

PHILIPS

Water Dispenser

ADD4911



User Manual
說明書

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1. Precautions

Note: The contents of this document concern safe use of this product. Please ensure that the user complies with the guidelines for correct usage below, which apply only to this appliance. The guidelines explain the nature and magnitude of potential hazards, as well as possible malfunctions that might occur.

- Please do not use other accessories unauthorized by the manufacturer with this appliance, otherwise the warranty will be terminated automatically in the event of any resulting appliance failure.
- Please check for appliance damages and verify all parts are included after unpacking.
- Please keep plastic bags away from infants and children to avoid danger of suffocation.
- This appliance is suitable for pure water within a temperature range of 5-38°C.
- Please do not pour unknown liquids, water from sources of unknown quality or other extraneous materials of any sort into the water tank.
- Please handle the appliance with care to avoid injury or damages resulting from dropping the appliance.
- The appliance should be kept out of reach of children and pets.
- For children and incapacitated persons, use of this appliance should be supervised by a guardian.
- This appliance should be installed in a cool and dry place indoors. Avoid placing in direct sunlight or in the vicinity of heating equipment, electric heating products and other high-temperature heat sources.
- The appliance should not be kept in places where there is risk of inflammable gas leakage.
- To avoid risk of electric shock, do not plug in or unplug the power cord with wet hands.
- To avoid damage to the water dispenser, please do not disassemble or modify the appliance, or place heavy objects on it.
- During extended periods of non-use, please ensure the power supply is disconnected and the tank is emptied.
- This appliance is only suitable for indoor installation and use. A three-holed plug socket that includes a reliable earth wire must be used.
- For initial use or not being used for a long time, please clean the dispenser by running a tankful of water through it before using.
- It is strictly forbidden to use organic solvents such as gasoline to wipe the surface of the appliance. When cleaning is required, wipe the surface with a wet cloth when the power is off.
- In case of malfunction, disconnect from power immediately. Do not leave the defective appliance running.

- As a result of various product upgrades, there may be some discrepancies between words and diagrams in the manual and the actual product. In such instances, please refer to the actual product.
- This appliance is recommended for use in areas with an altitude not higher than 1,200m.
- In the case of dispensing room-temperature water or warm water directly after hot water has been dispensed, there may still be residual hot water in the dispenser. To prevent scolding in such cases, it is recommended to extract ambient water for 10 seconds before extracting the water you want.
- If the power cord is damaged, please stop using the appliance. To avoid danger, it must be replaced by professionals associated with the manufacturer or other maintenance departments before use.
- Please do not disassemble and repair the appliance without authorization or give it to after-sales personnel not authorized by Philips for repair. Improper repair may have dangerous consequences.
- The company will not bear responsibility for any consequences that are a result of failure to operate the appliance in accordance with the above guidelines.

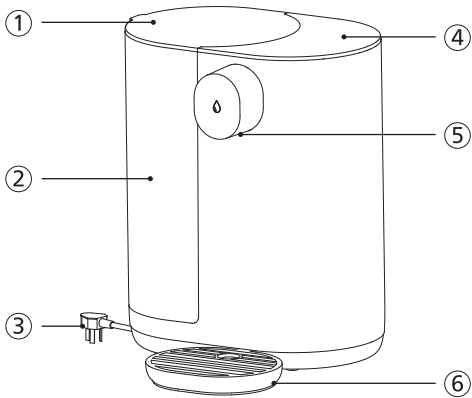
2. Product Features

This product implements nano-quartz tube heating technology to provide heated water in seconds.
 Quality Scope of Water for Use: Pure Water

Primary Technical parameters

| | |
|------------------------|-------------------------|
| Product Name: | Philips Water Dispenser |
| Product Model: | ADD4911WH / ADD4911BL |
| Rated Voltage: | 220V-240V~ |
| Rated Total Power: | 1600W |
| Heating Capacity: | 18L/h |
| Suitable Water Source: | Pure Water |
| Suitable Temperature: | 5-38 C |
| Ambient Temperature: | 4-40 C |

