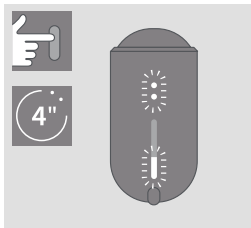
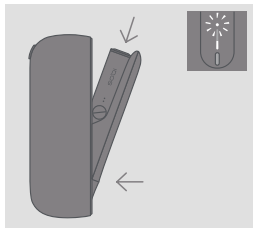


## Getting Started



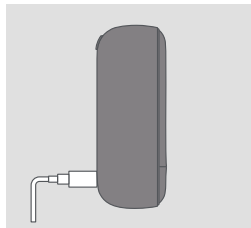
### TURN ON

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



### CHARGE HOLDER

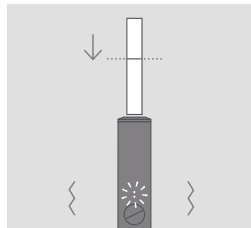
Insert Holder into the Pocket Charger, to charge. Holder Status Light will show Holder battery level.



### CHARGE POCKET CHARGER

Before first use, fully charge your device with Power Adaptor and Charging Cable. (approx. 135 min)

## How to use your IQOS



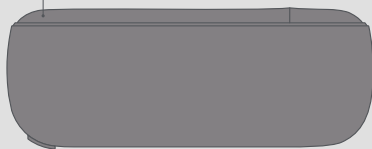
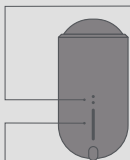
### 1. INSERT SMARTCORE STICK™

Insert the SMARTCORE STICK™ to the line on filter until Holder vibrates and Light(s) pulse(s). Heating starts automatically, or by pressing button for 1 second.

## IQOS ILUMA™ POCKET CHARGER

Holder Status Lights

Door



Pocket Charger Status Lights

Charging Port

Pocket Charger Button

## IQOS ILUMA™ HOLDER

Ring

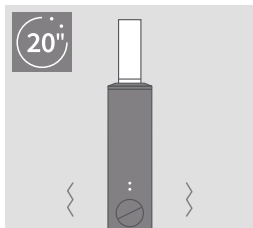
Holder Status Lights



Holder Button

IQOS ILUMA™ is compatible only with SMARTCORE STICKS™

# ILUMA PRIME™



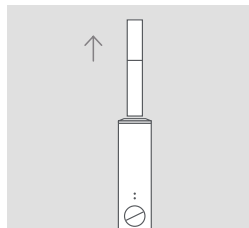
## 2. BEGIN USE

Start using once Holder vibrates and Lights stay fixed.



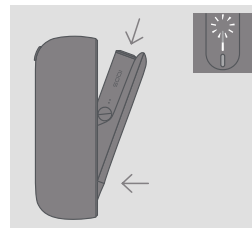
## 3. NEARLY COMPLETE

To signal the last 30 second or last 2 puffs, Holder will vibrate with Light(s) pulsing white.



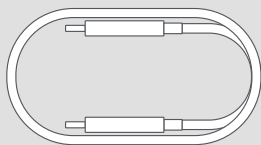
## 4. REMOVE SMARTCORE STICK™

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

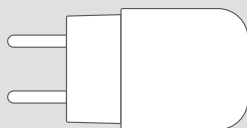


## 5. RECHARGE HOLDER

Insert the Holder in the Charger for recharging.



Charging Cable



Power Adaptor



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

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

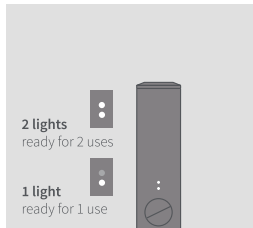
## FEATURES AND SETTINGS

Can be turned on or off  
with the IQOS app\*.

Please register by scanning  
QR code or log in on  
[www.iqos.com/iluma](http://www.iqos.com/iluma)  
and follow the instructions.

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

# Quick Tips



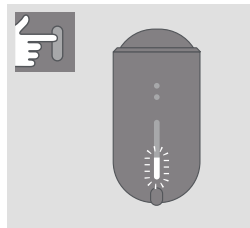
## CHECK HOLDER STATUS

Tilt Holder towards you or short press button, Holder Lights indicate Holder battery level.



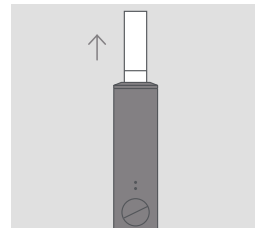
## CHECK HOLDER STATUS ON THE POCKET CHARGER

Short Press Pocket Charger Button. Holder Status Light will turn on.



