

# PHILIPS

## RO Dispenser

ADD6912



User Manual  
說明書



## CONTENTS

---

1	Important notes	01
---	-----------------	----

---

2	Product specifications	04
---	------------------------	----

---

3	Product overview	05
---	------------------	----

---

4	User interface	06
---	----------------	----

---

5	Product setup	07
---	---------------	----

---

6	Usage instructions	11
---	--------------------	----

---

---

7	Daily maintenance	15
---	-------------------	----

---

8	Troubleshooting	22
---	-----------------	----

---

9	Packing list	24
---	--------------	----

---

10	Guarantee and support	24
----	-----------------------	----

---

# 1 Important notes

**Note:** 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 and filtered water jug. Seal the filter cartridges and store them 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 filtered cartridges 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 indoor, and with power supply of reliable grounding.
- For the first-time use or if the machine hasn't been used for a long time, discard all the water in the filtered water jug (if any). Fill the tap water tank and run the cleaning process referring to Chapter 5 - Product setup.
- 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.
- Appliances that are obviously damaged must not be operated.
- This appliance contains a UV-C emitter.
- Unintended use of the appliance or damage to the housing may result in the escape of UV-C

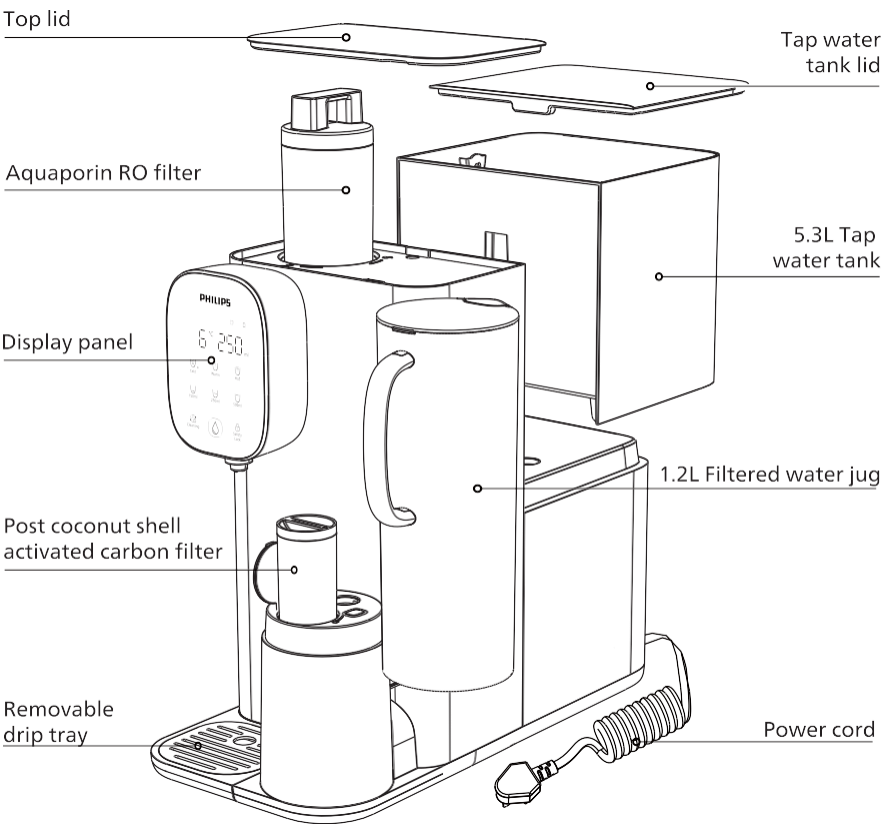
radiation. UV-C radiation may cause harm to the eyes and skin.

- The appliance is to be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30 mA.
- WARNING: Do not operate the UV-C emitter when it is removed from the appliance enclosure.
- WARNING: Disconnect the appliance from the supply before carrying out maintenance.
- WARNING: When positioning the appliance, ensure the supply cord is not trapped or damaged.
- WARNING: Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- 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

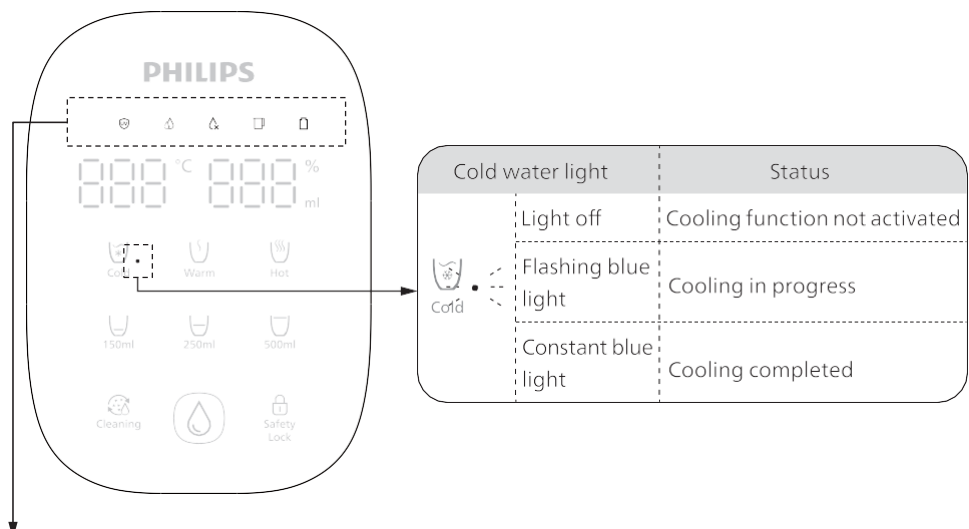
Product name	Philips RO Water Dispenser
Product model	ADD6912
Rated voltage	220V~240V~
Rated power	2100W-2400W
Heating power	2050W-2300W
Rated frequency	50Hz-60Hz
Heating capacity	18L/h, ≥90°C
Cooling capacity	≥1.2L/h (≤13°C)
Cooling current	1.1A
Rated total water production	2000L
Rated water flow rate	0.13L/min
Applicable water source	Municipal tap water
Inlet water pressure	0MPa-0.06MPa
Applicable water temperature	5°C-38°C

# 3 Product overview



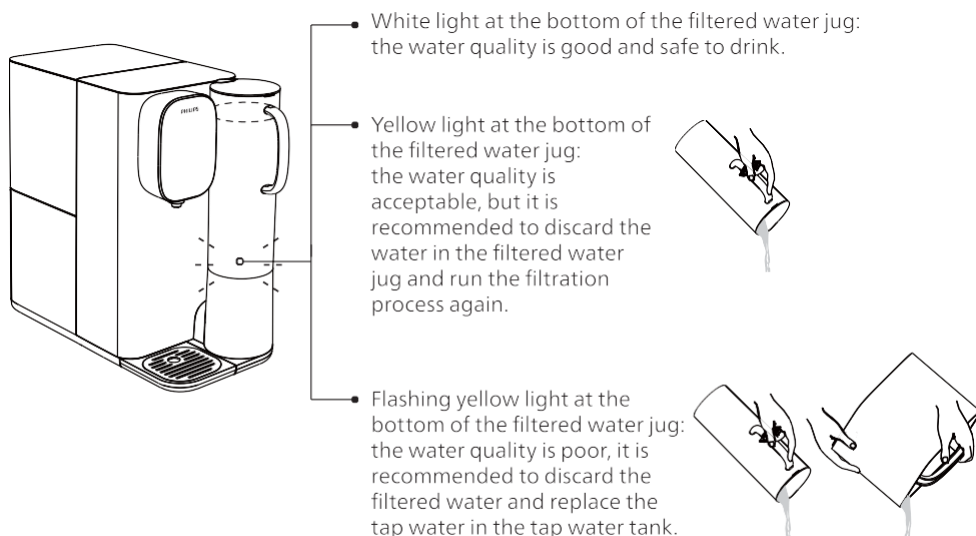
# 4 User interface

## 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.
	Constant white light	More than 10% lifetime left.
	Flashing red light	Less than 10% of the filter cartridges' lifetime left. Please replace the filter soon.
	Constant red light	Less than 7 days of the filter cartridges' lifetime remaining. Please replace the filter as soon as possible.

