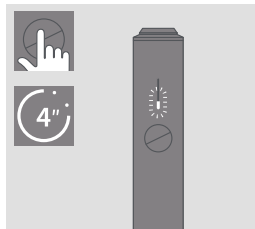
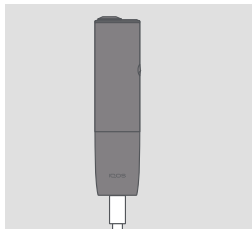


Getting Started



TURN ON

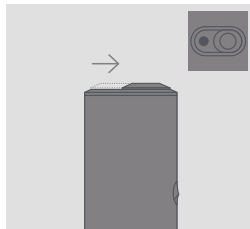
Press and hold Button for 4 seconds, then release; Status Lights will turn on slowly.



CHARGE

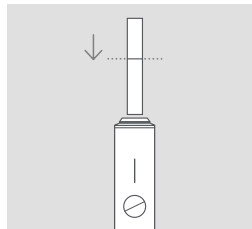
Before first use, fully charge your IQOS ILUMA ONE™ with a compatible Power Adaptor (5V, 2A, Type C output) in accordance with the Safety Warnings and Instructions. (approx. 90 min)

How to use your IQOS ILUMA ONE™



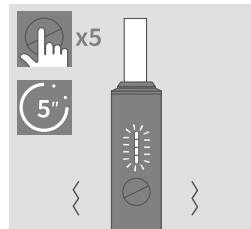
OPEN

Slide to open.



1. INSERT SMARTCORE STICK™

Insert the SMARTCORE STICK to the line on filter with filter facing outside.



2. START HEATING

Press Button 5 times within 5 seconds until IQOS ILUMA ONE™ vibrates and Status Light(s) pulse(s).

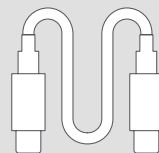
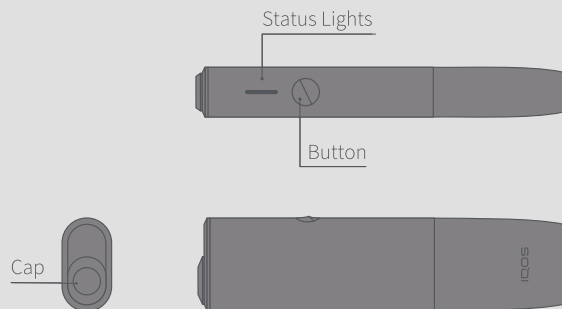
Keep SMARTCORE STICK™ in position during the preheating.



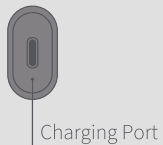
3. BEGIN USE

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

IQOS ILUMA ONE™



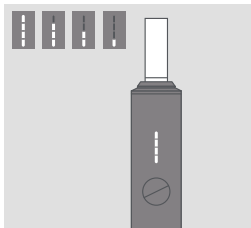
Type C
Charging Cable*



*For optimal charging performance, only use approved Charging Cable provided by manufacturer and a compatible Power Adaptor (5V, 2A, Type C output) in accordance with the Safety Warnings and Instructions.

IQOS ILUMA™ is compatible only with SMARTCORE STICKS™ (Including TEREATM)

Quick Tips



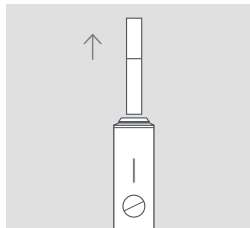
EXPERIENCE COUNTDOWN

During use Status Light(s) indicate the remaining time



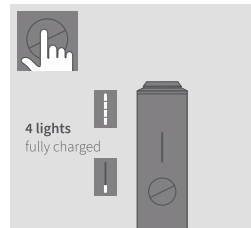
4. NEARLY COMPLETE

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



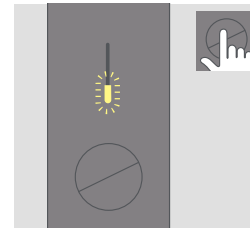
5. REMOVE SMARTCORE STICK™

Remove used SMARTCORE STICK and dispose as per Safety Warnings and Instructions.



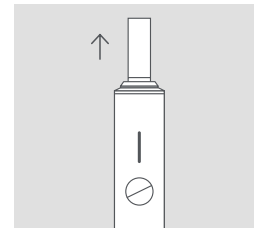
BATTERY STATUS

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



LIGHT BLINKS YELLOW

Battery depleted, need to charge.



AUTOSTOP

During use, the experience will stop if the SMARTCORE STICK™ is moved, or removed from the device.

