

PHILIPS

RO Dispenser

ADD6921-79



User Manual
説明書

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1 Important notes

Noted: All contents of this part relate to safety. The dangers, harmfulness, and potential accidents are explained herein. All users must strictly follow the instructions.

- Misuse may cause injury.
- The heating element surface is subject to residual heat after use.
- This appliance is intended for household and indoor use only.
- Do not immerse the appliance in any liquid.
- Do not use accessories which are not authorised by the manufacturer. The warranty will terminate automatically if machine failure is caused by unauthorised accessories.
- Please check for machine damages and verify all parts are included after unpacking.
- Keep the plastic bag or film away from babies and children to avoid suffocation.
- Use municipal tap water as the water source.
- Please do not pour unknown liquids, water from sources of unknown quality or other extraneous materials of any sort into the tap water tank and filtered water jug.
- Please handle the machine with care to avoid injury or damages resulting from dropping the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliances by a person responsible for their safety.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capacities 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 and user maintenance shall not be made by children without supervision.
- Place the machine in a cool and dry place, away from direct sunlight. Do not place it near any form of heat sources.
- The machine shall not be placed in an environment 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 or modify the machine, or put any heavy objects on it.
- If the dispenser will not be used for a long time, please make sure it is disconnected from the power supply, and empty the tap water tank, filtered water jug, and cold water tank. Seal the the

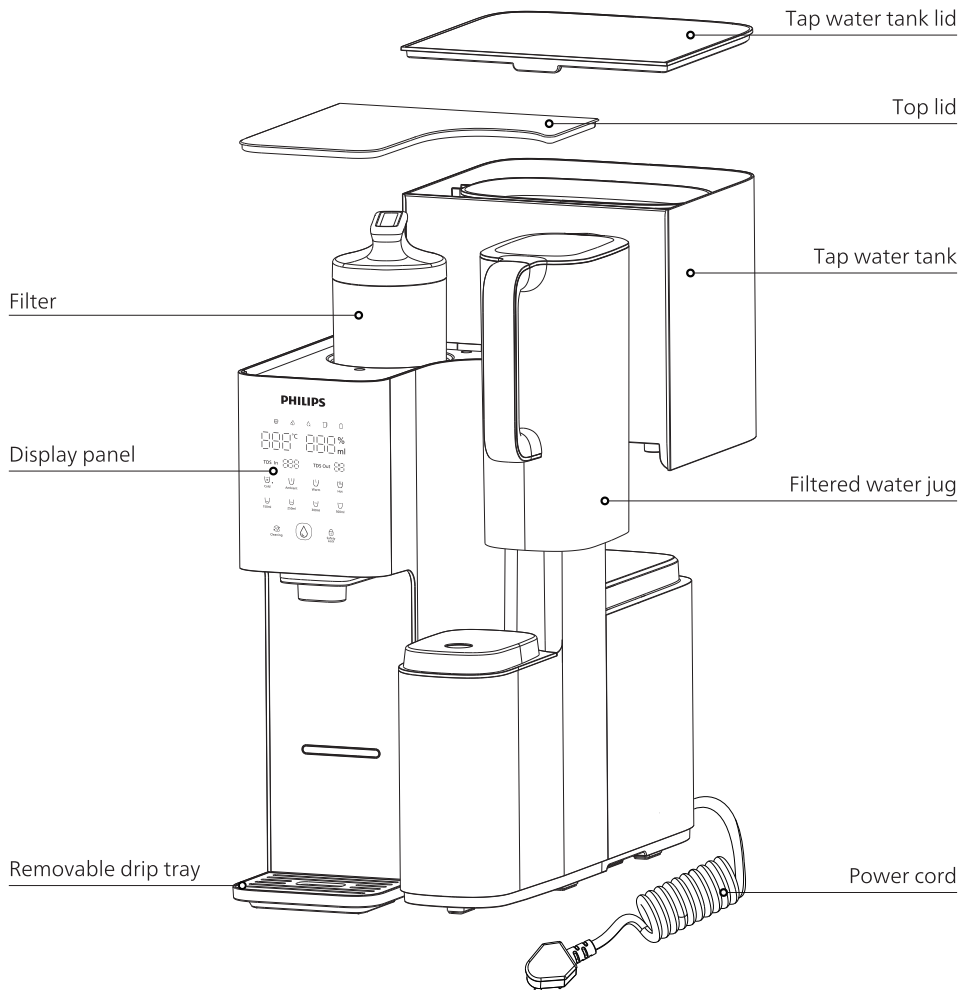
filter cartridge and store it in the refrigerator (2-5°C, do not put it in the freezer).

