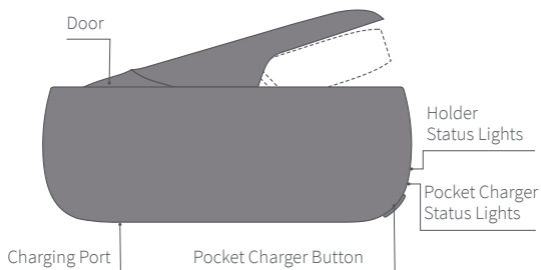


# IQOS

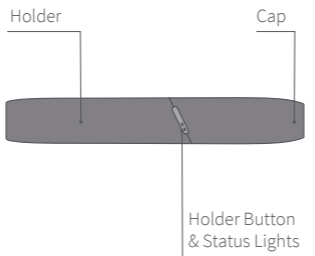
User Guide

**IQOS 3 DUO**

## IQOS 3 DUO Pocket Charger\*

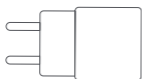


## IQOS 3 DUO Holder\*

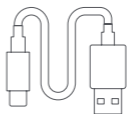


\*IQOS 3 DUO is compatible with IQOS 3

# 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

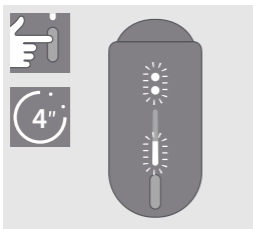
Download the IQOS Connect  
App on Google Play to learn  
more about IQOS\*



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

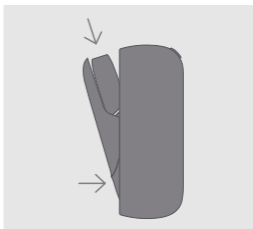
\*IQOS Connect App may not  
be available in your country.

# Getting Started



## TURN ON

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

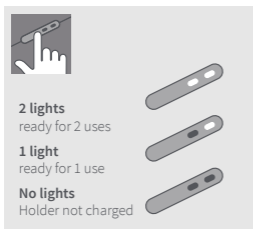


## CHARGE HOLDER

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

The Holder Status Light will show the Holder charge level.

# Check Holder Status



## CHECK HOLDER STATUS

Press & release the Holder Button to check status.

The Holder Lights indicate the IQOS 3 DUO Holder battery level.



## CHECK HOLDER STATUS ON IQOS 3 DUO POCKET CHARGER

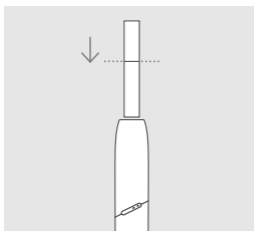
Press & release the Pocket Charger Button to check the IQOS 3 DUO Holder battery level.



## CHECK HOLDER STATUS ON IQOS 3 POCKET CHARGER

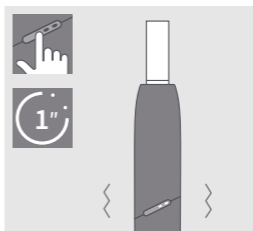
Press & release the Pocket Charger Button to check the IQOS 3 DUO Holder battery level.

# How to use your IQOS 3 DUO



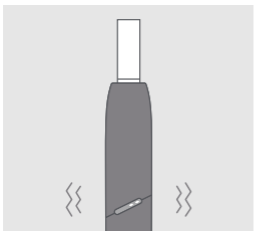
## 1. INSERT HEATSTICK™

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



## 2. START HEATING

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



## 3. BEGIN USE

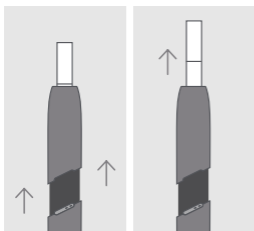
Start using once the IQOS 3 DUO Holder vibrates twice.