REGISTRATION

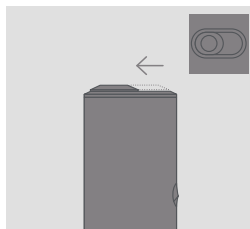
Register your device and get all the benefits that come with it at <https://nz.iqos.com/register>

SUPPORT AND SERVICES

For the online version of this user guide, Customer Care and Extended services, visit www.iqos.com

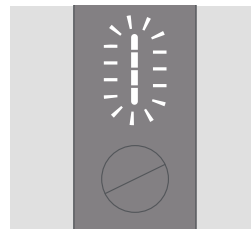
WARRANTY

Learn more about the warranty for your device at <https://nz.iqos.com/warranty>



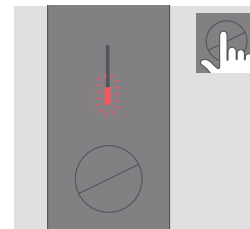
6. CLOSE

Slide to close.



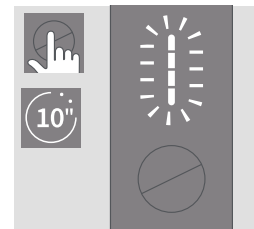
LIGHTS BLINK WHITE TWICE

IQOS ILUMA ONE™ is outside operating temperature range (0°C~40°C).



LIGHT BLINKS RED

Reset IQOS ILUMA 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.

IQOS ILUMA ONE™ CONTAINS AN INSPECTABLE, REPLACEABLE AND REMOVABLE BATTERY.

Intended Users

- IQOS ILUMA ONE™ and SMARTCORE STICKS™ are for adult use only (above 18 years old).
- IQOS ILUMA ONE™ and SMARTCORE STICKS™ are for adults who would otherwise continue to use tobacco or nicotine-containing products.
- Children and adolescents should never use IQOS ILUMA ONE™ or SMARTCORE STICKS™ under any circumstances.
- This product should not be used 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.

Tobacco and Nicotine

- SMARTCORE STICKS™ contain nicotine, which is addictive.
- This product is not risk-free. The best way to reduce tobacco-related health risks is to quit tobacco and nicotine use altogether.
- Some users may experience 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 diseases, are diabetic, or 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 ILUMA ONE™ and SMARTCORE STICKS™ or other nicotine-containing products may require the adjustment of the dosing of certain medicines (e.g., theophylline, clozapine, ropinorole).
- If you have questions about whether you should use IQOS ILUMA ONE™ and SMARTCORE STICKS™ given an existing health condition, you should consult a health care professional.

⚠ IMPORTANT SAFETY INFORMATION


⚠ WARNING Choking, Ingestion and Handling Hazard

- Keep IQOS ILUMA ONE™ and SMARTCORE STICKS™ out of reach of children and pets at all times.
- CHOKING HAZARD – IQOS ILUMA ONE™ and the spare battery contain small parts with sharp edges.
- INGESTION HAZARD
 - Swallowed SMARTCORE STICKS™ can cause serious injury to internal organs due to small metal parts with sharp edges.
 - Swallowed SMARTCORE STICKS™ can pose a risk of nicotine intoxication.
 - If SMARTCORE STICKS™ are swallowed, seek medical attention immediately.
- HANDLING HAZARD – Do not take apart SMARTCORE STICKS™ as they contain small metal parts with sharp edges. Always dispose of SMARTCORE STICKS™ immediately after use according to local waste disposal regulations.

⚠ 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 ILUMA ONE™.
- Do not use IQOS ILUMA ONE™ where the use of electronic devices is prohibited.
- Do not charge or use IQOS ILUMA ONE™ or accessories if damaged, tampered with or broken.
- Do not use IQOS ILUMA ONE™ if the battery appears to be leaking.
- Only charge IQOS ILUMA ONE™ indoors, as indicated by symbol  using a manufacturer-approved Charging Cable (supplied in the box) and certified Power Adaptor (either supplied in the box or from a reputable source), for charging purposes. Do not use accessories not approved by manufacturer. Refer to 'Technical Data' section and www.iqos.com for details.
- This product must only be charged using Safety Extra Low Voltage with a 5V; 2A output. Refer to the

Technical Data section of this User Guide for details.

