

PHILIPS

淨水器 Water Purifier

RO純淨飲水機

RO Dispenser

ADD6910



使用說明書 1-10
User Manual 11-20

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1 產品功能

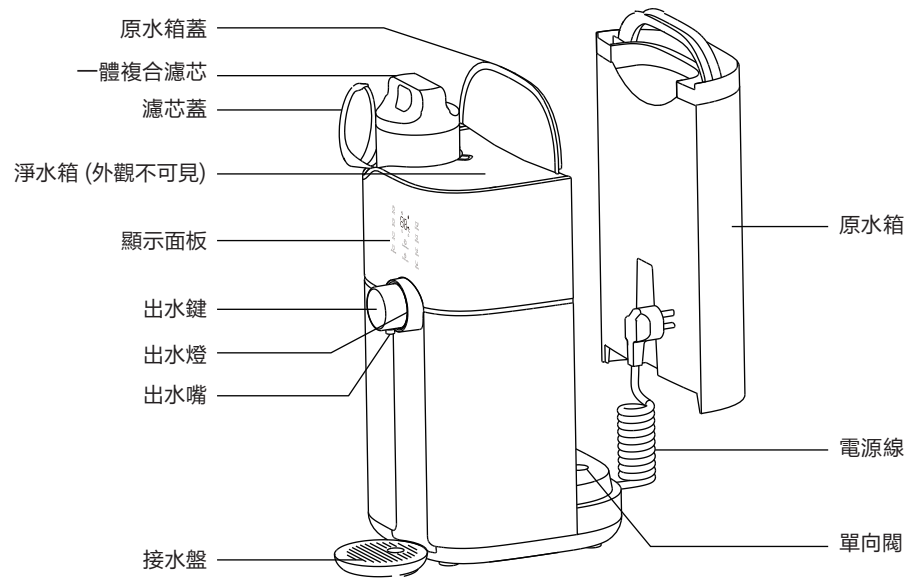
感謝您購買我們的產品。本品為多功能臺面式淨飲機。通過即時制熱技術，在幾秒鐘內能達到您想要的水溫，可方便地用於製作各類飲品。機身內附有一體複合濾芯，通過有效的過濾系統及UV殺菌功能，可清除自來水中99.999%的細菌和病毒，99.9%的重金屬、農藥殘留及餘氯*。

2 主要技術參數

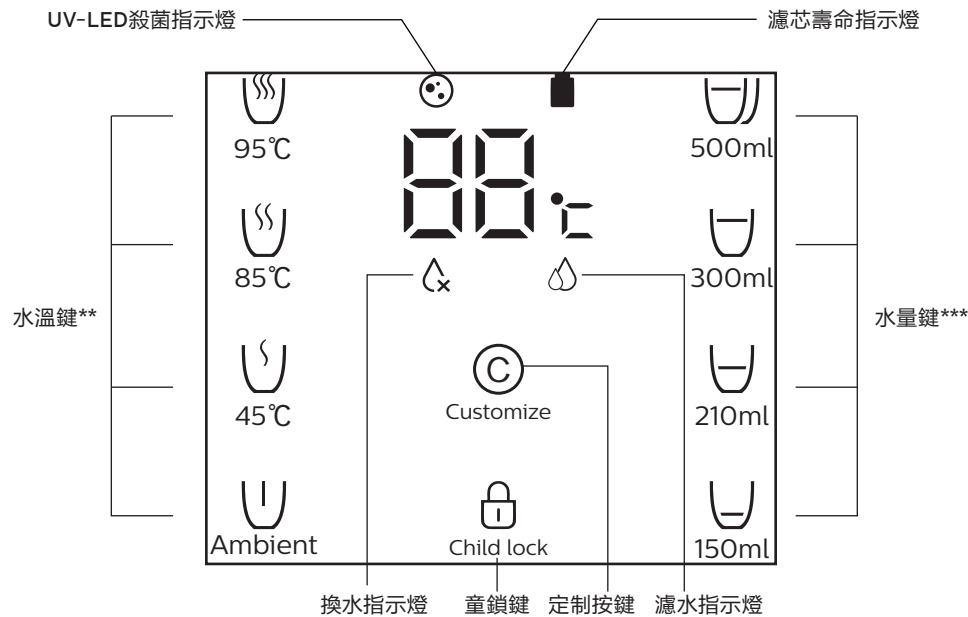
產品名稱	ADD6910
額定電壓	220 V – 240 V~
額定總功率	2200 W
加熱功率	2100 W
濾芯額定總淨水量	2000 L
適用水源	本地自來水
進水壓力	0 – 0.06 MPa
進水水溫	5 – 38℃
濾水能力	0.13 L/min

* 基於國際認證測試機構BV於實驗室條件下測得。

3 結構示意圖



4 操作與顯示介面

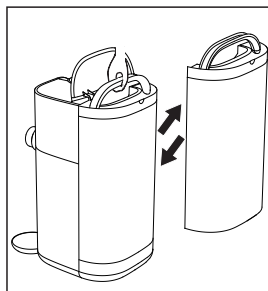
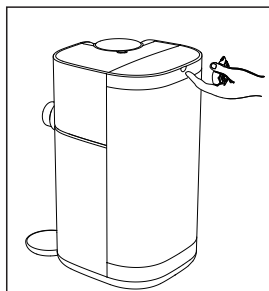


