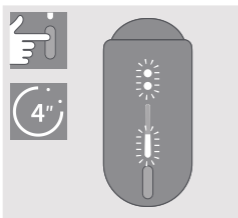




## User guide

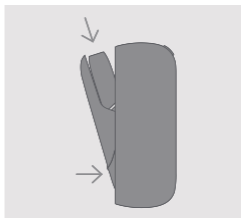
**IQOS 3 DUO**

## 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.

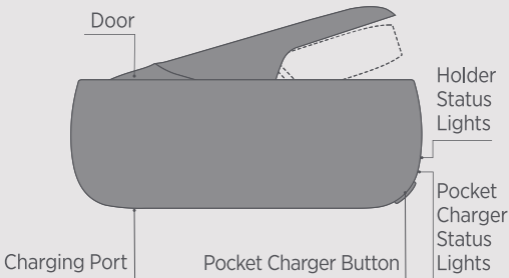


### CHARGE HOLDER

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

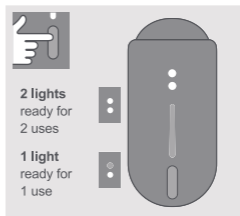
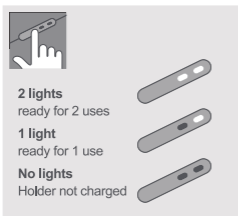
Holder Status Light will show Holder charge level.

### IQOS 3 DUO Pocket Charger\*



\*IQOS 3 DUO is compatible with IQOS 3

## Check Holder Status



### CHECK HOLDER STATUS

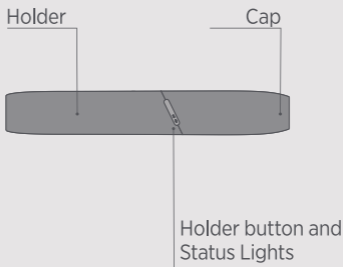
Press and release the Holder Button to check status.

Holder Lights indicate IQOS 3 DUO Holder battery level.

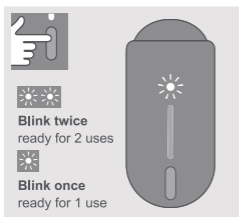
### CHECK HOLDER STATUS ON IQOS 3 DUO POCKET CHARGER

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

### IQOS 3 DUO Holder\*

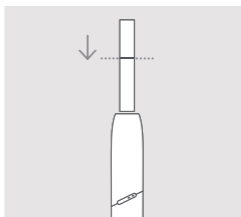


# How to use your IQOS 3 DUO



## CHECK HOLDER STATUS ON IQOS 3 POCKET CHARGER

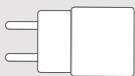
Press and release Pocket Charger Button to check IQOS 3 DUO Holder battery level.



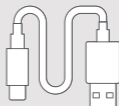
## 1. INSERT HEATSTICK

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

Never twist a tobacco heat stick in the Holder, it may destroy a heating element of the Holder.



Power adapter



Charging Cable

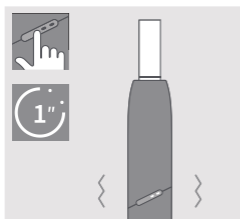


IQOS Cleaning Tool



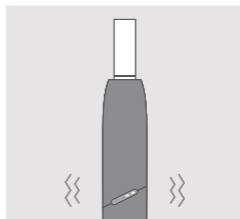
IQOS Cleaning Sticks

# How to use your IQOS 3 DUO



## 2. START HEATING

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



## 3. BEGIN USE

Start using once IQOS 3 DUO Holder vibrates twice.

## 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 user

[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.

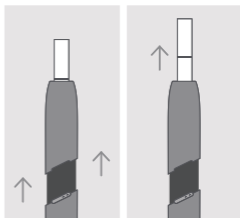
\*IQOS Connect App may not be available in your country.

## How to use your IQOS 3 DUO



### 4. NEARLY COMPLETE

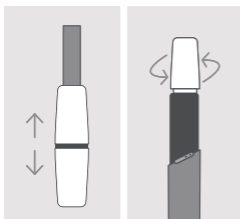
To signal the last 30 seconds or the last 2 puffs, IQOS 3 DUO Holder will vibrate twice with Light(s) pulsing white.



### 5. REMOVE HEATSTICK

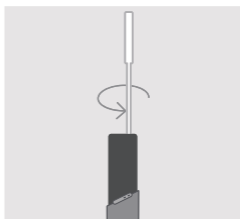
Slide Cap upward and then remove used HeatStick.

## How to clean Holder



### 1. USE IQOS CLEANING TOOL

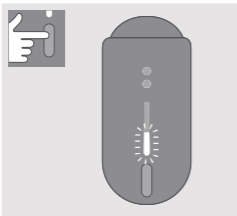
Slide cap upward and remove completely. Wait for device to cool down, insert IQOS Cleaning Tool and rotate gently.



### 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.

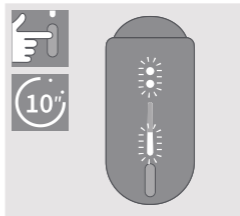
## Quick Tips



### CHECK POCKET CHARGER STATUS

Press and release Pocket Charger Button to check battery level.

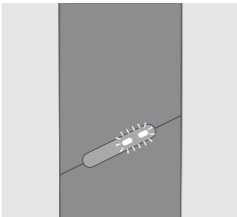
Lights will turn on to indicate battery status.



### TO RESET

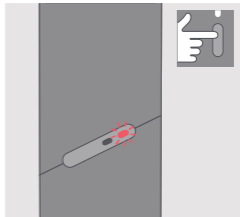
Press Pocket Charger Button until lights fade out, then release.

