 Model A1404/

IQOS 3 DUO Model A1406

Battery type:

Li-ion rechargeable battery

Input: 5V  1.6A

Pocket Charger:

IQOS 3 Model A1504/

IQOS 3 DUO Model A1505

Battery type:

Li-ion rechargeable battery

Input: 5V  2A

Bluetooth® 4.1

IQOS AC Power Adaptor

Model: S52A21, S21A20, S21A22, S21A23,

S21A25, S21A27

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

Output: 5V  2A

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 authorised recycler may safely remove batteries by using the following steps.

### **IQOS 3 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 connectors to remove the charger PCB.

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

### **IQOS 3 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. The middle part must be cut open due to glue.

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

Hereby, Philip Morris Products S.A. declares that IQOS 3 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 3 DUO Model A1505 operates within 2.402 – 2.480GHz frequency band with a maximum RF output power below 10.0 dBm. IQOS 3 DUO Model A1505 is equipped with a passive NFC tag that operates at 13.56MHz frequency band.

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



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