- 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 be 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.
- For first time use, or if the machine hasn't been used for a long time, fill the tap water tank and discard all the filtered water. Details can refer to the Rinising procedure (Chapter 5 - Product set up).
- Always use certified elements and accessories from Philips authorized services for the repairment and maintenance of the dispenser.
- Organic solvent such as gasoline shall not be used for wiping the housing of the dispenser. If cleaning is required, please gently wipe the surface of the product with a 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.
- 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. It is recommended to extract ambient water for 10 seconds to cool down the heating element.
- It is recommended to discard the filtered water if the machine hasn't been used for over 24 hours.
- 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 personnels authorised by the manufacturer.
- Do not disassemble or repair the dispenser by yourself, nor hand it over to any person not authorized to repair, as improper repairing may cause risks of danger.
- The manufacturer will not bear responsibility for any consequences that are results of failure to operate the appliance in accordance with the above guidelines.

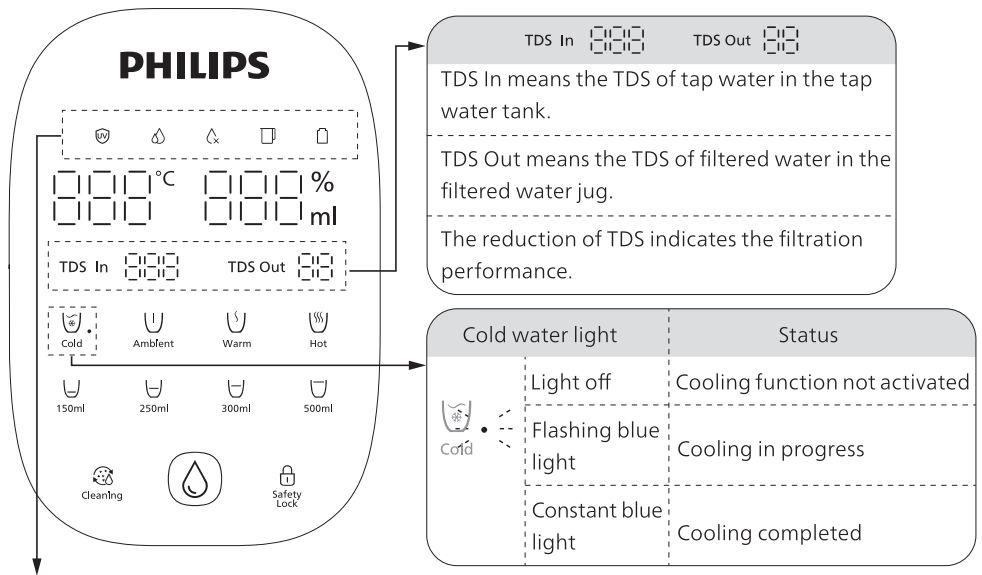
2 Product specifications

Product name	Philips RO Water Dispenser
Product model	ADD6921-79
Rated voltage	220V-240V~
Rated total power	2100W-2400W
Rated frequency	50Hz-60Hz
Heating capacity	20L/h, $\geq 90^{\circ}\text{C}$
Cooling capacity	$\geq 2.7\text{L/h}$ ($\leq 10^{\circ}\text{C}$)
Cooling current	0.6A
Refrigerant and filling amount	R600a, 18g
Filter cartridge total filtration capacity	2000L
Rated water flow rate	0.2L/min
Applicable water source	Municipal tap water
Inlet water pressure	0 - 0.06MPa
Applicable water temperature	5-38 $^{\circ}\text{C}$