## Water Quality Display

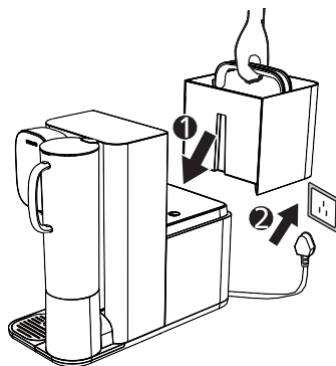


## 5 Product setup

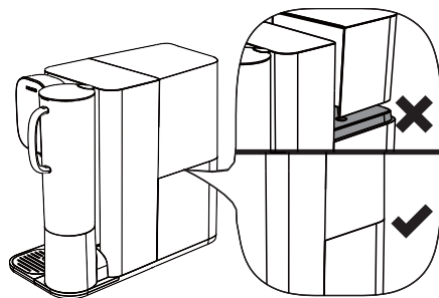
### Rinsing

Before the first time use or after replacing the filter cartridges, the dispenser needs to follow below steps of rinsing, which takes approximately 45 minutes. Place the dispenser in a location that avoids direct sunlight to prevent the growth of microorganisms.

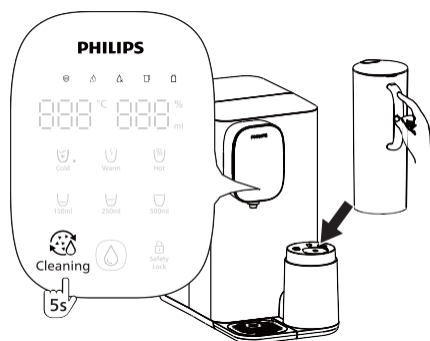
- (1) Remove the tap water tank lid and lift the tank upwards; fill the tap water tank with tap water and place it back to the machine, then place the lid back to the tap water tank properly.



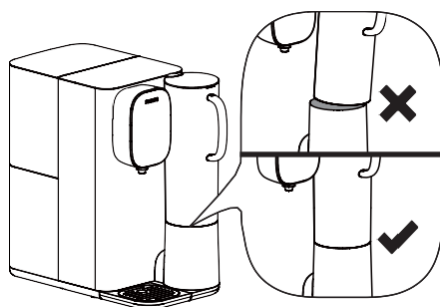
- ❗ Please make sure the tap water tank is fully attached to the back panel, otherwise, it will cause improper water filtration or water leakage.



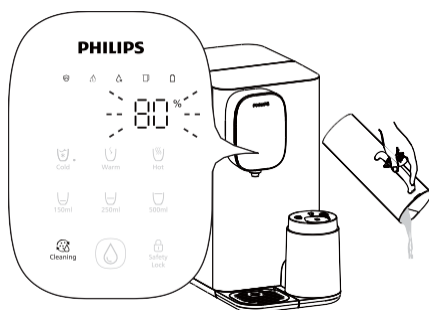
- (2) After installing the filtered water jug, long press the "🧼" button for 5 seconds. You will hear a "beep" sound, indicating that the dispenser starts to rinse.




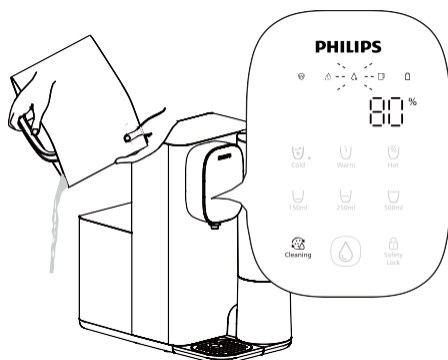
- ❗ Please make sure the filtered water jug is fully attached to the pedestal, otherwise, it will cause improper water filtration or water leakage.





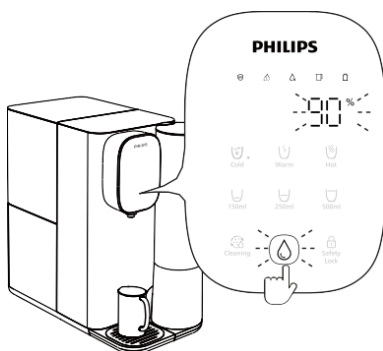
- (3) During the progress from 0% to 80%, when you see the percentage status flashes and hear 3 beeps, please empty the filtered water jug. A total of 4 jugs of filtered water need to be emptied.



- (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.

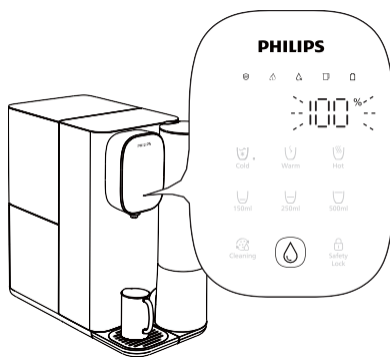


- (5) When the progress reaches "90%", and "  " flashes, you will hear 3 beeps. There is no need to empty the water. Place a container with volume no less than 2000ml under the water outlet and press "  ".






(6) When it shows "100%", it means that the rinsing process completes. Now you can start to use the dispenser.







**Please note:**

- During the rinsing process, long press the "  " for 5 seconds to exit the rinsing program (not recommended). In order to provide a better water taste, we do not suggest you exit the rinsing program.
- During the 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 out from the machine, please disconnect the power cord immediately. Contact customer services if you find any of the situations above.
- During the rinsing process, when air passes through the 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.

# 6 Usage instructions

## 6.1 Turn on the cooling function

- (1) After the filtered water jug is full, long-press the "  " button for 5 seconds until the cold water light flashes. This indicates that the cooling function has been activated.
- (2) Place a 1L large-capacity cup under the outlet, select the water temperature "  ", the amount of water "  ", and finally click on the "  " button. This step needs to be repeated twice to complete the cleaning of the cooling tank and enter normal use.



- !** 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 60 minutes for the cooling process to complete after it is turned on for the first time.

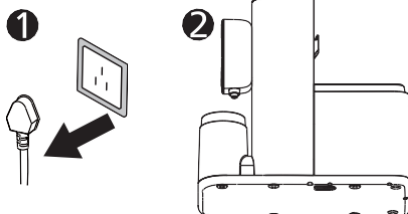
## 6.2 Turn off the cooling function

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.

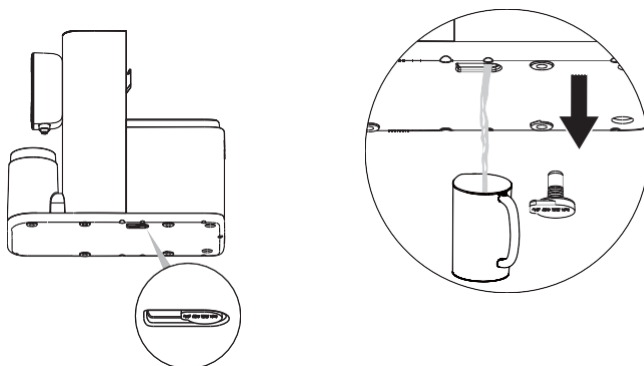
- (1) Long press "  " for 5 seconds to turn off the cooling function.



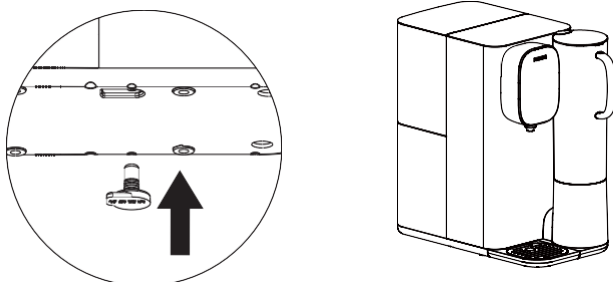
- (2) Unplug the power cord, tap water tank and filtered water jug.



(3) Move the product forward, locate the "cooling tank drainage hole" at the bottom.

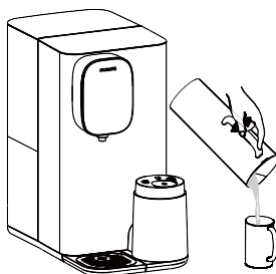


(4) Place a container with a volume of no less than 1 liter under the draining hole. Remove the blue silicone plug to manually drain the cooling tank. Wait until no more water is flowing out, then re-insert the silicone plug tightly.



