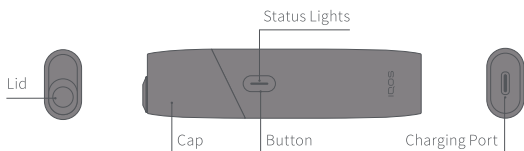


# IQOS

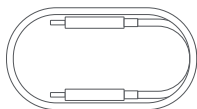
User Guide

**IQOS** ORIGINALS ONE™

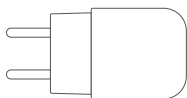
# IQOS ORIGINALS ONE™



## Charging and Cleaning



Charging Cable



Power Adaptor



Dual Cleaning Tool

\* IQOS ORIGINALS ONE™ is compatible only with tobacco 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)**

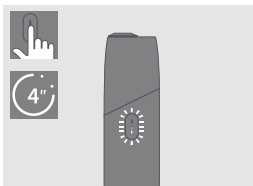
## **FEATURES AND SETTINGS**

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.

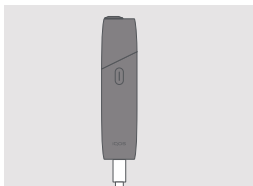
\* IQOS app may not be available  
in your country. IQOS app is only  
available with device Model  
M0007.

# Getting Started



## TURN ON

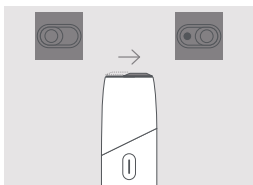
Press and hold Button for 4 seconds, then release; Status Lights will turn on slowly.



## CHARGE

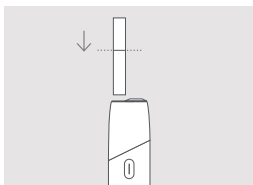
Before first use, fully charge your IQOS ORIGINALS ONE™ with Power Adaptor and Charging Cable.  
(approx. 90 min)

# How to use your IQOS ORIGINALS ONE™



## OPEN

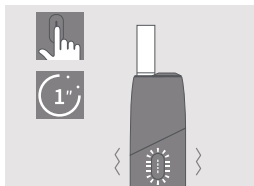
Slide to open.



## 1. INSERT SPECIFICALLY DESIGNED TOBACCO STICK

Insert the specifically designed tobacco stick to the line on filter with filter facing outside.

# How to use your IQOS ORIGINALS ONE™



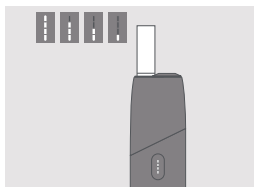
## 2. START HEATING

Press Button until IQOS ORIGINALS ONE™ vibrates and Status Light(s) pulse(s).



## 3. BEGIN USE

Start using once IQOS ORIGINALS ONE™ vibrates and Status Light(s) stay fixed.



## EXPERIENCE COUNTDOWN

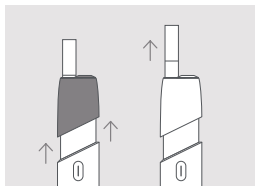
During use Status Light(s) indicate the remaining time.



## 4. NEARLY COMPLETE

To signal the last 30 seconds or last 2 puffs, IQOS ORIGINALS ONE™ will vibrate once with one Light pulsing white.

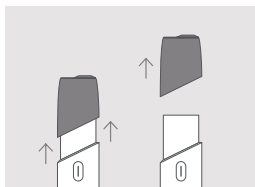
# How to use your IQOS ORIGINALS ONE™



## 5. REMOVE TOBACCO STICK

Slide Cap upwards and then remove used tobacco stick.

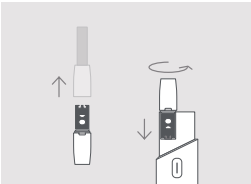
# How to Clean



## REMOVE CAP

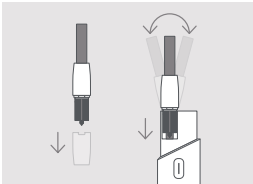
When device is cool, slide Cap upwards and remove completely.