## 4. NEARLY COMPLETE

When you have reached the last 30 seconds or the last 2 puffs, the IQOS 3 DUO Holder will vibrate twice with the Light(s) pulsing white.

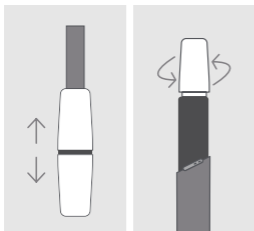
## How to use your IQOS 3 DUO



### 5. REMOVE HEATSTICK

Slide the Cap upwards and then remove the used HeatStick.

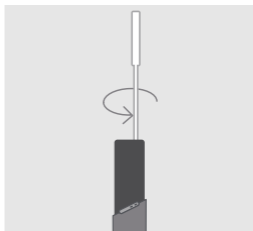
## How to clean Holder



### 1. USE THE IQOS CLEANING TOOL

Slide the Cap upwards and remove completely.

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

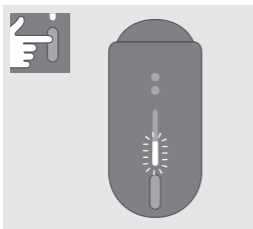


### 2. USE THE IQOS CLEANING STICK

Insert the IQOS Cleaning Stick to wipe inside the holder.

Do not touch the blade with the IQOS Cleaning Stick.

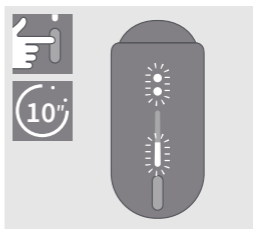
## Quick Tips



### CHECK POCKET CHARGER STATUS

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

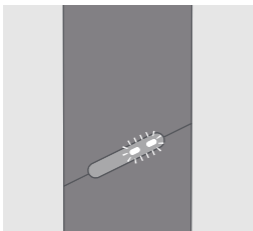
Lights will turn on to indicate battery status.



### TO RESET

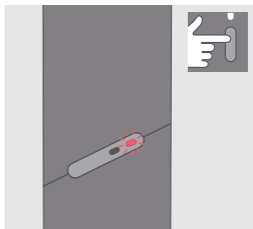
Press the Pocket Charger Button until the lights fade out, then release.

All the Status Lights will turn OFF, flash twice, and progressively fade in, to confirm a RESET.



### LIGHTS FLASH WHITE TWICE

IQOS is outside the operating temperature range (0°C-50°C) or the Holder needs to be inserted in the Pocket Charger with the door closed until it is fully charged.



### LIGHT FLASHES RED


Reset the IQOS 3 DUO. If the red light flashing persists, contact Customer Care.





## SAFETY WARNINGS AND INSTRUCTIONS

### PLEASE READ AND SAVE THESE INSTRUCTIONS

The Safety Warnings and Instructions included in this document cannot cover all the 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 mains supply. The type reference of the 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, S21A20, 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 with 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, or 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 headache, nausea, or throat irritation. If you experience these symptoms, stop using HeatSticks and consult a healthcare professional.
- IQOS is not for people who have heart problems or are diabetic.
- IQOS should not be used during pregnancy or while breast-feeding.
- If you are pregnant, breast-feeding or think you may be pregnant, you should quit tobacco and nicotine use altogether and consult a healthcare 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 the reach of children and pets.
- **CHOKING HAZARD** — HeatSticks contain small parts.
- **INGESTION HAZARD** — If HeatSticks are swallowed, seek medical attention immediately, due to the risk of nicotine ingestion.

### **▲ 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 the eyes.
- In case of contact with eyes, immediately flush with running water for at least 15 minutes and seek medical attention.

### **▲ CAUTION** 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 the 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 healthcare professional.

### **▲ CAUTION** 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.

### **Reporting of adverse events or incidents**

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

You can report any adverse event or incident directly by contacting your local Customer Care (details can be found in the Customer Care & Warranty booklet).

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 the 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 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 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.

Philip Morris Products S.A. hereby 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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