3 Product overview



4 User interface

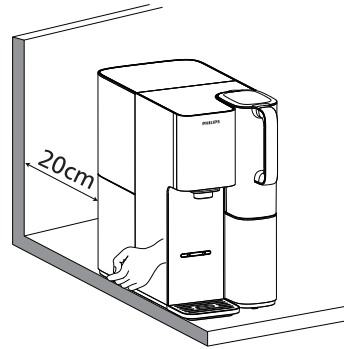


Icon	Status	Meaning
	Constant white light	UV sterilization in progress.
	Constant white light	Filtration process is ongoing, you can still extract water.
	Flashing white light	Filtration process is ongoing, the water level in the filtered water jug is insufficient for extraction.
	Flashing white light	The tap water in the tap water tank has not been replaced for a long time.
	Flashing red light	The tap water in the tap water tank is at a low level or the water quality is poor, please empty the remaining water in the tank and refill it with fresh tap water.
*When indicator of changing water flashes, the water in the tap water tank needs to be changed. Please discarding the drain water before adding fresh tap water into the tap water tank.		
	Constant white light	Filtered water jug is in place.
	Flashing white light	Filtered water jug is not in place. Please put it back.
	White light on	More than 10% of the filter cartridge's lifetime remaining.
	Flashing red light	Less than 10% of the filter cartridge's lifetime left. Please replace the filter soon.
	Red light on	Less than 7 days of the filter cartridge's lifetime remaining. Please replace the filter as soon as possible.

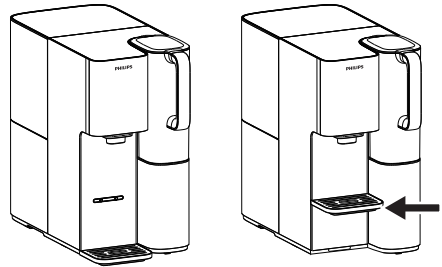
5 Product setup

Setup guide

- (1) The dispenser should be 20cm from the wall. This will help to optimize the cooling performance.



- (2) If a small cup is used, the removable drip tray can be adjusted to a higher position by pulling it out and putting it at the higher position.



Please let the product stand in an upright position, for at least 2 hours, before activating the cooling function.

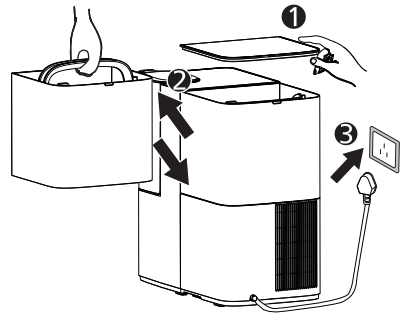
This product has a built-in compression cooling system. Please let the product stand plugged, in an upright position, for at least 2 hours before activating the cooling function.

Rinsing (Takes approximately 1.5 hours or more)

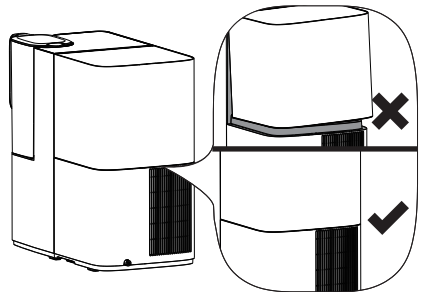
❗ For optimal performance, it is recommended to follow these steps of membrane rinsing for the new dispenser before its initial use or after replacing the filter. This process typically takes approximately 1.5 hours.

To prevent the growth of microorganisms, place the product in a location that avoids direct sunlight.

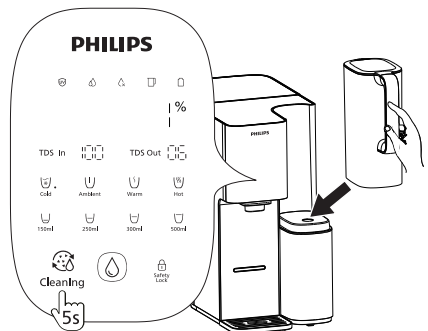
(1) Remove the tap water tank lid and lift the tank upwards; fill the tap water tank with tap water and place it back to the machine, then place the lid back to the tap water tank properly.



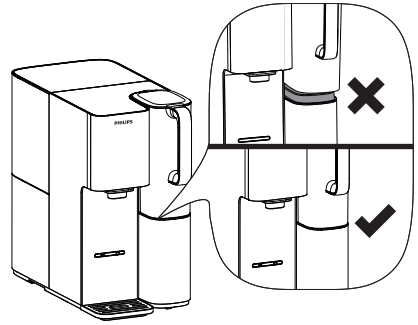
❗ Please make sure the tap water tank is fully attached to the back panel, otherwise, it will cause improper water filtration or water leakage.



