
Service
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SKU: AC3737

Philips Consumer Lifestyle

ServiceManual

Product information:

Living room air purifier + humidifier, based on Philips Industrial Design

Change list

Version	Detail	Remark	Date	Owner
1.0	Initial service manual for CN version	NA	2022.9.2	CC Chen
2.0	Add service information for EU&ME version	NA	2023.6.26	CC Chen

Safety precautions

- ◆ This manual is only for maintenance professionals reference.
- ◆ Non-professionals do not disassemble the machine, So as not to cause injury to the adult body.
- ◆ Please turn off and unplug the power cord when the appliance is maintained.
- ◆ Please use the same type of parts and components in the machine during repair and replacement part.

Tips for disassembling

- ◆ During repair, the parts should be disassembled according to actual needs.
- ◆ During repair, please pay more attention to each spare part in order to avoid damage, especially to prevent PCB from static electricity damage.
- ◆ After repair, assemble each part in reverse order. wrong-assembling and miss-assembling should be forbidden.
- ◆ During repair, please pay more attention to safety when test appliance with electricity.

Tool:

- ◆ Cross S crewdriver
- ◆ Straight S crewdriver

There is no special tool for this project.

Product Overview

Product functions and features:

1. Standby power loss: WiFi module is off<0.5W, WiFi module works<2W;
2. Automatic, manual, sleep mode function;
3. Spring touch button;
4. Allergen, PM2.5, humidity value and grade color display function;
5. Filter cleaning, life timing function;
6. Child lock function;
7. Tuya WIFI & OTA function;
8. Pure purification function, purification and humidification function;
9. With independent humidifier;
10. Light adjustment function.

Motor issue display:

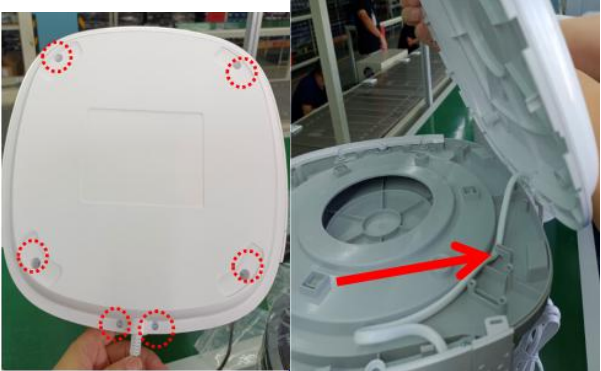
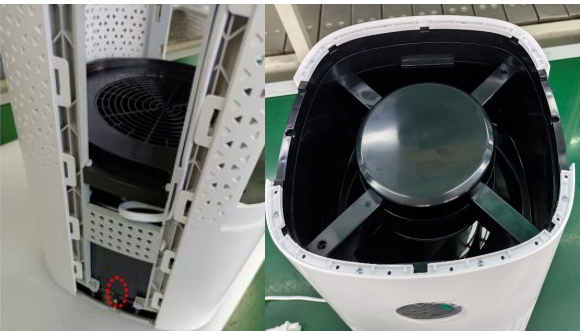
When starting up or working, check the speed is less than 50RPM for 30 seconds, the digital tube displays "E1", the machine stops working, unplug and restart the test.

