

PHILIPS

二合一空气加湿
净化器

AC3420



English 3
简体中文 32

Important

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

To ensure the best performance, kindly suggest the firmware of your 2-in-1 Air Purifier and Humidifier is upgraded to the latest version. You can do this upgrade via the Home Care+ (飞利浦智慧家) app.

Warning

- Check if the voltage indicated on the appliance corresponds to the local power voltage before you connect the appliance.
- If the power 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 adaptor, the power cord, or the appliance itself is damaged.
- Only to be used together with the adaptor provided with 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 appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and 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/ax at 2.4GHz with a maximum output power of 100mW EIRP.
- Bluetooth version 5.2 (LE) at frequency 2.4 GHz with RF output less than 8mW EIRP.
- We recommend people 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.
- 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 sit or stand on 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.

- Do not fill water from top of the appliance.
- Make sure that the air purification filter and humidification filter 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.
- Combustion of the filter may cause irreversible human hazard and/or jeopardize other lives. Do not use the filter as fuel or for similar purpose.
- Be aware that high humidity levels may encourage the growth of biological organisms in the environment.
- Do not permit the area around the appliance to become damp or wet. If dampness occurs, turn the output of the appliance down. If the appliance output volume cannot be turned down, use the appliance intermittently. Do not allow absorbent materials, such as carpeting, curtains, drapes, or tablecloths, to become damp.
- Never leave water in the reservoir when the appliance is not use.
- Empty and clean the appliance before storage. Clean the appliance before next use.
- 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.
- When the appliance is not used for a long time, bacteria and mold may grow on the humidification filter. Check the filter before you start using the appliance again. If the humidification filter is very dirty with dark spots, replace it.
- 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, or in a room with major temperature changes.
- 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.
- Do not wash the humidification filter in a washing machine or dish washer, otherwise the humidification filter will be deformed.
- If you do not use the appliance 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.

Electromagnetic fields (EMF)

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

Recycling

Do not throw away the product with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment.

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.

The air purification filter is non-washable and non-recyclable, dispose of used filter units in accordance with local regulations.

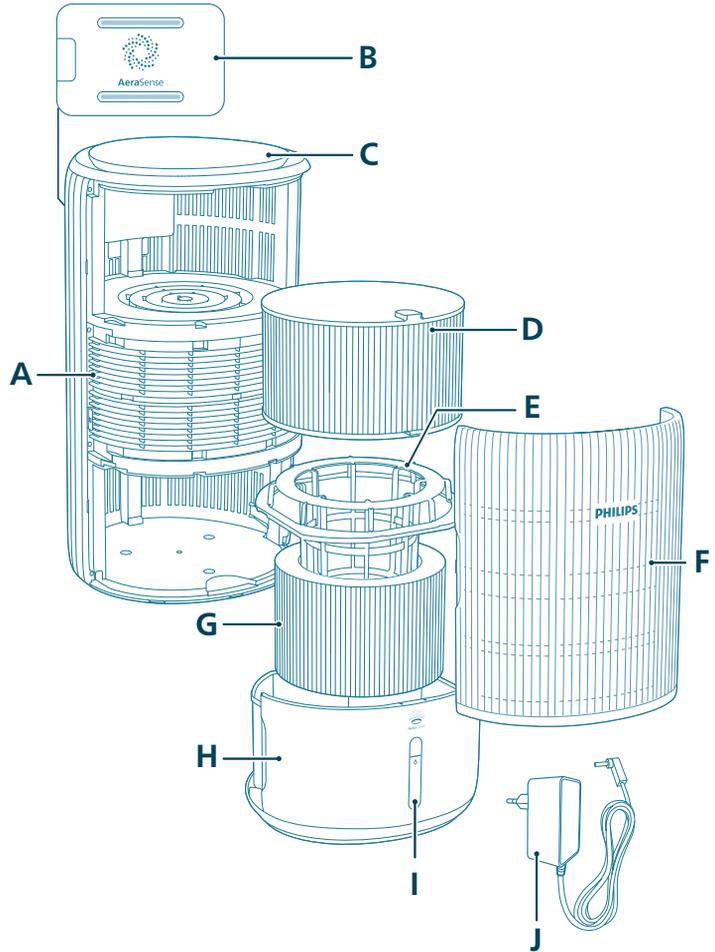
The humidification filter is non-recyclable, dispose of used filter units in accordance with local regulations.

Your 2-in-1 Air purifier and 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/support.

Product overview



A	Air outlet	F	Front cover
B	Particle sensor	G	Humidification filter (FY3401)
C	Control panel	H	Water tank
D	Purification filter (FY3400)	I	Water level window
E	Humidification filter bracket	J	Adapter (KA4801A-2402000CN)

Controls overview



Control buttons:

	Power on/off button		Light function button
	Mode switch		

Long press the button(s) for 3 seconds:

	Child lock		Wi-Fi reset
	Display switch		Filter reset

Display panel:

	Auto mode		Medium mode
	Sleep mode		Turbo mode
	WiFi indicator	PM2.5	PM2.5 display
	Humidification indicator		App-operated mode
	Child lock indicator		Filter cleaning alert
	Filter replacement alert		

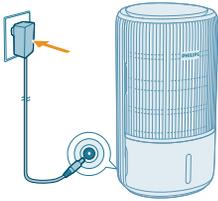
Note:

The light sensor is located beneath the power button. Please ensure that it is not obstructed by any other objects.

Getting started

Connecting power

CAUTION: Risk of electric shock! When you unplug the power adapter, always pull the plug from the socket. Never pull the cord.



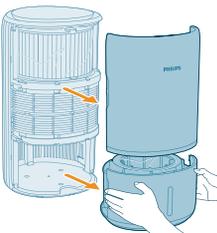
Connect the power adapter to:

- First, the power socket on the appliance.
- Then, the wall outlet.

Installing the filters

Remove all packaging of the humidification filter and purification filter before use.

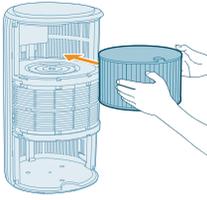
Note: Make sure the appliance is unplugged from the electrical outlet before installing the filters.



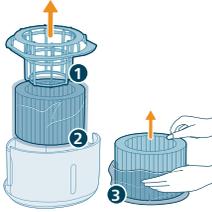
- 1 Pull out the front cover and water tank from the appliance.



- 2 Pull the purification filter (FY3400) out from the appliance and remove all the packing materials.



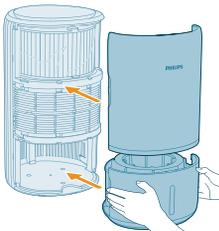
3 Put the purification filter back into the appliance.



4 Remove the humidification filter bracket around the humidification filter (FY3401), and discard the packing materials.



5 Properly install the humidification filter bracket around the filter before placing it back to the water tank.



6 Reattach the front cover, place the water tank back to the appliance correctly.

Understanding Wi-Fi indicator

Wi-Fi icon status

Blink in orange

Blink in white

Stable in orange

Stable in white

Off

Wi-Fi connection status

Enable pairing mode

Connecting to the router

Connected to the router

Connected to the server

Wi-Fi function disabled or device lights are off

Wi-Fi connection



Setting up the Wi-Fi connection for the first time

1 Download and install the Philips "Home care+ (飞利浦智慧家)" app from the App Store or android market.



2 Put the plug of the air purifier in the power socket and press the power button to turn on the air purifier.

- The Wi-Fi indicator  blinks orange for the first time.



3 Make sure that your smart phone or tablet is successfully connected to your Wi-Fi network.

Note:

Enable Bluetooth feature on your smart phone to ensure the smooth pairing.

Please ensure your smart phone is connected to a 2.4GHz (home) Wi-Fi network instead of a 5GHz Wi-Fi network or public Wi-Fi. For a successful pairing, we suggest turning off your mobile data before initiating the pairing process.