出水溫度可能存在±3°C的溫度誤差，*水量可能存在±10%的容量誤差，
實際出水水溫及水量可能受使用環境及當地水質影響，會存在偏差。



5 安裝步驟

(1) 安裝淨水機

- 請將機器放置在陰涼、通風、穩固的平面上，遠離熱源；
- 打開原水箱蓋，向上提出原水箱，往原水箱注清水後裝回機器，並蓋好原水箱蓋；
- 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。





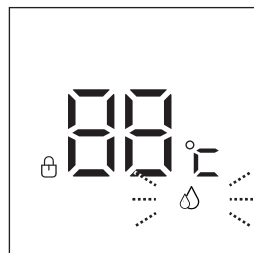
(2) 首次使用

- 首次使用時，需觀察機器在使用過程中產品內部是否有水流出或周邊積水，機器內部是否有異常聲音、焦糊味、煙等，如發現上述情況請斷開電源連接並與售後人員聯繫。
- 首次使用或長期未使用時，應裝滿水箱，在濾水完成後使用一鍵排空功能，即長按“”（85°C鍵）和“”（300ml鍵）3秒，如此反復操作兩次。
- 注意：為防止乾燒，機器首次通電取熱水時，將先取出一段常溫水，再取出熱水。


6 使用說明

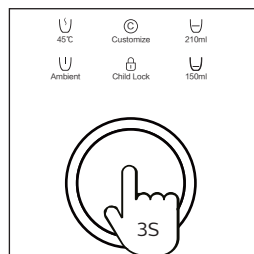
(1) 濾水

- 當淨水箱處於低水位狀態時，機器自動進入濾水狀態並持續到濾水完成。當“”（濾水指示燈）常亮，此時仍可以正常取水，當“”（濾水指示燈）閃爍時，不可取水。

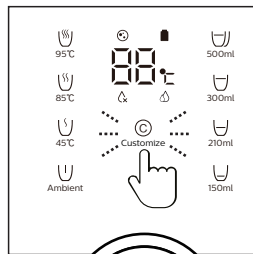


(2) 取水

- 根據所需的水溫和杯量，選擇水溫、水量，顯示幕顯示當前選擇的水溫，點擊“”（童鎖鍵）（常溫水自動解鎖）後，點按出水即可取出相應溫度、水量的淨水，再點按出水鍵或任意鍵都可停止出水。
- 持續出水：長按出水鍵3秒，持續出水，最大出水量為1L。
- 注意：取熱水時，不可把手伸向出水嘴下方，以免熱水燙傷。



- 智慧記憶取水：取水過程若中途手動停止出水，此時“C”（定制按鍵）閃爍，若10秒內點擊“C”（定制按鍵），則“C”（定制按鍵）常亮並記憶當前水溫和已出水水量；“C”（定制按鍵）常亮時，點擊“L”（童鎖鍵）（常溫水自動解鎖）及出水鍵後，可取出記憶水溫水量的淨水；若10秒內未點擊“C”（定制按鍵），則不記憶本次水溫和水量。在正常使用中，點擊“C”（定制按鍵），“C”（定制按鍵）亮起，再點擊“L”（童鎖鍵），解開童鎖（常溫水自動解鎖），可取出記憶水溫水量的淨水。
- 取水時，出水燈提示燈常亮。

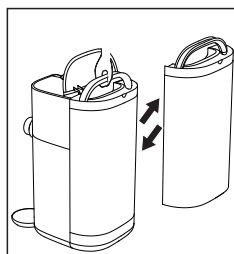
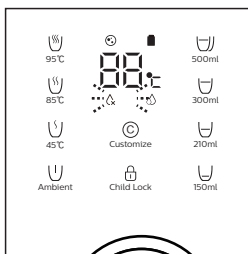


(3) 換水

當顯示介面中的“L”（換水指示燈）閃爍，表示原水箱需要換水，以下幾種情況會提示換水：

- 原水箱水位達到或低於最低水位線；
- 原水箱TDS值偏高；
- 原水箱超過48小時未換水；

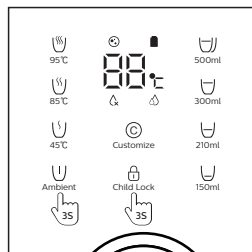
此時應進行換水操作：打開原水箱蓋，向上提出原水箱並將其中的濃縮水倒出，再往原水箱裏注滿水後裝回機器並蓋好。



注意：切勿在未倒掉濃縮水的情況下直接往原水箱中加水；原水箱換水後請蓋好原水箱蓋，否則“L”（換水指示燈）也會點亮。

(4) 沖洗

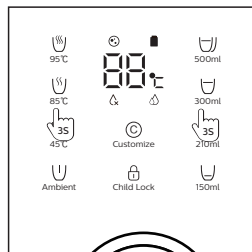
- 機器通電並蓋上原水箱蓋，在機器濾水前和濾水完成後進入沖洗狀態。
- 強制沖洗：同時長按“U”（常溫水鍵）+“L”（童鎖鍵）3秒鐘機器自動進入自動沖洗3分鐘。淨水箱處於滿水狀態時不能進行強制沖洗。



