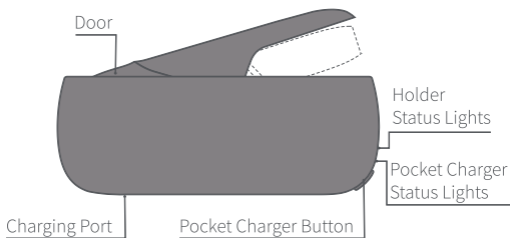


# IQOS

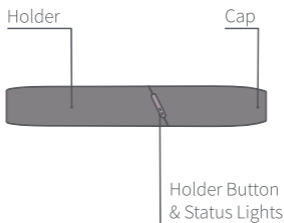
User Guide

**IQOS** ORIGINALS DUO™

## IQOS ORIGINALS DUO™ Pocket Charger\*



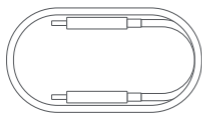
## IQOS ORIGINALS DUO™ Holder\*



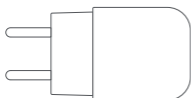
\*IQOS ORIGINALS DUO™ is compatible with IQOS 3 and IQOS 3 DUO.

\*IQOS ORIGINALS DUO™ is compatible only with HEETS™ tobacco sticks.

## Charging and Cleaning



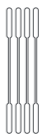
Charging Cable



Power Adaptor



Dual Cleaning Tool



Cleaning Sticks



For the **full user guide**,  
**Customer Care** and  
**Extended support**  
**services for IQOS users**,  
visit

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

## FEATURES AND SETTINGS

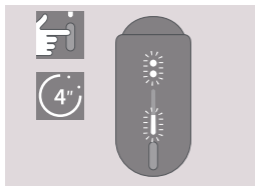
Personalize your IQOS  
experience with the IQOS  
app\*.

Please access by  
scanning the QR code  
or log in on

[www.iqos.com/originals](http://www.iqos.com/originals)  
and follow the instructions.

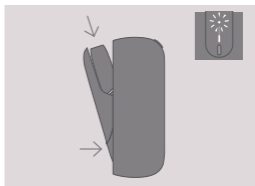
\* IQOS app may not be available in  
your country.

## 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.

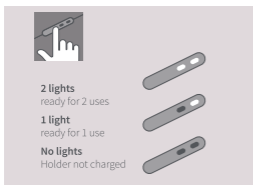


### CHARGE HOLDER

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.

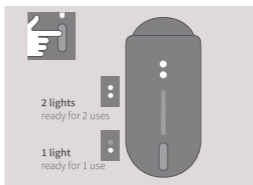
## Check Holder Status



### CHECK HOLDER STATUS

Press & release the Holder Button to check status.

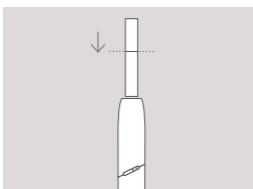
Holder Lights indicate IQOS ORIGINALS DUO™ Holder battery level.



### CHECK HOLDER STATUS ON IQOS ORIGINALS DUO™ POCKET CHARGER

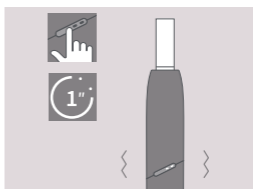
Press & release Pocket Charger Button to check IQOS ORIGINALS DUO™ Holder battery level.

## How to use your IQOS ORIGINALS DUO™



### 1. INSERT HEETS™ TOBACCO STICK

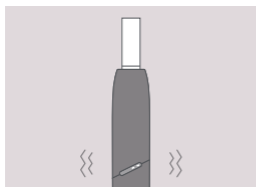
Insert and gently press the HEETS™ tobacco stick to the line on the filter with filter facing outside.



### 2. START HEATING

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

# How to use your IQOS ORIGINALS DUO™



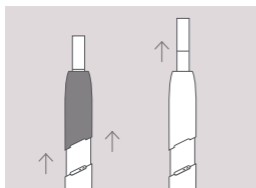
## 3. BEGIN USE

Start using once IQOS ORIGINALS DUO™ Holder vibrates twice.



## 4. NEARLY COMPLETE

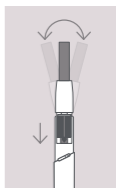
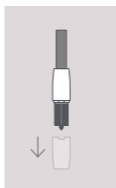
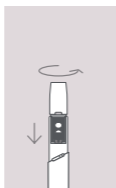
To signal the last 30 seconds or last 2 puffs, IQOS ORIGINALS DUO™ Holder will vibrate twice with Light(s) pulsing white.



## 5. REMOVE HEETS™ TOBACCO STICK

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

# How to Clean



## 1. ROTATING HEAD

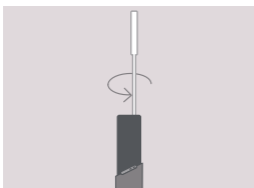
When device is cool, slide Cap upwards and remove completely.

Insert the Rotating Head of the Dual Cleaning Tool and **rotate** gently.

## 2. SWEEPING HEAD

Insert the Sweeping Head of the Dual Cleaning Tool and gently move it sideways from **left to right**.

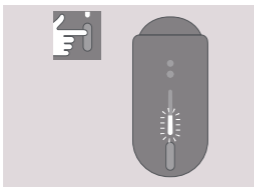
Clean daily for optimal experience.