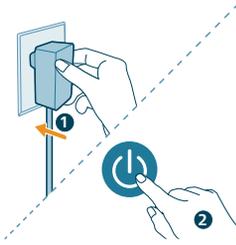
4 Launch the Philips "Home Care+ (飞利浦智慧家)" app and click on "Add a device" or press the "+" button on the screen. Follow the on-screen instructions to connect the air purifier to your network.

- After a successful connection, the Wi-Fi indicator remains steady in white.

Note:

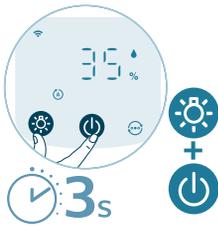
This instruction is only valid when the air purifier is being set up for the first time. If the network has changed or the setup needs to be performed again.

Make sure that the distance between your smart phone or tablet and the air purifier is less than 10 meters without any obstructions.



Reset the Wi-Fi connection

1 Put the adapter of the appliance in the power socket and press to turn on the appliance.



2 Long press and button for 3 seconds at the same time 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.

Using the 2-in-1 Air purifier and Humidifier

Understanding the humidification indicator

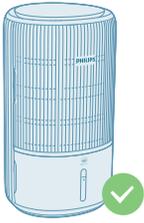
Relative humidity represents the amount of water vapor in the atmosphere.

The humidification indicator has four status levels:

Humidification indicator status	What does it mean?
Blink in orange ()	The water tank is not properly installed.
Stable in orange ()	Insufficient water. Please refill the water tank.
Stable in white ()	The appliance is humidifying the room.
Off ()	When the target humidity is reached and the water tank is empty.

Note: The default target humidity is 50%RH, you can set the desired target humidity in the app.

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- If the humidification indicator is blinking orange, please check if the water tank is properly installed.



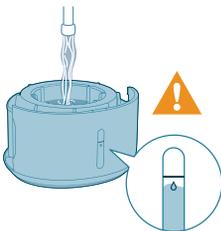
- If the humidification indicator lights up white, it means that your room is being effectively humidified.

Filling water

Note: Add water slowly to prevent splashing and avoid exceeding the maximum water level indicated on the appliance.



- 1 Pull out the water tank from the appliance.



- 2 Fill the water tank with cold tap water. Monitor the water level through the transparent window on the water tank to prevent overfilling.



- 3 Put the water tank back into the appliance.

Understanding the air quality light

Once turned on, the 2-in-1 Air purifier and Humidifier will start scanning the air quality. After approximately 30 seconds, the particle sensor selects the color that corresponds to the surrounding air quality of airborne particles.

The color of the air quality light is determined by the PM2.5 level.

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.

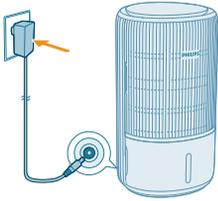
PM2.5 level	Air quality color	Air quality level
≤35	Blue	Good
36-75	Blue-purple	Fair
76-115	Purple-red	Poor
>115	Red	Very poor

Turning on and off

Note:

For optimum purification and humidification performance, close doors and windows.

Keep curtains away from the air inlet or air outlet.



1 Put the adapter of the appliance in the power socket.

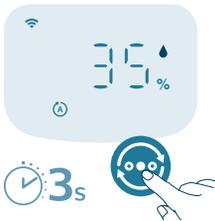


- 2 Press the power button to switch on the appliance.
- The appliance beeps.
 - The **PM 2.5** displays on the screen during warming up.
 - The appliance operates in the Auto mode with PM2.5 displayed on the screen.
- 3 Press the power button again to switch off the appliance .

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

Display switch

Note: The appliance displays the PM2.5 level by default.



- 1 Press and hold **Mode** button for 3 seconds to switch the display indicator to the ambient humidity level.
- It will automatically switch back to PM2.5 display after 5 seconds.



- 2 Press and hold **Mode** button again to switch the display indicator back to the PM2.5 level.

Changing the mode setting

You can choose between the **Auto mode**, the **Medium mode**, the **Turbo mode**, or the **Sleep mode** by pressing the mode switch button. Additional operating modes can be selected in the Home care+ app.



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



Medium mode (⌚): In the Medium mode, the appliance operates on a medium speed.



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



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

- **Allergy Sleep mode:** This mode can be enabled in the Home care+ (飞利浦智慧家) app. Allergy Sleep mode turns your Sleep mode into a more powerful one when you need it. By enabling it, your Sleep mode automatically adapts the fan speed in a similar way with the Auto mode, while keeping the sound level low. This mode is ideal for people who want a higher performance at night vs. regular Sleep mode.



App-operated mode (📱): The appliance is operating a mode that is only available through the app, such as additional manual fan speeds, target humidity or other modes that were customized in the app.

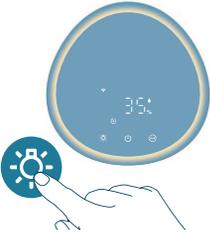
Note: The app-operated mode is available ONLY through the app after the Wi-Fi connection is successful.

Using the light function

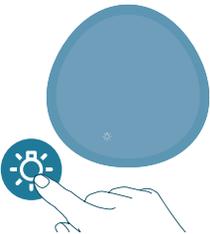


With the light sensor, the control panel can automatically adjust the brightness according to the ambient light.

The control panel will be dim when the ambient light is dark. You can press any button to wake up all lights. Then, if no further operation, all lights will be dim again to match with the ambient light.

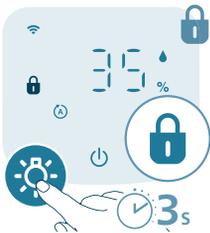


You can press the light function button to switch to lamp mode: a cozy light ring around the control panel. Tailor the brightness of the cozy light in the Home care+ app.



You can press the light function button to turn off all lights and the control panel. Press the button again to wake up all lights.

Setting the child lock



- 1 Press the  button for 3 seconds to activate the child lock.
 - The  displays on the screen.



- 2 Press the ☀ button for 3 seconds again to deactivate the child lock.
 - The 🔒 disappears from the screen.

Cleaning and maintenance

Note:

Always unplug the appliance before you clean it.

Avoid pouring water through the air inlets and outlets.

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.

Do not attempt to clean the particle sensor with a vacuum cleaner.

Cleaning schedule

Frequency	Cleaning method
When necessary	Wipe the plastic part of the appliance with a soft, dry cloth
	Clean the air outlet cover
Every two months	Clean the particle sensor with a dry cotton swab
☰ displays on the screen	Clean the surface of the purification filter
Every week	Clean the humidification filter

Cleaning the body of the appliance

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

- 1 Use a soft, dry cloth to clean both the interior and exterior of the appliance.
- 2 The air outlet can also be cleaned with a dry, soft cloth.

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.

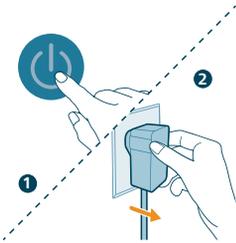
Cleaning the particle sensor

Clean the particle sensor every 2 months for optimal functioning of the appliance.

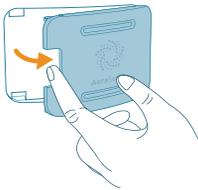
If the appliance is used in a dusty environment, it may need to be cleaned more often.

If the humidity level in the room is very high, condensation may develop on the particle sensor and the air quality light may indicate a more poor air quality even though the air quality is actually good. If this occurs, clean the particle sensor.

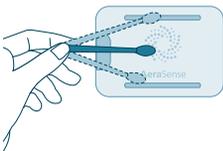
- 1 Switch off the appliance and unplug from the power socket.

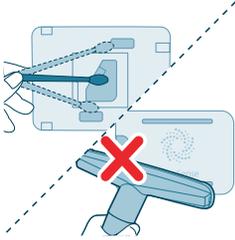


- 2 Open the air quality sensor cover.