(5) 一鍵排空

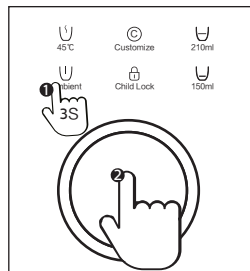
- 長按“U”（85°C 鍵）和“U”（300ml鍵）3秒，機器進入一鍵排空狀態，此時機器的出水嘴開始出水，直至淨水箱排空。

注意：一鍵排空操作時，請準備大於2L的容器用於接排水。



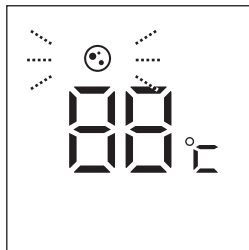
(6) 冬季模式

- 當原水的水溫低於10℃時，機器可設置冬季模式。
- 長按“U” (常溫水鍵)3秒，再按取水鍵，可取25℃淨水，僅限單次操作。



(7) 抑菌功能

- 開機殺菌：機器每次通電時，UV-LED殺菌模組開始工作1小時後自動關閉。
- 自動殺菌：通電1小時後，機器每隔50分鐘殺菌10分鐘。
- 當UV-LED殺菌模組工作時“☺” (UV-LED指示燈) 常亮；當UV-LED殺菌模組不工作時“☹” (UV-LED指示燈) 熄滅。



(8) 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“🔒” (童鎖鍵) 常亮外其他所有指示燈熄滅；
- 機器在休眠狀態中，觸摸任意鍵，喚醒機器

7 注意事項

警告



- 本產品使用原水水質為政府供應食水 (不明水源請勿使用)；
- 應看管好兒童，避免他們將產品當作玩具；
- 請務必非常小心地處理濾芯，請勿改裝或跌撞濾芯。如果濾芯已經過改裝、外部損壞或跌撞過，請加以更換；
- 本產品僅限於家用。

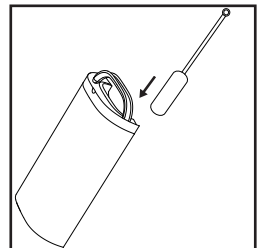
注意

- 請注意小心輕放，以免產品跌撞造成砸傷；

- 應將本產品放置在穩固、平坦、水平的表面上；
- 本機器應放置於室內陰涼乾燥的地方，避免陽光直射，擺放位置不應靠近暖氣設備、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露的場所；
- 切勿用濕手插拔電源插頭，以免引發觸電危險；
- 請勿自行拆卸、改裝機器或在機器上放置重物，以免損壞淨水機；
- 長時間不使用機器，務必斷開電源，排空原水箱和淨水箱的水；
- 本機器進水溫度要求5-38℃，進水溫度超過38℃時，會損壞濾芯，使濾芯失效；進水溫度低於5℃時，可能造成凍結，引起機器原配件破裂；
- 本機器僅適用於室內安裝與使用，必須使用可靠接地的插座；
- 初次使用或長期停用後，需反復放水幾次清洗，清洗完畢後，方可使用；
- 本機器的維修保養需使用指定的部件或配件；
- 嚴禁使用汽油等有機溶劑擦拭本機外殼，確需清潔時，應斷電後用濕抹布輕擦本產品表面；
- 倘若發生故障，應立即關掉電源，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，請以產品實物為準；
- 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45℃的水，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；
- 如果電源軟線損壞，請停止使用機器，為了避免危險，必須由製造商的專業人員更換；
- 請勿擅自拆解維修本機器或交由非授權的售後人員維修，因不當的維修可能造成危險。

8 日常保養

- (1) 如果兩天以上不使用，建議更換原水箱的水並進行兩次一鍵排空操作（長按“”（85℃鍵）和“”（300ml鍵））。
- (2) 如果計劃長期（一周左右）不使用機器，請先排空機器中和水箱裏的水，斷開電源並將濾芯密封好，放入冰箱保鮮室保存（攝氏2-5度，切勿放入冷凍室），再次使用時，請按首次使用的步驟清洗。
- (3) 原水箱清洗
當原水箱底部沉積明顯雜物時，需用水進行沖洗，如無法沖洗乾淨，請使用配套的清潔刷進行清潔。




9 濾芯更換

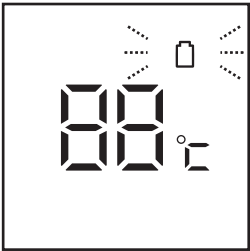
請根據顯示幕濾芯壽命提示或建議更換週期更換濾芯。新的濾芯可從經授權的經銷商處或服務中心獲得，其供應型號為：ADD550。

名稱	型號	建議更換週期
一體複合濾芯 (MAX)	ADD550	1年

僅可使用原裝飛利浦濾芯進行更換。

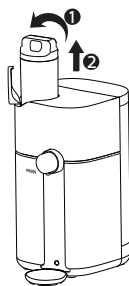
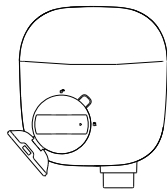
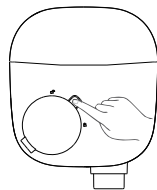
(1) 濾芯壽命顯示