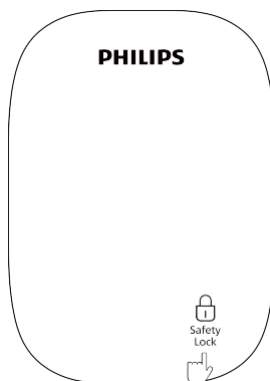
### 6.3 Extract ambient water

If you need to dispense ambient water, simply lift the filtered water jug and use it. The water in the filtered water jug is freshly filtered drinking water and can be consumed directly.






## 6.4 Extract hot and cold water

(1) Press the "  " to unlock the screen.



(2) Water temperature adjustment:

There are three water temperature presets for selection - Cold, Warm and Hot.

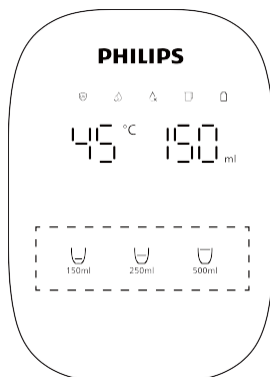
- Press "  " to choose 6°C.
- Press "  " repeatedly to choose between 45°C and 55°C.
- Press "  " repeatedly to choose between 85°C and 95°C.






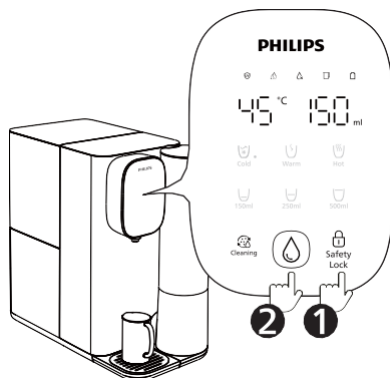
(3) Water volume adjustment.

There are three water volume presets for selection:

150ml, 250ml, 500ml



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

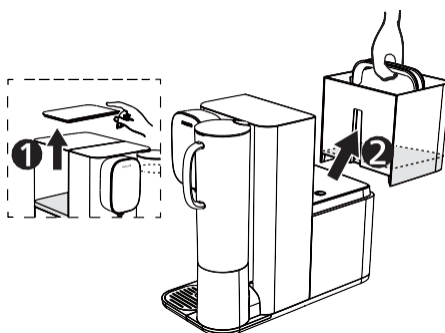


#### Notes:

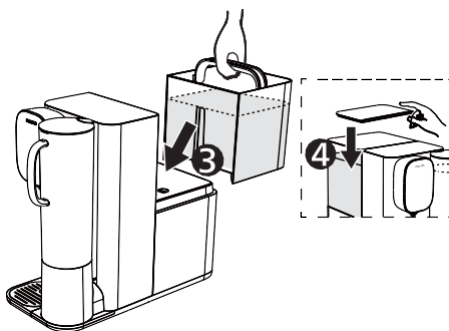
- Press the "Hot water"+"500ml"for 3 seconds to disable the prompt sound "beep".
- To avoid being scalded, keep away from the nozzle when extracting hot water.

### 6.5 Water Change Guide

- (1) Open the tap water tank lid → lift the tap water tank → drain the water.



- (2) Replenish with tap water to the right level → return the tap water → cover the tap water tank lid.



- (3) Continue using the machine after the water change.

**Important:** Follow the correct steps to avoid detection errors.

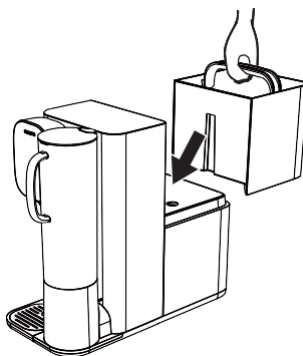
# 7 Daily maintenance


## Waterway Cleaning

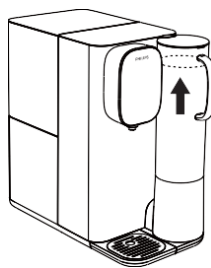
It is recommended to clean the waterway if the product has not been used for more than 1 week.




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 cartridges and store them in the refrigerator (2-5°C, do not put them in the freezer). When you use it again, please follow the cleaning procedure for the first time use.

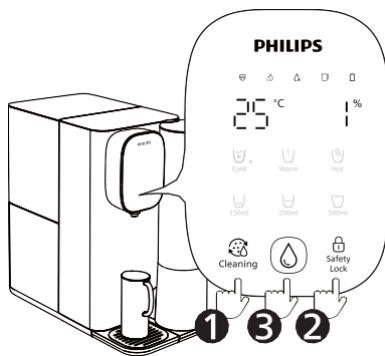
- (1) Fill the tap water tank with tap water. Place it back to the machine, then place the lid back to the tap water tank properly.






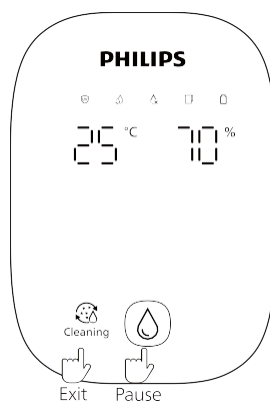
- (2) Wait until the filtered water jug is full, and the "  " light disappears, otherwise this function cannot be activated.



- (3) During the cleaning process, approximately 1500ml of water will be dispensed.  
A container with volume no less than 2000ml should be placed under the water outlet.  
Press "  " → "  " → "  " to start the cleaning process.  
During the cleaning process, ambient water and hot water of 75°C will be dispensed to flush the waterway.



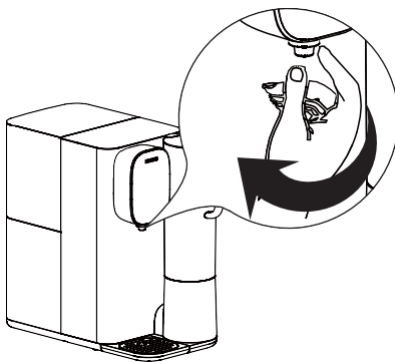
- (4) During the cleaning process, press "  " to pause. Press "  " again to resume the cleaning process.  
To exit the cleaning program, press "  ".



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

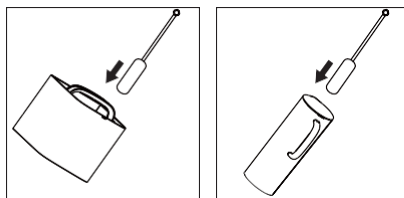


- (6) To clean the water nozzle, twist it out, wash it with clean water, and then reinstall it.



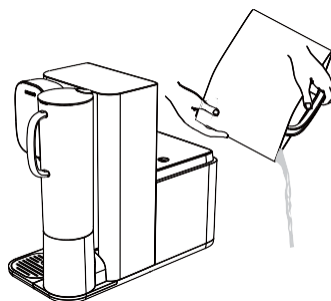
### Cleaning the tap water tank and the filtered water jug

- (1) 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.



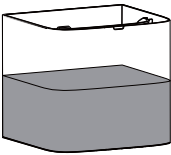
### Descaling of the tap water tank

- (1) Empty the tap water tank.

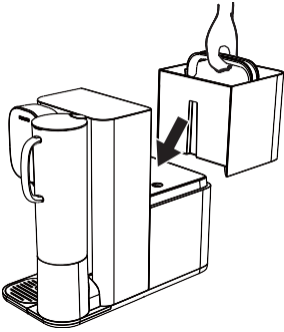




(2) Fill the tap water tank to the half and add 30g of citric acid. Stir lightly then soak for 2 hours (do not place the tap water tank to the dispenser). Then discard the citric acid solution and rinse the entire water tank with tap water.




(3) Refill the water tank with tap water.



\* The cleaning brush and citric acid need to be purchased seperately.

**Filter cartridges replacement**

Please change the filter cartridges according to the filter lifetime indicator "  " on the display panel, or the suggested replacement cycle. New filter cartridges can be purchased from authorized retailers and service centers. The models are ADD541 and ADD547.