- 3 Clean the particle sensor with a damp cotton swab.





4 Dry all parts thoroughly with a dry cotton swab.

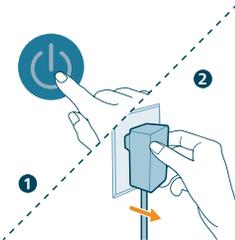
5 Close the air quality sensor.



Cleaning the humidification filter

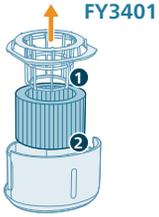
Clean the humidification filter (FY3401) every week to keep it hygienic.

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

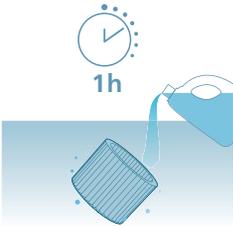


2 Pull out the water tank from the appliance.

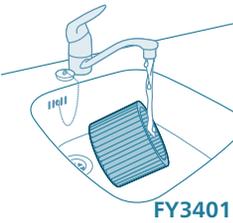




3 Remove the humidification filter bracket from the humidification filter.



4 Soak the humidification filter with mild or acid cleanser (24g citric acid with 4L water or 100ml 6% white vinegar with 4L water) for 1 hour.



5 Rinse the humidification filter under a slowly running tap. Do not squeeze or wring the filter when cleaning.



6 Install the humidification filter bracket around the filter properly.



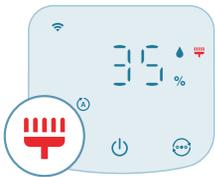
7 Put the water tank back into the appliance.

- 8 Wash your hands thoroughly after cleaning the filter.

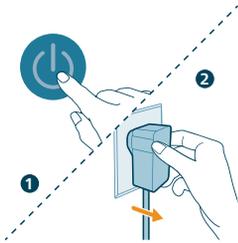


Cleaning the surface of the purification filter

When the filter cleaning alert  displays on the screen, clean the surface of the filter with a vacuum cleaner.



Note: We recommend people who are allergic to dust, pollen, pets or mold, not to replace filters by themselves or to take protective measures, such as wearing a mask and gloves.



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

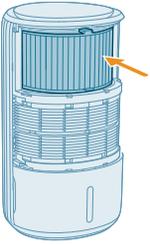


- 2 Pull the front cover and remove it from the appliance. Pull the purification filter out.



- 3 Clean the surface of the purification filter with a vacuum cleaner.

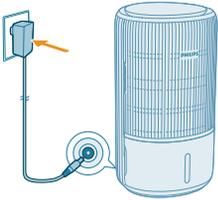
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4 Put the filter back into the appliance.



5 Reattach the front cover.



6 Put the adapter of the appliance in the power socket.



7 Press the  button to switch on the appliance.



8 Press and hold the  and  button for 3 seconds to reset the filter cleaning time.

- You can also reset the filter cleaning time via the Home care+ (飞利浦智慧家) app.
- After the reset is successful, the filter cleaning alert disappears from the screen.

- 9 Wash your hands thoroughly after cleaning the filter.



Replacing the filters

Understanding the healthy air protect 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

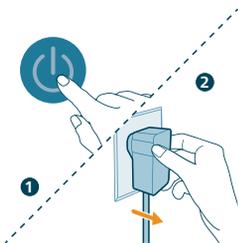
Note:

The purification filter (FY3400) is not washable or reusable.

Always turn off the appliance and unplug from the electrical outlet before replacing the filter.

When the filter replacement alert  displays on the screen, replace the filter (FY3400).

Note: We recommend people who are allergic to dust, pollen, pets or mold, not to replace filters by themselves or to take protective measures, such as wearing a mask and gloves.



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

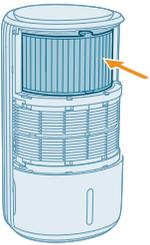
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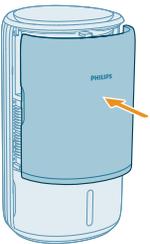
- 2 Pull the front cover and remove it from the appliance. Pull the filter out and discard the used filter.



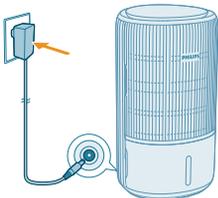
- 3 Remove all packaging materials of the new filter (FY3400).



- 4 Put the new filter back into the appliance.



- 5 Reattach the front cover.



- 6 Put the adapter of the appliance in the power socket.

- 7 Press the  button to switch on the appliance.



- 8 Press and hold the  and  button for 3 seconds to reset the filter lifetime counter.



- You can also reset the filter lifetime via the Home care+ (飞利浦智慧家) app.
- After the reset is successful, the filter replacement alert disappears from the screen.

- 9 Wash your hands thoroughly after replacing the filter.

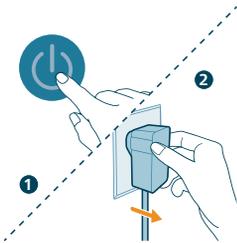


Note: Do not smell the filter as it has collected pollutants from the air.

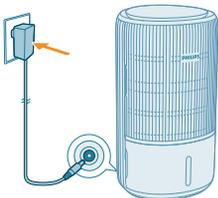
Filter reset

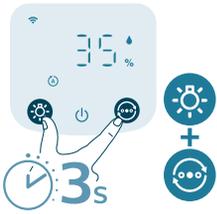
You can replace the purification filter even before filter replacement alert () displays on the screen. After replacing filter, you need to reset the filter lifetime counter manually.

- 1 Press the  button to turn off the appliance. Unplug the appliance.



- 2 Make sure the appliance is completely unplugged. Wait for at least 10 seconds before plugging the power adapter into the socket.





- 3 Within 15 seconds after power on, press and hold the ☀️ and 😊 button for 3seconds to reset the filter lifetime counter.

Replacing the humidification filter

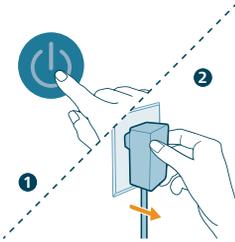
Note:

Always unplug the appliance before you replacing the filter.

Use only Philips original humidification filter FY3401.

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 Switch off the appliance and unplug from the power socket.



- 2 Pull out the water tank from the appliance.



- 3 Remove the humidification filter bracket from the humidification filter. Discard the used filter.



- 4 Remove all packing materials of the new filter (FY3401).



- 5 Install the humidification filter bracket around the filter properly.



- 6 Put the water tank back into the appliance.



- 7 Wash your hands thoroughly after replacing the filter.



Storage

- 1 Turn off the appliance and unplug 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 hands after handling filters.

Troubleshooting

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

Problem	Possible solution
The appliance does not work properly.	Check if the water tank is properly installed. If not, for safety reason, the appliance will stop operating.
	The filter replacement alert is on but you have not replaced the corresponding filter. As a result, the appliance is now locked. In this case, replace the filter and reset the filter lifetime counter.
There is no air humidification.	Make sure that the water tank is filled with water, and the water tank and humidification filter are properly installed.
	The advanced cold evaporation system in 2-in-1 Purifier and Humidifier 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 Purifier and Humidifier will be absorbed by 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.
The water tank leaks.	Make sure that the water does not exceed the maximum level.
	Make sure that the water tank is well assembled 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.	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 humidification filter becomes yellowish after some time.	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 airflow that comes out of the air outlet is significantly weaker than before.	The surface of the purification filter is dirty. Clean the surface of the filter (see Chapter 'Cleaning and maintenance').
	The surface of the filter is dirty. Clean the surface of the humidification filter.