## USE CLEANING STICK

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

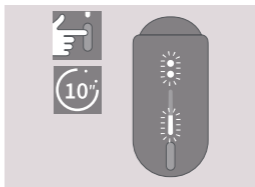
## Quick Tips



### CHECK POCKET CHARGER STATUS

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

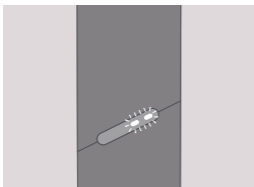
Lights will turn on to indicate battery status.



### TO RESET

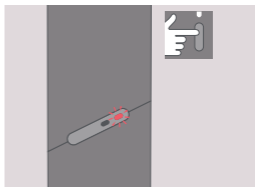
Press Pocket Charger Button until lights fade out, then release.

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-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.



# IQOS



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 ORIGINALS DUO™ and HEETS™ tobacco sticks are for adult-use only.*
- *IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ or HEETS™ tobacco sticks under any circumstances.*
- *IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ 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 ORIGINALS DUO™ 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 breast-feeding. If you are pregnant, breast-feeding, or think you may be pregnant, you should quit tobacco and nicotine use altogether.*
- *Stopping smoking or switching to IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ 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 ORIGINALS DUO™ and HEETS™ tobacco sticks out of reach of children at all times.
- **CHOKING HAZARD** — IQOS ORIGINALS DUO™ 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

#### Electrical 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 ORIGINALS DUO™.
- Only charge the IQOS ORIGINALS DUO™ Pocket Charger with the approved IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ Power Adaptor models.
- Do not use third-party accessories with IQOS ORIGINALS DUO™.
- Only charge the IQOS ORIGINALS DUO™ Pocket Charger using Safety Extra Low Voltage. See the Technical Data section of this User Guide for details on voltage.
- Do not use IQOS ORIGINALS DUO™ where the use of electronic devices is prohibited.
- Only charge the IQOS ORIGINALS DUO™ Pocket Charger indoors as indicated by the symbol .

- . Do not use IQOS ORIGINALS DUO™ or charge the IQOS ORIGINALS DUO™ Pocket Charger and/or IQOS ORIGINALS DUO™ accessories if they are damaged, tampered, or broken.
- . Do not use IQOS ORIGINALS DUO™ if its batteries appear to be leaking.
- . Do not use, charge, or store IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ where flammable materials, liquids and gases are present.
- . Never immerse or put IQOS ORIGINALS DUO™ or its accessories in contact with water and/or other liquids. Do not touch IQOS ORIGINALS DUO™ and/or its accessories if they become wet or immersed in any liquid.
- . Never dispose of IQOS ORIGINALS DUO™ and/or its accessories with other household waste, as it may come into contact with water and/or other liquids.
- . Do not clean the device with any cleaning agent.
- . Clean the USB charging port on the IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ and/or its accessories from any source of power if it overheats, fumes, ignites, or burns while charging.

- Do not touch IQOS ORIGINALS DUO™ and/or its accessories if they do overheat, fume, ignite, or burn.
- Handle with care. Do not drop IQOS ORIGINALS DUO™ or subject it to strong shock.
- Do not attempt to open, service, modify, or repair any component of IQOS ORIGINALS DUO™ or to replace any of the components or batteries.
- Only use IQOS ORIGINALS DUO™ in ambient temperatures between 0° and 40° C.

#### **Battery Risks**

*IQOS ORIGINALS DUO™ 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 vapor 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 is in 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 ORIGINALS DUO™ and HEETS™ tobacco sticks in a clean, dry, cool place.*
- *Do not expose IQOS ORIGINALS DUO™ 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 stick while in use.*
- *Never attempt to touch the IQOS ORIGINALS DUO™ heating blade.*
- *Never use IQOS ORIGINALS DUO™ Holder without Holder cap.*

#### **▲ CAUTION Allergic Reaction Risk**

- *Using IQOS ORIGINALS DUO™ 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 ORIGINALS DUO™ 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 ORIGINALS DUO™ and HEETS™ tobacco sticks from your local or online IQOS™ stores or other authorized retailers.*

- Only use IQOS ORIGINALS DUO™ with HEETS™ tobacco sticks. Never use IQOS ORIGINALS DUO™ with a cigarette or similar products that are not approved for usage with IQOS ORIGINALS DUO™. 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 events or incidents

- If you experience any unwanted health effect when using IQOS ORIGINALS DUO™ 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 A1404/  
IQOS ORIGINALS DUO™  
Model A1406*

*Battery type: Li-ion  
rechargeable battery*

*Input: 5 V  1.6 A*

### Pocket Charger:

*IQOS 3 Model A1504/  
IQOS ORIGINALS DUO™  
Model A1505*

*Battery type: Li-ion  
rechargeable battery*

*Input: 5 V  2 A  
Bluetooth® 4.1*

*The IQOS ORIGINALS DUO™ Pocket Charger is marked with the symbol  followed by "SixAx," which indicates the IQOS ORIGINALS DUO™ Pocket Charger can only be charged using one of the approved IQOS ORIGINALS DUO™ Power Adaptor models listed below.*

### Power Adaptor:

*Model: S82A40, S82A41, S82A42, S82A43, S82A45, S82A46*

*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*

### Use with Charging Cable Type C

## INFORMATION FOR DISPOSING OF IQOS ORIGINALS 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 bringing 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 land filling) 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 authorized recycler may safely remove batteries by following the steps below.**

*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 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 cut open due to glue.*

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

### **Confirmation of Compliance**

*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 A1505 operates within the 2.402 – 2.480 GHz frequency band with a maximum RF output power below 10.0 dBm.*

*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 Bluetooth SIG, Inc. and any use of such marks by Philip Morris Products S.A. and its affiliates is under license.*