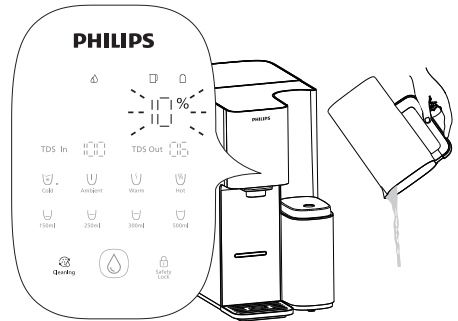
(2) After installing the filtered water jug, long press the "🧼" button for 5 seconds. When you hear a "beep" sound, it indicates that the machine is working.



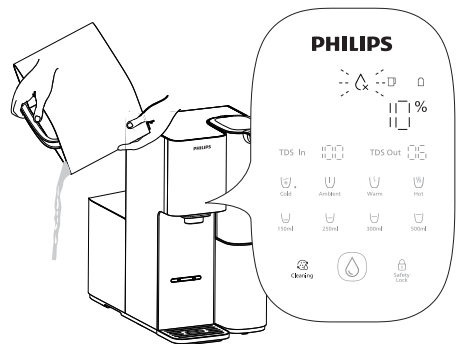
❗ Please make sure the filtered water jug is fully attached to the pedestal, otherwise, it will cause improper water filtration or water leakage.



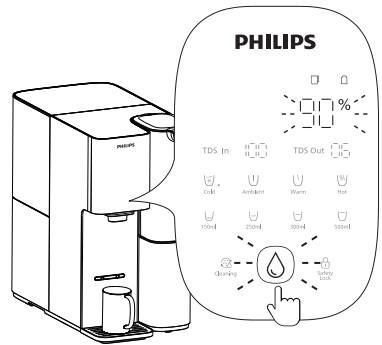
(3) During the progress from 0% to 80%, when you see the percentage flash and hear 3 beeps, please empty the filtered water jug.



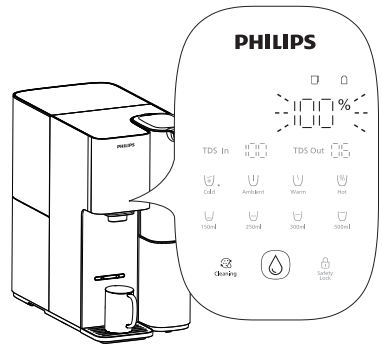
(4) When the "⚠️" light flashes, you will hear 3 beeps. Empty the water in the tap water tank, refill it with fresh tap water up to the Max line, and place it back.



(5) When the progress reaches "90%", and "💧" flashes, you will hear 3 beeps. There is no need to empty filtered water jug. Place a container with a volume of no less than 2 liters under the water outlet and press "💧".



(6) When it shows "100%", it means that the rinsing process is complete. You can now start using the dispenser.



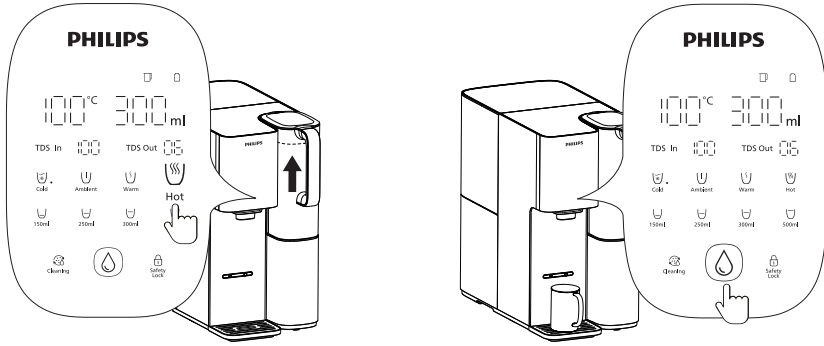
Important notes for flushing:

- Please follow the rinsing progress until it reaches "100%". During the rinsing process, in case of special circumstances, you can exit the rinsing program by long-pressing the "⚙️" button for 5 seconds.
- During the water dispensing process from 90% to 100%, it is normal to hear a sucking sound. Please do not worry.
- During the first-time use, please check for any water leaks from or gathering around the dispenser. If you notice any strange noise, burnt smell, or smoke coming out from the machine, disconnect the cord immediately. In such cases, please contact customer services for further assistance.
- During the rinsing process, when air passes through high-precision filter elements, micro bubbles are generated, causing the water in the filtered water jug appears white and cloudy. This is a normal phenomenon.