It takes a long time to reach the target humidity level.	NanoCloud technology evenly distributes invisible water vapour into your room. In dry conditions moisture from the humidifier will be absorbed by walls, furniture, and other items in your room. Ventilation of dry outside air will also increase the time it takes to reach the target humidity. To optimize humidification and purification performance, it's recommended to close doors and windows during use.
The air quality does not improve, even though the appliance has been operating for a long time.	Check if the packing material is removed from the purification filter.
	The filter has not been placed in the appliance. Make sure that the filter (FY3400) is properly installed.
	The particle sensor is wet. The humidity level in your room is high and causes condensation. Make sure that the particle sensor is clean and dry (see the chapter "Cleaning and maintenance").
	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 sources. For instances, smoking, cooking, incense.
	Filters reach the end of life. Replace the purification filter with a new one.
The color of the air quality light always stays the same.	The particle sensor is dirty. Clean the particle sensor.
The appliance produces a strange smell.	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 the filter, contact your Philips dealer or an authorized Philips service center. The filters may produce smell after being used for a while because of the absorption of indoor gases. It's recommended that you put the filter in a well-ventilated place for a couple of hours to reduce the smell.
	Clean the humidification filter (see Chapter 'Cleaning and maintenance').
The appliance is extra loud.	It's normal if the appliance runs at the Turbo mode.
	In the Auto mode, the appliance will run in higher speed when the air quality is poor or when the ambient humidity is low. When using the appliance in a bedroom at night, choose the Sleep mode.
	If there is abnormal sound, contact the Consumer Care Center in your country.

I do not see visible mist coming out of the appliance. Is it working?	When mist is very fine, it is invisible. This appliance 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 appliance still indicates that I need to replace filter, but I already did.	Perhaps you did not reset the filter lifetime counter. Switch on the appliance. Then touch and hold the light button and mode switch button for 3 seconds.
Error code "E1" displays on the screen.	The motor has malfunctions. Contact the Consumer Care Center in your country.
The Wi-Fi setup is not successful.	Please ensure your smart phone is connected to a 2.4GHz (home) Wi-Fi network instead of a 5GHz Wi-Fi network or public Wi-Fi. For a successful pairing, we suggest turning off your mobile data before initiating the pairing process.
	Ensure to enable the following permissions: "Location", "Storage", and "Local Network" on your smart phone. After a successful Wi-Fi setup, you can change permission settings as desired.
	Please verify that you have entered the correct Wi-Fi password. The password is case-sensitive, has a limit of 63 characters. Special symbols are not accepted.
	Ensure the network name of your home Wi-Fi is correct. The network name is case-sensitive.
	If you are using a VPN on your smart phone, please turn it off before starting the pairing process.
	If your router has a whitelist set up to block pairing, please disable the whitelist to ensure successful connection.
	Please ensure that both your device and smart phone are within 10 meters of the router.
	Ensure the app has been updated to the latest version.
	To ensure a strong Wi-Fi connection, avoid placing your device near other electronic devices, bright light sources, or signal stations that may cause interference. If you experience connectivity issues, move the device away from these sources and attempt to reconnect it to the Wi-Fi network.
	Consult the help section in the app for extensive and up-to-date troubleshooting tips.

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.

重要信息

使用本产品之前，请仔细阅读本用户手册，并妥善保管以备日后参考。

为了确保实现出色的性能，我们建议将您的净化加湿一体机的固件升级到最新版本。您可以通过飞利浦智慧家应用程序完成此升级。

警告

- 在将产品连接电源之前，请先检查产品所标电压与当地的供电电压是否相符。
- 如果电源线损坏，为避免危险，必须由飞利浦、飞利浦授权的服务中心或类似的专职人员来更换。
- 如果适配器、电源线或产品本身受损，请勿使用本产品。
- 只能搭配本产品随附的适配器使用。
- 本产品不适合由肢体不健全、感觉或精神上有障碍或缺乏相关经验和知识的人（包括儿童）使用，除非有负责其安全的人对他们使用本产品进行监督或指导。
- 应照看好儿童，避免他们玩耍本产品。
- 不要让儿童在无人监督的情况下进行清洁和保养。
- 请勿堵塞进风和出风口，例如不要将物体放置在出风口上或进风口前方。
- 标准 WiFi 接口，基于 802.11b/g/n/ax，频率为 2.4GHz，最高输出功率为 100mW EIRP。
- 蓝牙 5.2 版 (LE)，频率为 2.4GHz，RF 输出低于 8mW EIRP。
- 我们建议对灰尘、花粉、宠物或霉菌过敏的用户不要自行更换过滤网，或者在采取防护措施（例如戴上口罩和手套）后再自行更换。

小心

- 本产品不能替代正常通风、日常吸尘或者在烹饪时使用的抽油烟机。
- 一定要在干燥、稳固、平整且水平的表面上放置和使用本产品。

- 产品周围要留出至少 20 厘米的空间，产品上方至少要留出 30 厘米的空间。
- 切勿坐在或站在本产品上。
- 切勿在本产品上放置任何物品。
- 切勿将产品直接放在空调下方，以防冷凝水滴到产品中。
- 切勿从本产品顶部注水。
- 在打开本产品之前，确保空气净化滤网和加湿过滤网安装正确。
- 只能使用飞利浦专门为本产品设计的原装过滤网。切勿使用任何其它过滤网。
- 滤网发生燃烧可能会对人体造成不可逆转的危害和/或危及他人生命。切勿将滤网用作燃料或用于其他类似用途。
- 请注意，高湿度级别可能会促进环境中生物有机体的生长。
- 请勿让本产品附近的区域变潮或变湿。如果出现潮湿的情况，请调低本产品的输出。如果本产品的输出量无法调低，请间歇性使用本产品。请勿让高分子吸收材料（如地毯、窗帘、布帘或桌布等）变得潮湿。
- 不使用产品时，切勿在水箱内留水。
- 存放前，请清空并清洁本产品。下一次使用前，请清洁本产品。
- 请勿用硬物敲击本产品（尤其是进风口和出风口）。
- 请勿将手指或物体插入出风口或进风口，以防止产品出现物理损坏或发生故障。
- 当您使用室内喷雾式驱虫剂或在充满油污、易燃气体或化学烟雾的地方时，请勿使用本产品。
- 请勿在气体用具、加热装置或火炉附近使用本产品。
- 当您移动、清洁产品、注水、更换过滤网或执行维护时，请务必拔下产品的电源插头。
- 当产品长期不用时，加湿过滤网上可能会生长细菌和霉菌。在重新开始使用产品之前，请先检查过滤网。如果加湿过滤网非常脏且带有黑点，请予以更换。
- 本产品仅限于家用并在正常运行条件下使用。
- 请勿在潮湿或高温环境下（例如浴室）或在温度变化较大的房间内使用本产品。
- 本产品不能去除一氧化碳 (CO) 或氡 (Rn)。因此在发生燃烧和危险化学品事故时，不能作为安全设备使用。
- 只能向水箱中注入冷水。切勿使用地下水或热水。

- 切勿将水以外的任何物质放入水箱。请勿在水中添加香水或化学物质。
- 请勿在洗衣机或洗碗机中清洗加湿过滤网，否则加湿过滤网会变形。
- 如果长时间不使用本产品，请清洁水箱和加湿过滤网，并将加湿滤网晾干。
- 如果需要移动本产品，请先断开产品的电源。
- 确保及时关闭电源并卸下水箱，以防溢水。清洁本产品时，应避免将其平放，并保持附近电源插座干燥。

电磁场 (EMF)