# How to Clean



## ROTATING HEAD

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

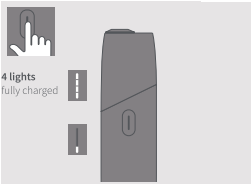


## SWEEPING HEAD

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

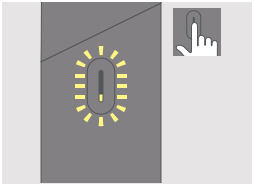
Clean daily for optimal experience.

# Quick Tips



## BATTERY STATUS

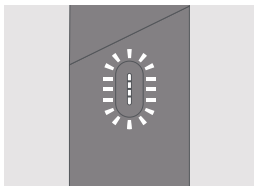
Short press Button, Status Lights will turn on to indicate battery level.



## LIGHT BLINKS YELLOW

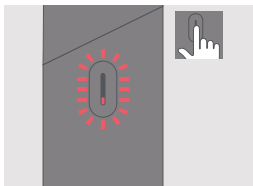
Battery depleted, need to charge.

## Quick Tips



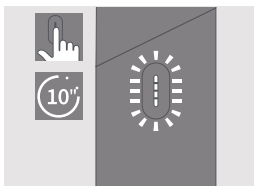
### LIGHTS BLINK WHITE TWICE

IQOS ORIGINALS ONE™ is outside operating temperature range (0°C/<40°C).



### LIGHT BLINKS RED

Reset IQOS ORIGINALS ONE™. If red light blinking persists, contact Customer Care.



### TO RESET

Press Button for 10 seconds then release. All Status Lights will turn OFF and turn ON, to confirm a RESET.





*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 ONE™ and tobacco sticks are for adult-use only.*
- *IQOS ORIGINALS ONE™ and tobacco sticks are intended for use by current adult smokers who would otherwise continue to smoke.*
- *Children and adolescents should never use IQOS ORIGINALS ONE™ or tobacco sticks under any circumstances.*
- *IQOS ORIGINALS ONE™ or 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**

- *Tobacco sticks contain nicotine, which is addictive.*
- *IQOS ORIGINALS ONE™ and 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 ONE™ and 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 ONE™ and 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 ONE™ and tobacco sticks given an existing health condition, consult a health care professional.*

## **IMPORTANT SAFETY INFORMATION**


### **WARNING** Choking and Ingestion Hazard

- Keep IQOS ORIGINALS ONE™ and tobacco sticks out of reach of children at all times.
- **CHOKING HAZARD** — IQOS ORIGINALS ONE™ device, accessories and tobacco sticks contain small parts.
- **INGESTION HAZARD** — If a 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 ONE™.
- Only charge the IQOS ORIGINALS ONE™ with the approved IQOS ORIGINALS ONE™ 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 ONE™ Power Adaptor models.
- Do not use third-party accessories with IQOS ORIGINALS ONE™.
- Only charge the IQOS ORIGINALS ONE™ using Safety Extra Low Voltage. See the Technical Data section of this User Guide for details on voltage.
- Do not use IQOS ORIGINALS ONE™ where the use of electronic devices is prohibited.
- Only charge the IQOS ORIGINALS ONE™ indoors as indicated by the symbol .
- Do not use IQOS ORIGINALS ONE™ or charge the IQOS ORIGINALS ONE™ and/or IQOS ORIGINALS ONE™ accessories if they are damaged, tampered, or broken.

- Do not use IQOS ORIGINALS ONE™ if its batteries appear to be leaking.
- Do not use, charge, or store IQOS ORIGINALS ONE™ 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 ONE™ where flammable materials, liquids and gases are present.
- Never immerse or put IQOS ORIGINALS ONE™ or its accessories in contact with water and/or other liquids. Do not touch IQOS ORIGINALS ONE™ and/or its accessories if they become wet or immersed in any liquid.
- Never dispose of IQOS ORIGINALS ONE™ 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 ONE™ 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 ONE™ and/or its accessories from any source of power if it overheats, fumes, ignites, or burns while charging.
- Do not touch IQOS ORIGINALS ONE™ and/or its accessories if they do overheat, fume, ignite, or burn.
- Close cap of the device after use to avoid accumulation of foreign materials (such as dust particles) in the heating chamber, and inspect the heating chamber for foreign materials before using HEETS™ tobacco sticks.