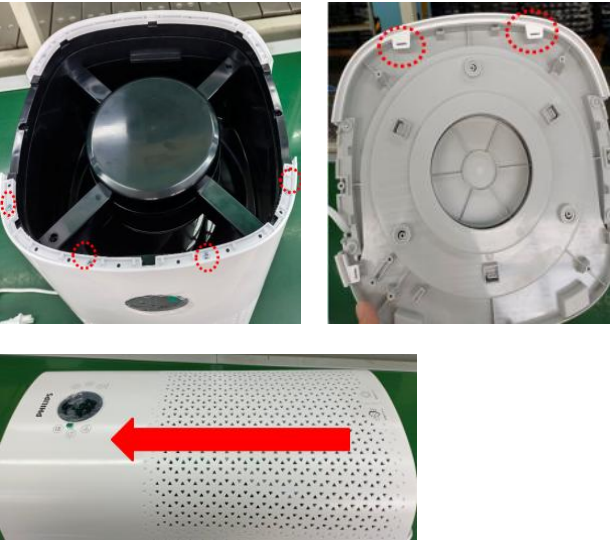
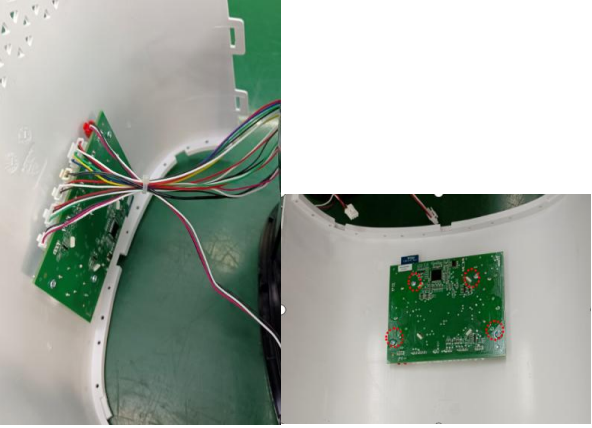
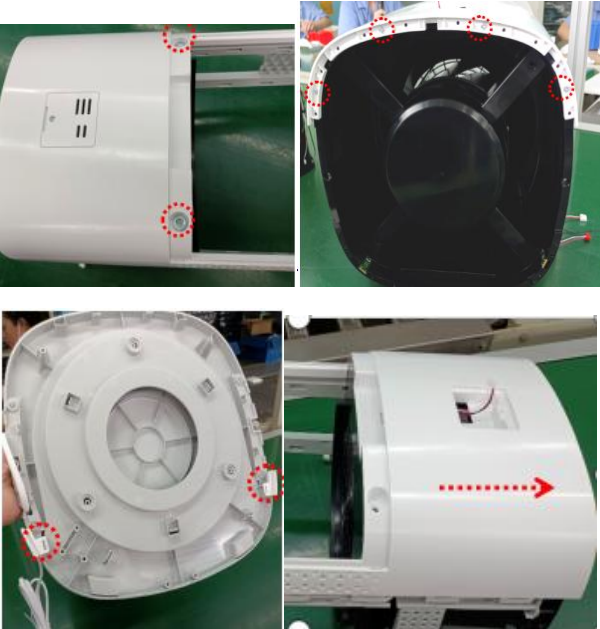
Device disassembly and installation process

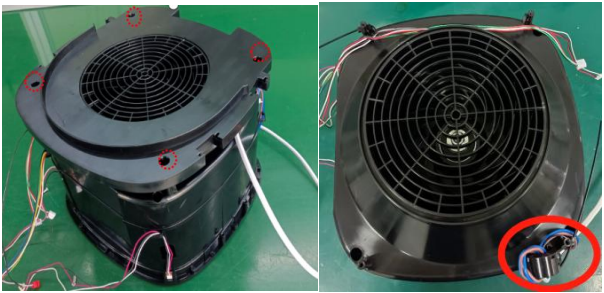
Before you start dismantling!

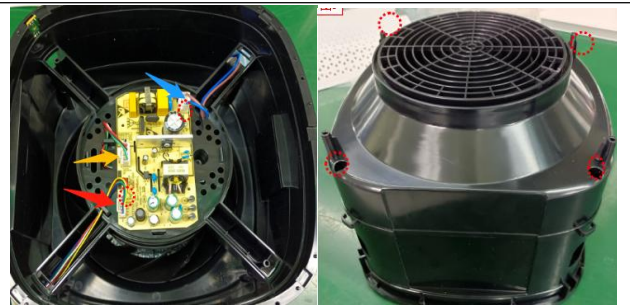


For your safety be sure the plug is disconnected from the mains!
The assembly step strictly follows the reverse operation of the disassembly device.

Picture Instruction	Disassembly
	1.Disassemble Filter and rubber feet 1.1 First remove the filter cover, then take the filter out. 1.2 Remove four rubber feet as picture.
	2.Disassemble Base 2.1 Remove 6pcs screws as picture, then take out the Base. 2.2 Pay attention to the routing of power cables.
	3.Disassemble Side covers 3.1 First remove 2pcs screws as picture 3.2 Push both sides of the covers to the Base direction away from the air grid, remove the side covers.
	4.Disassemble Air grid Remove two screws as picture; then take out the air grid.

	5.Disassemble Front cover 5.1 Remove 4pcs Screws as picture; 5.2 Remove the bottom buckle of the front cover from the filter base; 5.3 Push the front cover away from the top of the device.
	6.Disassemble Display Control Board 6.1 After the front cover is removed, unplug the cables on the display control board; 6.1 Remove 4pcs screws on the display control board as picture, then take the display control board.
	7.Disassemble Rear cover 7.1 Remove 2pcs screws on the rear cover as picture; 7.1 Remove 4pcs screws fixing the rear cover as picture; 7.3 Loosen two buckles of the rear cover bottom out of the filter base 7.4 Finally push the rear cover away from the top of the device.