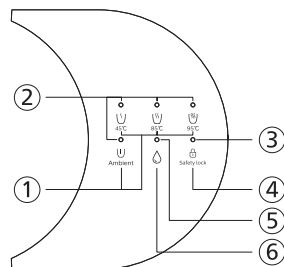
Structural Diagram



- ① Tank cap
- ② Tank
- ③ Power cord
- ④ Display panel
- ⑤ Nozzle
- ⑥ Drip tray

Operation and Display Panel

- ① Water Temperature Selection Button
- ② Temperature Indicator Light
- ③ Safety Lock Indicator Light
- ④ Safety Lock Button
- ⑤ Water Dispensing Indicator Light
- ⑥ Water Dispensing Button



3. Steps for Installation

- Please place the appliance on a cool, ventilated and stable surface, away from heat sources.
- Remove the tank cap, lift the tank from the dispenser, fill the tank with pure water, put the tank back into the dispenser and return the tank cap to the closed position. When the plug is inserted into the power socket, the appliance will make a "beep" sound and the display panel will light up, indicating the appliance is in operation.
- For first use, please check for water leakage, water buildups, abnormal sounds, or burning, smoky smells when the dispenser is in operation. If any of the above-mentioned irregularities are observed, please disconnect the power cord and contact aftersales personnel.
- For first use, clean the dispenser by discharging and discarding a tankful of water.
- Precautions: To avoid damage from overheating dry components, when the appliance is powered on for the first time, please pass ambient water through the dispenser before dispensing hot water.

4. Instructions

Safety Lock

Before dispensing hot water, please unlock the safety lock. When the "safety lock" button is pressed, the safety lock will be disengaged and the safety lock indicator light will turn off. Press the safety lock and hold for 10 seconds to enable/disable the safety lock feature.

Dispensing Water

When the required water temperature is selected, the corresponding water temperature indicator light on the display panel will turn on. After pressing the safety lock (which is automatically unlocked for room temperature water), press the water extraction button to extract water of the corresponding temperature. Press the button again to stop releasing water.

Precaution: Do not reach under the faucet when extracting hot water to avoid being scalded.

One-Button Emptying

Press the water extraction button and hold for 5 seconds to empty the dispenser of all its water.

Precaution: Please prepare a container of volume greater than 2L to collect water during the one-button emptying operation. To avoid damage from overheating dry components, please first extract a little room temperature water before extracting hot water with the one-button emptying operation.

Water Depletion

When water depletion is detected, the water extraction indicator light flashes.

Sleep Mode

- If the appliance is idle for 1 minute, it will enter sleep mode.
- When the appliance is in sleep mode, all lights will turn off with the exception of the safety lock, which is always on.
- Touch any button to wake up the appliance when it is in sleep mode.

5. Error Alarms

1) Raw water temperature probe alarm

When the raw water temperature probe is malfunctioning, the safety lock indicator and room temperature indicator will flash and the appliance will be unable to dispense hot water.

2) Water outlet temperature probe alarm

When the heater temperature sensor is malfunctioning, the safety lock indicator and 85°C indicator will flash and the appliance will be unable to dispense hot water.

3) Over-heating of dry components alarm

When there is risk of over-heating dry components, the system will disconnect the heater circuit automatically, the safety lock indicator and 95°C indicator will flash, and the appliance will be unable to dispense hot water.

4) Connectivity alarm

When there is an error in the connection between the motherboard and the display panel, the safety lock indicator and 45°C indicator will flash, and the appliance will be unable to dispense water. When connectivity returns, the alarm is released.

