

PHILIPS

AC3737



User manual

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1 Important

Safety

Read this user manual carefully before you use the appliance, and save it for future reference.

To ensure the best performance, please ensure your appliance is upgraded to the latest version. You can do this upgrade via the Air+ app.

Danger

- Do not let any liquid or flammable detergent enter the appliance, to avoid electric shock and/or a fire hazard.
- Do not spray any flammable materials such as insecticides or fragrance around the appliance.
- Do not clean the appliance with water, any other liquid, or a (flammable) detergent to avoid electric shock and/or a fire hazard.
- The water in the water tank is not suitable for drinking. Do not drink this water and do not use it to feed animals or to water plants. When you empty the water tank, pour the water down the drain.

Warning

- Check if the voltage indicated on the appliance corresponds to the local mains voltage before you connect the appliance.
- If the supply cord is damaged, you must have it replaced by Philips, a service center authorized by Philips, or similarly qualified persons in order to avoid a hazard.
- Do not use the appliance if the plug, the power cord, or the appliance itself is damaged.
- This appliance can be used by children aged from 8 years and above under supervision. This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not block the air inlet and outlet, e.g. by placing items on the air outlet or in front of the air inlet.
- Standard WiFi interface based on 802.11b/g/n at 2.4 GHz with a maximum output power of 38.28mW EIRP.
- The ECARF seal only refers to the air purifying function of the device .
- We recommend persons who are allergic to dust, pollen, pets or mold, not to replace filters by themselves or to take protective measures, such as mask and gloves.

Caution

- This appliance is not a substitute for proper ventilation, regular vacuum cleaning, or use of an extractor hood or fan while cooking.
- If the power socket used to power the appliance has poor connections, the plug of the appliance becomes hot. Make sure you plug the appliance into properly connected power socket.
- Always place and use the appliance on a dry, stable, level, and horizontal surface.
- Leave at least 20cm free space around the appliance and leave at least 30cm free space above the appliance.
- Do not place anything on top of the appliance.
- Do not place the appliance directly below an air conditioner to prevent condensation from dripping onto the appliance.
- Make sure that all the filters are correctly installed before turning the appliance on.
- Only use the original Philips filters specially intended for this appliance. Do not use any other filters.
- Avoid knocking against the appliance (the air inlet and outlet in particular) with hard objects.
- Do not insert your fingers or objects into the air outlet or the air inlet to prevent physical injury or malfunctioning of the appliance.

- Do not use this appliance when you have used indoor smoke-type insect repellents or in places with oily residues, burning incense, or chemical fumes.
- Do not use the appliance near gas appliances, heating devices or fireplaces.
- Always unplug the appliance when you want to move, clean appliance, fill the water, replace the filter or carry out maintenance.
- Do not use the appliance in a room with major temperature changes.
- To prevent interference, place the appliance at least 2m away from electrical appliances that use airborne radio waves such as TVs, radios, and radio-controlled clocks.
- When the appliance is not used for a long time, bacteria and mold may grow on the filter. Check the filter before you start using the appliance again. If the filter is very dirty with dark spots, replace it (see the chapter "Replacing the filters") .
- The appliance is only intended for household use under normal operating conditions.
- Do not use the appliance in wet surroundings or in surroundings with high ambient temperatures, such as the bathroom, toilet, or kitchen.
- The appliance does not remove carbon monoxide (CO) or radon (Rn). It cannot be used as a safety device in case of accidents with combustion processes and hazardous chemicals.
- Only fill the water tank with cold tap water. Do not use ground water or hot water.
- Do not put any substance other than water in the water tank. Do not add fragrance or chemical substance into the water.
- If you do not use the humidification function for a long time, clean the water tank and humidification filter, then dry the humidification filter.
- If you need to move the appliance, disconnect it from the power supply first.
- Make sure to promptly turn off the power and remove the water tank in case of overflow. When cleaning the appliance, avoid laying it down and keep nearby electrical outlets dry.
- This is a class 1 laser product, avoid direct eye exposure. The laser component is part of particle sensor, cannot be touched or saw in normal use.
- Max output 0.39mW, wavelength 660nm, continuous wave, beam divergence:10°

Electromagnetic fields (EMF)

This appliance complies with the applicable standards and regulations regarding exposure to electromagnetic fields.

Recycling

This symbol means that this product shall not be disposed of with normal household waste (2012/19/EU).



Follow your country's rules for the separate collection of electrical and electronic products. Correct disposal helps prevent negative consequences for the environment and human health.

Simplified EU declaration of conformity

Hereby, DAP B.V. declares that the radio equipment type AC3737 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.philips.com.

2 Your 2-in-1 Air Purifier&Humidifier

Congratulations on your purchase, and welcome to Philips!

