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Explore the
flavourful world of
VEEV inPRIME™

**Register here to activate
our unique variety of
services and programmes.**

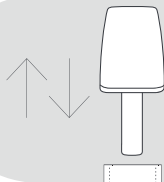


www.iqos.co.nz/veev/activate

VEEV inPRIME™ Electronic Cigarette User Guide

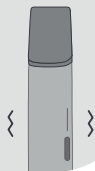
UNLOCK

To unlock your device, press the Button 5 times within 5 seconds, the Status Lights ramp-up and the battery level is displayed. Your device is ready for use.



CHANGE POD

You can change the pod while your device is turned on. After the pod is inserted, your device is ready for use.



MANUAL LOCK

To lock your device, press the Button 5 times within 5 seconds, the Status Lights ramp-down.



AUTOLOCK

If you do not use your device, within 10 minutes device locks automatically. The Status Lights ramp-down slowly.

RESPONSIVE DRAW™ & SENSORIAL FEEDBACK

The RESPONSIVE DRAW™ feature enhances the experience through a vibration while puffing and Sensorial Feedback uses vibrations to indicate different device statuses. To activate, change or deactivate vibration settings, press the Button while taking a puff. For details, visit www.iqos.com.



>75%



75-50%



50-25%



25-1%



1%

charging
required

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 **WHITE** 5 times. Your device should be recharged to continue using.

LOW LIQUID DETECTION



The lowest Status Light will blink **RED**, then **WHITE** 3 times. Ensure your device is used upright. If the warning persists, replace the pod to continue using.

ERROR NOTIFICATION



If your device is not working or the lowest Status Light blinks **RED** more than once, change the pod. If the error persists, **RESET** your device. For further support visit www.iqos.com.



RESET

Press the Button for 10 seconds until the Status Lights blink **WHITE** twice and the device turns on. Your device is RESET.

VEEV inPRIME™ device

VEEV inPRIME™ pod

Status Lights

Button

Charging Port*

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

VEEV inPRIME™



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.

These Safety Warnings and Instructions are applicable to VEEV inPRIME™ device and pod.

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 diseases, 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 this product 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

See www.iqos.com for any updates to these Safety Warnings and Instructions.

INTENDED USERS

- This product is for adult use only. Children and adolescents should never use this product.
- This product is for adults who would otherwise smoke or use nicotine products.
- 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

- This product provides nicotine, which is addictive.
- This product is not risk-free. The best way to reduce nicotine-related health risks is to quit

you should use this product given an existing health condition, you should consult a health care professional.

⚠ IMPORTANT SAFETY INFORMATION

⚠ WARNING

CHOKING AND INGESTION HAZARD

- Keep this product out of reach of children and pets at all times.
- **CHOKING HAZARD** – This product and its accessories contain small parts.
- **INGESTION HAZARD** – If e-liquid is ingested, rinse mouth and seek medical attention immediately due to risk of nicotine intoxication.

⚠ WARNING

ELECTRICAL HAZARDS

Failure to follow these Safety Warnings and Instructions

could result in fire, explosion, electric shock, injury, or damage to the product or other property:

- Do not use this product where the use of electronic devices is prohibited.
- Do not charge or use this product or accessories if damaged, tampered with or broken.
- Do not use this product if the battery appears to be leaking.
- Only charge this product indoors, using Safety Extra Low Voltage with a 5V; 2A output.
- Use a certified Power Adaptor and Charging Cable that are either supplied in the box or from a reputable source. Refer to the 'Technical Data' section for Charging Cable and Power Adaptor compatibility details.
- Do not use, charge, or

store this product in places with high temperatures (such as inside a car in summer, or near heat sources such as radiators or fireplaces).

- Do not use this product where flammable materials, liquids or gases are present.
- This product and its accessories 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 while on. Do not use cleaning agents on this product.
- Clean the USB charging port 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 this product 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 this product 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 this product or its accessories if they overheat, spark, fume, ignite, or burn. If applicable and possible, use caution to shut off or disconnect power supply.
- Never dispose of this product and its accessories with other household waste.



BATTERY RISKS

This product is powered with sealed Lithium-ion (Li-ion) batteries. 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 as needed.
- 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 immediately.



IRRITATION RISKS

Avoid e-liquid contact 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.



ALLERGIC REACTION RISKS

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

USAGE AND STORAGE

- Only use VEEV inPRIME™ pods specifically designed for this product. Never use this product with other pods. Doing so may cause injury.
- Do not modify or attempt to refill pods in any way or add any substance to the pods. Doing so may cause injury.

- Do not use this product if the pod appears to be damaged, tampered with, broken, or leaking.

- Due to the risk of the pods leaking with altitude changes, it is not recommended to fly with pods that have been removed from original packaging or have been partially used.

REPORTING OF ADVERSE EVENTS OR INCIDENTS

- If you experience any unwanted health effect when using this product, consult a health care professional.
- You can report any adverse event or incident directly by contacting your local Customer Care. 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.

- Use pods promptly once removed from original packaging.
- Store in a dry and clean place at room temperature.
- It is recommended to operate this product in temperatures between $>0^{\circ}\text{C}/<30^{\circ}\text{C}$ and avoid rapid temperature changes.
- For an optimal experience and due to risk of leakage, only use this product in an upright orientation.
- Droplets or traces of liquid may appear during usage, storage, or unpacking of the pods. Should you see droplets or traces of liquid on a pod or device, without signs of leakage, carefully and thoroughly wipe the residue before use with a dry cloth (including the mouthpiece). Do not use the pod if it is actively leaking, or if any droplets or traces of liquid reappear after cleaning.

TECHNICAL DATA

Model M0036

Battery type: Li-ion rechargeable battery

Input: 5V  2A

Compatible Power Adaptor Information (not included in the box)

Model: S52A21, S21A20, S21A22, S21A23, S21A25, S21A27, S00120, S00121, S00122, S00123, S00125, S00126, S00129, S82A40, S82A41, S82A42, S82A43, S82A45, S82A46
Input: 100 V-240 V~ 50/60 Hz 0.3 A
Output: 5.0V  2.0A

Compatible Charging Cable Information

Type C to type C
Type A to type C

INFORMATION FOR DISPOSAL

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.

MODEL M0036

- 1: Check the voltage. The Device should be fully discharged before disassembling.
- 2: Remove the half module from housing by pushing from USB port.
- 3: Remove the Kapton Tape and the Button Holder.
- 4: Unplug the battery FPC connector.
- 5: Remove the battery FPC stick from the battery holder.
- 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.

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Philip Morris Products S.A.



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VEEV inPRIME™

ENGLISH

CUSTOMER CARE

New Zealand

Freephone: 0800 810 433

E-mail: contact@iqos.co.nz

Website: www.iqos.co.nz

Address: Phillip 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

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 inPRIME™ device which is defective in terms of material or workmanship when used in accordance with the associated VEEV inPRIME™ 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 an 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 VEEV inPRIME™ User Guide, Safety Warnings and Instructions or Firmware License Terms; 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. Note that in accordance with the Firmware License Terms (which are available on the website above for your relevant country), the firmware is provided "as-is," without any warranty;

*For more information about battery performance or available features for your product, please visit www.iqos.com.

Information on how to make a claim

Before making a claim, please access and review the associated VEEV inPRIME™ 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, this warranty gives you the right to contact the 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.

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

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.