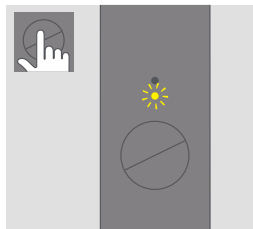
## CHECK POCKET CHARGER STATUS

Short Press Pocket Charger Button. Pocket Charger Status Lights will turn on to indicate battery level.



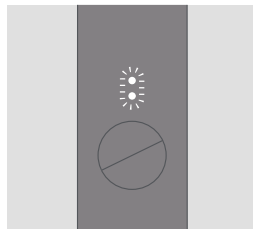
## AUTOSTOP

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



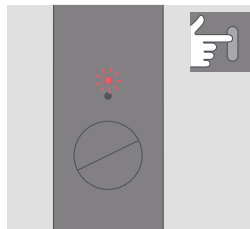
## LIGHT BLINKS YELLOW

Battery depleted, need to charge.



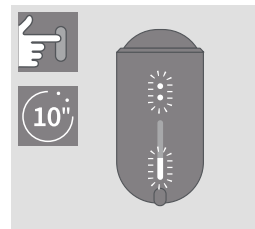
## LIGHTS BLINK WHITE TWICE

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



## LIGHT BLINKS RED

Reset Pocket Charger. If red light blinking persists, contact Customer Care.



## TO RESET

Place Holder in Pocket Charger and press Button for 10 seconds then release. All Status Lights will turn OFF, and turn ON, to confirm a RESET

IQOS  
ILUMA



This is the safety alert symbol. It is used to alert you to potential physical injury hazards.

ENGLISH

## 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 ILUMA ONE™ and SMARTCORE STICKS™ are for adult use only.
- 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.
- IQOS ILUMA ONE™ and SMARTCORE STICKS™ are 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, ropinirole).

- If you have questions about whether you should use IQOS ILUMA ONE™ or 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 — SMARTCORE STICKS™ contain small metal 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 Power Adaptor (supplied in the box), for charging



purposes. Do not use accessories not approved by manufacturer. Refer to 'Technical Data' section and [www.iqos.com](http://www.iqos.com) for details.

- This product must only be charged using Safety Extra Low Voltage. 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.

- This product contains no user-serviceable parts. Do not attempt to open, modify, service, disassemble or repair any component of IQOS ILUMA 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 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™.
- Device can only be operated at temperatures  $>0^{\circ}\text{C}/<40^{\circ}\text{C}$ .
- SMARTCORE STICKS™ are single use only and should never be re-used, lit with a match, lighter or any other flame source.

#### Battery Risks

IQOS ILUMA 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 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 STICK™ 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.

### **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 (IQOS 3 DUO™ or earlier).
- Do not modify SMARTCORE STICKS™ in any way or add any substance to SMARTCORE STICKS™. Doing so may cause injury.

### **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 (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**

### **Device:**


IQOS ILUMA ONE™

Model M0004

Battery type: Li-ion rechargeable battery

Input: 5 V  2 A

Bluetooth® 5.0

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

### **Power Adaptor:**

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 V  2 A

Output power: 10.0 W

Average active efficiency: 79.0%

No load power consumption: <0.09 W

### **Use with Charging Cable**



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Further information regarding the firmware license for IQOS ILUMA ONE™ is available on [www.iqos.com](http://www.iqos.com).

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## 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.

## 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 ILUMA ONE™ Device:

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

Step 2: Remove the cover and screws at the bottom of the device.

Step 3: Slide the assembly out from housing.

Step 4: Remove screws from the USB bracket and lift the FPC.

Step 5: Disconnect the battery connector and lift it up.

Step 6: Using a wide flat, non-sharp tool remove battery by pushing from the opening behind the engine frame to disengage the battery from the adhesive.

Step 7: Dispose of according to local regulations.

### Confirmation of Compliance

IQOS ILUMA ONE™ operates within 2.402 – 2.480GHz ™ 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.

IQOS  
ILUMA

ENGLISH

## CUSTOMER CARE

### New Zealand

Freephone: 0800 810 433

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

Website: [nz.iqos.com](http://nz.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 holder and/or charger of IQOS ILUMA™ branded products 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. 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: 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 IQOS™ 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 malfunctions caused by the firmware of the product, including where your product is not using the latest version of the firmware, unless these malfunctions have occurred due to a defect in materials or 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; l) faults due to improper operation of "autostart" and/or "double tap" features\* that do not impact the functionality of the product.

\*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 IQOS™ User Guide, and quick self-service support available on the website above for your relevant market.

To make a claim under this voluntary warranty, please contact your Customer Care number above for assistance or visit one of our service points. 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.

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.

### **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.

### **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 balance of the 12 months period remaining on the original product.

The information provided by you will be used as described in consumer privacy notice at [www.pmpriacy.com](http://www.pmpriacy.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.