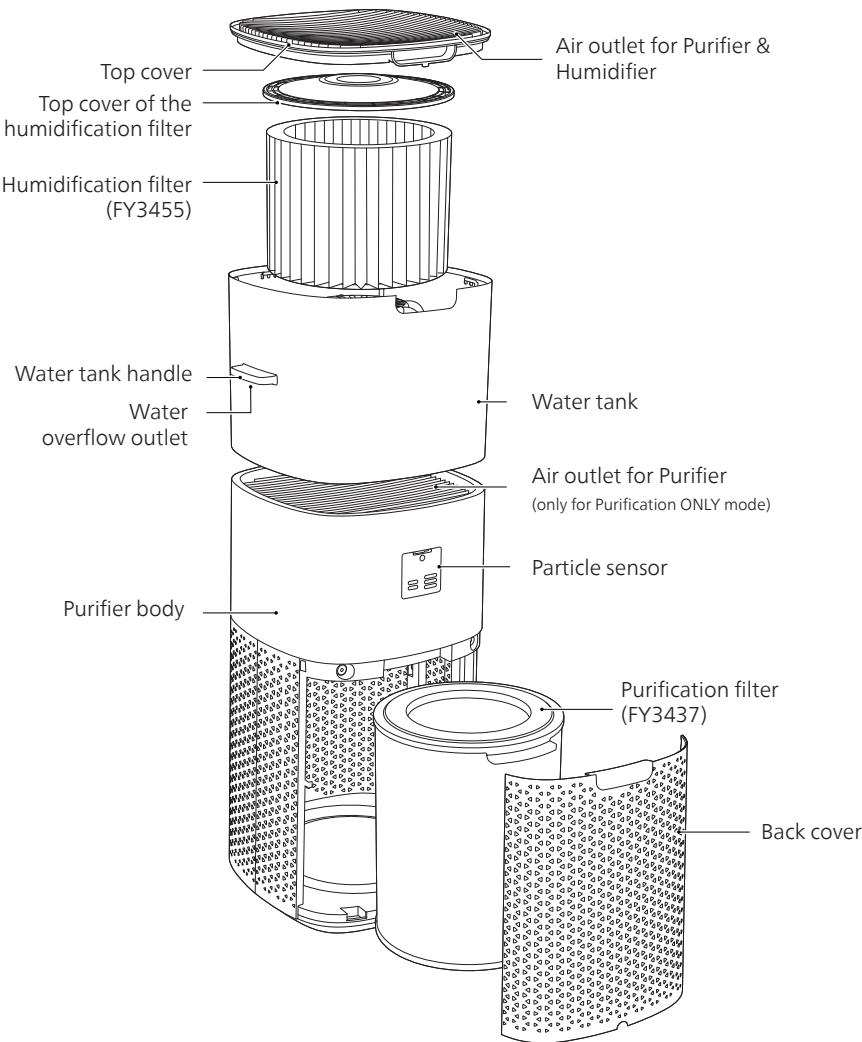
To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

The Philips 2-in-1 Air Purifier&Humidifier brings fresh, humidified air to your house for the health of your family.

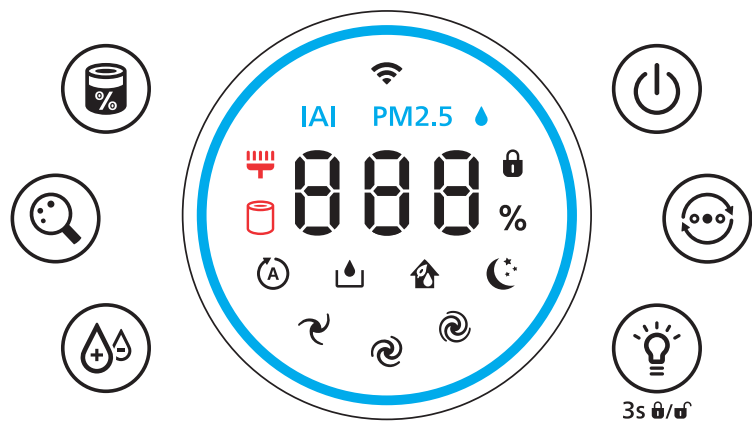
It offers you advanced evaporation system with NanoCloud technology, using a special humidification filter which adds H₂O molecules to the dry air, and produces healthy humid air without formation of water mist. Its humidification filter retains bacteria, calcium and other particles from the water. It delivers only pure humidified air in your home. No more dry air in the winter season or from the air conditioning.

Read this user manual carefully before you install and use the appliance. Save it for future reference.

Product overview



Controls overview



Control buttons

	Filter reset/Check filter status button		Power on/off button
	Display switch		Mode switch button
	Humidity setting button		Light/Child lock button

Display panel

	Wi-Fi indicator	IAI	Indoor Allergen Index (IAI)
PM2.5	PM2.5 display		Current humidity display
	Filter cleaning alert		Filter replacement alert
	Child lock indicator		Auto mode
	Fan speed 1		Fan speed 2
	Turbo mode		Sleep mode
	Water refill alert		2-in-1 mode

3 Getting started

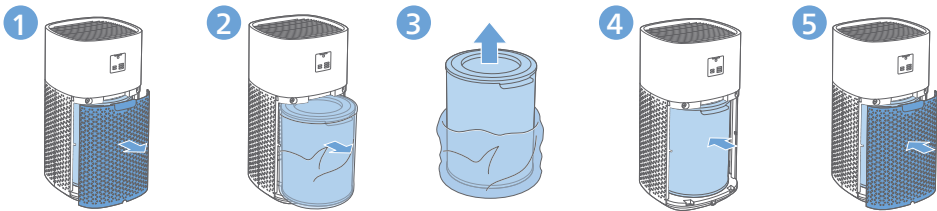
Installing the humidification filter

The humidification filter comes pre-installed when using the appliance for the first time.