本产品符合有关电磁场暴露的适用标准和法规。

回收

弃置产品时，请不要将它与一般生活垃圾一同丢弃，应将其交给官方指定的回收中心。这样做有利于环保。

请遵循您所在国家/地区的电器及电子产品分类回收规定。正确弃置本产品有助于避免对环境和人类健康造成负面影响。

空气净化滤网不可清洗和回收，请遵照当地法规处理使用过的滤网部件。

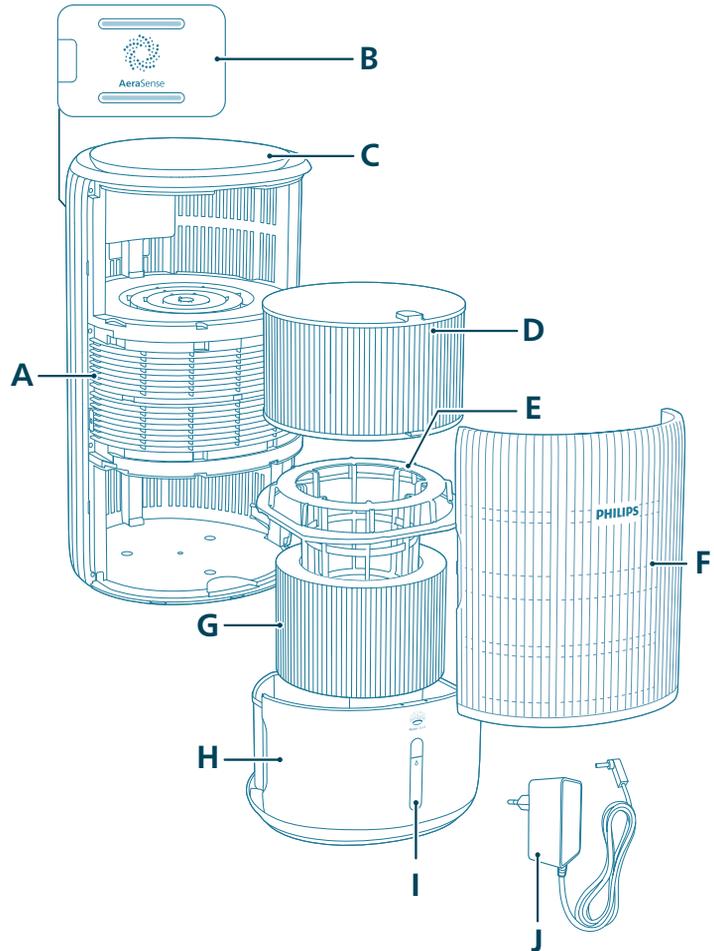
加湿滤网不可回收，请遵照当地法规处理使用过的滤网部件。

您的净化加湿一体机

感谢您的惠顾，欢迎光临飞利浦！

为了让您能充分享受飞利浦提供的支持，请在
www.philips.com/support 上注册您的产品。

产品概述



A	出风口	F	前盖
B	微粒传感器	G	加湿滤网 (FY3401)
C	控制面板	H	水箱
D	净化滤网 (FY3400)	I	水位窗
E	加湿滤网支架	J	适配器 (KA4801A-2402000CN)

控件概览



控制按钮：

⏻ 开/关按钮

💡 灯光按钮

🔄 模式按钮

长按按钮 3 秒：

🔒 童锁

💡+⏻ Wi-Fi 重置

🔄 切换显示

💡+🔄 滤网重置

显示面板：

Ⓐ 自动模式

🌀 中速模式

🌙 睡眠模式

🌀 劲速模式

📶 WiFi 指示灯

PM2.5 PM2.5 显示

💧 加湿指示灯

📱 应用程序操作模式

🔒 童锁指示灯

🧹 滤网清洁提醒

🗑️ 滤网更换提醒

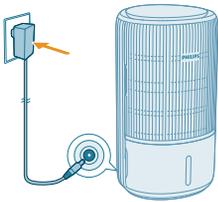
注意：

光传感器位于电源按钮下方。切勿让任何其他物体遮挡该传感器。

使用入门

连接电源

警告：存在触电危险！ 拔下电源适配器时，务必先将插头从电源插座中拔出。切勿拉扯电源线。



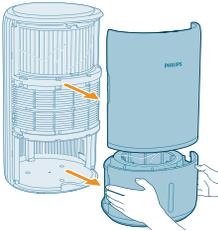
将电源适配器连接至：

- 首先连接至产品上的电源插孔。
- 然后连接至电源插座。

安装滤网

使用前请拆除加湿滤网和净化滤网的所有包装。

注意： 确保先从电源插座上拔下本产品，然后再安装滤网。



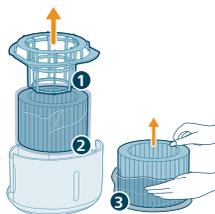
- 1 从产品中拉出前盖和水箱。



- 2 将净化滤网 (FY3400) 从产品中取出，并拆除所有包装材料。



3 将净化滤网放回产品内部。



4 拆除加湿滤网 (FY3401) 周围的加湿滤网支架，并丢弃包装材料。



5 在将加湿滤网装回水箱前，请先将加湿滤网支架正确安装在滤网上。



6 重新装上前盖，然后将水箱正确放回产品中。

了解 Wi-Fi 指示灯

Wi-Fi 图标状态

呈橙色闪烁

呈白色闪烁

橙色常亮

Wi-Fi 连接状态

进入配网模式

正在连接路由器

已连接至路由器

白色常亮
关

已连接至服务器

禁用 Wi-Fi 功能或关闭设备照明

Wi-Fi 连接

首次设置 Wi-Fi 连接



- 1 请从 App Store 或 Android Market 下载并安装“飞利浦智慧家”应用程序。



- 2 将空气净化器的电源插头插入电源插座，然后按下电源按钮开启空气净化器。
 - 首次开启产品时，Wi-Fi 指示灯  将呈橙色闪烁。



- 3 确保您的智能手机或平板电脑已成功连接至 Wi-Fi 网络。

注意：

启用智能手机上的蓝牙功能，确保顺利配对。

请确保您的智能手机已连接至 2.4GHz（家庭）Wi-Fi 网络，而非 5GHz 或公共 Wi-Fi 网络。为确保配对成功，建议您在开始配对前关闭移动数据。



- 4 启动“飞利浦智慧家”应用程序，点击“添加设备”或按下屏幕上的“+”按钮。请按照屏幕上的说明，将空气净化器连接到您的网络。

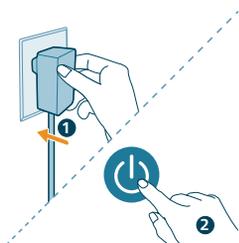
- 连接成功后，Wi-Fi 指示灯将呈白色常亮。

注意：

这些说明仅在首次设置空气净化器时有效。如果网络已更改，或需要重新执行设置。

确保智能手机或平板电脑与空气净化器之间的距离小于 10 米，且中间无任何障碍物。

重置 Wi-Fi 连接



1 将产品的电源适配器插入电源插座，然后按下  开启产品。



2 同时长按  和  按钮 3 秒，直至听到哔声。

- 产品将进入配对模式。

- Wi-Fi 指示灯  呈橙色闪烁。

3 按照“首次设置 Wi-Fi 连接”一节中介绍的步骤 3-4 操作。

使用净化加湿一体机

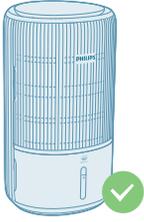
了解加湿指示灯

相对湿度表示空气中的水蒸汽含量。

加湿指示灯有四个状态级别：

加湿指示灯状态	指示灯颜色含义
呈橙色闪烁 ()	水箱没安装好。
橙色常亮 ()	水量不足。请为水箱加水。
白色常亮 ()	产品正在加湿房间。
Off (关) ()	当达到目标湿度，且水箱水量用尽。