Boiling point calibration

To prevent excess steam, the local boiling point should be checked and adjusted.

When the filtration process is complete and 100°C water is extracted for the first time, boiled water will flow out from the nozzle, and the boiling point calibration will be automatically completed. This procedure will last for approximately 60 seconds. Please ensure that a container with a volume of at least 500ml is placed under the nozzle during this procedure.



Note: There might be steam ejection during the boiling point calibration, please be aware of burn hazards.

6 Usage instructions

Turn on the cooling function

After being plugged in for two hours, long-press the "Cold" button for 5 seconds until the cold water light flashes. This indicates that the cooling function has been activated.

Cooling Status	Meaning
Flashing	Cooling in progress
Constant blue light	Cooling completed

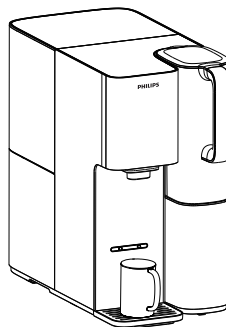
When the cooling light is flashing, it is not recommended to extract water in order to avoid affecting the cooling speed. It is advisable to wait for 20 minutes for the cooling process to complete after it is turned on for the first time.

Turn off the cooling function

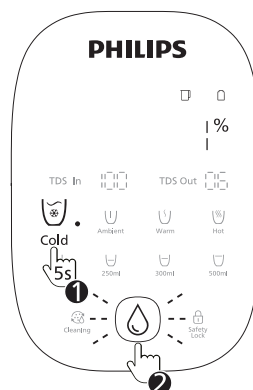
(After turning off the cooling function, it is necessary to empty the cooling tank.

Please follow the following steps to prevent bacteria growth inside the cooling tank.)

- (1) Please place a container with a volume of no less than 2 liters under the water outlet.



- (2) Long press "Cold" for 5 seconds until the "Water" light flashes, then press "Water" to extract water until the inner pipes and cooling tank are empty.



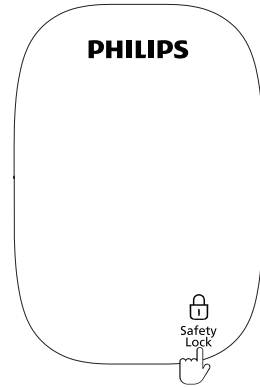
- (3) This procedure will last for about 60 seconds.
When the progress reaches 100%, the draining process has been completed.

- (4) The cold water light goes out and the cooling function is turned off.

- ⚠ Please do not exit or unplug the power during the draining process.
- ⚠ During the draining process, it is normal to hear a suction sound. When the progress reaches 100%, the sound will stop. Please do not worry.

Extracting water

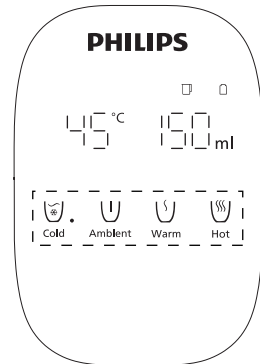
(1) Press the "🔒" to unlock.



(2) Water temperature adjustment:

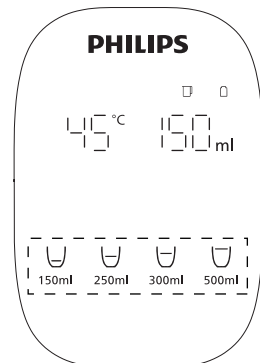
Press "🔼" repeatedly to choose between 45°C and 55°C;

Press "🔽" repeatedly to choose between 85°C and 100°C.

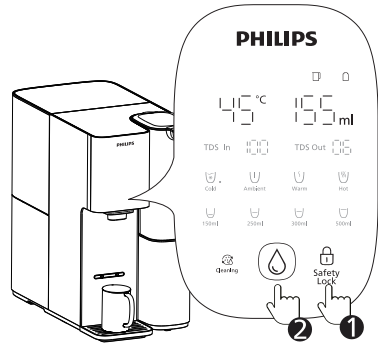


(3) Water volume adjustment:

There are four water volume presets for selection: 150ml, 250ml, 300ml, 500ml.