Installing the purification filter

Remove all packaging of the filter before first use.

Note: Make sure the appliance is unplugged from the electrical outlet before installing the filter.





- 1 Pull the back cover and remove it from the appliance.
- 2 Pull the filter from the appliance.
- 3 Remove all packaging materials of the air purification filter.
- 4 Put the filter back into the appliance.
- 5 Reattach the back cover.

Understanding Wi-Fi indicator

Wi-Fi icon status	Wi-Fi connection status
Blink in orange	Connecting to the smartphone
Stable in orange	Connected to the smartphone
Blink in white	Connecting to the server
Stable in white	Connected to the server
Off	Wi-Fi function disabled

*If Wi-Fi function is not used, the Wi-Fi indicator will be off automatically after 15 minutes.

Setting up the Wi-Fi connection for the first time

- 1 Download and install the Philips "Air+" app from the **App Store** or **Google Play**.
- 2 Put the plug of the appliance in the power socket and tap  to turn on the appliance.
→ The Wi-Fi indicator  blinks orange for the first time.
- 3 Make sure that your smartphone or tablet is successfully connected to your Wi-Fi network.







- 4 Launch the “Air+” app and click on “Connect a New Device” or press the “+” button on the top of the screen. Follow the onscreen instructions to connect the appliance to your network.

Note:

- This instruction is only valid when the appliance is being set up for the first time. If the network has changed or the setup needs to be performed again, see Chapter “Reset the Wi-Fi connection” on page 6.
- If you want to connect more than one appliance to your smartphone or tablet, you have to do this one by one.
- Make sure that the distance between your smartphone or tablet and the appliance is less than 10 m without any obstructions.

Reset the Wi-Fi connection

Note:


- Reset the Wi-Fi connection when your default network has changed.
- 1 Put the plug of the appliance in the power socket and tap  to turn on the appliance.
 - 2 Tap and hold  and  for 3 seconds until you hear a beep.
 - ↳ The appliance goes to pairing mode.
 - ↳ The Wi-Fi indicator  blinks orange.
 - 3 Follow the steps 3-4 in “Setting up the Wi-Fi connection for the first time” section.

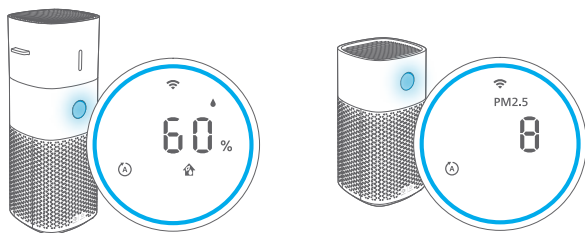
4 Using the 2-in-1 Air Purifier&Humidifier

Switching the working mode

Note: To rapidly improve the air quality, it's recommended to use the Purification ONLY mode.

The appliance has two working modes: 2-in-1 mode and Purification ONLY mode.

- 2-in-1 mode (): The water tank is correctly placed on the purifier.
- Purification ONLY mode: After removing the water tank, the appliance goes to the this mode automatically.




Note: Once you have placed the water tank correctly, ensure that the transparent window of the water tank is aligned with the display panel on the same side.

Understanding the air quality light

The air quality light automatically goes on when the appliance is switched on, and lights up all colors in sequence. After approximately 30 seconds, the particle sensor selects the color that corresponds to the different working modes.

The color of the air quality light is determined by the highest index among PM2.5 and IAI readings.

- **2-in-1 mode ():** The color of the air quality light is determined by the humidity difference.
- **Purification ONLY mode:** The color of the air quality light is determined by the highest index among PM2.5 and IAI readings.

Humidity

Humidity normally refers to relative humidity, it means the amount of water vapor in the atmosphere. Humidity difference (%) refers to the variance between the target humidity and current ambient humidity.

Humidity difference (%)	Air quality light color
0-10	Blue
11-20	Blue-purple
21-30	Purple-red
>30	Red

PM2.5

AeraSense sensing technology accurately detects and quickly responds to even the slightest particle change in the air. It provides you with reassurance with real-time PM2.5 feedback.

Most of the indoor air pollutants fall under PM2.5 – which refers to airborne particle pollutants smaller than 2.5 micrometers. Common indoor sources of fine particles are tobacco smoke, cooking, burning candles. Some airborne bacteria and the smallest mold spores, pet allergen and dust mite allergen particles also fall under PM2.5.

PM2.5 level	Air quality light color	Air quality level
≤12	Blue	Good
13 - 35	Blue-purple	Fair
36 - 55	Purple-red	Poor
>55	Red	Very poor



IAI

The professional-grade **AeraSense** sensor detects the level of indoor air allergen and with numerical feedback from 1 to 12 the potential risk level of indoor air allergens can be displayed. 1 indicates best air quality.

