

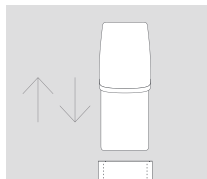
# VEEV ONE™ Electronic Cigarette User Guide

## Preparing your VEEV ONE™ device



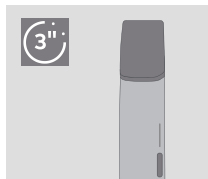
### TURN ON

Press and hold the Button for 3-4 seconds, then release; Status Lights will turn on slowly. You can use your VEEV ONE™ device.



### CHANGE POD

You can change the VEEV ONE™ pod while your VEEV ONE™ device is turned on. When you insert the VEEV ONE™ pod, the Status Lights will turn on slowly. You can use your VEEV ONE™ device.



### TURN OFF

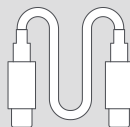
You can turn off the device by pressing the Button for 3-4 seconds.

## VEEV ONE™ device

USB-C  
Charging Port

Device

VEEV ONE™ Pod



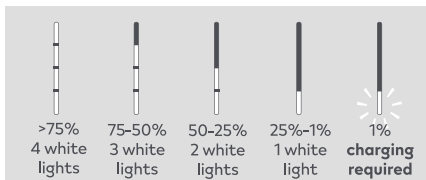
Button

Status Lights

VEEV ONE™ Pod  
(sold separately)

USB-C  
Charging Cable\*

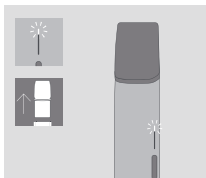
\*For optimal charging performance, only use a manufacturer-approved Charging Cable (supplied in the box) and a certified AC Power Adaptor which you should obtain from a reputable source. Refer to the 'Technical Data' section of the Safety Warnings and Instructions for details.



## BATTERY LEVELS

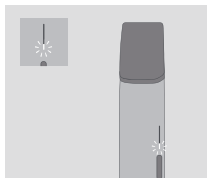
Short press the Button, the Status Lights will turn on to indicate the battery level.

When the battery is equal or lower than 1%, the lowest Status Light blinks 5 times. Your VEEV ONE™ device should not be used until it has been recharged.



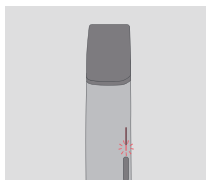
## LOW LIQUID DETECTION

The upper Status Light will blink 5 times. Your VEEV ONE™ device can not be used. Replace the pod to continue using your VEEV ONE™ device.



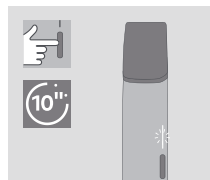
## PUFF LENGTH DETECTION

If your device stopped working and the lowest Status Light blinks 2 times it indicates a puff that was longer than 5 seconds. You can continue using your VEEV ONE™ device.



## ERROR NOTIFICATION

The bottom Status Light will blink red 2 times to indicate an error. Change the pod and, if the error persists, RESET your VEEV ONE™ device.



## RESET

Press the Button (10 seconds) until all of the Status Lights blink 3 times to confirm the RESET; then release the Button.

## GET MORE FROM VEEV ONE™ WITH SERVICES & PRIVILEGES

Find the online version of this user guide, more device information and extended care and support.

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

**VEEV**one

**VEEV**  
one

**!** 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.

**These Safety Warnings and Instructions are applicable to VEEV ONE™**

**See [www.iqos.com](http://www.iqos.com) for any updates to these Safety Warnings and Instructions.**

### Intended Users

- VEEV ONE™ and VEEV ONE™ pods are for adult-use only.
- VEEV ONE™ and VEEV ONE™ pods are for adults who would otherwise continue to smoke or use other nicotine products.
- Children and adolescents should never use VEEV ONE™ and VEEV ONE™ pods 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.

### Nicotine

- VEEV ONE™ pods contain nicotine, which is addictive.
- VEEV ONE™ and VEEV ONE™ pods are not risk-free. The best way to reduce nicotine-related health risks is to quit nicotine use

altogether.

- Some users may experience side effects including: abdominal pain, cough, dizziness, dry mouth, headache, malaise, nasal stuffiness, nausea, mouth irritation, throat irritation, 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 nicotine use altogether.
- Stopping smoking or switching to VEEV ONE™ and VEEV ONE™ pods 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 VEEV ONE™ or VEEV ONE™ pods given an existing health condition, you should consult a health care professional.