6. Troubleshooting

| Problems | Possible Causes | Solutions |
|--|---|--|
| Room temperature water unavailable. | The appliance not getting power. | Check power adaptor connection. |
| | Buttons not pressed properly. | Try pressing the button again to get water. |
| Hot water is unavailable. | Temperature controller disconnected. | Contact aftersales personnel. |
| | Damaged heater. | Contact aftersales personnel. |
| | Damaged main control panel. | Contact aftersales personnel. |
| Appliance water leakage. | Drip tray is full. | Empty the drip tray. |
| | Tank base check valve jammed or out of place. | Use a small thimble to adjust the check valve to its original position or contact aftersales personnel. |
| | Jammed or obstructed sealing valve at the bottom of the tank. | Use a small thimble or your finger to unjam the seal valve or remove blockages. |
| | Internal appliance leakage. | Please shutdown the power supply, disconnect the water source and contact aftersales personnel. |
| Display light is not working. | Power supply unconnected. | Check to see if the appliance is plugged in properly. |
| | Damaged circuit board fuse. | Contact aftersales personnel. |
| 95°C indicator and safety lock indicator are flashing. | Overheating of dry components. | Discharge room temperature water or wait for the heater to recover by itself; if it does not recover, please contact aftersales personnel. |
| Significant reduction in hot water flow or intermittent hot water flow. | Low power supply voltage. | Provide a stable 220V-240V voltage power source. |
| | Reduced heater power or heater damage. | Contact aftersales personnel. |
| Electricity leakage and build-up of static electrical charge on appliance. | Power cord damage. | Contact aftersales personnel. |

7. Packing List

| Name | Number |
|-------------------|--------|
| Principal Machine | x1 |
| Drip Tray | x1 |
| User Manual | x1 |
| Quick Start Guide | x1 |

If you need information or have any questions, please visit www.philips.com/support or contact consumer service center in your country/region. If there is no consumer service center in your country/region, please contact your local distributor.

Within two years from the date of purchase, you will receive free warranty service for any damage caused by manufacturing process problems, or any damage to components under normal use conditions confirmed by our maintenance service personnel.

Warranty service excludes frequently replaced consumables, auxiliary equipment, shipping costs and door-to-door service. Please show proof of purchase to service personnel when servicing.

繁體中文

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1. 注意事項

注：本項目所有內容均與安全有關，請用戶務必遵守；本項目中的注意事項只是為了正確地使用本機器；注意事項中解釋了危險、危害的程度大小及可能發生的事故。

- 請勿使用未經廠商許可的其他配件，若因此造成機器故障，保修將自動終止；
- 請在拆除包裝後檢查機器是否有損傷，核對配件是否齊全；
- 為了避免窒息的危險，請將塑膠袋遠離嬰兒和兒童；
- 本機器適用水源為可直接飲用的純淨水，適用水溫為 5-38°C；
- 禁止往水箱倒入不明液體、不明水質的水源或其它異物；
- 請注意輕拿輕放，以免機器跌落造成砸傷；
- 機器應放在兒童及寵物無法觸及的地方；
- 兒童及無行為能力人請在監護人監督下使用本機器；
- 本機器應放置於室內陰涼乾燥的地方，避免陽光直射，擺放位置不得靠近暖氣設備、電熱產品或其他高溫場所；
- 機器擺放位置不得處於會出現或有可能出現可燃性氣體洩漏的場所；
- 切勿用濕手插拔電源插頭，以免引發觸電危險；
- 切勿自行拆卸、改裝機器或在機器上放置重物，以免損壞飲水機；
- 長期不使用機器，務必斷開電源，排空水箱中的水；
- 本機器僅適用於室內安裝與使用，必須使用有可靠接地的三腳插座；
- 初次使用或長期停用後，需反覆放水幾次清洗，清洗完畢後，方可使用；
- 嚴禁使用汽油等有機溶劑擦拭本機外殼，需要清潔時，應斷電後用濕抹布輕擦本產品表面；
- 倘若發生故障，應立即拔掉電源插頭，切勿將有缺陷的機器置於工作狀態；
- 隨著產品的升級，說明書上的某些文字或圖案，可能與實際有所不同，以產品實物為準；
- 本機器建議在海拔高度不高於 1200m 的地區使用；
- 如果用戶先取熱水後馬上取常溫水或溫度較低之暖水，機器會先出一段殘留熱水，請注意防止燙傷，建議先放常溫水 10 秒後再取水；
- 如果電源線損壞，請停止使用機器，為了避免危險，必須由製造商認可的專業人員維修；
- 請勿擅自拆解維修本機器或交由非飛利浦授權的售後人員維修，因不當的維修可能造成危險；
- 未按上述注意事項操作所造成的後果，本公司將不承擔任何責任；