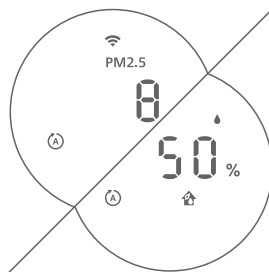
IAI level	Air quality light color	Air quality level
1-3	Blue	Good
4-6	Blue-purple	Fair
7-9	Purple-red	Poor
10-12	Red	Very poor

Turning on and off



Note:


- For optimum purification performance, close doors and windows.
 - Keep curtains away from the air inlet or air outlet.
- 1 Put the plug of the appliance in the power socket.
 - 2 Tap  to switch on the appliance.
 - ↳ The appliance beeps.
 - ↳ The “---” displays on the screen during warming up.
 - ↳ In Purification ONLY mode, the screen shows PM2.5 level after measuring the air quality.
 - ↳ In 2-in-1 mode, the screen shows the current humidity.
 - 3 Tap and hold the  button for 3 seconds to switch off the appliance.

Note: If the appliance stays connected to the electrical outlet after turning OFF, it will operate under the previous settings when turned ON again.



Water level

If the water tank does not have enough water, the  indicator will turn on, but the appliance will continue to work and maintain the same fan speed. Once you add water to the tank, the  indicator will turn off.

Note: When the appliance is in Purification ONLY mode, it cannot humidify the air. As a result, the  indicator will not appear on the screen.

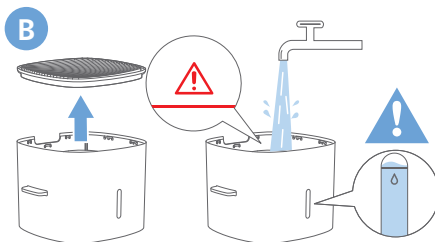
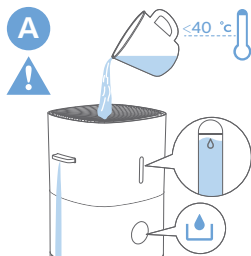
Refilling water

Note:

- Ensure the top lid is securely installed before refilling the water tank.
- Add water slowly to prevent splashing and avoid exceeding the maximum water level indicated on the appliance.



The water tank can be refilled in two ways: either directly without opening the top cover (Method A) or by opening the cover and adding water through a tap (Method B).

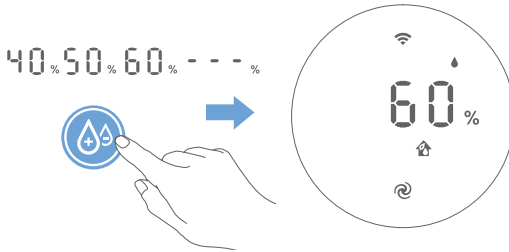
- **Method A:** If using the direct refill method, monitor the water level through the transparent window on the water tank to prevent overfilling. Any excess water will be drained through the overflow outlet.
- **Method B:** If using the tap method, do not exceed the water level indication when adding water.





Setting target humidity

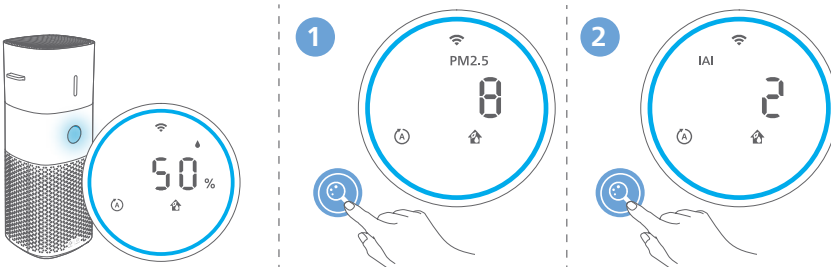
Tap the  button to set the target humidity level to 40%, 50%, 60% or ---.


- ↳ If you have not set a humidity level, the default target humidity is 50%.
- ↳ When the ambient humidity reaches the target level, the appliance will automatically switch to the lowest fan speed. If the humidification sensor detects that the current humidity drops below the target level, the appliance will switch back to the previous fan speed automatically.
- ↳ The "---" display indicates that no humidity is set, and the appliance will continue to humidify the air until the RH (Relative Humidity) level reaches 70%.
- ↳ After removing the water tank, the appliance goes to the Purification ONLY mode automatically and you can't set the humidity level. Tap the  button,  blinks on the screen.

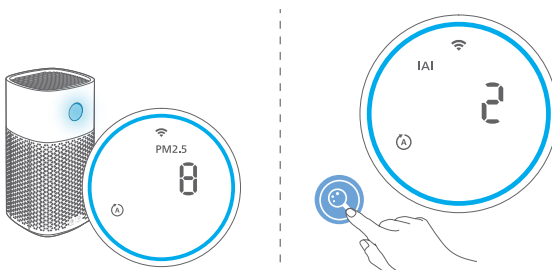


Display switch


- 2-in-1 mode (): Tap the  button to switch to view PM2.5 (particles smaller than 2.5 microns), IAI (Indoor Allergen Index) and current humidity.
 - ↳ The appliance displays the current humidity by default.