- (4) Press "🔒" and "💧" to extract hot water.
 Press it again or press any other buttons to stop.
 Ambient water can be extracted directly
 without pressing "🔒".



Notes:

- Press the safety lock key for 10 seconds to disable/enable the safety lock.
- Press and hold the "🌀" and "500ml" buttons for 3 seconds to disable/enable the beep sound prompt.
- To avoid being scalded, keep away from the nozzle when extracting hot water.

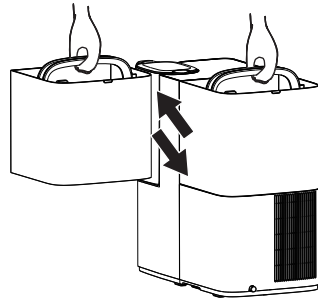
7 Daily maintenance

Waterway Cleaning

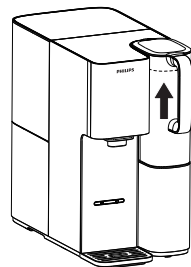
It is recommended to clean the waterway if the product has not been used for more than 1 week, or if it has been used continuously for 1 month.

If the dispenser will not be used for an extended period of time, please drain the appliance and disconnect the dispenser from power supply. Seal the filter cartridge and store it in the refrigerator (2-5°C, do not put it in the freezer). When you use it again, please follow the cleaning procedure for the first time use.

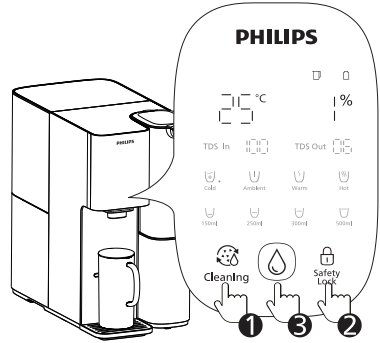
- (1) Fill the tap water tank with tap water and place it back to the machine, then place the lid back to the tap water tank properly.



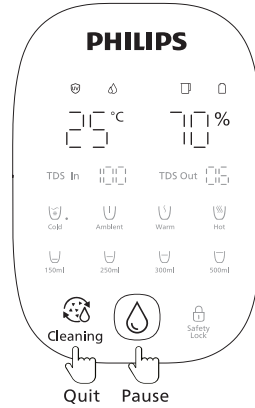
- (2) Wait until the filtered water jug is full, and the "💧" indicator light turn off, otherwise this function cannot be activated.



(3) The cleaning process is expected to dispense 1800ml of water. Please place a container with a volume of not less than 2 liter under the water outlet. Press the "🔄", "🔒", and "💧" buttons in sequence to start the cleaning process. During the cleaning process, ambient water and hot water at 70°C will be dispensed to flush the waterway.



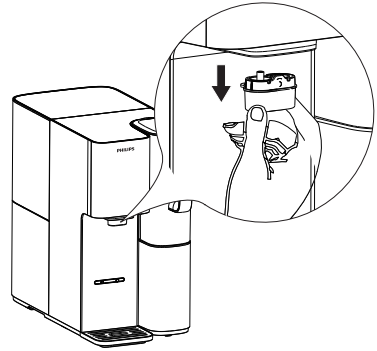
(4) During the cleaning process, press "💧" to pause. To exit the cleaning program, press "🔄".



(5) When "100%" flashes, the cleaning process is completed.

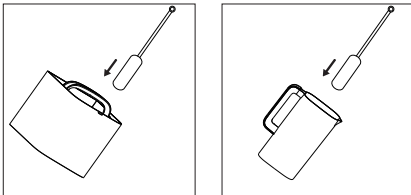


(6) To clean the water nozzle, twist it out, wash it with clean water, and then reinstall it.



Cleaning of the tap water tank and the filtered water jug

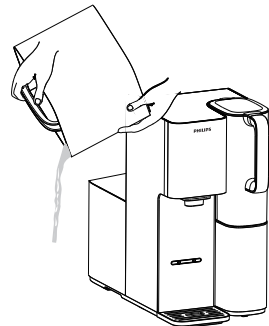
If there are obvious impurities at the bottom of the tap water tank or filtered water jug, please rinse it with water and clean it with a cleaning brush. Clean the tap water tank and the filtered water jug with brush at least once per week.