“” (濾芯壽命指示燈) 顏色代表濾芯剩餘壽命概況，藍色時，表示濾芯剩餘壽命大於10%，紫色時，表示濾芯剩餘壽命小於10%；紅色時，表示濾芯剩餘壽命小於7天或壽命到期。

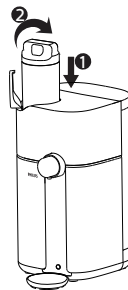


(2) 濾芯更換步驟

- 拔出電源。
- 按下濾芯蓋旋鈕，濾芯蓋彈出。
- 將需要更換的濾芯逆時針旋轉至開鎖位置並提出。
- 將新的濾芯塞進機器並順時針旋入至鎖上位置，然後蓋上濾芯蓋。
- 恢復機器電源，長按“U” (常溫水鍵)和“U” (150ml鍵) 鍵3秒鐘時間 (樂音提示3聲) 重置濾芯壽命計算器，濾芯指示燈恢復藍色。
- 按首次使用進行兩次一鍵排空操作。



取出



安裝

10 故障診斷

故障現象	故障可能的原因	解決方案
不能取常溫水	機器未通電	檢查電源連接是否正常
	按鍵未觸摸到位	重新觸摸按鍵進行取水操作
	淨水箱（非原水箱）缺水	檢查顯示介面是否提示“△”（換水指示燈），如果“△”（換水指示燈）閃爍請提出原水箱進行換水，然後等待濾水完成後再進行取水操作
不能取熱水	機器處於“乾燒警報”狀態中	先取用幾次常溫水，再取其他溫度的熱水
	淨水箱（非原水箱）缺水	等待片刻，當“△”（濾水指示燈）常亮或熄滅顯示時即可正常取熱水
機器不濾水	原水箱蓋未合攏	檢查原水箱蓋是否合攏到位
	原水箱水位處於低水位狀態	請提出原水箱進行換水，然後觀察濾水時是否有異常聲音
	原水箱未安裝到位	檢查原水箱是否正確安裝
	濾芯未安裝到位	拔出電源，打開濾芯蓋，將濾芯拆下後重新安裝到位
濾水聲音異常	原水箱水位處於低水位狀態	請提出原水箱進行換水，然後觀察濾水時是否有異常聲音
	濾水系統氣堵	機器啓動“強制沖洗”1-3次，把氣堵排除
	水質較硬較差，濾芯提前堵塞	更換濾芯後重新觀察
機器漏水	接水盤已滿，接水盤中的水溢出	清空接水盤
	原水箱座單向閥異物卡住或冲出	用小頂針將單向閥調整歸位或聯繫售後人員更換單向閥
	原水箱底部密封閥被異物卡住	用小頂針或手指頂住密封閥動作，將異物移除
	機器內部滲透	關閉電源及水源，請聯繫售後人員
水中有異味	剛開始使用的新機器	取2個原水箱水量濾水並排空淨水箱
	機器長時間未使用	取2個原水箱水量濾水並排空淨水箱
	濾芯未及時更換	更換濾芯，請聯繫售後人員
漏電及機身帶感應電	機器接地不良	必須使用有可靠接地的插座
	電源軟線破損	請聯繫售後人員
按鍵/顯示屏無反應	硬體損壞	請聯繫售後人員
	系統死機	關閉電源1-2分鐘，再重新連接電源

故障代碼

故障代碼	故障原因	解決方案
E4	加熱體異常	聯繫售後維修人員
EH	加熱體高溫	暫停使用，等待加熱體溫度恢復正常後，該警報會自動解除，EH消失
E1	原水溫度探測器異常	聯繫售後維修人員
E2	加熱體溫度探測器異常	聯繫售後維修人員
E8	TDS探測器異常	聯繫售後維修人員
E9	溢水警報	取300ml常溫水，如仍然無法解除警報，請聯繫售後維修人員
		檢查原水箱座的單向閥是否到位，如不到位，用小頂針將單向閥調整歸位或聯繫售後人員更換單向閥
EU	通訊警報	聯繫售後維修人員

11 產品保修服務指南

從購買日期起，產品擁有兩年保固期。如果您需要更多資訊，請瀏覽網站: www.philips.com/welcome。

在購買日期後起計兩年內，凡經本公司特約維修站人員確認為正常使用情況下，因製作工藝或原配件造成之損壞，您都將獲得免費保修服務。

此免費服務不包括需時常更換的易耗零配件（淨水器濾芯、淨水壺濾芯、活性炭、樹脂、超濾膜片等）、輔助裝置、運輸費及維修人員上門服務費。
維修時請攜同購買憑證正本方為有效。

以下情況將不能獲得免費服務

- 1. 使用不當引起的人為損壞，例如接入不適當配件、不適當之安裝、不依說明書使用、錯誤使用或疏忽而造成損壞等。
- 2. 因運輸及其他意外而造成之損壞。
- 3. 非經本公司認可之維修和改裝。
- 4. 其他因不可抗力（如自然災害、電壓異常等）造成的損壞。
- 5. 一般家庭以外使用（如工業、商業用等）而造成的損壞。
- 6. 正常使用引起的產品老化，磨損等，但不影響產品的正常使用。