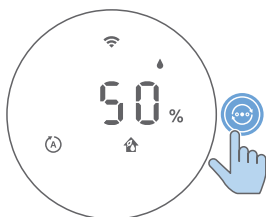



- Purification ONLY mode: Tap the  button to switch between PM2.5 and IAI levels.
 - ↳ The appliance displays the PM2.5 level by default.

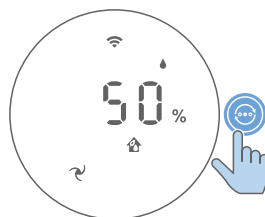


Mode switch

You can choose the Auto mode, Fan speed 1, Fan speed 2, Turbo mode, or Sleep mode by tapping the  button.




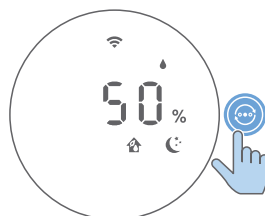
Auto mode (): The appliance automatically adjusts the fan speed in accordance with the ambient air quality.




Fan speed 1&2 ( & ): In manual mode, the appliance operates on speed 1 or speed 2.

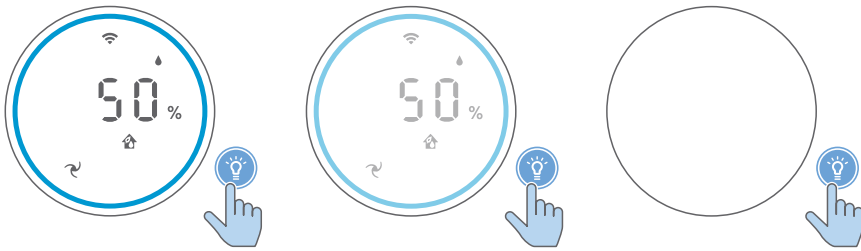


Turbo mode (): The appliance operates on the highest speed.




Sleep mode (): The appliance operates quietly at a low speed. After 3 seconds, the screen lights off.




Using the light on/off function

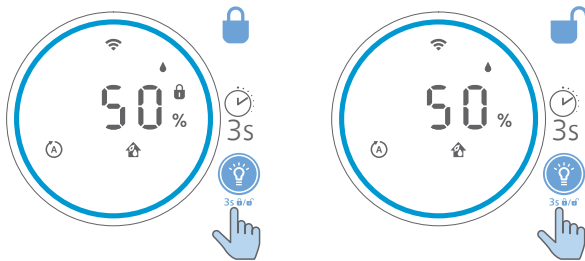


With the light sensor, the control panel can automatically turn on, turn off or dim according to the ambient light. The control panel will be off or dim when the ambient light is dark. You can touch any button to wake up all lights and check the air quality. Then, if no further operation, all lights will be off or dim again to match with the ambient light.

You can tap the  button manually to turn off all lights and the control panel. Tap any button to wake up all lights.

Child lock

- Tap and hold  button for 3 seconds to activate the child lock. Tap and hold the button again to deactivate the child lock.
 - ↳ The  displays on the screen after child lock is activated. Only the  button works.



5 Cleaning and maintenance

Note:

- Always unplug the appliance before you clean it.
- Do not attempt to open the particle sensor
- Never immerse the appliance in water or any other liquid.
- Never use abrasive, aggressive, or flammable cleaning agents such as bleach or alcohol to clean any part of the appliance.
- Never use any liquids (including water) to clean the purification filter.

Cleaning schedule

Frequency	Cleaning method
When necessary	Wipe the plastic part of the appliance with a soft, dry cloth
	Clean the air outlet cover
🔴 displays on the screen	Clean the surface of the filter

Cleaning the body of the appliance

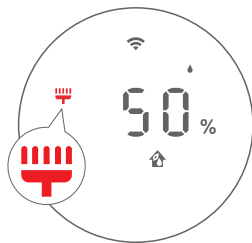
Regularly clean the inside and outside of the appliance to prevent dust from collecting.

- 1 Wipe the fabric surface gently with a damp cloth.
- 2 Use a soft, dry cloth to clean both the interior and exterior of the appliance and the air outlet.

Cleaning the water tank

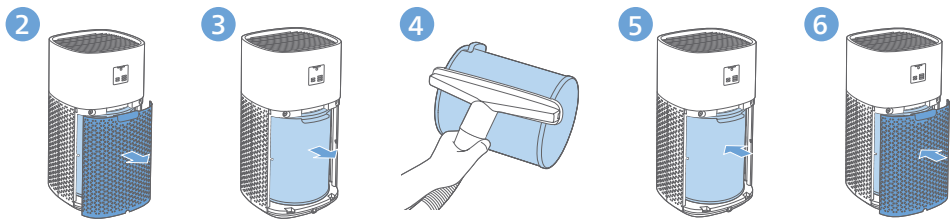
- 1 Clean the water tank every week to keep it hygienic.
- 2 Take out the humidification filter.
- 3 Fill the water tank with water.
- 4 Add some mild washing-up liquid mixed with water in the water tank.
- 5 Clean the inside of the water tank with a soft clean cloth.
- 6 Empty the water tank into a sink.
- 7 Put the humidification filter back into the water tank.