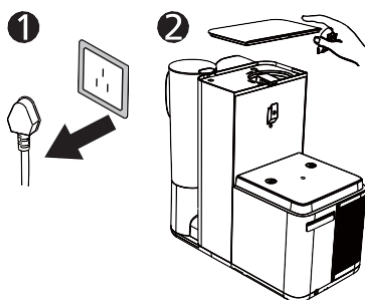
Name	Suggested Replacement Cycle
Aquaporin RO filter (ADD541)	1 year
Post coconut shell activated carbon filter (ADD547)	

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

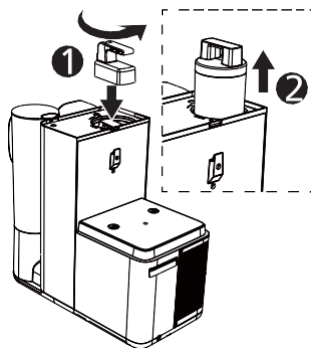
## Filter cartridge replacement instructions

### Aquaporin RO filter

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

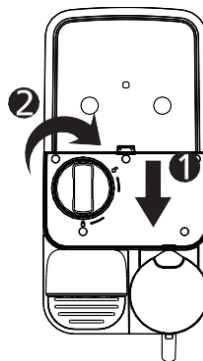


- (2) Rotate the used filter cartridge counterclockwise to the " " position and take it out.



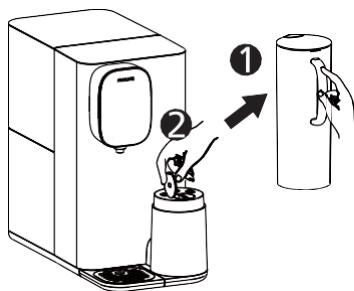
\* Please use the filter replacement tool when twisting the filter. The tool is not included in the machine and is only available with the after-sales filter.

- (3) Insert the new filter into the dispenser. Rotate it clockwise to the lock " " position, and cover the machine top lid. Put the tap water tank back to the dispenser.

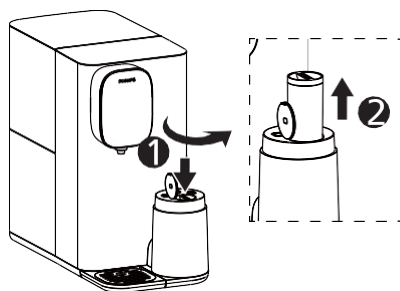


## Post coconut shell activated carbon filter

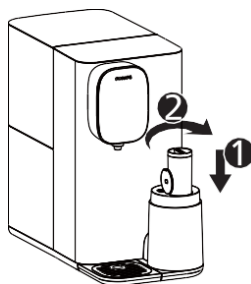
- (1) Take out the filtered water jug and open the silicone plug.





- (2) Rotate the used filter cartridge counterclockwise to the unlock " " position and take it out.



- (3) Insert the new filter into the dispenser. Rotate it clockwise to the lock " " position, then cover the silicone plug.

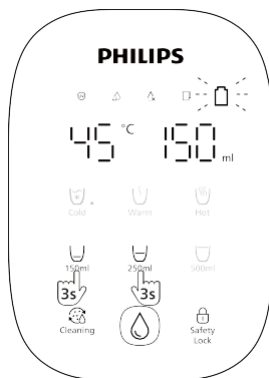


(4) Long press "  " + "  " for 3 seconds.


The "  " changes to white again, which means you have reset the lifetime successfully.






If you want to cancel the reset, long press

"  " + "  " buttons for 3 seconds.



## 8 Troubleshooting

Error	Causes	Solutions
E01: Cannot extract hot water	Tap water temperature exceeds the 38°C.	Make sure the tap water temperature does not exceeds 38°C.
E02: Cannot extract hot water	Abnormal alarm form the water outlet temperature probe.	Turn off the power for 1-2 minutes and then reconnect the power.
E04: Cannot extract hot water	Abnormal heating alarm	Turn off the power for 1-2 minutes and then reconnect the power.
E06: Cannot filter water	Filter cartridges are not installed properly.	Disconnect the dispenser from the power supply. Open the machine top lid and take out the filter cartridges, then install them properly.
E0b: Cannot extract cold water	Abnormal cooling alarm.	Turn off the power for 1-2 minutes and then reconnect the power.
E0L: Cannot extract cold water	Abnormal alarm from the water tank temperature probe.	Turn off the power for 1-2 minutes and then reconnect the power.
EU: Display panel does not respond	Abnormal internal communication signal within the product's electronic control board.	Turn off the power for 1-2 minutes, and then reconnect the power.
Cannot dispense water	The water in the filtered water jug is at low level.	If "  " is flashing, wait for it to stop flashing before dispensing water normally.
	Filtered water jug is not installed properly.	Ensure the filtered water jug is installed properly.

Error	Causes	Solutions
No error code, but the product cannot filter water	The water in the tap water tank is at low level, and "  " indicator light flashes red.	Empty the tap water tank completely, and then refill it with tap water.
	Filtered water jug or tap water tank not installed properly.	Ensure that the filtered water jug and the tap water tank is installed properly.
	Tap water tank float ball loose and fall off, "  " indicator light flashes red.	Please install the tap water tank float ball.
	If the tap water tank lid was opened for over 5 seconds twice since the last time the water tank was lifted, and the tap water tank hasn't been lifted within 12 hours from the second opening of the lid, "  " indicator light flashes red.	Please lift the tap water tank for 10 seconds before putting it back.
	High TDS value of filtered water, tap water tank hasn't been changed for more than 48 hours, "  " indicator light flashes white.	Empty the tap water tank and refill it with tap water.
	Tap water tank lid not in place or magnet demagnetised, "  " indicator light constant white.	Please check that the tap water tank lid is in place.
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.	Check if the filtered water jug is installed tightly without any gaps.
Odd taste of the water	The new dispenser hasn't been cleaned.	Follow the cleaning procedures for the first time use.
	Filter cartridges are not changed as required.	Change the filter cartridges
Leakage of electricity	Bad grounding	Three-hole socket with reliable grounding must be used.
	The power cord is damaged.	Please contact the customer services
Buttons/display screen does not respond	System malfunction or hardware damage.	Disconnect the dispenser from the power supply for 1-2 minutes, and the plug it in again.

 If the above solutions cannot solve the abnormality, please contact customer services.

# 9 Packing list

Dispenser (with 2 filters inside)	1x
Removable drip tray	1x
User manual	1x
Filtered water jug	2x
Quick start guide	1x

# 10 Guarantee and support

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

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

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

目錄

1	重要事項	26	7	清潔與保養	39
2	主要技術參數	28	8	故障診斷	45
3	結構示意圖	29	9	裝箱清單	47
4	操作與顯示界面	30	10	產品售後服務指南	47
5	首次使用指南	31			
6	使用說明	35			