注意：默认的目标湿度为 50%RH，您可在应用程序中设置所需的目标湿度。



- 如果加湿指示灯呈橙色闪烁，请检查水箱是否已正确安装。



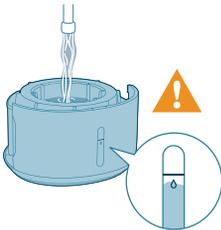
- 如果加湿指示灯呈白色亮起，表示您的房间正在进行有效加湿。

加水

注意：缓慢加水以防溅出，并避免超过产品上标注的最高水位线。



- 1 将水箱从产品中拉出。



- 2 向水箱中加入冷的纯净水。通过水箱上的透明窗口观察水位，防止加得过满。



3 将水箱装回产品中。

了解空气质量指示灯

开机后，净化加湿一体机将开始扫描空气质量。大约 30 秒后，颗粒传感器将选择与环境空气悬浮颗粒质量相对应的颜色。

空气质量指示灯的颜色由 PM2.5 水平决定。

PM2.5

AeraSense 感应技术可精准检测空气中的微小颗粒变化，并迅速做出响应。它可实时提供 PM2.5 反馈，让您安心。

大多数室内空气污染物属于 PM2.5 – 它是指小于 2.5 微米的悬浮颗粒污染物。常见的室内微粒源有烟草烟雾、烹饪和点燃的蜡烛。此外，一些悬浮细菌以及极微小的霉菌芽孢、宠物过敏原和尘螨过敏原颗粒也属于 PM2.5。

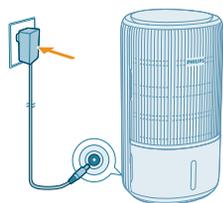
PM2.5 级别	空气质量指示灯颜色	空气质量级别
≤35	蓝色	好
36-75	蓝色-紫色	一般
76-115	紫色-红色	较差
>115	红色	很差

打开和关闭

注意：

为实现出色的净化和加湿效果，请关闭门窗。

让窗帘远离进风口或出风口。



1 将产品的适配器插入电源插座。



2 按电源按钮打开产品。

- 产品发出蜂鸣音。
- 加热过程中，屏幕上会显示 ---。
- 产品将在自动模式下工作，并且屏幕上会显示 PM2.5。

3 再次按下电源按钮可关闭产品。

注意：如果产品关闭后仍保持连接至电源插座，则在再次开启时将按照上一次的设置继续运行。

切换显示

注意：默认情况下，产品会显示 PM2.5 级别。



1 按住  按钮 3 秒即可切换为显示环境湿度级别读数。

- 5 秒后，它将自动切换回 PM2.5 显示。



2 再次按住  按钮即可重新切换为显示 PM2.5 级别读数。

更改模式设置

只需按下模式切换按钮，即可在**自动模式**、**中等模式**、**劲速模式**或**睡眠模式**之间进行选择。您还可以在飞利浦智慧家应用程序中选择其他运行模式。



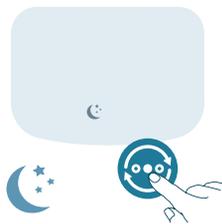
自动模式 (A): 产品会根据环境空气质量自动调节风速。



中速模式 (🌀): 在中速模式下，产品会以适中的速度运行。



强力模式 (🌀): 产品以最高速度运行。



睡眠模式 (🌙): 本设备以低速模式安静运行。3 秒钟后，显示屏照明会熄灭。

- **睡眠模式Plus**: 睡眠模式Plus是在启用睡眠模式下，保持低噪音的同时提升净化效果。该模式适用于在飞利浦智慧家App里启用和关闭。



应用程序操作模式 (📱): 在此模式下，产品只能在通过应用程序设定的模式下运行，例如手动设定的其他风速、目标湿度或在应用程序中自定义的其他模式。

注意: 只有在 Wi-Fi 连接成功后，才能通过应用程序来使用应用程序操作模式。

使用灯光功能

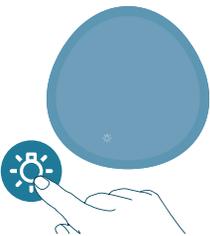


借助光感应器，控制面板可根据环境光线自动调节亮度。

当环境光线变暗时，控制面板也会变暗。您可以按下任何按钮来唤醒所有照明灯。接下来，如果没有进一步操作，所有指示灯都将再次变暗，以与环境光线匹配。



按下灯光按钮可切换至灯光模式，即控制面板周围会出现一个舒适的光环。您还可以在飞利浦智慧家应用程序中自定义舒适光环的亮度。



您可以按下灯光按钮关闭所有灯光和控制面板。再次按下该按钮即可唤醒所有照明灯。

设置童锁



- 1 按住  按钮 3 秒可打开童锁。
 -  显示在屏幕上。



- 2 再次按住  按钮 3 秒，以取消童锁。
 -  从屏幕上消失。

清洁和保养

注意：

在清洁之前，请务必拔下产品的电源插头。

不要通过进风口和出风口倒水。

切勿使用研磨性、腐蚀性或易燃性清洁剂（例如漂白剂或酒精）清洁本产品的任何部件。

切勿使用任何液体（包括水）清洁净化滤网。

请勿尝试用吸尘器清洁微粒传感器。

清洁计划

频率

清洁方法

必要时	使用干软布擦拭产品塑料部件
	清洁出风口盖
每两个月	使用干棉签清洁颗粒传感器
☰ 显示在屏幕上	清洁净化滤网表面
每周	清洁加湿滤网

清洗产品机身

定期清洁产品的内侧和外侧，防止灰尘积聚。

- 1 使用柔软的干布清洁产品的内部和外部。
- 2 也可用柔软的干布清洁出风口。

清洁水箱

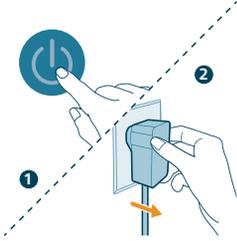
- 1 每周清洁水箱，使其保持卫生。
- 2 取出加湿过滤网。
- 3 向水箱中注水。
- 4 向水箱里的水中添加一些温和的洗涤剂。
- 5 用干净的软布清洁水箱内侧。
- 6 将水箱中的水全部倒入水槽。
- 7 将加湿过滤网装回水箱。

清洁微粒传感器

每 2 个月清洁一次微粒传感器，确保产品以理想性能运行。

如果将产品用于多尘环境，则可能需要更频繁地进行清洁。

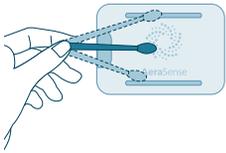
如果室内的湿度很高，则颗粒传感器上可能会形成冷凝水，即使空气质量确实很好，空气质量指示灯也可能会指示空气质量较差。如果发生这种情况，请清洁颗粒传感器。