Cleaning the surface of the filter

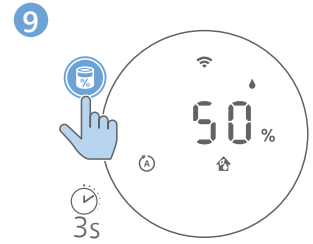


Filter alert light status	Action
The filter cleaning alert 🔴 displays on the screen.	Clean the surface of the filter with a vacuum cleaner.

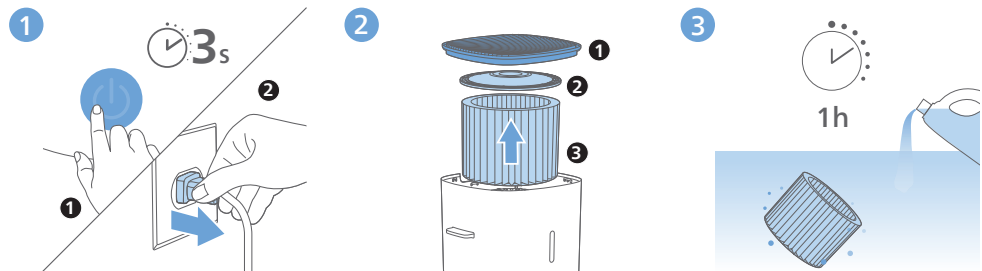
- 1 Switch off the appliance and unplug from the power socket.



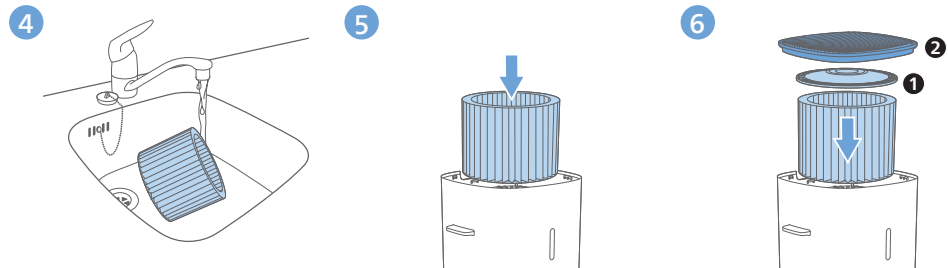
- 2 Pull the back cover.
- 3 Remove the filter from the appliance.
- 4 Clean the surface of the filter with a vacuum cleaner.
- 5 Put the filter back into the appliance.
- 6 Reattach the back cover.
- 7 Put the plug of the appliance in the power socket.
- 8 Tap the  button to switch on the appliance.
- 9 Tap and hold the  button for 3 seconds to reset the filter cleaning time.
- 10 Wash your hands thoroughly after cleaning the filter.



Cleaning the humidification filter



- 1 Switch off the appliance and unplug from the power socket.
- 2 Open the top cover (**1**), and then open the lid of the humidification filter (**2**). Take the filter out from the appliance (**3**).
- 3 Soak the humidification filter with mild or acid cleanser (24g citric acid with 4L water or 100ml white vinegar with 4L water) for 1 hour.




- 4 Rinse the filter thoroughly with a slow and steady stream of water under the tap. Do not rub the filter.
- 5 Put the humidification filter back into the appliance.
- 6 Install the top cover of humidification filter, and then install the top cover of the water tank.

Note:

- Avoid squeezing or rubbing the humidification filter as this may damage it, leading to a reduction in its humidification effectiveness.
- To ensure the optimal performance of the filter, avoid drying it directly in sunlight.

Replacing the purification filter

Understanding the healthy protection lock

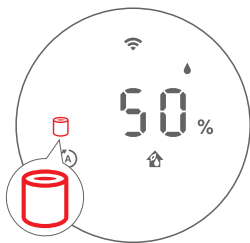
This appliance is equipped with a filter replacement indicator to make sure that the air purification filter is in optimal condition when the appliance is operating. When the filter needs to be replaced, the filter replacement alert  lights up red.


If the filter is not replaced in time, the appliance will stop operating and automatically lock to protect the air quality in the room. Replace the filter as soon as possible.

Replacing the purification filter

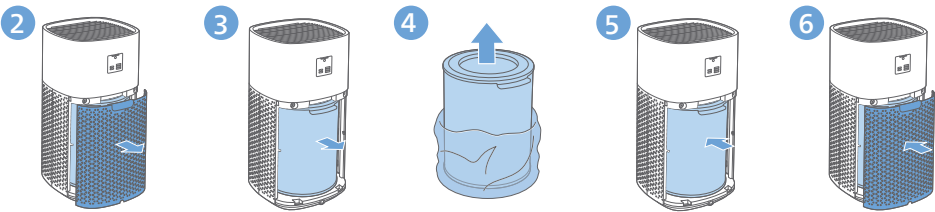
Note:



- The filter is not washable or reusable.
- Always turn off the appliance and unplug from the electrical outlet before replacing the filters.