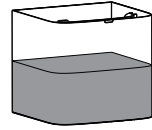
Do not put the tap water tank or the filtered water jug in the dishwasher.

Descaling of tap water tank

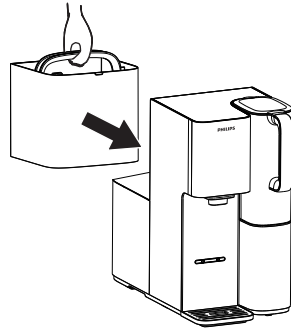
① Empty the tap water tank.



- ② Fill the tap water tank to the half and add 30g of citric acid. Stir lightly then soak for 2 hours (do not place the tap water tank back to the dispenser).



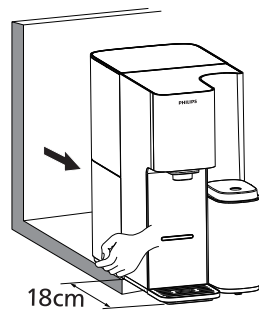
- ③ Discard the citric acid solution and clean the entire water tank with tap water.



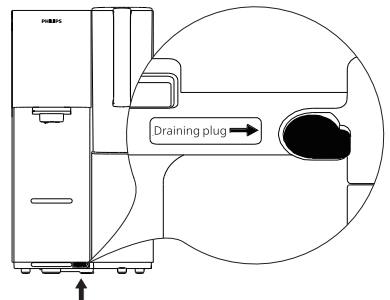
- ④ Thoroughly rinse with tap water and refill the water tank with tap water. Then, put it back into the dispenser.

Draining the cooling tank manually

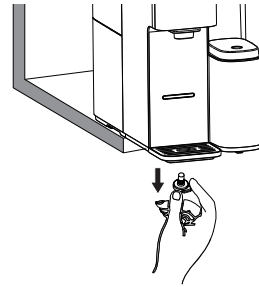
- (1) Remove the filtered water jug and move the product forward.



- (2) Locate the "cooling tank drainage hole" at the bottom. It is secured with a silicone plug.

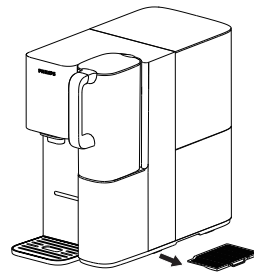


(3) A container with a volume no less than 2 liters should be placed under the draining hole and remove the blue silicone plug to drain the cooling tank manually. Wait until there is no more water flowing out, re-insert the silicone plug tightly.

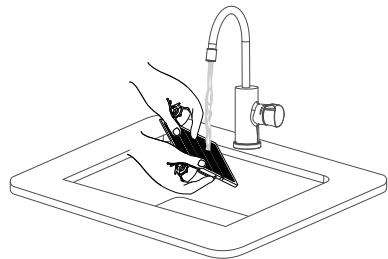


Cleaning the air filter (It is recommended to clean the air filter every six months to maintain the cooling performance.)


(1) Pull out the air filter from the bottom right of the product.



(2) Clean the air filter with clean water, wipe it dry, and reinstall it.



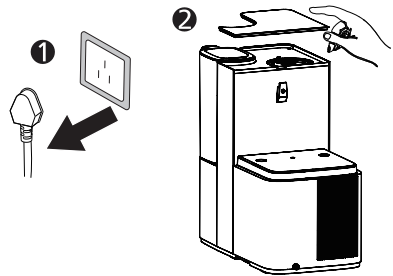
Filter replacement


Please change the filter cartridge according to the filter lifetime indicator "  " on the display panel, or the suggested replacement cycle. New filter cartridge can be purchased from authorized retailers and service center, the model is ADD583.