該說明作為在規定期限及條件之內進行免費維修的宣貫，並不限制消費者的法定權利。

12 裝箱清單

主機	1x
接水盤	1x
使用說明書	1x
快速入門指南	1x
清潔刷	1x

請保留此說明書以便查閱

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1 Product introduction

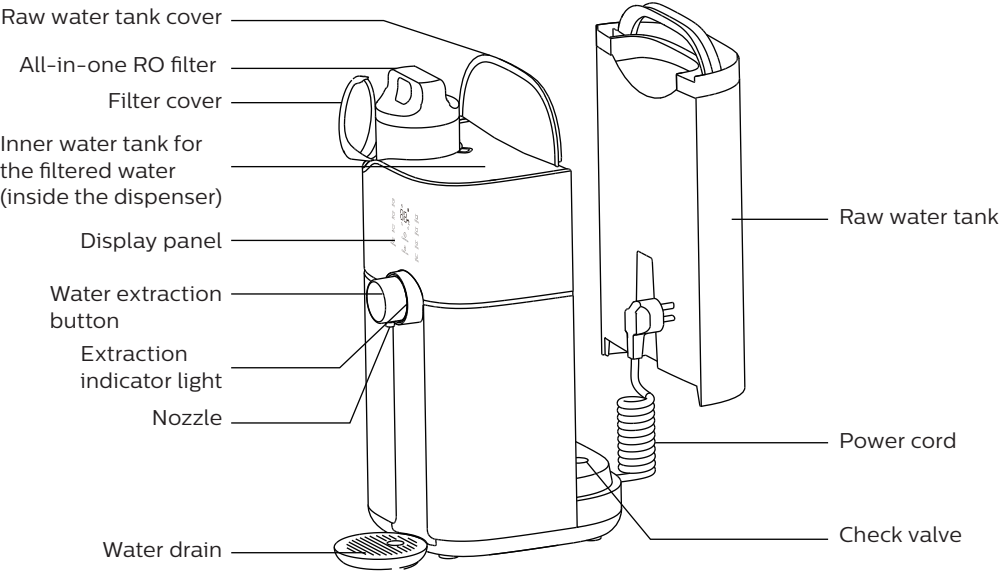
Thank you for purchasing. This is a countertop RO water dispenser of great versatility and convenience. With instant heating technology, it provides water of different temperatures within seconds, helping you to prepare all kinds of drinks and beverages. The innovative all-in-one RO filtration system and UV-LED guarantee cleanness of water by removing up to 99.999% bacteria and virus, 99.9% heavy metal, pesticides and chlorine*.

2 Main technical specifications

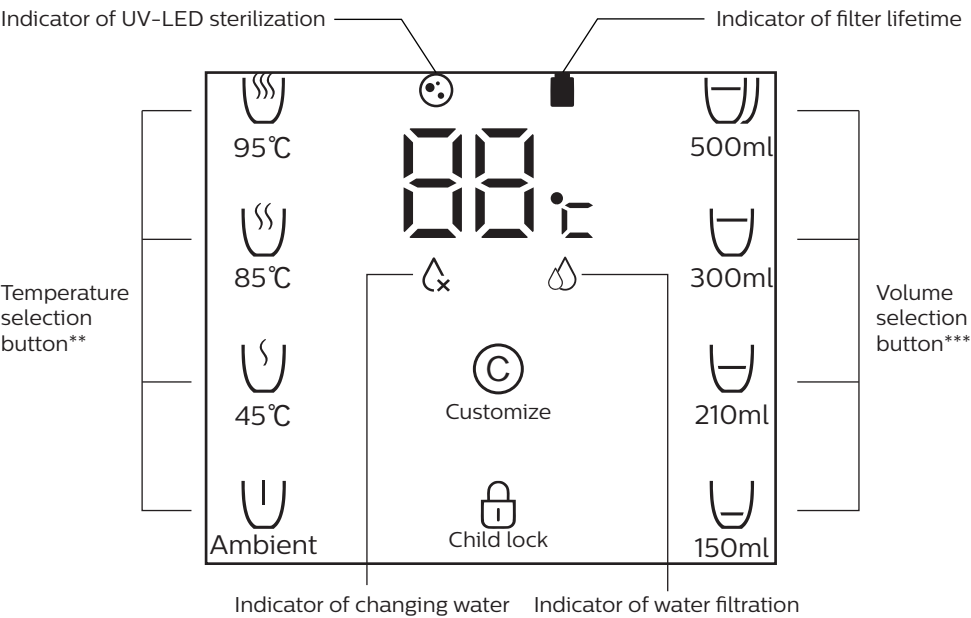
Product model	ADD6910
Rated voltage	220 V – 240 V ~
Total rated power	2200 W
Heating power	2100 W
Filter Cartridge total rated water purification amount	2000 L
Applicable water source	Local tap water
Inlet water pressure	0 – 0.06 MPa
Inlet water temperature	5 – 38℃
Water filtration flow rate	0.13 L/min

* Based on test conducted by the international certification and testing agency BV under laboratory conditions.