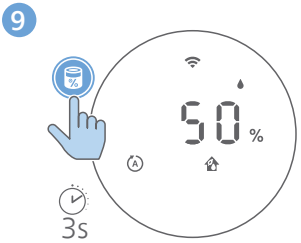


Filter alert light status	Action
The filter replacement alert  lights up	Replace the filter (FY3437)

1 Switch off the appliance and unplug from the power socket.




- 2 Pull the back cover.
- 3 Remove the filter from the appliance. Discard the used filter.
- 4 Remove all packaging materials of the new filter.
- 5 Put the new filter into the appliance.
- 6 Reattach the back cover.
- 7 Put the plug of the appliance in the power socket.
- 8 Tap the  button to switch on the appliance.
- 9 Tap and hold the  button for 3 seconds to reset the filter lifetime counter.
- 10 Wash your hands thoroughly after replacing the filter.



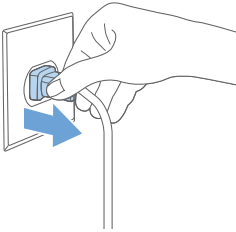
Note: Do not smell the filter as it has collected pollutants from the air.

Filter reset

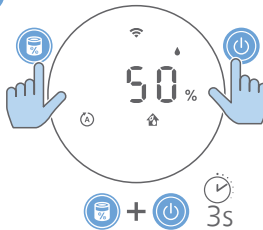
You can replace the filter even before filter replacement alert () displays on the screen. After replacing a filter, you need to reset the filter lifetime counter manually.

1 Tap the power button  for 3 seconds to turn off the appliance and unplug from power socket.


2



3



2 Put the power plug in the power socket.

3 Within 15 seconds after power on, tap and hold  and  button for 3 seconds to reset the filter lifetime counter.

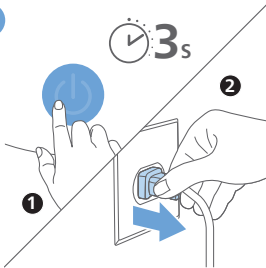
Replacing the humidification filter

Note:

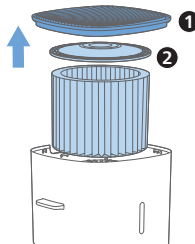
- Always unplug the appliance before you replacing the filter.
- Use only Philips original humidification filter FY3455.

Replace the humidification filter every 6 months for optimal performance. If the filter is in good condition, you could use it for a longer period of time. Make sure to replace the humidification filter at least once a year.

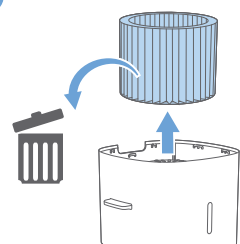
1



2



3

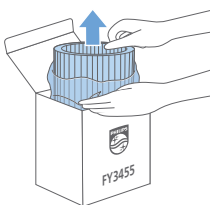


1 Switch off the appliance and unplug from the power socket.

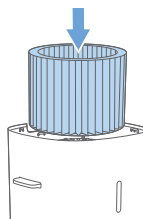
2 Open the top cover (**1**), and then open the top cover of the filter (**2**).

3 Remove the filter from the appliance. Discard the used filter.

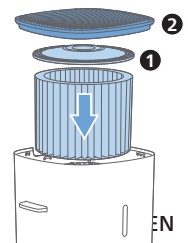
4



5



6




- 4 Remove all packaging materials of the new filter.
- 5 Put the new filter into the appliance.
- 6 Install the top cover of the filter (❶), and then install the top cover of the water tank (❷).

6 Storage




- 1 Turn off the appliance and unplug it from the power socket.
- 2 Clean the appliance, humidification filter and the surface of the purification filter (see chapter "Cleaning and maintenance").
- 3 Let all parts air dry thoroughly before storing.
- 4 Wrap the filters in air tight plastic bags.
- 5 Store the appliance, filters in a cool, dry location.
- 6 Always thoroughly wash your hands after handling the filters.

7 Troubleshooting

This chapter summarizes the most common problems you could encounter with the appliance. If you are unable to solve the problem with that information below, contact the Consumer Care Center in your country.

Problem	Possible solution
The appliance does not work properly.	<ul style="list-style-type: none"> • Check if the back cover is properly installed. If not, for safety reason, the appliance will stop working. • The filter replacement alert has been on continuously but you have not replaced the corresponding filter. As a result, the appliance is now locked. In this case, replace the filter and tap and hold the  button for 3 seconds to reset the filter lifetime counter.
There is no air humidification.	<ul style="list-style-type: none"> • Make sure that the water tank is filled with water and the water tank is placed on the appliance correctly. • The advanced cold evaporation system in 2-in-1 air humidification&purifier produces healthy moist air from the outlet without any visible water mist. Water vapor is invisible to the human eye. • When used in a dry environment, the moisture released by the 2-in-1 humidification&purifier will be absorbed surrounding objects such as walls and furniture, which can prolong the humidification time. To achieve optimal humidification, it is recommended to close doors and windows.

