

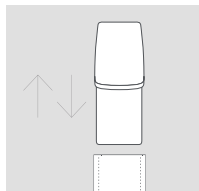
# VEEV ONE™ Electronic Cigarette User Guide

## Preparing your VEEV ONE™ device



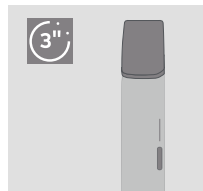
### TURN ON

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



### CHANGE POD

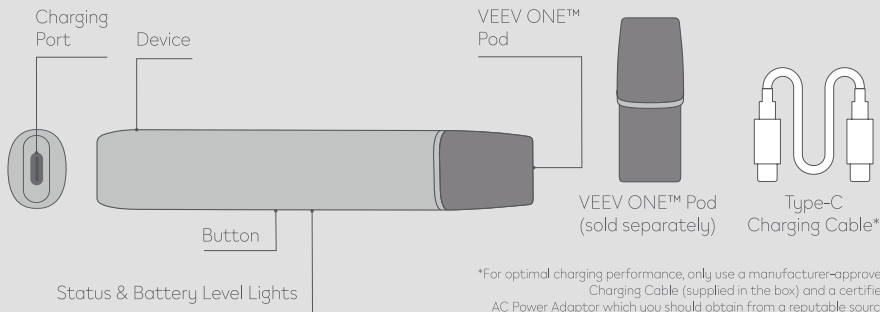
You can change the VEEV ONE™ pod while your VEEV ONE™ device is turned on. When you insert the VEEV ONE™ pod, status lights will turn on slowly. You can use your VEEV ONE™ device.



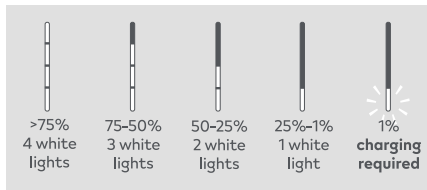
### TURN OFF

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

## VEEV ONE™ device



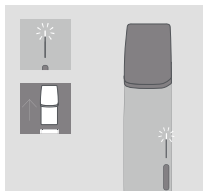
\*For optimal charging performance, only use a manufacturer-approved Charging Cable (supplied in the box) and a certified AC Power Adaptor which you should obtain from a reputable source.



## BATTERY LEVELS

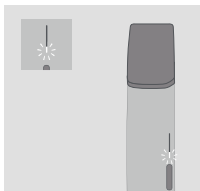
Short press the Button, Status Lights will turn on to indicate battery level.

When battery is equal or lower than 1%, LED 1 blinks 5 times. Your VEEV ONE™ device can not be used until further charging.



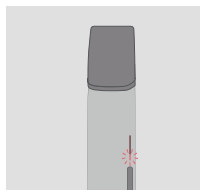
## LOW LIQUID DETECTION

The upper white light will blink for 5 times. Your VEEV ONE™ device can not be used. Replace the VEEV ONE™ pod.



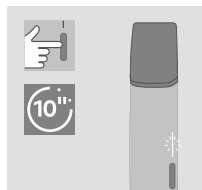
## OVER PUFFING DETECTION

If the device blinks twice it means that you have puffed for longer than 5 seconds.



## ERROR NOTIFICATION

The bottom light will blink red for 2 times to indicate error. Try to change the pod. If this happens again, reset your VEEV ONE™ device.



## RESET

Press the button for more than 10 seconds and release, all lights will blink white twice, confirming that the device has been reset.

## CUSTOMER CARE

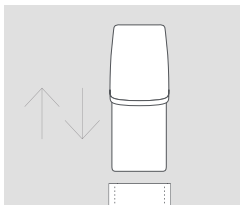
Customer service  
Tel: 800 111 4767 (from  
landline toll free) or  
210 4193888 (from mobile)

## DISCOVER THE WORLD OF VEEV ONE™

Visit [iqos.com](https://iqos.com) or  
scan the QR code  
to discover our full  
range of flavours and  
activate our unique  
variety of services and  
programmes.

# VEEV one

## Quick start guide



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

VEEV ONE™ pods are designed to be used only with VEEV ONE™ device. Liquid droplets visible on the cartridge or mouthpiece, which may occur during unpacking or usage, must be wiped off with a clean dry cloth before use. Do not use the VEEV ONE™ pod if it appears to be damaged, tampered with, broken, or leaking.

## SAFETY WARNINGS AND INSTRUCTIONS



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

**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™ pods. 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™ or 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 tobacco and 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 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™ and 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 time
- CHOKING HAZARD — VEEV ONE™ device, accessories, and VEEV ONE™ pods contain small parts.

## INGESTION HAZARD:

- If parts of VEEV ONE™ pods are swallowed, seek medical attention immediately.
- 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.

### CAUTION 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.

## Storage

- Store in the original packaging at room temperature.
- Use VEEV ONE™ pods promptly once removed from original packaging.
- Do not use this product if it has been exposed to excessive cold, heat, or moisture.

- 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.
- Store in a place inaccessible to children.

### 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).

### INFORMATION FOR DISPOSING OF VEEV ONE™ AND VEEV ONE™ PODS - 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.

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

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VEEV  
one



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

## SAFETY WARNINGS AND INSTRUCTIONS

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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.

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- 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.
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- 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.
  - 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-on) 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**

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- 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.
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- 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**



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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**

*Hereby, Philip Morris Products S.A. declares that VEEV ONE™ is in compliance with the essential requirements and the 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)*

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

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