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 (0C-50C) or Holder needs to be inserted in Pocket Charger with door closed until it is fully charged.



### LIGHTS BLINK RED

Reset IQOS 3 DUO.  
If red light blinking persists contact Customer Care.


IQOS



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

# SAFETY WARNINGS AND INSTRUCTIONS

## PLEASE READ AND SAVE THESE INSTRUCTIONS

The Safety Warnings and Instructions included in this document 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 risk of injury, always use this product in accordance with the manufacturer's instructions. This product contains no user-serviceable parts. Do not attempt to open, modify, service or repair any component of this product or to replace any of the components or batteries - doing so may result in personal injury. Never use this product in places where flammable materials, liquids and gases are present. This product must only be charged using Safety Extra Low Voltage. Only charge this product indoors. The following symbol  indicates that a specific detachable power supply unit is required for connecting the electrical appliance to the supply mains, The type reference of power supply unit is marked near the symbol. The type reference of the power supply is reported as SxxA2x meaning that different adaptor models can be used with the device depending on that region's plugs. Only charge your product with one of the following approved IQOS™ AC Power Adaptor models; S52A21, S21A2D, S21A22, S21A23, S21A25, S21A27. Do not touch this product if it becomes wet or immersed in any liquid. Do not drop this product or subject it to strong shock. Never attempt to touch the Heater Blade, this may cause personal injury or damage to the Heater Blade. Keep away from children at all times and ensure that they do not play with this product. This product is not intended for use by persons with reduced physical, sensory or mental capabilities or lack of knowledge unless they have been given supervision or instruction to use the product in a safe way and understand the hazards involved. Do not use this product under the following circumstances: i) Where the use of electronic devices is prohibited; ii) On or near heat sources i.e. radiators or fires; iii) If it is damaged, tampered or broken and iv) If it has been exposed to excessive heat or moisture.

## ATTENTION

IQOS works exclusively with HeatSticks. Never use IQOS with a cigarette or similar products or with tobacco sticks or accessories not approved by the manufacturer. Do not remove a HeatStick while in use. HeatSticks are single use only and should never be re-used, lit with a match, lighter or any other flame source.



## Tobacco and health effects

- IQOS is not risk-free.
- HeatSticks contain nicotine, which is addictive.
- The best way to reduce tobacco-related health risks is to quit tobacco and nicotine use altogether.

## Nicotine

- Nicotine is naturally present in the tobacco used in HeatSticks.
- Nicotine is addictive and may cause side effects similar to those associated with other nicotine-containing products, like headaches, nausea, or throat irritation. If you experience these symptoms stop using HeatSticks and consult a health care professional.
- IQOS is not for people who have heart problems or are diabetic.
- IQOS 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 and consult a health care professional.

## Children and adolescents

- IQOS is intended for adult use only.
- Children and adolescents should not use IQOS under any circumstances.

## IMPORTANT SAFETY INFORMATION

### WARNING CHOKING AND INGESTION HAZARD


- Keep HeatSticks out of reach of children and pets.
- CHOKING HAZARD — HeatSticks contain small parts.
- INGESTION HAZARD — If HeatSticks are swallowed, seek medical attention immediately due to risk of nicotine ingestion.

## 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.

**▲ WARNING BATTERY RISK**

IQOS is powered with sealed Lithium-ion (Li-ion) batteries. Under normal conditions of use, the battery is sealed. If battery fluid leaks, follow these precautions:

- If you swallow fluid, seek medical attention immediately. Do not induce vomiting or ingest food or drink.
- If fluid is inhaled, get fresh air and seek medical attention.
- In case of contact with skin, wash hands and do not touch eyes.
- In case of contact with eyes, immediately flush with running water for at least 15 minutes and seek medical attention.

**▲ WARNING HOT AEROSOL RISK**

- When using IQOS under hot and humid weather conditions, the water in the aerosol makes the aerosol temperature feel very hot
- To help avoid this sensation, store your HeatSticks in a cool dry place. Do not expose product to high humidity conditions or direct sunlight Do not use IQOS during hot conditions or in periods of high humidity.
- If you experience discomfort, stop using the product and contact a health care professional.

## **▲ WARNING ALLERGIC REACTION RISK**

IQOS could cause an allergic reaction.

Stop using IQOS and seek medical attention immediately if you experience any of the following symptoms that may indicate a serious allergic reaction: swelling of the face, lips, tongue, gums, throat, or body, difficulty breathing, or wheezing.

### **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 events or incidents**

If you experience any unwanted health effect when using IQOS, consult a health care professional.



You can report any adverse event or incident directly by contacting your local Customer Care listed on the [iqos.com](http://iqos.com).

By reporting side effects, 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 3 DUO**

### **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 handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. Alternatively, 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 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

IQOS AC Power Adaptor

Model: S52A21, S21A20, S21A22,

S21A23, S21A25, S21A27

Input: 100V-240V~ 50-60Hz 0.3A

Output: 5.0V  2.0A

Output power: 10.0W

Average active efficiency: 79.0%

No load power consumption:

<0.09 W

Pocket Charger:

IQOS 3 Model A1504/

IQOS3 DUO Model A1505

Battery type:

Li-ion rechargeable battery

Input: 5V  2A

Bluetooth® 4.1

Cleaning tools

USB Cable



Hereby, Philip Morris Products SA, 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 2.402–2.460GHz 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.



The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Philip Morris Products SA and its affiliates is under license. Other trademarks and trade names are those of their respective owners.