### **!** IMPORTANT SAFETY INFORMATION

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

- Keep VEEV ONE™ and VEEV ONE™ pods out of reach of children and pets at all times.
- CHOKING HAZARD — VEEV ONE™ device, accessories, and VEEV ONE™ pods contain small parts.
- INGESTION HAZARD:
  - If VEEV ONE™ pods are swallowed, seek medical attention immediately due to risk of nicotine intoxication.
  - If e-liquid is ingested, rinse mouth and seek medical attention.

#### **! WARNING** Electrical and Battery Hazard


### 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 VEEV ONE™.
- Do not use VEEV ONE™ where the use of electronic devices is prohibited.

Do not charge or use VEEV ONE™ or accessories if damaged, tampered with or broken.

Do not use VEEV ONE™ if its battery appears to be leaking.

Only charge VEEV ONE™ indoors, as indicated by symbol  using a manufacturer supplied Charging Cable and certified AC Power Adaptor (either supplied in the box or from a reputable source) for charging purposes. Do not use accessories not approved by the manufacturer. Refer to the 'Technical Data' section and [www.iqos.com](http://www.iqos.com) for additional important information.

This product must only be charged using Safety Extra Low Voltage with a 5V; 2A AC Power Adaptor. Refer to the 'Technical Data' section of this Safety Warnings and Instructions for details.

Do not use, charge, or store VEEV 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 VEEV ONE™ where flammable materials, liquids and gases are present.

VEEV ONE™, AC 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.

Do not clean the device while on.

Clean the USB charging port of the VEEV ONE™ periodically to avoid accumulation of foreign matters (such as dust particles) and inspect USB port for foreign materials before using USB connector.

Handle with care. Do not drop VEEV ONE™ or subject it to strong shock.

This product contains no user-serviceable parts. Do not attempt to open, modify, service, disassemble or repair any component of VEEV ONE™ or to replace any of the components or batteries.

Do not use this product if it has been exposed to excessive cold, heat, or moisture.

Do not touch VEEV 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.

Only operate the device in temperatures between >0°C and <40°C.

Never dispose of VEEV ONE™ and/or its accessories with other household waste, as they may enter in contact with water and/or other liquid.

### **WARNING** Battery Risks

VEEV ONE™ is powered with sealed Lithium-ion (Li-ion) batteries. Under normal conditions of use, the battery is sealed. If you notice that battery fluid leaks, 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 liquid 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 running water for at least 15 minutes and seek medical attention immediately.

### **WARNING** Irritation Risk

Avoid contact of e-liquid with skin and eyes. In the event of:

- Skin contact: wash immediately with soap and water.
- Eye contact: rinse carefully with water for several minutes.
- Contaminated clothing: wash before reuse.

### **CAUTION** Allergic Reaction Risk

- Using VEEV ONE™ and VEEV ONE™ pods could cause an allergic reaction, such as swelling of the face, lips, tongue, gums, throat, or body, difficulty breathing, or wheezing.
- Stop using VEEV ONE™ and VEEV ONE™ pods and seek medical attention immediately if you experience any of the symptoms above as they may indicate a serious allergic reaction.

### Use of VEEV ONE™ pods

- Only use VEEV ONE™ with VEEV ONE™ pods specifically designed for VEEV ONE™. Never use VEEV ONE™ with other pods. Doing so may cause injury.
- Do not modify or attempt to refill VEEV ONE™ pods in any way or add any substance to VEEV ONE™ pods. Doing so may cause injury.
- Use VEEV ONE™ pods promptly once removed from original packaging.

### Storage

- Store in a dry and clean place at room temperature.
- Droplets or traces of liquid may appear during usage, storage, or unpacking of VEEV ONE™ pods. Should you see droplets or traces of liquid on a pod or on VEEV ONE™, without signs of leakage, carefully and thoroughly wipe the residue before use with a dry cloth

(including the mouthpiece and contacts). Do not use the pod if it is actively leaking, or if any droplets or traces of liquid reappear after cleaning.

- Do not use this product if the VEEV ONE™ pod appears to be damaged, tampered with, broken, or leaking.
- Due to risk of VEEV ONE™ pods leaking with altitude changes, it is not recommended to fly with VEEV ONE™ pods that have been removed from packaging or have been partially used.