# 1. 重要事項

注意：本項目所有內容均與安全有關，當中解釋了相關風險、危害的程度及可能發生的事故。為了能正確地使用本機器，請用戶務必遵守。

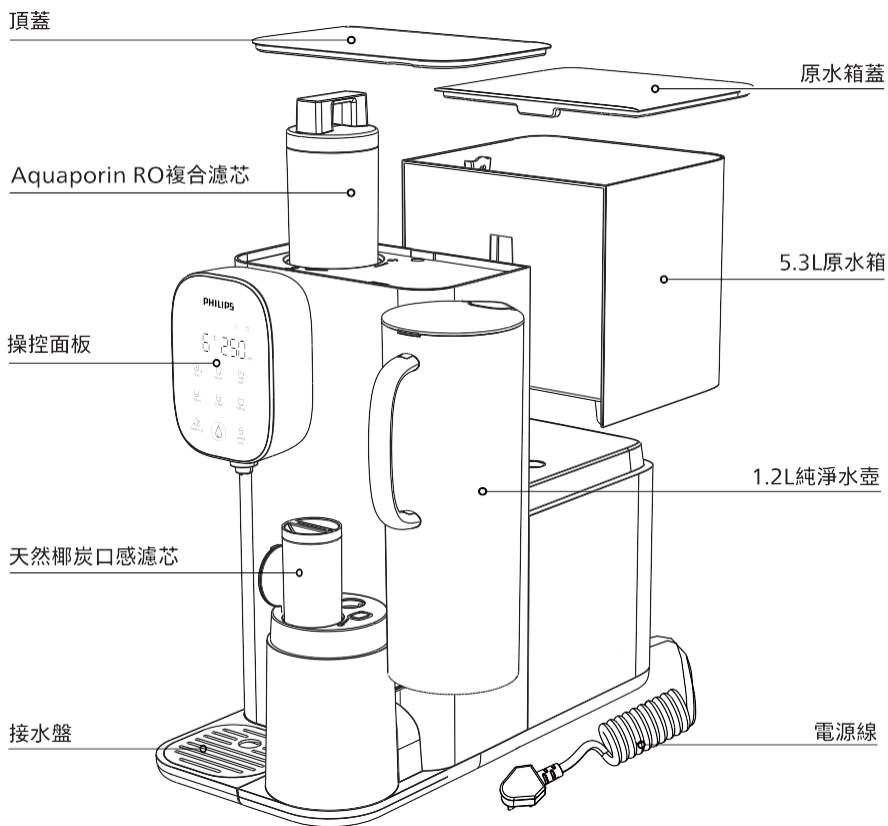
- 誤用本產品可能導致傷害；
- 加熱元件表面在使用後會產生餘熱；
- 本設備僅供家庭和室內使用；
- 請勿將本機浸入任何液體中，以免損壞；
- 請勿使用未經廠方許可的其他配件，若因此造成機器故障，保修將自動終止；
- 請在拆除包裝後檢查機器是否有損壞，並核對配件是否齊全；
- 為了避免窒息的危險，請將塑料袋遠離嬰兒和兒童；
- 本機器進水水質為市政自來水；
- 禁止往原水箱及純淨水壺倒入不明液體、不明水質的水或其他異物；
- 請注意輕拿輕放，以免機器跌落造成砸傷；
- 本設備不適合身體、感官或精神能力有缺陷或缺乏經驗和知識的人（包括兒童）使用，除非他們由負責監護他們的人監督或指導他們使用設備；
- 本設備可供 8 歲及以上的兒童以及身體、感官或智力有缺陷或缺乏經驗和知識的人使用，前提是他們得到了有關以安全方式使用本設備的監督或指導，並了解涉及的危險；
- 兒童不得把玩本機器。兒童不得在無人看管的情況下進行清潔和用戶維護；
- 本機器應放置於室內陰涼乾燥的地方，避免陽光直射，擺放位置不得靠近暖氣設備、電熱產品或其他高溫場所；
- 機器擺放位置不得處於有可能出現可燃性氣體洩漏的場所；
- 切勿用濕手插拔電源插頭，以免引發觸電危險；
- 切勿自行拆卸、改裝機器或在機器上放置重物，以免造成損壞；
- 長期不使用機器，務必斷開電源，排空原水箱和純淨水壺的水；
- 本機器進水溫度要求為 5-38℃，如進水溫度超過 38℃，會損壞濾芯，使濾芯失效；進水溫度低於 5℃ 時，可能造成凍結，引起機器元件破裂；
- 本機器僅適用於室內安裝與使用，必須使用有可靠接地的三腳插座；
- 初次使用或長期停用後，應將純淨水壺中的水倒掉（如有），裝滿原水箱，參考第 5 章的首次使用指南進行清洗程序，完成後即可正常使用；
- 本機器的維修保養須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，應立即拔掉電源插頭，切勿將有缺陷的機器置於工作狀態；
- 隨著產品的升級，說明書上的某些文字或圖案，可能與實際有所不同，請以產品實物為準；

- 如果用戶先取熱水後馬上取常溫水或45℃的水，機器會先出一段殘留熱水，請注意防止燙傷，建議先放常溫水10秒以冷卻加熱體；
- 如超過24小時沒有取水建議更換純淨水壺內的水；
- 如果電源線損壞，請停止使用機器，為了避免危險，必須由製造商的專業人員更換；
- 請勿擅自拆解維修本機器或交由非授權的售後服務人員維修，因不當的維修可能造成危險；
- 不得操作有明顯損壞的設備；
- 本設備包含 UV-C 燈；
- 設備的外殼在意外情況下損壞可能會導致UV-C 紫外線泄漏。UV-C紫外線可能會對眼睛和皮膚造成傷害；
- 本設備應通過額定剩余工作電流不超過 30 mA 的剩余電流裝置 (RCD) 供電；
- 警告：當 UV-C 燈從本設備外殼中取出時，請勿操作；
- 警告：在進行維護之前，請斷開該設備電源；
- 警告：放置設備時，確保電源線不會被卡住或損壞；
- 警告：不要在設備後部放置多個便攜式插座或便攜式電源；
- 未按上述注意事項操作所造成的後果，本公司將不承擔任何責任。

## 2 主要技術參數

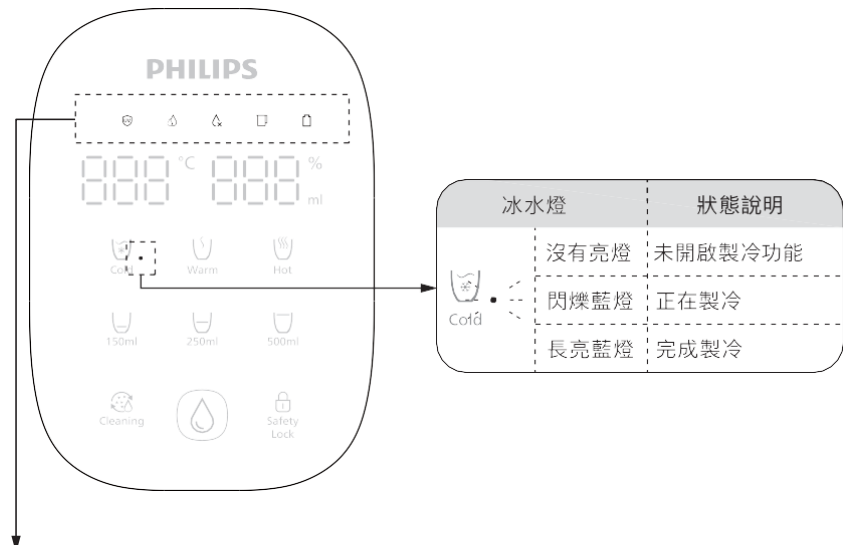
產品名稱	飛利浦RO純淨飲水機
產品型號	ADD6912
額定電壓	220V~240V~
額定功率	2100W-2400W
制熱功率	2050W-2300W
額定頻率	50Hz-60Hz
製熱水能力	18L/h, ≥90℃
製冷水能力	≥1.2L/h (≤13℃)
製冷電流	1.1A
額定總淨水量	2000L
額定淨水流量	0.13L/min
適用水源	市政自來水
進水壓力	0MPa-0.06MPa
適用水溫	5℃-38℃

### 3 結構示意圖



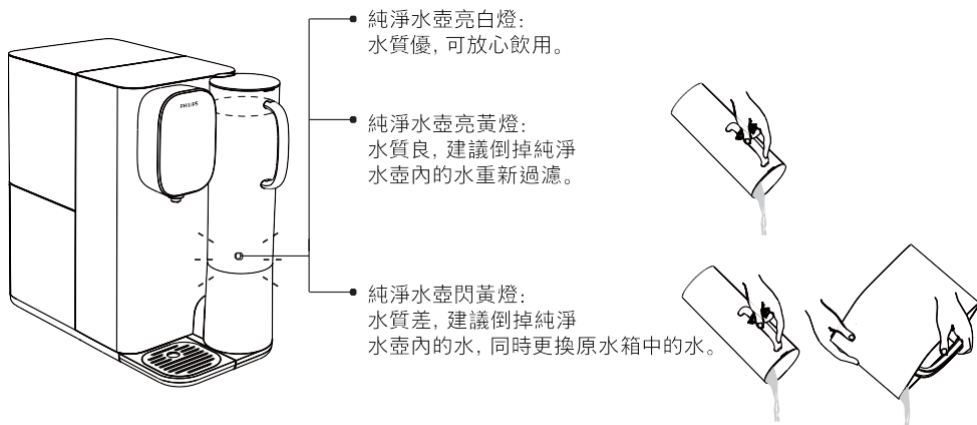
# 4 操作與顯示介面

## 狀態顯示



顯示	狀態	提示
	亮白燈	正在殺菌。
	亮白燈	正在濾水及仍可取水。
	閃白燈	正在濾水，純淨水壺水量不足，暫無法取水。
	閃白燈	原水箱長時間未換水，建議更換。
	閃紅燈	原水箱缺水或水質狀況差，請將原水箱剩餘的水倒掉，再重新加水。
	*當“ ”提示換水時，原水箱內剩餘的水是過濾後的廢水或水質較差，請務必倒掉再添加自來水，以保護濾芯，保證淨水效果。	
	亮白燈	純淨水壺已放好。
	閃白燈	純淨水壺未放好，請放回。
	亮白燈	濾芯壽命在10%以上，請放心使用。
	閃白燈	濾芯壽命少於10%，需及時購買濾芯。
	亮紅燈	濾芯壽命少於七天，需及時更換濾芯。

