

# IQOS

User Guide

**IQOS 3 MULTI**

# How to use your IQOS Multi



## 1. TURN ON

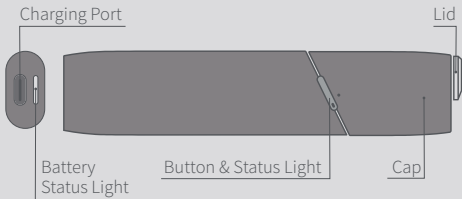
Press and hold IQOS Multi Button for 4 seconds then release; Battery Status Light and Button & Status Light will flash.



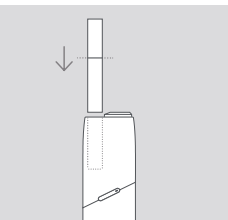
## 2. OPEN

Rotate Lid counter-clockwise.

## IQOS 3 Multi

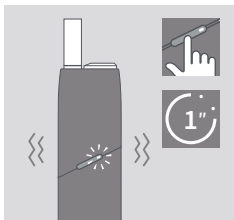


# How to use your IQOS Multi



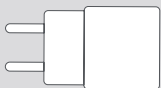
## 3. INSERT HEATSTICK™

Insert and gently press the HeatStick to the line on filter.

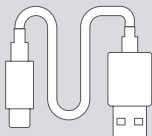


## 4. START HEATING

Hold Button until IQOS Multi vibrates and Button & Status Light pulses white.

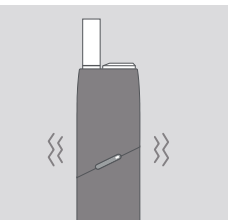


Power Adaptor



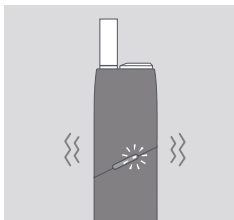
Charging Cable

# How to use your IQOS Multi



## 5. BEGIN USE

Start using once IQOS Multi vibrates twice and Button & Status Light is solid white.



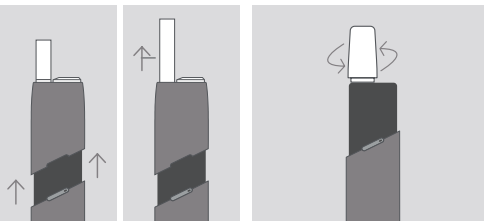
## 6. NEARLY COMPLETE

To signal the last 30 seconds, IQOS Multi will vibrate twice and Button & Status Light pulses white.



IQOS Cleaning Tool

## How to use your IQOS Multi



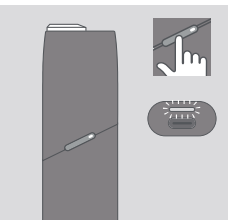
### 7. REMOVE HEATSTICK™

Slide Cap upward and then remove used HeatStick.

### TO CLEAN

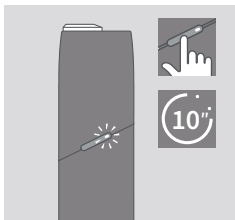
Slide Cap upward and remove completely. Insert IQOS Cleaning Tool and rotate gently. Clean daily for optimal experience.

## Quick Tips



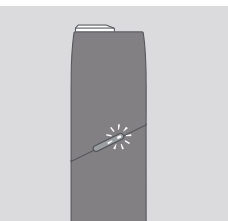
### TO CHECK BATTERY STATUS

Tap IQOS Multi Button to check battery level.



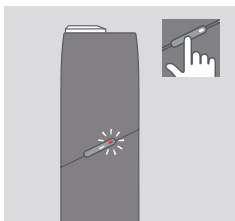
### TO RESET

Press and hold IQOS Multi Button for 10 seconds then release; Battery Status Light and Button & Status Light will fade in, blink twice, then progressively fade in to confirm a reset.



### LIGHT BLINKS WHITE TWICE

IQOS Multi is outside operating temperature ( $<0^{\circ}\text{C}/>50^{\circ}\text{C}$ ). Wait until device is within temperature limits.



### LIGHT BLINKS RED


Reset IQOS Multi. If blinking persists, please contact Customer Care.



ENGLISH

## 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 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 to charge the product depending on that region's plugs. Only charge your product by using one of the following approved IQOS™ AC Power Adaptor models: S52A21, S21A20, S21A22, S21A23, S21A25, S21A27, S21A28. 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 headache, 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 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 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.

### **⚠ 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.

### **⚠ 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 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.

### **⚠ 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 health care 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 MULTI**

### **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. Amongst others, 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 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 recycling of waste equipment returned through these designated collection points in accordance with local requirements.

## TECHNICAL DATA

IQOS 3 Multi - Model: A1405

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



Hereby, Philip Morris Products S.A. declares that IQOS 3 Multi 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 Multi Model A1405 operates within 2.402 – 2.480GHz frequency band with a maximum RF output power of 7.0dBm.

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



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## CUSTOMER CARE

### Ukraine

**Freephone:** 0-800-507-807 or 4767

**E-mail:** support@iqos.com.ua

**Website:** www.iqos.com

**Address:** Philip Morris Sales & Distribution Company LLC  
st. Electrical engineering 45  
02660, Kyiv, Ukraine

### Republic of Moldova

**Freephone:** 080002400

**E-mail:** contact.md@iqos.com

**Website:** www.iqos.com

**Address:** "Philip Morris Sales & Marketing" LLC,  
21/3 Nicolae Dimo str.,  
Chisinau, MD-2068,  
Republic of Moldova

## VOLUNTARY WARRANTY

### Duration

The duration of this warranty, relevant to your country of purchase is as follows:

Ukraine	12 month from the date of purchase
Republic of Moldova	12 months from the date of purchase

### What this warranty covers

The Philip Morris International entity listed under the heading of 'Customer Care', will at its option (but without affecting your statutory rights) repair or replace any components which are defective in terms of material or workmanship when used in accordance with the associated IQOS™ User Guide and which are subject to a valid voluntary warranty claim. The provisions of this warranty are only valid in the country of purchase.

### What is excluded from this warranty

The following are excluded from the terms of this warranty: a) damage caused by normal wear and tear; b) cosmetic damage (such as scratches, dents, broken plastic etc.); c) damage caused by misuse, power surge, improper handling, liquid contact or fire; d) malfunction due to use with non-compatible product; e) damage or malfunction caused by attempt to open, modify and repair, either by a user or by a service provider not accredited by the manufacturer; f) damage or malfunction caused by failure to use as described in the associated IQOS User Guide.

### Information on how to make a claim

To make a claim under this warranty, please contact your Customer Care number above for assistance. Ensure that you have your proof of purchase before making the call.

In the absence of the proof of purchase, the company reserves the right to voluntarily apply the warranty duration starting from the manufacturing date of the IQOS device components in question based on its own records.

**Other terms**

Where an exchange takes place, then any replacement part becomes your property and the replaced part becomes the property of the entity which makes the exchange. The information provided by you will be used as described in consumer privacy notice at [www.pmiprivacy.com](http://www.pmiprivacy.com)

**Additional legal rights for consumers**

The rights conveyed under this voluntary warranty are in addition and without prejudice to all rights and remedies provided by consumer protection laws in the country of purchase. In EU member states buyers may have rights and remedies against the seller for a longer period, at least two years, in respect to any defect existing at the time of delivery.