2. 產品功能

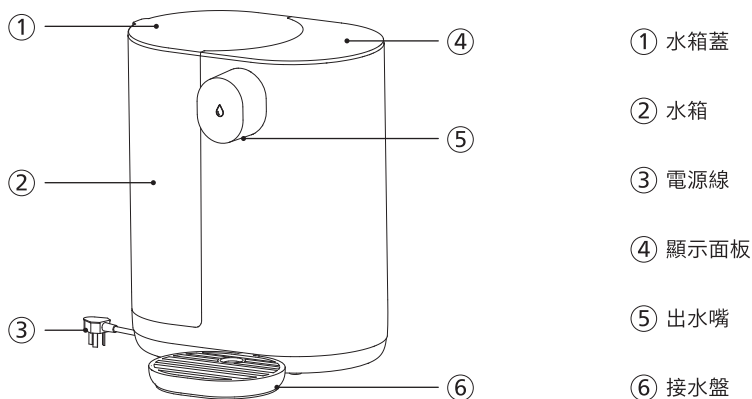
本產品使用納米石英管加熱技術，秒速加熱，即熱即用；

使用水質範圍：可直接飲用的純淨水

主要技術參數

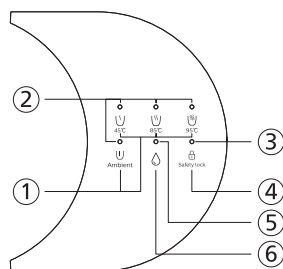
| | |
|--------|-----------------------|
| 產品名稱: | 飛利浦即熱飲水機 |
| 產品型號: | ADD4911WH / ADD4911BL |
| 額定電壓: | 220V-240V~ |
| 額定總功率: | 1600W |
| 製熱水能力: | 18L/h |
| 適用水源: | 可直接飲用之純淨水 |
| 適用水溫: | 5-38°C |
| 環境溫度: | 4-40°C |

結構示意圖



操作與顯示介面

- ① 水溫選擇按鍵
- ② 溫度指示燈
- ③ 安全鎖指示燈
- ④ 安全鎖按鍵
- ⑤ 出水指示燈
- ⑥ 出水按鍵



3. 安裝步驟

- 請將機器放置在陰涼、通風、穩固的平面上，遠離熱源；
- 打開水箱蓋，向上提出水箱，往水箱注飲用水後裝回機器，並蓋好水箱蓋；把電源線插頭插入電源插座，機器發出“嘀”聲並且點亮顯示面板，表示機器進入工作狀態。
- 首次使用時，須觀察機器在使用過程中是否有機身滲水、周邊積水、機內異響、焦糊味或冒煙等情況，如發現上述情況請立刻斷開電源連接並與售後人員聯繫；
- 首次使用，應取1個水箱的水量並倒掉，作為對機器內部管道之沖洗。
- 注意：為防止乾燒，機器首次通電取水時，請先取出一段常溫水，再取熱水。

4. 使用說明

安全鎖

取熱水前請先解開安全鎖，點按“Safety lock”鍵，機器解除安全鎖鎖機狀態，安全鎖指示燈熄滅；長按安全鎖10秒，停用/啓動安全鎖功能；

取水

根據所需的水溫，選擇水溫，顯示板對應的水溫指示燈點亮，點擊安全鎖後，點按出水鍵即可取出相應溫度的水，點按出水鍵停止出水。（選擇“Ambient”檔自動解除安全鎖）