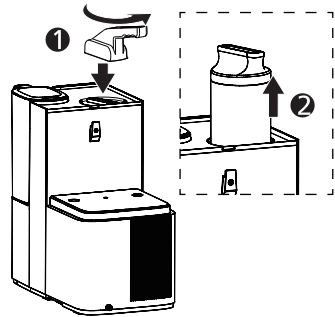
Name	Model	Suggested Replacement Cycle
Aquaporin All-in-One Mineral RO Filter	ADD583	1 year


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

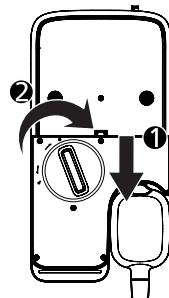
(1) Power off and take out the tap water tank and the machine top lid.



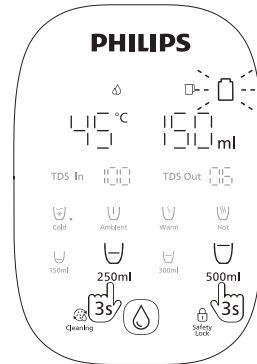
(2) Rotate the used filtered cartridge counter clockwise to the "  " position and take it out.



(3) Insert the new filter cartridge into the filter cartridge holder and rotate it clockwise to the locked "  " position, and cover the machine top lid. Put the tap water tank back to the dispenser.





(4) Long press "250ml" and "500ml" for 3 seconds.
 The " " changes to white again, which means you have reset the lifetime successfully.
 If you want to cancel the reset, long press "250ml"+"500ml" for 3 seconds within 2 hours.



(If you need to cancel the reset, press and hold "150ml" + "250ml" for 3 seconds within 2 hours.)

8 Troubleshooting

Error	Causes	Solutions
E01: Cannot extract hot water.	Tap water temperature exceeds 38°C.	Make sure the tap water temperature does not exceed 38°C.
E02: Cannot extract hot water.	Abnormal alarm from the water outlet temperature probe.	When the filtration is completed, extract 300ml of ambient water, and try extracting the hot water again. Please contact customer services if the problem cannot be solved.
E04: Unable to dispense hot water.	Abnormal heating alarm.	Take 3 cups of 150ml of ambient temperature water first, and then try again to dispense hot water.
E06: The product is unable to filter and dispense water normally.	"Abnormal water filtration alarm. Filter not installed properly or clogged."	Check if the filter is installed properly or clogged. If the filter is clogged, please replace it.
E0b: Unable to cool the water	If the machine is not dispensing ice water, or the cooling time exceeds 1 hour in a single cycle, the machine will activate its cooling protection and stop cooling.	Turn off the power for 1-2 minutes, and reconnect with power.
E0L: Unable to dispenser cold water	Cooling tank temperature sensor abnormal alarm	Turn off the power for 1-2 minutes, and reconnect with power.

EU: Communication abnormality of the product	Abnormal communication signal within the product's electronic control board.	Turn off the power for 1-2 minutes, and then reconnect the power.
Unable to dispense water	Filtered water jug is out of water.	If "  " is flashing, wait for it to stop flashing before dispensing water normally.
	Tap water tank is not installed properly	Check if the tap water tank is installed properly.
Cannot filter water	Tap water tank is at a low water level, and "  " flashes red.	Empty the water in the tap water tank completely, and then refill it with tap water.
	Tap water tank is not installed properly	Check if the raw water tank is installed properly.
Water leakage	Water overflows from the water drip tray.	Empty the water drip tray.
	The sealing valve at the bottom of the tap water tank is blocked.	Hold the sealing valve with a thimble or a finger to remove the blockage.
	Filtered water jug not installed properly.	Ensure that the filtered water jug or the tap water tank is installed properly.
Odd taste of the water	The new dispenser hasn't been cleaned.	Follow the cleaning procedures for the first time use.
	Filtered cartridge is not changed as required.	Change the filter cartridge.
Leakage of electricity	Bad grounding and the power cord is damaged	Three-core plug with reliable grounding must be used. Please contact customer services.
Buttons/display screen does not respond	System malfunction or hardware damage	Turn off the power for 1-2 minutes, and then reconnect the power.

9 Packing list

Dispenser (with 1 filter inside)	x1
Removable water drip tray	x1
User manual	x1
Filtered water jug	x2
Quick start guide	x1
Filter replacement guide	x1

10 Guarantee and support

If you need information or have any questions, please visit www.philips.com/support or contact the 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.

Please keep this user manual for future reference.



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

www.philips.com/water

Specifications are subject to change without prio notice

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

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