### Reporting of adverse events or incidents

- If you experience any unwanted health effect when using VEEV ONE™ and/or VEEV ONE™ pods 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)

## TECHNICAL DATA

### VEEV ONE™

Model M0016

Battery type: Li-ion Rechargeable Battery

Input: 5 V  2 A

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

### AC Power Adaptor (not included)

Compatible 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

Use with supplied Charging Cable

## INFORMATION FOR DISPOSING OF VEEV 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.

## **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.

VEEV ONE™ Model M0016:

Step 1: Check the voltage. The Device should be fully discharged before disassembling it. Press the Power Button to check if the LED shows low voltage (lowest LED blink 5 times); if not, the Device should be discharged until low voltage indication.

Step 2: Remove the half module from housing by pushing from USB port.

Step 3: Cut 2 electrical wires from rigid PCBA

Step 4: Remove 4 screws that hold PCBA

Step 5: Remove PCBA

Step 6: Take out battery by lifting it up.

### **Confirmation of Compliance**



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

Importer & entity entitled to receive consumer claims:

Phillip Morris (New Zealand) Limited, 46 Sale Street,  
Auckland Central, Auckland 1010.



ENGLISH

## CUSTOMER CARE

### New Zealand

Freephone: 0800 810 433

E-mail: [contact@iqos.co.nz](mailto:contact@iqos.co.nz)

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

Address: Philip Morris (New Zealand) Limited

46 Sale Street, Auckland Central, Auckland, 1010

## VOLUNTARY WARRANTY

### Duration

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

New Zealand	12 months from the date of purchase
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### 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 the VEEV ONE™ device which is defective in terms of material or workmanship when used in accordance with the associated VEEV ONE™ User Guide and which are subject to a valid voluntary warranty claim. If repair is not possible, replacement will be provided with a product or respective component of equivalent functionality. To the extent permitted by local law, the replacement color and/or model are subject to such color and/or model availability. 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 and do not qualify for a replacement: a) uninterrupted and error free functionality of the product; b) malfunction and/or damage caused by normal wear and tear or otherwise due to aging of this product; c) cosmetic damages (such as scratches, dents, broken plastic etc.) that do not impact the functionality of the product; d)

damage caused by misuse, power surge, improper handling, liquid contact or fire; e) malfunction due to use with non-compatible product, manufactured either by Philip Morris International or third party manufacturers; f) damage or malfunction caused by attempt to open, modify (including modifications to the firmware) and repair, either by a user or by a service provider not accredited by the manufacturer; g) damage or malfunction caused by failure to use as described in the associated VEEV ONE™ User Guide or in contravention of the firmware license agreement; h) product battery performance degradation. Batteries are consumable parts and their performance degradation and use over time is not a manufacturing or a workmanship defect and is excluded from this warranty; i) product containing fully or partially non-genuine parts; j) product for which serial numbers have been removed or altered; k) any malfunction caused by your product not using the latest version of the firmware, unless these malfunction have occurred due to a defect in materials and workmanship. Note that in accordance with the terms of the firmware license agreement (which is available on the website above for your relevant market), the firmware is provided "as-is," without any warranty;

\*For more information about battery performance or available features for your product, please consult [www.iqos.com](http://www.iqos.com).

### Information on how to make a claim

Before making a claim, please access and review the associated VEEV ONE™ User Guide, and quick self-service support available on the website above for your relevant market.

Regardless if you purchased your product at an official partner or directly on [www.iqos.com](http://www.iqos.com), this warranty gives you the right to contact the customer care number above for assistance or visit one of our service point. For the up-to-date list of service points, please refer to the website above for your relevant market.

Ensure that you have your proof of purchase to make a claim.

Registration of your product serial number and date of purchase on the website above for your relevant market is recommended for faster service, without presenting a proof of purchase. If you choose not to register your product, please ensure you have your proof of purchase before making a warranty claim. The warranty claim may be refused if the proof of purchase is not available, has been altered, or is illegible.

### Customer responsibilities for voluntary warranty support

When making a claim under this voluntary warranty, you must:

- Follow the support procedures specified by the service provider (problem determination, resolution, product return);

- In case of replacement, return the defective product as instructed by the service provider;
- In case of replacement, before returning the defective product, remove any customization accessories purchased separately from the product.

Where applicable, in the absence of the proof of purchase or product registration, the company reserves the right to voluntarily apply the warranty duration starting from the manufacturing date of product in question based on its own records.

### **Other terms**

Where an exchange takes place, then any replacement of the defective component becomes your property and the replaced component becomes the property of the entity which makes the exchange.

The replacement component or device may not be new, but it will be in good working condition and at least functionally equivalent to the original. The replacement of the defective device or component shall be warranted for the remainder of the warranty of the original product.

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 are entitled by law to rights and remedies from the seller free of charge, at least two years, in respect to any defect existing at the time of delivery.