- Handle with care. Do not drop IQOS ORIGINALS ONE™ or subject it to strong shock.
- Do not attempt to open, service, modify, or repair any component of IQOS ORIGINALS ONE™ or to replace any of the components or batteries.
- Only use IQOS ORIGINALS ONE™ in ambient temperatures between 0° and 40° C.

### **Battery Risks**

*IQOS ORIGINALS ONE™ is powered with sealed Lithium-ion (Li-on) 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 ONE™ and tobacco sticks in a clean, dry, cool place.*
- *Do not expose IQOS ORIGINALS ONE™ and tobacco sticks to high humidity conditions or direct sunlight.*
- *Do not use tobacco sticks that have been exposed to excessive heat or moisture.*
- *Do not remove a tobacco sticks while in use.*
- *Never attempt to touch the IQOS ORIGINALS ONE™ heating blade.*

### **⚠ CAUTION Allergic Reaction Risk**

- *Using IQOS ORIGINALS ONE™ and 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 ONE™ and 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 TOBACCO STICKS**

- *Only purchase IQOS ORIGINALS ONE™ and tobacco sticks from your local or online IQOS™ stores or other authorized retailers.*
- *Only use IQOS ORIGINALS ONE™ with tobacco sticks. Never use IQOS ORIGINALS ONE™ with a cigarette or similar products that are not approved for usage with IQOS ORIGINALS ONE™. Doing so may result in injury.*
- *Do not modify tobacco sticks in any way or add any substance to 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 ONE™ and/or 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

### Device:

*IQOS ORIGINALS ONE™ Model M0011*

*Battery type: Li-ion rechargeable battery*

*Input: 5 V  2 A*

The IQOS ORIGINALS ONE™ is marked with the symbol  followed by "Sxxxx" which indicates the IQOS ORIGINALS ONE™ can only be charged using one of the approved Power Adaptor models listed below.

### Power Adaptor:

*Model: S00120, S00121, S00125, S00122, S00123, S00126*

*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 ONE™

### Valid across European Union and EFTA



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. Batteries that are not encased in the waste equipment must be separated from it and disposed of separately before being handed in at a collection point. In addition, waste batteries can be returned free of charge at the point of sale. The deletion of any personal data on the waste equipment is your responsibility.

### Reuse, recycling, and other forms of recovery

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. destined for waste incineration or landfilling) can have negative effects on the environment and human health.

Owners of waste equipment can hand them in, within the framework of the possibilities, for the return or collection of waste equipment provided by public waste management authorities, so that a correct disposal of the old devices is ensured. For more information about where you can drop off your waste equipment for recycling, please contact your local household waste disposal service or the shop where you purchased the product.

### **For Germany:**

Owners of waste equipment and batteries purchased from Philip Morris GmbH may return them free of charge to any IQOS store in Germany or return them by mail to Philip Morris GmbH; in the latter case, Philip Morris GmbH will provide you with a return label free of charge - please check [www.iqos.com](http://www.iqos.com) for details of an intended return.

## **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 ONE™ Holder (M0011):*

*Step 1: The device should be fully discharged before disassembling it.*

*Step 2: Remove the Lower Housing Cover by tool.*

*Step 3: Unfasten the two bottom screws.*

*Step 4: Pull the lower Housing out from the body.*

*Step 5: Unfasten the Rear Beam screw and then remove the Rear Beam from the body.*

*Step 6: Pick up the battery adhesive banner. Pull the banner and lift the battery up from the chassis.*

*Step 7: Unplug the Battery Cover by the Tweezer.*

*Step 8: Unplug the Battery Connector and take out the battery.*

*Step 9: Dispose of according to local regulations.*

### **Confirmation of Compliance**

*Hereby, Philip Morris Products S.A. declares that IQOS ORIGINALS ONE™ 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 ONE™ Model M0011 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.*

### **Germany:**

*Importer and authorized representative: Philip Morris GmbH,*

*Am Haag 14, 82166, Gräfelfing, Germany*

*WEEE-Reg.-Nr. DE: 45546419*