3 Product overview



4 User interface

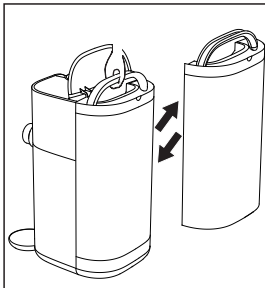
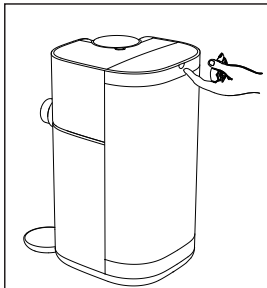


There could be a temperature deviation of $\pm 3^{\circ}\text{C}$, *There could be a volume deviation of $\pm 10\%$, the actual temperature and volume depends on using environment and local tap water quality.



5 Installation

(1) Set-up

- Please put the dispenser on a cool, well-ventilated and stable place. Keep away from heat.
- Take out the raw water tank and fill it with water. Install it back to the dispenser and cover the lid.
- Plug in. The dispenser beeps and icons on display panel will be on once it has been set up.





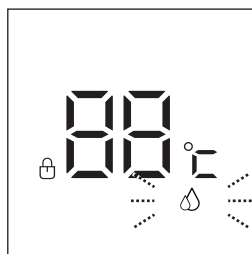
(2) First time using

- During first time use, please check if any water leaks from or gathers around the dispenser, if there is any strange noise, burnt smell or smoke coming from the product, please disconnect the power source and contact customer services if you find any of the situations above.
- For the first time use, or if the dispenser has not been used for a long time, fill the water tank and wait until the filtering indicator is off. Continuously extract the water until the water tank is empty by pressing “” (85°C button) and “” (300ml button) for 3 seconds. Repeat this twice.
- Note: When the dispenser starts to heat up the water, in order to avoid dry-heating and protect the machine, please extract some ambient water before choosing hot water.


6 Usage instruction

(1) Filtering water

- If the inner water tank for the filtered water is at a low water level, the dispenser will automatically start to filter the raw water until the filtration is done. When the “” (Indicator of water filtration) is on, water can still be extracted. When the “” (Indicator of water filtration) flashes, water cannot be extracted.

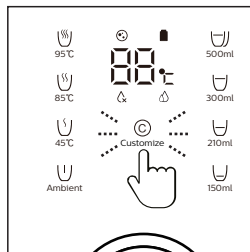


(2) Extracting water

- Select the water temperature and volume needed. Press the “” (Child lock button) to unlock. This step is not needed if ambient water is selected. Tap the extraction button once to get the water you choose. Tap it again or tap any other button to stop.
- Continuous water extraction: Long press water extraction button for 3 seconds. The maximum volume extracted is 1 L for a time.
- Note: To avoid being scalded, keep the distance from the nozzle during extracting hot water.

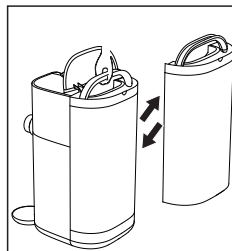
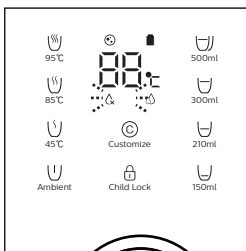


- Customization: If the extraction process is stopped in halfway, press the “⊙” (Customize button) and the dispenser will memorize the water temperature and volume extracted at this time. The dispenser will go back to standby mode if no button is pressed within 10 seconds. Next time if you want to extract water of the customized temperature and volume as originally selected, press the “⊙” (Customize button) and then the “🔒” (Child lock button) to unlock (this step is not needed if ambient water is selected), the dispenser will extract the customized water when you press the extraction button.
- The extraction indicator light will be on when extracting water.



(3) Changing water

- When “⚡” (Indicator of changing water) flashes, the water in the raw water tank needs to be changed, which will happen in the following conditions;
- Water in the raw water tank is at or less than the lowest water level;
- TDS value in the tank is high;
- Water in the tank is not changed for over 48 hours.

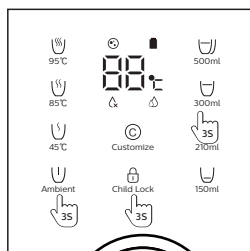


Empty and refill the raw water tank in these cases.

- Note: Never refill the raw water tank before emptying it. Cover the raw water tank lid after changing the water, otherwise the “⚡” (Indicator of changing water) will keep flashing.

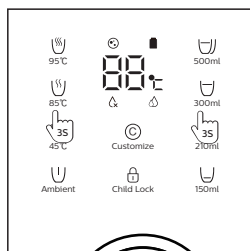
(4) Rinsing

- The dispenser will do auto rinsing before and after water filtration once it is connected with power supply and the raw water tank is covered.
- Forced rinsing: long press “👉” (Ambient water) + “🔒” (Child lock button) for 3 seconds, the dispenser will rinse for 3 minutes. Forced rinsing cannot be performed when the inner water tank for the filter water is full.



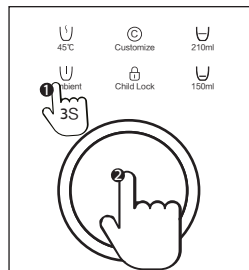
(5) Emptying the inner water tank for the filtered water

- Long press “85°C” (85°C button) + “300ml” (300ml button) for 3 seconds. Dispenser will extract water until the inner water tank for the filtered water is empty.
- Note: The water extracted will be more than 2 L. Please prepare a big enough container for the water.