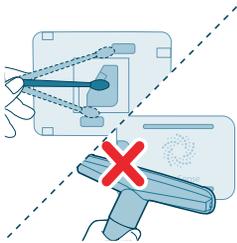
1 关闭产品并从电源插座上拔下插头。



2 打开空气质量传感器的保护盖。



3 使用湿棉签清洁微粒传感器。



4 用干棉签将所有部件彻底擦干。

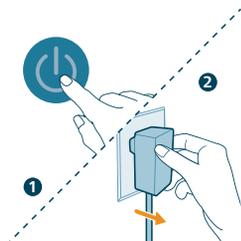


5 关闭空气质量传感器。

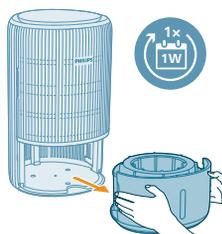
清洁加湿过滤网

每周清洁一次加湿滤网 (FY3401) 以使其保持卫生。

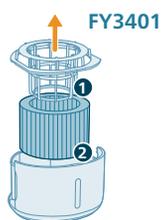
1 关闭产品并从电源插座上拔下插头。



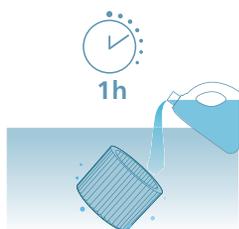
2 将水箱从产品中拉出。

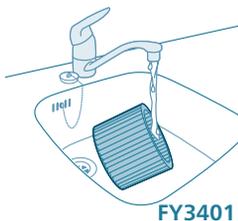


3 从加湿滤网上取下加湿滤网支架。



4 用温和或酸性清洁剂（24 克柠檬酸加 4 升水或 100 毫升 6% 白醋加 4 升水）浸泡加湿滤网 1 小时。





5 在水龙头的慢速水流下冲洗加湿滤网。清洁时，请勿挤压或拧干滤网。



6 将加湿滤网支架正确安装在滤网上。

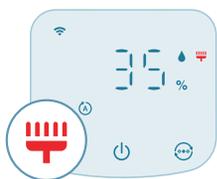


7 将水箱装回产品中。



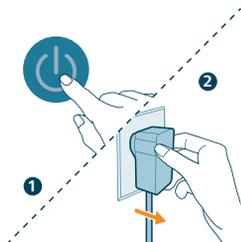
8 清洁滤网后，彻底洗净双手。

清洁净化滤网表面



当屏幕上显示滤网清洁提醒  时，请使用吸尘器清洁滤网表面。

注意：建议对灰尘、花粉、宠物或霉菌过敏的用户不要自行更换滤网，若必须要更换，请采取适当的防护措施（如戴上口罩、手套）。



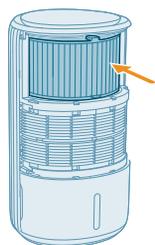
1 关闭产品并从电源插座上拔下插头。



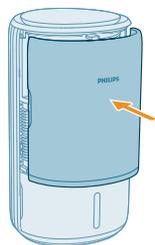
2 拉开前盖，并将其从产品上取下。拉出净化滤网。



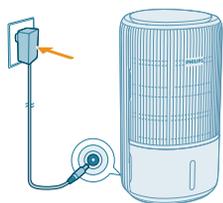
3 使用吸尘器清洁净化滤网表面。



4 把滤网放回产品内。



5 重新装上前盖。



6 将产品的适配器插入电源插座。



7 按  按钮启动产品。



8 按住  和  按钮 3 秒可重置过滤网清洁计时。

- 您也可以通过飞利浦智慧家应用程序重置过滤网清洁计时。
- 重置成功后，滤网清洁提醒将从屏幕上消失。



9 清洁滤网后，彻底洗净双手。

更换滤网

了解健康空气智能锁

本产品配有滤网更换指示灯，旨在确保产品运行时，空气净化滤网处于出色工作状态。当滤网需要更换时，滤网更换提醒  将呈红色亮起。

如果没能及时更换滤网，产品将会停止运行并自动锁定，以保护室内的空气质量。请尽快更换滤网。

更换净化滤网

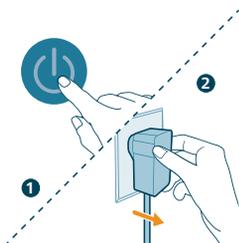
注意：

净化滤网 (FY3400) 不可水洗，也不可重复使用。

在更换滤网之前，务必先关闭产品并从电源插座上拔下插头。

当屏幕上显示滤网更换提醒  时，请更换滤网 (FY3400)。

注意：建议对灰尘、花粉、宠物或霉菌过敏的用户不要自行更换滤网，若必须要更换，请采取适当的防护措施（如戴上口罩、手套）。



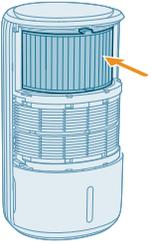
1 关闭产品并从电源插座上拔下插头。



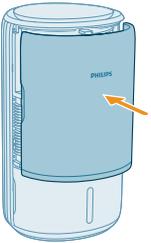
2 将前盖从产品上拉出并取下。将滤网拉出并丢弃旧滤网。



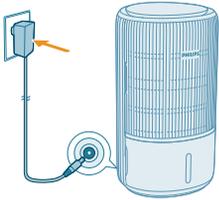
3 拆掉新过滤网 (FY3400) 的所有包装材料。



4 将新的过滤网装回产品内。



5 重新装上前盖。



6 将产品的适配器插入电源插座。



7 按  按钮启动产品。



8 按住  和  按钮 3 秒重置滤网使用寿命计时器。

- 您也可通过飞利浦智慧家应用程序来重置过滤网使用寿命。
- 重置成功后，滤网更换提醒将从屏幕上消失。



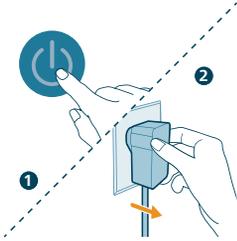
9 更换滤网后，彻底清洗双手。

注意：不要闻滤网的气味，因为滤网上积满了从空气中过滤出的污染物。

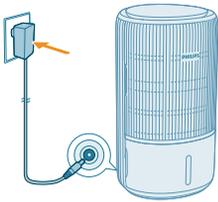
滤网重置

即使屏幕上尚未显示滤网更换提醒 (🗑️)，您也可以更换净化滤网。更换滤网之后，您需要手动重置滤网使用寿命计时器。

1 按下 ⏻ 按钮关闭产品。拔下本产品的插头。



2 确保产品完全断开电源。在将电源适配器插入插座前，至少等待 10 秒。



3 在开机后 15 秒内，按住 ☀️ 和 🗑️ 按钮 3 秒，重置滤网使用寿命计时器。

更换加湿滤网

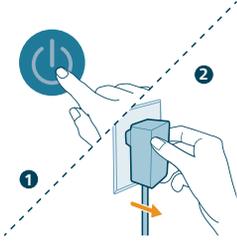
注意：

更换滤网前，务必拔掉产品的电源插头。

仅使用飞利浦原装加湿过滤网 FY3401。

每六个月更换一次加湿滤网，以获得理想性能。如果过滤网状况良好，则可以使用更长的时间。确保每年至少更换一次加湿滤网。





1 关闭产品并从电源插座上拔下插头。



2 将水箱从产品中拉出。



3 从加湿滤网上取下加湿滤网支架。丢弃旧滤网。



4 拆掉新过滤网 (FY3401) 的所有包装材料。



5 将加湿滤网支架正确安装在滤网上。



6 将水箱装回产品中。



7 更换滤网后，彻底清洗双手。

存储

- 1 关闭产品并从电源插座上拔下插头。
- 2 清洁产品、加湿滤网和净化滤网表面（请参阅“**清洁和维护**”一章）。
- 3 存放前应彻底自然风干所有部件。
- 4 将过滤网包裹在密封的塑料袋中。
- 5 将产品、滤网存放在阴凉干燥处。
- 6 拆装滤网后，务必彻底洗净双手。

故障排除

本章归纳了在使用本产品时最常遇到的问题。如果您无法根据下面的信息解决问题，请与您所在国家/地区的客户服务中心联系。

问题

产品无法正常工作。

可行的解决方案

检查水箱是否已正确安装。否则出于安全原因，本产品将停止运行。

滤网更换提醒指示灯亮起，但您未更换相应的滤网。此时产品会自动锁定。在此情况下，请更换滤网并重置滤网使用寿命计时器。

没有空气加湿。

确保水箱已加满水，且水箱和加湿滤网已正确安装。

净化加湿一体机的高级冷蒸发系统可出风口输出健康湿润的空气，且无任何可见水雾。水蒸气肉眼不可见。

在干燥的环境中使用，净化加湿一体机释放的湿气会被周围的物体（如墙壁和家具）吸收，这会延长加湿时间。为实现理想加湿效果，建议关闭门窗。

水箱漏水。

确保水位未超过最大水位。

每次清洗水箱后，确保水箱装配良好。

如果问题仍然存在，请联系您所在国家/地区的客户服务中心。

加湿过滤网上有白色残留物。

这些白色残留物称为水垢，它们由水中的矿物质组成。加湿过滤网上的水垢会影响加湿性能，但不会损害您的健康。请按照用户手册中的说明进行清洁。

一段时间后，加湿过滤网会发黄。

黄色残留物是滤网材料的自然效果，对加湿性能没有影响。经常清洁加湿滤网以清除水垢，且每隔六个月更换一次加湿滤网。

出风口的气流明显比以前弱。

净化滤网表面变脏。清洁过滤网表面（请参阅“清洁和保养”一章）。

滤网表面变脏。清洁加湿过滤网表面。

达到目标湿度可能需要较长时间。

NanoCloud 纳米云加湿技术可将看不见的水蒸气均匀分布到您的房间内。在干燥条件下，加湿器产生的水分会被墙壁、家具和房间内的其他物品吸收。外部干燥空气的流通也会增加达到目标湿度所需的时间。为优化加湿和净化效果，建议使用时关闭门窗。