## 水質顯示

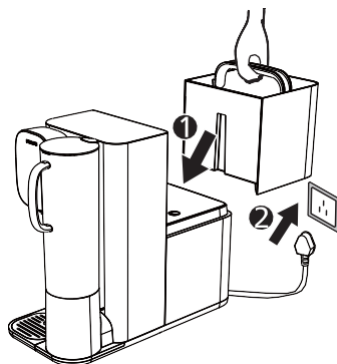


## 5 首次使用指南

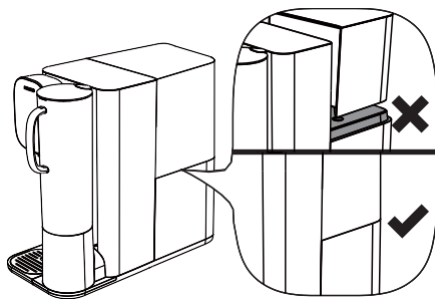
### 產品沖洗

新機首次使用或更換濾芯後，按以下步驟沖洗，沖洗過程耗時約45分鐘。產品安放位置需避免陽光直射，以防微生物滋生。

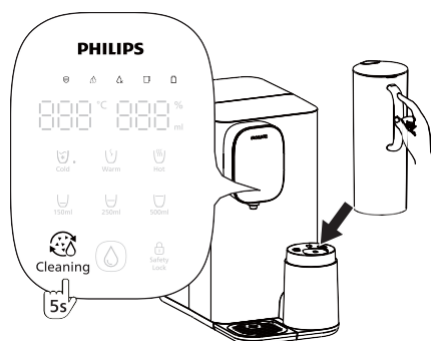
- (1) 揭開原水箱蓋，取出原水箱並加水至Max線，放回原水箱，接通電源。



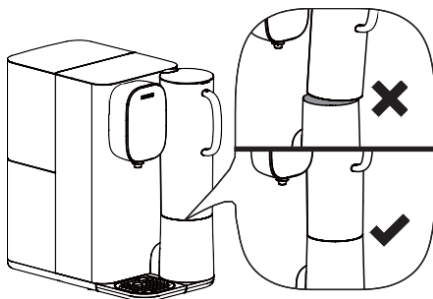
- ❗ 請確保水箱與背板完全貼合，否則會導致無法正常濾水或水箱漏水。



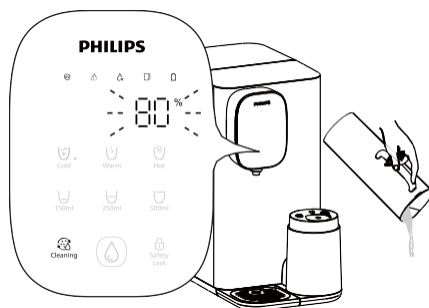
- (2) 安裝好純淨水壺，長按“ ”鍵5秒，聽到“滴”提示音，開始進入沖洗。




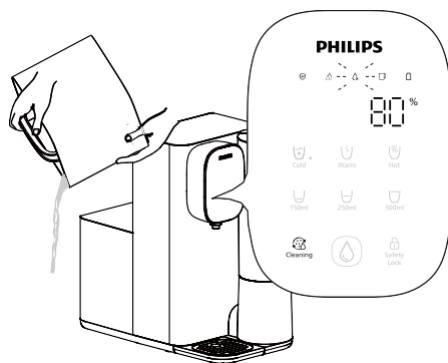
- ❗ 請確保純淨水壺與底座完全貼合，否則會導致無法正常濾水或水箱漏水。





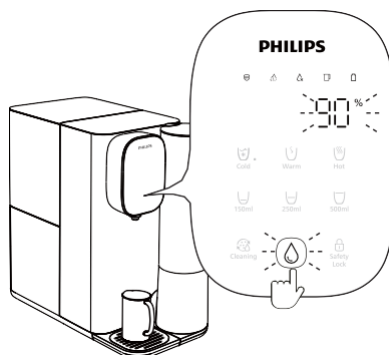
- (3) 在0 - 80%的進度中，每當進度增加20%，進度%閃爍，產品發出“滴滴滴”的提示音，將純淨水壺的水倒掉再放回。  
共需倒掉4壺純淨水。



- (4) 當“ ”閃爍，產品發出“滴滴滴”的提示音，將原水箱的水倒掉，重新加自來水至Max線再放回。

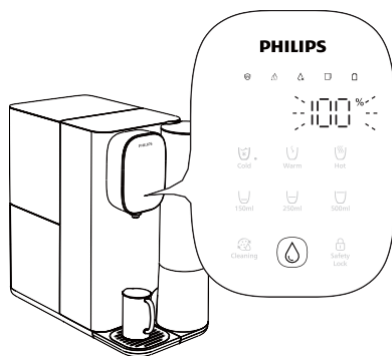


- (5) 當進度到“90%”，“ ”閃爍，產品發出“滴滴滴”的提示音，無需倒水，放置一個超過2000ml 容量的容器到接水口，按“ ”。





(6) 螢幕顯示100%表示沖洗完成，可開始正常使用。








### 請注意

- 沖洗過程中，再次長按清潔鍵5秒可退出沖洗程式（不建議退出）。
- 為了給消費者提供更好的口感，我們建議沖洗到100%。
- 觀察產品是否有水滲出或積水，或發現異響、焦糊味、冒煙等，如有上述情況，請斷開電源連接並與售後人員聯繫。
- 在沖洗過程中，水箱水壺出現白色渾濁為空氣經過高精度濾芯產生的微氣泡導致，若出現黑色雜質為濾芯活性炭殘留，均為正常現象。

## 6 使用說明

### 6.1 開啟製冷功能


- (1) 原水箱裝滿水，待純淨水壺製水完成(即“ ”燈熄滅)，長按“ ”5秒至冰水燈閃爍，製冷功能成功開啟。
- (2) 出水口放置一個大於1公升的容器，選擇水溫“ ”，水量“ ”，最後點選“ ”，此步驟需重複操作2次，完成冷水箱清洗，可進入使用。

- ❗ 冰水燈閃爍時不建議取冰水，以免影響製冷速度。首次啟動製冷功能直至完成，預計需等待60分鐘。



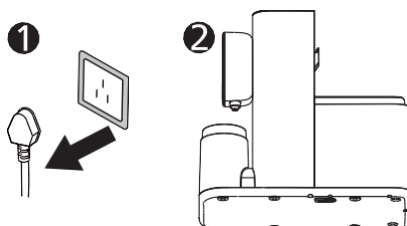
### 6.2 關閉製冷功能

(關閉製冷後產品需要排空冰水箱內的冰水，請務必按照以下步驟完成排空，以免冰水箱內部殘水滋生細菌。)