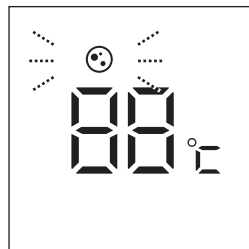
(6) Winter mode

- When the raw water temperature is lower than 10°C, winter mode can be set.
- Long press “U” (Ambient water) for 3 seconds, and then tap the water extraction icon to get 25°C filtered water, and this operation is only valid for a single use.



(7) Sterilization

- The UV-LED sterilization will start to work for an hour once the dispenser is plugged in.
- Automatic sterilization: one hour after connecting power, the UV-LED will be on for 10 minutes in every 50 minutes.
- “☼” (Indicator of UV-LED sterilization) will light up during UV-LED sterilization, otherwise it will be off.



(8) Sleep mode

- If no operation in 1 minute, the dispenser will automatically go to sleep mode.
- When the dispenser is in sleep mode, the lights of all buttons are off except the “🔒” (Child lock button).
- Touch any button to end the sleep mode.

7 Precautions

Warning



- Use municipal tap water as the source. Do not use any water of unknown source.
- Keep the dispenser away from children.
- Be sure to handle the dispenser gently and carefully. Do not modify or drop the filter cartridge. If it has been modified, externally damaged or dropped, replace it.
- This dispenser is intended for domestic use only.

Cautions

- Handle it gently to avoid damage.
- This dispenser should be placed on a stable and horizontal surface.

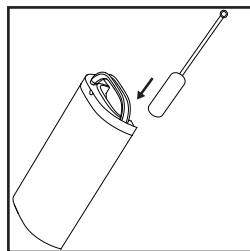
- The dispenser should be placed in indoor where is cool and well-ventilated. Keep away from direct sunlight, heating elements, or anywhere is hot.
- The dispenser shall not be placed in place that may have inflammable gas leakage.
- To avoid electric shock, do not touch the power plug with wet hands.
- To avoid damage, do not disassemble, remodel the machine by yourself, or put any heavy objects on the machine.
- If the dispenser will not be used for a long time, please make sure it is disconnected from the power supply, and empty the water tank.
- The inlet water temperature should be 5°C-38°C. If the temperature is higher than 38°C, the filter cartridge will be damaged and unable to work. If the temperature is lower than 5°C, the dispenser might be frozen and the elements of the dispenser will be damaged.
- The dispenser can only be installed and used indoors, and with power supply of reliable grounding.
- During the first time use or when the dispenser has not been used for a long time, please clean it repeatedly until it is cleaned completely; it can only be used after thorough cleaning.
- Always use certified elements and accessories for the repairment and maintenance of the dispenser.
- Organic solvent such as gasoline etc. shall not be used for wiping the housing of the dispenser. If cleaning is required, please gently wipe the surface of the product with wet cloth after it is disconnected from power supply.
- If there is any abnormality, unplug the product from power supply immediately, and do not leave the defective dispenser in working mode.
- With upgrade of the product, certain words or pictures on the manual may be different from the actual product, and the actual product shall govern in this case.
- The dispenser is suggested to be used in areas whose altitude are no higher than 1,200 m.
- If the user intends to extract ambient water or water of 45°C immediately after extracting hot water, some hot water may come out at the beginning, if so please watch out to avoid being burnt by the hot water.
- If the power cord appears to be damaged, please stop using the product. To avoid risks of danger, the power cord must be replaced by the manufacturer.
- Do not disassemble or repair the dispenser by yourself, or hand it over to customer services not authorized to repair, as improper repairing may cause risks of danger.

8 Routine maintenance

- (1) If the product is not used for over two days, it is suggested to change water in the raw water tank and then empty the inner water tank for the filtered water (Long press “”+ (85°C button) “” (300ml button) for 3 seconds.) Repeat the process twice.
- (2) If the product will not be used for around or more than one week, please empty the water in it and disconnect the dispenser from power supply. Seal the filter cartridge and store it in refrigerator (2-5°C, do not put it in the freezer). When use it again, please follow the procedures above-mentioned to clean both water tanks.

(3) Cleaning of raw water tank

If there are obvious impurities at the bottom of raw water tank, please rinse it with water and clean it with provided cleaning brush.




9 Filter cartridge replacement

Please change the filter cartridge according to the lifetime indicator on the display panel, or the suggested replacement cycle. New filter cartridge can be purchased from authorized retailers and service centers. The model code is ADD550.

Name	Model	Suggested Replacement Cycle
All-in-one RO filter (MAX)	ADD550	1 year

Only the original Philips filter cartridge can be used for replacement.

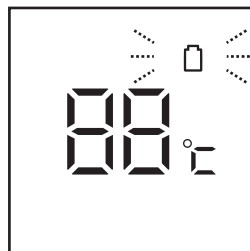
(1) Indicator of filter lifetime

The color of “” (Indicator of filter lifetime) shows the remaining lifetime for the filter cartridge as follows:



Blue: more than 10% lifetime left

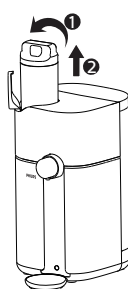
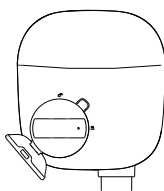
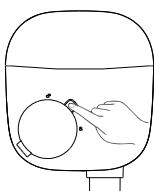
Purple: less than 10% lifetime left

Red: less than 7-day lifetime left

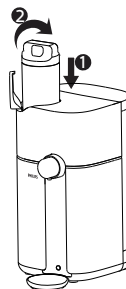


(2) Filter cartridge replacement instruction

- Unplug the product from power supply;
- Press the button on the cover of filter cartridge and the cover will pop up;
- Rotate the old filter cartridge counterclockwise to the unlocked position and take it out;
- Insert the new filter cartridge into the dispenser. Rotate it clockwise to the locking position and cover the lid;
- Plug in. Long press “” (Ambient water) + “” (150ml button) for 3 seconds to reset the filter cartridge lifetime. The indicator light changes to blue again.
- Rinse the filter cartridge same as the first-time use.