产品已经运行很长时间了，但空气质量仍未见改善。

检查净化滤网包装材料是否已拆掉。

滤网没有放入产品内部。确保已正确安装过滤网 (FY3400)。

微粒传感器是湿的。您房间的湿度较高，可能会导致冷凝现象。确保微粒传感器清洁干燥（请参阅“清洁和保养”一章）。

房间面积较大或室外空气质量较差。
为获得理想净化效果，使用本产品时请关闭门窗。

室内污染源形式各异。例如，吸烟、烹饪、熏香。

过滤网使用寿命已到期。换用新的净化滤网。

空气质量指示灯的颜色始终相同。 微粒传感器变脏。清洁微粒传感器。

产品散发出怪味。
设备在最初几次使用时可能会产生塑料气味。这是正常的。但是，如果产品在取出过滤网后依然发出烧焦的气味，请联系飞利浦经销商或经授权的飞利浦服务中心。由于吸收室内气态污染物，该过滤网可能会在使用后发出气味。建议您将过滤网放在通风良好的位置放置数小时，以减轻气味。

清洁加湿滤网（请参阅“清洁和保养”一章）。

产品运行声音太大。 如果产品在劲速模式下运行，这是正常现象。

在自动模式下，当空气质量较差或环境湿度较低时，设备将以较高的速度运行。当夜间在卧室使用本产品时，可选择睡眠模式。

如果产品发出异常的声音，请联系您所在国家/地区的客户服务中心。

我没有看到设备中冒出明显的雾气。产品是否正在工作？

如果雾很细小，就无法看见。本产品采用 NanoCloud 加湿技术，可从出风口区域产生健康潮湿的空气，而不会形成水雾。因此，您看不到雾。

我已更换过滤网，但是净化器仍提示需要更换过滤网。

可能是您尚未重置过滤网寿命计数器。启动产品。然后同时按住灯光按钮和模式切换按钮 3 秒钟。

屏幕显示错误代码“E1”。

马达出现故障。请联系您所在国家/地区的飞利浦客户服务中心。

Wi-Fi 设置失败。

请确保您的智能手机已连接至 2.4GHz（家庭）Wi-Fi 网络，而非 5GHz 或公共 Wi-Fi 网络。为确保配对成功，建议您在开始配对前关闭移动数据。

确保启用以下权限：智能手机上的“位置”、“存储”和“本地网络”。Wi-Fi 设置成功后，您可以按需更改权限设置。

请验证您输入的 Wi-Fi 密码是否正确。该密码区分大小写，且长度上限为 63 个字符。不接受特殊符号。

确保您输入的家庭 Wi-Fi 网络名称正确。网络名称区分大小写。

如果您正在智能手机上使用 VPN，请在开始配对过程前将其关闭。

如果您的路由器设置了阻止配对的白名单，请禁用白名单，确保成功建立连接。

请确保您的设备和智能手机都在距离路由器 10 米的范围内。

确保应用程序已更新至最新版本。

为确保 Wi-Fi 连接信号稳定，请避免将设备放置在可能造成干扰的其他电子设备、强光源或信号站附近。如果遇到连接问题，请将设备移开这些干扰源，然后尝试重新连接到 Wi-Fi 网络。

参阅应用程序中的帮助部分，以获得广泛和最新的故障排除技巧。

保修和支持

购买本产品后，Versuni 提供两年保修服务。如果故障是由于使用不当或维护不当造成的，则不予保修。我们的保修服务不会影响您行使消费者合法权利。如想获取更多信息或申请保修，请访问我们的网站 www.philips.com/support。

订购部件或附件

如果您必须更换部件或需要购买额外的部件，请联系您的飞利浦经销商或访问 www.philips.com/support。

如果您在订购部件时遇到问题，请联系您所在国家/地区的飞利浦客户服务中心。

部件名称	产品中有害物质的名称及含有信息表									
	铅(Pb)	汞(Hg)	镉(Cd)	六价铬(Cr(VI))	多溴联苯(PBBs)	多溴二苯醚(PBDEs)	邻苯二甲酸二(2-乙基)己酯(DEHP)	邻苯二甲酸丁基酯(BBP)	邻苯二甲酸二正丁酯(DBP)	邻苯二甲酸二异丁酯(DIBP)
适配器	○	○	○	○	○	○	○	○	○	○
直流电机组件	○	○	○	○	○	○	○	○	○	○
主控电路板组件	X	○	○	○	○	○	○	○	○	○
传感器电路板组件	X	○	○	○	○	○	○	○	○	○
灯带组件	○	○	○	○	○	○	○	○	○	○
微粒传感器	○	○	○	○	○	○	○	○	○	○
直流插孔组件	X	○	○	○	○	○	○	○	○	○

注 1：○ 表示该有害物质在该部件所有均质材料中的含量均不超过电器电子产品有害物质限制使用国家标准要求。
 × 表示该有害物质至少在该部件的某一均质材料中的含量超出电器电子产品有害物质限制使用国家标准要求。
 注 2：以上未列出的部件，表明其有害物质含量均不超过电器电子产品有害物质限制使用国家标准要求。

*该表格中所显示的“有害物质”在产品正常使用情况下不会对人身和环境产生任何伤害。
 *该表格中所显示的“有害物质”及其存在的部件向消费者和回收处理从业者提供相关物质的存在信息，有助于产品废弃时的妥善处理。

产品	: 飞利浦二合一空气净化加湿净化器AC3420
型号	: KJ250F-A18
额定电压	: 24V ~~~~
额定功率	: 32W
电源适配器输入	: 100-240V ~ 50/60Hz 1.2A
产地	: 中国浙江宁波
检验	: 合格
生产日期	: 请见产品本体

范德尼 (中国) 投资有限公司
 上海市静安区灵石路728弄20号201室
 全国顾客服务热线: 4008 203 160

本产品根据国标GB/T 4706.1-2024, GB/T 4706.45-2024, GB/T 4706.48-2024, 信部无【2002】353号制造

产品性能指标

目标污染物	洁净空气量 (CADR)	累积净化量 (CCM)	睡眠模式洁净空气量 (CADR)
颗粒物	250 m ³ /h	≥8000 mg	30 m ³ /h
甲醛 (单成分)	160 m ³ /h	≥600 mg	— —
除菌率 (白色葡萄球菌)	病毒去除率 (H1N1)	噪声 (声功率级)	睡眠模式噪声 (声功率级)
99.9%	99.9%	61 dB(A)	32 dB(A)

以上性能指标数据是在劲速模式及睡眠模式下由第三方实验室按照国标GB/T18801-2022 测试得出, 其中甲醛性能以单一的气态污染物为目标污染物测试得出。

备注: 洁净空气量的值是依据 GB/T 18801-2022 将净化器放 70cm 高的台面上测试得出。

产品	: 飞利浦二合一空气加湿净化器AC3420
型号	: KI250F-A19
额定电压	: 24V 
额定功率	: 32W
电源适配器输入	: 100-240V ~ 50/60Hz 1.2A
产地	: 中国浙江宁波
检验	: 合格
生产日期	: 请见产品本体

范颂尼(中国)投资有限公司
上海市静安区灵石路728弄20号201室
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备注: 洁净空气量的值是依据 GB/T 18801-2022 将净化器放 70cm 高的台面上测试得出。

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