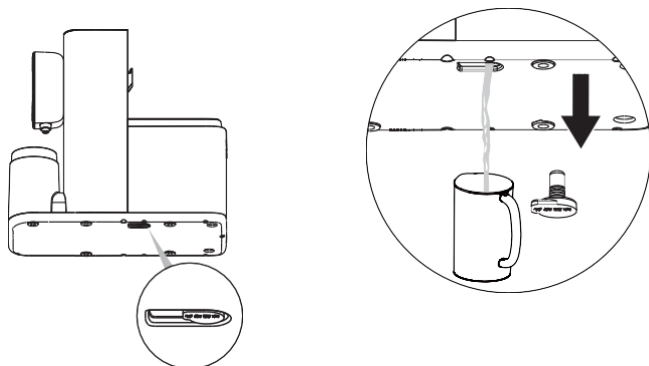
- (1) 長按“ ”5秒，製冷功能關閉。



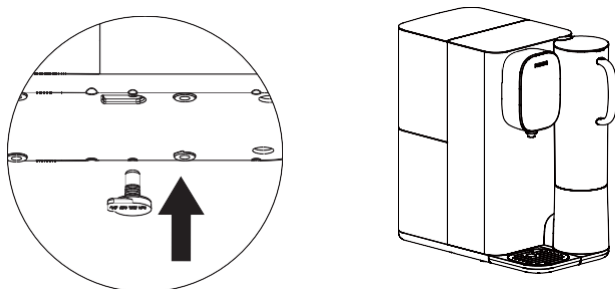
- (2) 拔掉電源，取下原水箱、純淨水壺。



- (3) 將機器移動至方便排水的地方，找到底部的藍色冷水箱塞，在冷水箱塞正下方放置一個大於1公升的容器，拔掉冷水箱塞，冷水箱內水開始流出。

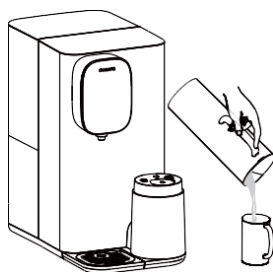


- (4) 待再無水流出後，請確保矽膠塞套回塞緊。放回原水箱、純淨水壺。



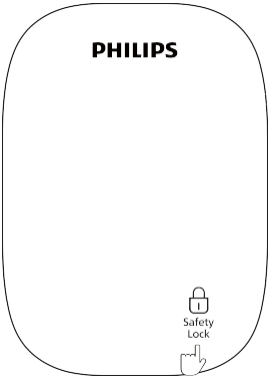
### 6.3 取常溫水

若您需要常溫飲用水，可直接提起純水壺按需取用（純水壺內的水為鮮活過濾的飲用水，可直接飲用）。






## 6.4 取熱水，冷水

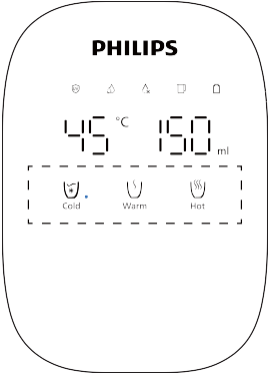
(1) 點擊“ ”喚醒螢幕。



(2) 水溫調節：

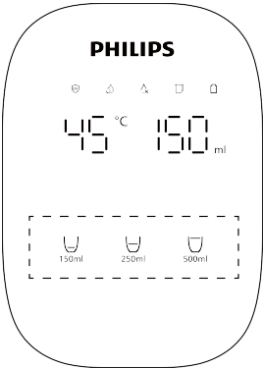
機器提供3種水溫選擇 - Cold, Warm and Hot





- 連續按“ ”，可選6°C；
- 連續按“ ”，可選45°C或55°C；
- 連續按“ ”，可選85°C或95°C。

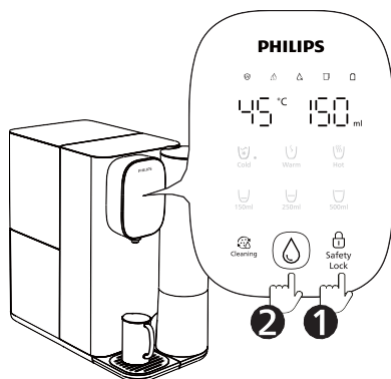


(3) 機器提供3種水量選擇：


150ml、250ml、500ml



- (4) 依次按“”，“”。出水過程，再次按“”，即可停止出水。  
冰水無需按“”可直接出水。

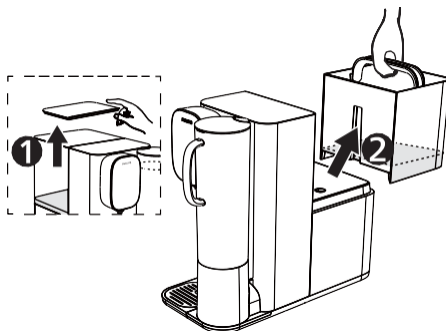


#### 請注意：

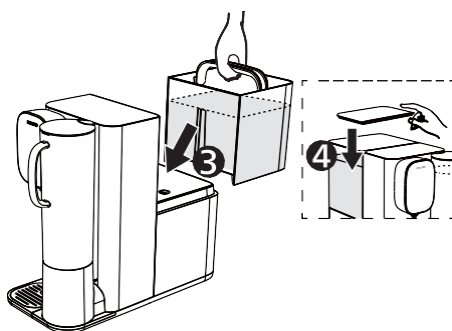
- 如需取消按鍵提示音“嘀”：長按“”+“500ml”3秒。

## 6.5 換水指引

- (1) 打開原水箱蓋→提起原水箱→倒掉原水箱中的水；



- (2) 原水箱重新接滿水→放回原水箱→蓋好原水箱蓋後→可進入正常使用。



#### 注意：

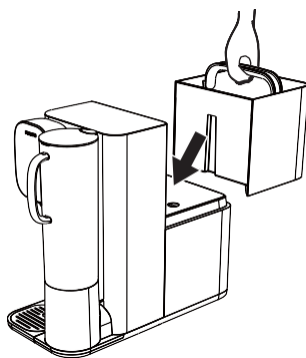
換水過程中，先拿起原水箱再打開原水箱蓋或先蓋好原水箱蓋再放置原水箱，機器都會辨識為錯誤換水動作。


## 7 清潔與保養

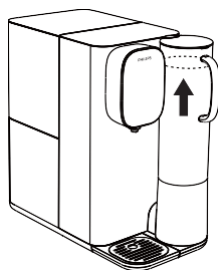
### 水路清潔 (超過1周未使用，建議進行水路清潔)




如超過一周不使用機器，請提前倒掉原水箱和純淨水壺的水，斷開電源。同時，將濾芯密封好，放入冰箱保鮮室保存(2-5攝氏度，切勿放入冰格)。再次使用時，遵照沖洗程序進行沖洗。

(1) 原水箱裝滿水。

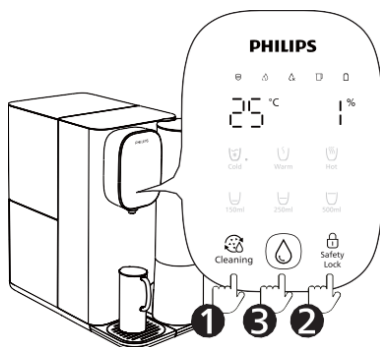





(2) 待純淨水壺濾滿水(即“”燈熄滅)，否則無法使用此功能。



(3) 清潔過程預計出水1500ml，建議在出水口處放置一個容量超過2000ml的容器，依次按“”→“”→“”，啟動清潔程序。

在清潔過程中，機器會出溫水和75°C的熱水來清潔水路。



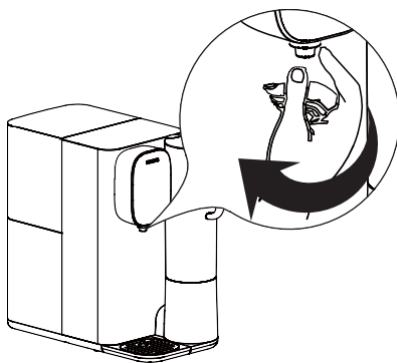
- (4) 清潔過程中按“”暫停。再次按“”，恢復清潔過程。  
如需退出清潔程式，按“”。