注意：取熱水時，不可把手伸向出水口下方，以免被熱水燙傷。

一鍵排空

長按“取水”鍵5秒，機器進入一鍵排空狀態，此時機器的“出水口”開始出水，直至水箱排空。

注意：一鍵排空操作時，請準備一個大於2公升的容器接水。

為防止乾燒，一鍵排空操作後，請先取一段常溫水，再取熱水。

缺水

當檢測到缺水時，取水指示燈閃爍。

休眠模式

- 1分鐘內沒有任何操作，機器進入休眠狀態；
- 機器在休眠狀態中，除安全鎖常亮外其他所有圖標熄滅；
- 機器在休眠狀態中，觸摸任意鍵，喚醒機器；

5. 故障狀態

1) 原水溫度探頭警報

當原水溫度探頭失效，安全鎖指示燈和常溫指示燈閃爍，機器不能取熱水；

2) 出水溫度探頭警報

當加熱體溫度傳感器故障，此時安全鎖指示燈和85°C指示燈閃爍，不能取熱水；

3) 乾燒過熱警報

當加熱模組出現乾燒故障，系統自動切斷加熱體電路，安全鎖指示燈和95°C指示燈閃爍，機器不能取熱水；

4) 通訊警報

當主機板與顯示板之間通訊不正常，此時安全鎖指示燈和45°C指示燈閃爍，機器不能夠取水，當主機板與顯示板之間通訊正常時，解除該警報。

6. 故障診斷

| 故障現象 | 故障可能原因 | 故障解決方法 |
|-------------------|----------------|--------------------------------------|
| 不能取“ Ambient ”常溫水 | 機器未通電 | 檢查電源插頭連接是否正常 |
| | 按鍵未觸摸到位 | 重新觸摸按鍵進行取水操作 |
| 不能取熱水 | 溫控器斷開 | 聯繫售後服務 |
| | 加熱體損壞 | 聯繫售後服務 |
| | 主控板損壞 | 聯繫售後服務 |
| 機器漏水 | 接水盤已滿 | 清空接水盤 |
| | 水箱座逆止閥被異物卡住或移位 | 用小頂針將逆止閥調整歸位或聯繫售後人員 |
| | 水箱底部密封閥被異物卡住 | 用小頂針或手指頂住密封閥，將異物移除 |
| | 機器內部滲透 | 關閉電源及清空水箱，並聯繫售後人員 |
| 顯示燈不亮 | 電源未接通 | 檢查電源插頭是否插好 |
| | 電路板保險絲損壞 | 聯繫售後服務 |
| 95°C 指示燈和安全鎖閃爍 | 加熱體乾燒過熱 | 取常溫水或等待加熱體冷卻後自動恢復即可正常使用；若無法恢復請聯繫售後服務 |
| 熱水流量明顯減少或斷斷續續 | 供電電壓過低 | 提供穩定220V-240V~電壓 |
| | 加熱體功率衰減或損壞 | 聯繫售後服務 |
| 漏電及機身帶感應電 | 未接地線或電源線損壞 | 檢查電源插座是否已正確接地線或聯繫售後服務 |

7. 裝箱清單

| 名稱 | 數量 |
|--------|----|
| 主機 | x1 |
| 接水盤 | x1 |
| 說明書 | x1 |
| 快速入門指南 | x1 |

如果您需要資訊或有任何問題，請訪問www.philips.com/support或聯繫您所在國家/地區的消費者服務中心。如您所在國家/地區沒有消費者服務中心，請聯繫當地經銷商。

自購買之日兩年內，因製造過程問題造成的任何損壞，或經我們維修服務人員確認的在正常使用狀況下的部件損壞，您將獲得免費保修服務。

保修服務不包括經常更換的耗材、輔助設備、運輸費用和上門服務。維修時請向服務人員出示購買證明。



Register your product and learn more in the website link below:

www.philips.com/water

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Hong Kong AquaShield Health Technology Company Limited and

Hong Kong AquaShield Health Technology Company Limited is the warrantor in relation to this product.

Rev A MAY 22