Problem	Possible solution
The water tank leaks.	<ul style="list-style-type: none"> • Make sure that the water do not exceed the maximum level. Install the top cover of the humidification filter tightly when adding water. • Make sure that the water tank is well assembled/connected every time after you clean it. • If the problem persists, contact the Consumer Care Center in your country.
There are some white deposits on the humidification filter.	<ul style="list-style-type: none"> • The white deposits are called scale and they consist of minerals from the water. Scale on the humidification filter affects the humidifying performance, however it does not harm your health. Please follow the cleaning instructions in the user manual.
The filter becomes yellowish after some time.	<ul style="list-style-type: none"> • The yellow deposit is a natural effect of the filter material, and it has no impact on humidification performance. Clean the humidification filter frequently to remove the scale, and replace the humidification filter every 6 months.
The appliance produces a strange smell.	<ul style="list-style-type: none"> • Make sure there is water in the water tank. • Clean the humidification filter (see the chapter “Cleaning and maintenance”). • The first few times you use the appliance, it may produce a plastic smell. This is normal. However, if the appliance produces a burnt smell even if removing filters, contact your Philips dealer or an authorized Philips service center. The filter may produce smell after being used for a while because of the absorption of indoor gases. It’s recommended that you reactivate the filter by putting it in ventilation place for repeated use. If odor still exists, replace the filter.
I do not see visible mist coming out of the humidifier. Is it working?	<ul style="list-style-type: none"> • When mist is very fine, it is invisible. This humidifier has a NanoCloud humidification technology, which produces healthy humid air from the outlet area without formation of water mist. Therefore, you cannot see the mist.
The airflow that comes out of the air outlet is significantly weaker than before.	<ul style="list-style-type: none"> • The surface of the filter is dirty. Clean the surface of the filter (see the chapter “Cleaning and maintenance”). • The target humidity is reached (see the chapter “Setting target humidity”).
The air quality does not improve, even though the appliance has been operating for a long time.	<ul style="list-style-type: none"> • Check if the packing material is removed from the filter. • The filter has not been placed in the appliance. Make sure that the filter is properly installed. • Room size is large or the outdoor air quality is poor. For optimum purification performance, please close the doors and windows when operating the appliance. • There are indoor pollution resources. For instances, smoking, cooking, incense, perfume or alcohol. • Filter reaches the end of life. Replace the filter with a new one.

Problem	Possible solution
The appliance is extra loud.	<ul style="list-style-type: none"> • It's normal if the appliance runs at the Turbo mode. • In the Auto mode, if the appliance is too loud, maybe the appliance runs at high speed because air quality becomes worse, or your personalized setting in App triggers a higher fan speed. You can choose the Sleep mode, or change the settings in the App. • If there is abnormal sound, contact the Consumer Care Center in your country. • If anything drops into air outlet, it may also cause abnormal loud sound. Immediate turn off appliance, turn appliance upside down, to get foreign objectives out of appliance.
The appliance still indicates that I need to replace a filter, but I already did.	<ul style="list-style-type: none"> • You have replaced the filter after the filter replacement alert () lights up. Perhaps you did not reset the filter lifetime counter. Switch on the appliance. Then tap and hold the  for 3 seconds. • You have replaced the filter before the filter replacement alert () lights up, see the chapter "Filter reset".
Error code "E1" displays on the screen.	<ul style="list-style-type: none"> • The motor has malfunctions. Contact the Consumer Care Center in your country.
The Wi-Fi setup is not successful.	<ul style="list-style-type: none"> • If the router your appliance is connected to is dual – band and currently it is not connecting to a 2.4GHz network, please switch to another band of the same router (2.4GHz) and try to pair your appliance again. 5GHz networks are not supported. • Web authentication networks are not supported. • Check if the appliance is within range of the Wi-Fi router. You can try to locate the appliance closer to the Wi-Fi router. • Check if the network name is correct. The network name is case-sensitive. • Check if the Wi-Fi password is correct. The password is case-sensitive. • Retry the setup with the instructions in section "Reset the Wi-Fi connection". • The Wi-Fi connectivity can be interrupted by electromagnetic or other interferences. Keep the appliance away from other electronic devices that may cause interferences. • Check if the mobile device is in airplane mode. Make sure to have the airplane mode deactivated when connecting to the Wi-Fi network. • Consult the help section in the App for extensive and up-to-date troubleshooting tips.

8 Warranty and support

Versuni offers a two-year warranty after purchase on this product. This warranty is not valid if a defect is due to incorrect use or poor maintenance. Our warranty does not affect your rights under law as a consumer. For more information or for invoking the warranty, please visit our website **www.philips.com/support**.

Order parts or accessories

If you have to replace a part or want to purchase an additional part, go to your Philips dealer or visit **www.philips.com/support**.

If you have problems obtaining the parts, please contact the Philips Consumer Care Center in your country.



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