- (5) 當“100%”閃爍，清潔完成。

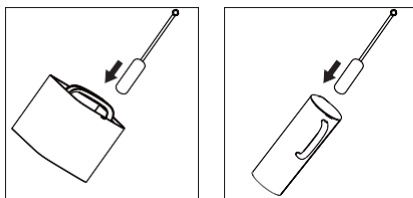


- (6) 出水嘴清潔：旋擰取下水嘴，用清水洗淨後裝回。



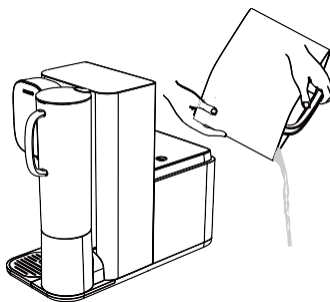
## 原水箱及純淨水壺清洗

- (1) 當原水箱或純淨水壺有明顯污垢時，配合清潔工具進行水洗。

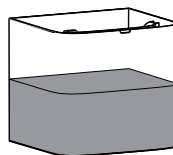


## 原水箱除垢

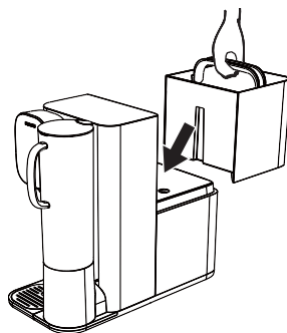
- (1) 將原水箱剩餘的水倒掉。



- (2) 在原水箱注入半箱水，加入30克檸檬酸，攪拌融化後，浸泡2小時以上（單獨放置，不用放回機器）。



- (3) 倒掉檸檬酸溶液，清洗一遍原水箱後，即可正常使用。



\* 檸檬酸與清潔刷請自行購買。



濾芯更換

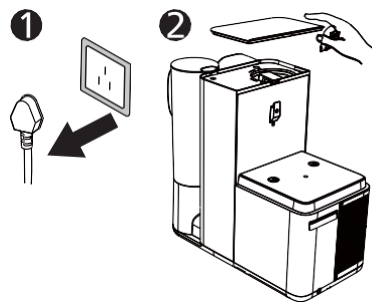
請根據顯示幕濾芯壽命提示或建議更換週期更換濾芯套裝。新的濾芯套裝可從飛利浦經銷商處或經授權的飛利浦服務中心購得，其供應型號為ADD541及ADD547。

名稱	建議更換週期
Aquaporin RO複合濾芯 (ADD541)	1 年
後置椰殼活性炭棒濾芯 (ADD547)	

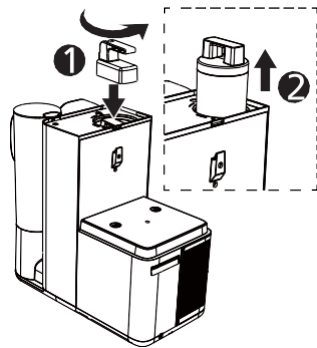
**❗** 僅可使用原裝飛利浦濾芯套裝進行更換，兩根濾芯需同時更換。

更換Aquaporin RO複合濾芯


(1) 拔出電源，取出原水箱後取出頂蓋。

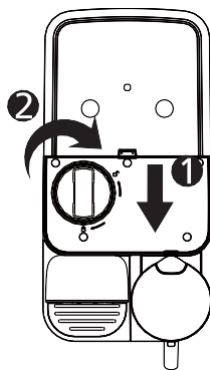


(2) 將已到壽命的濾芯逆時針旋轉至開鎖“☞”位置並提出。



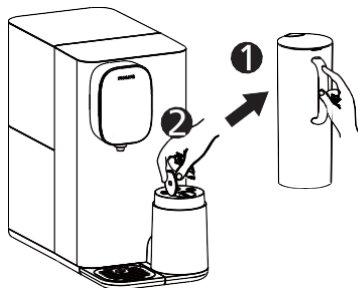
\* 扭動濾芯時請使用換芯工具，換芯工具不包含在機器內，搭配在售後濾芯內。

- (3) 將新的濾芯放入濾芯座並順時針旋入至鎖上“”位置，蓋上頂蓋，裝好原水箱。

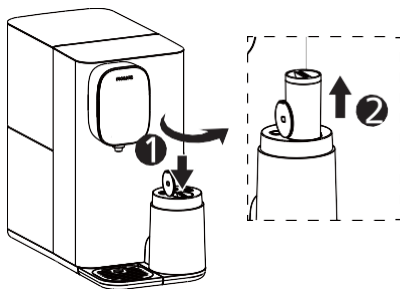



### 後置椰殼活性炭棒濾芯

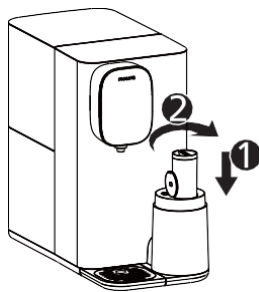
- (1) 取出純淨水壺，打開矽膠塞。








- (2) 將已到壽命的濾芯逆時針旋轉至開鎖“”位置並提出。





- (3) 將新的濾芯放入濾芯座並順時針旋入至鎖上“ ”位置，蓋好矽膠塞。



- (4) 長按“ ”和“ ”3秒，“ ”閃爍，由紅燈轉為白燈，說明重置成功。  
如因誤觸需撤銷復位，長按“ ”+“ ”3秒。



## 8 故障診斷

異常現象	潛在原因	解決方法
E01 不能取熱水	原水箱加入超過38℃的原水。	確保原水箱加入的自來水低於38℃。
E02 不能取熱水	出水溫度探頭異常報警。	關閉電源1-2分鐘,再重新連接電源。
E04 不能取熱水	加熱異常報警。	關閉電源1-2分鐘,再重新連接電源。
E06 機器不濾水	濾芯未安裝到位或堵塞。	檢查濾芯是否安裝到位或堵塞, 若濾芯堵塞請更換濾芯。
E0b 無法製冷	在不取冰水的情況下, 單次製冷時間不能超過4小時, 機器製冷保護, 停止製冷。	關閉電源1-2分鐘, 再重新連接電源。
E0L 無法取冷水	冷水箱溫度探頭異常報警。	關閉電源1-2分鐘, 再重新連接電源。
EU 面板顯示異常	產品電控板內部通訊信號出現異常。	關閉電源1-2分鐘, 再重新連接電源。
無法取水	純淨水壺缺水。	若“  ”正在閃爍, 待“  ”不再閃爍, 即可正常取水。
	純淨水壺未安裝到位。	確保純淨水壺安裝到位。
無故障代碼但產品不濾水	原水箱處於低水位, “  ”閃爍紅色。	全部倒掉原水箱的水, 再重新添加自來水。
	純淨水壺或原水箱未安裝到位。	確保純淨水壺和原水箱安裝到位。
	原水箱浮球脫落, “  ”閃爍紅色。	請檢查並安裝好原水箱浮球。
	從上次提起原水箱開始, 累計2次開蓋超過5S, 第二次開蓋開始計時累計12小時內未提起過原水箱, “  ”閃爍紅色。	請重新提起原水箱10S后再放回。
	純水TDS值偏高、原水箱超過48小時未換水, “  ”閃爍白色。	倒掉原水箱的水, 再重新添加自來水。
	原水箱蓋不在位或磁鐵消磁, “  ”常亮白色。	請檢查原水箱蓋是否在位。

異常現象	潛在原因	解決方法
機器漏水	接水盤水滿溢出。	清空接水盤。
	原水箱底部密封處有異物卡住。	用頂針檢查產品底部密封彈簧處是否存在異物卡住，並進行清理。
	純淨水壺未裝好。	檢查純淨水壺是否裝好插緊，勿留縫隙。
水中有異味	首次使用或換新後未按要求沖洗，或過久未使用機器。	濾芯沖洗。
	未及時更換濾芯。	更換濾芯。
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三孔插座。
	電源軟線破損。	請聯繫售後人員。
按鍵/顯示幕無反應	系統出現故障或硬體破損。	關閉電源1-2分鐘，再重新連接電源。

❗ 如以上解決方案無法排除異常，請及時聯繫售後。

# 9 裝箱清單

淨飲機 (內含2濾芯)	1x
接水盤	1x
說明書	1x
純淨水壺	2x
快速入門指南	1x

# 10 產品售後服務指南

如果您需要信息或有任何問題, 請訪問 [www.philips.com/support](http://www.philips.com/support) 或聯繫您所在國家/地區的消費者服務中心。如果您所在的國家/地區沒有消費者服務中心, 請聯繫當地經銷商。自購買之日起兩年內, 因製造過程問題造成的任何損壞, 或經我們維修服務人員確認的在正常使用狀況下的部件損壞, 您將獲得免費保修服務。保修服務不包括經常更換的耗材、輔助設備、運輸費用和上門服務。維修時請向服務人員出示購買憑證。





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

<https://www.philips.com.hk/c-m-ho/water-drinking-solutions/latest#>

Specifications are subject to change without prior notice

© 2025 AquaShield

All rights reserved.

Philips and the Philips Shield Emblem are registered trademarks of Koninklijke Philips N.V. and are used under license.

This product has been manufactured by and is sold under the responsibility of Hong Kong AquaShield Health Technology Company Limited

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

Rev A FEB 25