Take out



Install

10 Trouble shooting

Error	Causes	Solutions
Cannot extract ambient water	The product is not connected with the power supply	Check if the dispenser is well connected with power supply
	Button is not pressed properly	Press the water extraction button again
	Not enough water in the inner water tank for the filtered water	If the “Δ” (Indicator of changing water) flashes, please change the water in the raw water tank. Extract water after filtration finishes
Cannot extract hot water	The dispenser is dry-heating	Extract ambient water for several times first, and then extract hot water
	No enough water in the dispenser	Wait for a while till “△” (Indicator of water filtration) is on or flashes
Cannot filter water	Raw water tank lid is not well-covered	Check the raw water tank lid and cover it
	The water in the raw water tank is at low level	Change water in the raw water tank. Check if there is any strange noise when filtering
	Raw water tank is not installed properly	Check the raw water tank and install it properly
	Cartridge is not installed properly	Disconnect the dispenser from the power supply. Open the cartridge lid and take out the cartridge, then install it properly
Strange noise when filtering	The water in the raw water tank is at low water level	Change the water in the raw water tank. Check if any strange noise when filtering
	Filtering system is blocked by air	Force rinsing for 1-3 times
	The quality of the raw water does not meet the requirement and the filter cartridge is blocked earlier than expected	Change the filter cartridge and check it again
Leakage	The water drain is full	Empty the drain
	The check valve on raw water tank base is blocked or rinsed out	Put the check valve back to original place with a thimble, or contact customer services to change it
	The sealing valve at the bottom of the raw water tank is blocked	Hold the sealing valve with a thimble or a finger, remove the blockage
	Water oozes from the dispenser	Disconnect power supply and water source. Please contact customer services
Odd taste of the water	The dispenser is new	Fill the raw water tank, filter the water and empty the filtered water tank. Repeat the process twice
	The dispenser has not been used for a long time	Fill the raw water tank, filter the water and empty the filtered water tank. Repeat the process twice
	Filter cartridge is not changed as required	Change the filter cartridge. Please contact customer services
Leakage of electricity	Bad grounding	Must use power socket with reliable grounding
	The power cord is damaged	Please contact customer services
Button/display panel does not respond	Damaged hardware(s)	Please contact customer services
	The system crashes	Disconnect the dispenser from power supply for 1-2 minutes and then plug it in again

Error code

Error code	What does it mean	Solutions
E4	Heating element abnormality	Contact customer services
EH	Heating element overheats	Stop using the dispenser and wait for the heating element to cool down to normal temperature. The alarm should stop automatically afterwards, and the error code will disappear
E1	Raw water temperature sensor abnormality	Contact customer services
E2	Heating element temperature sensor abnormality	Contact customer services
E8	TDS sensor abnormality	Contact customer services
E9	The dispenser overflows	Extract 300ml ambient water, and if the alarm does not stop, contact customer services
		Check whether the check valve is in place, if not put the check valve back to original place with a thimble, or contact customer services to change it
EU	Communication abnormality	Contact customer services

11 Guarantee & Service

This dispenser includes a two-year warranty from the date of purchase. If you need more information, please visit: www.philips.com/welcome.

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

The warranty service does not include frequent replaced consumable components (water purifier filter, pitcher filter, granular activated carbon, ion exchange resin, hollow fiber membrane, etc.), auxiliary devices, transportation fee and door-to-door service. Please show the proof of purchase to the service personnel during maintenance.

You cannot receive free warranty service under the following conditions:

- 1. Damage by improper operation, such as improper components connection, improper installation, deprived of manual use, mis-operation.
- 2. Negligence and damage because of transportation or other accident.
- 3. Maintenance and modification without approval.
- 4. Other damage caused by force majeure (such as natural disaster, abnormal voltage, etc.).
- 5. Damage caused by general use outside home (e.g. industrial and commercial use).
- 6. Aging, wearing and tearing caused by normal operation of the product without affecting normal operation of the product.

This statement serves as a publicity for free maintenance within the specified time limit and conditions, and does not limit the legal rights of consumers.

12 Packing list

Dispenser	1x
Water drain	1x
User Manual	1x
Quick Start Guide	1x
Cleaning brush	1x

Please keep this user manual for future reference.



Register your product and learn more in the website link below:
www.philips.com/welcome

Specifications are subject to change without notice

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This product has been manufactured by and is sold under the responsibility of Shanghai AquaShield Health Technology Company Limited and Shanghai AquaShield Health Technology Company Limited is the warrantor in relation to this product.

Rev A AUG 19