- Do not use, charge, or store IQOS ILUMA ONE™ in places with high temperatures (such as inside a car in summer, or near heat sources such as radiators or fires).
- Do not use IQOS ILUMA ONE™ where flammable materials, liquids and gases are present.
- IQOS ILUMA ONE™, Power Adaptor and Charging Cable should not be exposed to any liquid. Do not touch them if they become wet or have been immersed in any liquid.
- Do not clean the device with any cleaning agent.
- Clean the USB charging port of the IQOS ILUMA ONE™ periodically to avoid accumulation of foreign materials (such as dust particles), and inspect USB port for foreign materials before using USB connector.
- 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 SMARTCORE STICKS™.
- Handle with care. Do not drop IQOS ILUMA ONE™ or subject it to strong shock.
- Do not use this product if it has been exposed to excessive cold, heat, or moisture.
- Do not touch IQOS ILUMA ONE™ and/or its accessories if they overheat, spark, fume, ignite, or burn. If applicable and possible, use caution to shut off or disconnect power supply.

- Do not attempt to insert any object in the heating chamber other than SMARTCORE STICKS™ or ILUMA™ Stick Remover (when necessary). Ensure the device is powered off before attempting to remove SMARTCORE STICKS™ with ILUMA™ Stick Remover.
- Do not insert metal pieces in the device while in use.
- Device can only be operated at temperatures >0°C/<40°C.
- SMARTCORE STICKS™ are single use only and should never be re-used, lit with a match, lighter, or any other flame source.
- This device contains a replaceable battery. Only use original IQOS ILUMA ONE™ spare battery which can be purchased locations mentioned at <https://nz.iqos.com/iqos-important-information>. Do not use non-original batteries as this may cause damage, short circuit or fire.

Battery Risks

IQOS ILUMA ONE™ is powered with sealed Lithium-ion (Li-ion) batteries. Under normal conditions of use, the original battery and any replacement battery are sealed. If you notice that battery fluid leaks from the IQOS ILUMA ONE™ battery or any spare battery, follow these precautions:

- 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 is inhaled, get fresh air and seek medical attention.
- If fluid from battery is in contact with skin, wash the affected area, including hands and do not touch eyes.
- If fluid from leaked battery is in contact with eyes, immediately flush with clean running water for at least 15 minutes and seek medical attention.

⚠ CAUTION | Thermal Burn Risk

Failure to follow these Safety Warnings and Instructions could result in thermal burns:

- Store IQOS ILUMA ONE™ and SMARTCORE STICKS™ in a clean, dry, and cool place.
- Do not expose IQOS ILUMA ONE™ and SMARTCORE STICKS™ to high humidity conditions or direct sunlight.
- Do not use SMARTCORE STICKS™ that have been exposed to excessive heat or moisture.
- Do not remove SMARTCORE STICKS™ while in use.

▲ CAUTION Allergic Reaction Risk

- Using IQOS ILUMA ONE™ and SMARTCORE 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 ILUMA ONE™ and SMARTCORE STICKS™ and seek medical attention immediately if you experience any of the symptoms above as they may indicate a serious allergic reaction.
- Certain SMARTCORE STICKS™ contain botanical ingredients that may cause allergic reactions in some users (see information on pack). Do not share IQOS ILUMA ONE™ devices with other users to minimize the risk of cross-contamination that could lead to an allergic reaction.

Use of SMARTCORE STICKS™

- Only use IQOS ILUMA ONE™ with SMARTCORE STICKS™ specifically designed for IQOS ILUMA ONE™ devices.
- Never use IQOS ILUMA ONE™ with a cigarette or similar products.
- Do not use SMARTCORE STICKS™ with previous IQOS™ device generations.
- Do not modify SMARTCORE STICKS™ in any way or add any substance to SMARTCORE STICKS™. Doing so may cause injury.
- Use of IQOS ILUMA ONE™ with any stick other than SMARTCORE STICKS™ may cause injury or damage device, and is not covered by our warranty. Any third party's claim of compatibility with IQOS ILUMA ONE™ for any sticks other than SMARTCORE STICKS™ has not been verified or endorsed by Philip Morris Products S.A.
- To take advantage of the full benefits of IQOS ILUMA ONE™, use only with SMARTCORE STICKS™. Any third party's claim of benefits of using IQOS ILUMA ONE™ with any stick other than SMARTCORE STICKS™ has not been verified by Philip Morris Products S.A.

Storage

- Device must be stored in a clean, dry, and cool place. Do not store in temperatures above 60°C.
- Store in a place inaccessible to children.

Reporting of adverse events or incidents

- If you experience any unwanted health effect when using IQOS ILUMA ONE™ and/or SMARTCORE STICKS™, consult a health care professional.
- You can report any adverse event or incident directly by contacting your local Customer Care (0800 810 433). 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.

THE FOLLOWING SAFETY WARNINGS AND INSTRUCTIONS APPLY TO THE REPLACEMENT BATTERY AND REMOVING AND REPLACING THE BATTERY.

▲ CAUTION Removing and Replacing battery

If you need to replace the IQOS ILUMA ONE™ battery, we recommend you visit a specialized service location (a list of which can be found at <https://nz.iqos.com/iqos-important-information>). Alternatively, you can obtain a replacement battery and replace the battery yourself following instructions found in <https://nz.iqos.com/iqos-important-information>. **Only use original IQOS ILUMA ONE™ replacement battery which can be obtained by contacting Customer Care (0800 810 433). Do not use non-original batteries as this may cause damage, short circuit, or fire.**

Contact your local Customer Care (0800 810 433) if you experience difficulties with any of the steps of the battery removal and replacement process or instructions.

- Carefully read and rigorously follow the provided battery removal and replacement instructions. Do not skip a step or go out of order.
- The process of battery removal and replacement should not be performed by persons with reduced physical, sensory or mental capabilities.
- Handle the replacement battery and all pieces of the IQOS ILUMA ONE™ device gently and with care.
- It is recommended to wear protective plastic gloves during the battery removal and replacement process for personal protection and not to damage the electronics.
- Before starting the battery removal and replacement, ensure the battery of the IQOS ILUMA ONE™ is discharged (one yellow LED light blinks as indicated in the user guide), your device is switched off, and is not connected to a power source.
- Do not attempt to switch on the device or plug in the charging cord while removing and replacing the battery.
- Always perform battery removal and replacement in a comfortable and clean place indoors and out of reach of children and pets.
- Do not use solvents or any cleaning agent during the battery removal and replacement process.
- Do not proceed with or stop the process of removing and replacing the battery if the board-to-board connector, flexible printed circuit board tape, or battery were accidentally damaged during the removal and replacement process. If damaged, dispose of the parts according to local waste disposal regulations.
- Do not use metal object to assemble or disassemble the battery connector as it may create short circuit on the battery.

▲ IMPORTANT SAFETY INFORMATION

▲ WARNING Choking, Ingestion and Handling Hazard

- During battery replacement process, always keep small parts of IQOS ILUMA ONE™ and of the spare battery out of reach of children and pets.
- CHOKING HAZARD – IQOS ILUMA ONE™ contains small parts with sharp edges.
- INGESTION HAZARD – swallowed metal screws or other small parts can cause injury to internal organs. If swallowed, seek medical attention immediately.
- HANDLING HAZARD – Handle IQOS ILUMA ONE™ battery and the spare battery with care. Use a screwdriver during the battery replacement process. A screwdriver contains sharp edges and must be used exclusively as per instructions on how to remove and replace the battery. Applying excessive force may cause slipping of the screwdriver tip and result in injury.

▲ WARNING Battery Risks

IQOS ILUMA ONE™ is powered with sealed Lithium-ion (Li-ion) batteries. Under normal conditions of use, the original battery and any replacement battery are sealed.

- Do not proceed with or stop the process of removing and replacing the battery if IQOS ILUMA ONE™ battery or the spare battery appears to be damaged, leaking or otherwise defective. Dispose of leaking batteries immediately according to local waste disposal regulations.
- Do not use modified or damaged batteries.
- Handle with care. Do not drop device or spare battery or subject them to strong shock.
- Do not use sharp tools to puncture the battery, nor attempt to bend or apply excessive force to it.
- Do not attempt to recharge, modify, disassemble, puncture, crush, heat or burn the replaced battery.
- Dispose of the replaced battery immediately according to local waste disposal regulations.

For instructions on how to safely remove and replace IQOS ILUMA ONE™ battery, or to find our specialised service locations please use the QR code or visit <https://nz.iqos.com/iqos-important-information>



TECHNICAL DATA

Device:

IQOS ILUMA ONE™

Model M0004-BR

Battery type: Li-ion rechargeable battery

Battery Nominal Voltage: 3.7V

Battery Reference/Model: BAT0249

Input: 5 V  2 A

Bluetooth® 5.0

Battery (spare battery):

Battery type: Li-ion rechargeable battery

Battery Nominal Voltage: 3.7V

Battery Reference/Model: BAT0249

Not all devices listed in these Safety Warnings and Instructions may be included in this mobility kit.

Compatible Power Adaptor Information

Model: S52A21, S21A20, S21A22, S21A23, S21A25, S21A27, 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

INFORMATION FOR DISPOSING OF IQOS ILUMA ONE™

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 electrical and electronic equipment. In addition, 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 recycling of waste equipment returned through these designated collection points in accordance with local requirements.



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Further information regarding the firmware license for IQOS ILUMA ONE™ is available at www.IQOS.com.