	8.Disassemble PM2.5 sensor First remove one screw on the sensor cover, then take the sensor cover out, finally take out the PM2.5 sensor.
	9.Disassemble the filter Base and two main supports 9.1 Remove 4pcs screws as picture, then take the filter Base out. 9.2 Remove 2*2pcs screws as picture, then remove the main support.
	10.Disassemble Ventilated Bracket Remove 4pcs screws as picture, take Ventilated Bracket out. Warm reminding: When you assemble the device, Cables as picture need to fix by a strapping in the original position.
	11.Disassemble the power box cover and Hall sensor boards 11.1 Remove two screws as picture, then take the power box cover out. 11.2Take two Hall sensor board out,as shown by the arrows,the red arrow shows water-level board, the green arrow shows water-tank board.

	12.Disassemble the power board & air duct Lower 12.1 Remove the connects on the power board(red arrow shows the cable for Display Control board, yellow arrow shows the cable for Motor, blue arrows shows the power cable) 12.2 Remove two screws on the power board, then take it out. 12.3 Remove 4pcs screws as picture,then take the air duct Lower out.
	13.Disassemble Fan and Motor 13.1Remove a nut as picture, then take Fan out. 13.2 Remove 6pcs screws as picture, then take Motor out. Warm reminding:When you assemble Motor, don't tighten the first screw, please tighten the second one and the third one, then tighten the first one.

List of Common Faults

Symptom	Possible causes	Ruled out measures
No power	Check if mains jack is powered on.	Turn on
	Check if mains jack is loosen.	Good plug
	Power board damage	Change the power board
After power on, only Power indicator is on, no display and unable to boot	Display control board is abnormal	Change Display Control board
After power up, display "---", and can't start up	The filter cover is not properly installed.	Reinstall the filter cover.
After start up, all keys function normally,display "E1".	Motor does not turn	Change the motor.
PM2.5 display is inconsistent with ambient values	Sensor is abnormal	Change the sensor.

FTT Testing Procedure

Within 10 seconds of power-on, press display key & Humidity setting key at the same time after the screen displays. Then the device enters into the factory test mode:

1. The digital tube first displays the SUM value of the configuration (if any: 114), and then displays the numbers from 000 to 999 in turn, the ICONS on the display screen are displayed in turn, and the air quality lights (including allergen, PM2.5 and humidity indicators) are displayed in different colors (red - pink - blue - purple - blue). Then press the button in turn, the panel LED light is displayed in three parts: upper, middle and lower, press the filter key to display the upper part of the area, press the display key to display the middle area (3 "8" on the digital tube), press the humidity setting key to display the lower part of the area, press the brightness key to display the software version number (U01, U02...).



2. Press the wind speed key to switch to wind speed 1 working display, enter the WiFi production test: wifi white light long bright, indicating successful production test, wind speed 1 digital tube three 888 display signal strength (the larger the value of the signal is stronger: 1-100%), signal strength greater than 60% is qualified; If the wifi yellow light blinks and the digital tube displays 000, it indicates that the production test has failed. Set the production test router ssid to tuya_mdev_test. Exit the machine test mode Automatically exits the WIFI production test mode.

3. Press the wind speed key again, and the wind speed gear changes: 1 gear → 2 gear → 3 gear → (strong speed) gear → sleep → automatic → 1 gear, so cycle, the corresponding icon is lit (no icon in 3 gear), and the corresponding three-color light color is lit; Corresponding motor speed and three-color light color table below; Automatic gear digital tube displays real-time PM2.5 values, other gears (1 gear shows WiFi signal strength) digital tube displays motor speed (speed more than 1000 RPM, display thousands, hundreds, ten values, speed less than 1000 RPM, display hundreds, ten, one values)

Wind speed gear↵	Speed numerical display↵	The light's color↵
Sleep interval↵	380 ± 30 ↵	Blue↵
1↵	Displays the <u>WiFi</u> signal strength value↵	Bluish violet↵
2↵	158 ± 3 ↵	Pink↵
3↵	193 ± 3 ↵	Red↵
Turbo↵	222 ± 3 ↵	Red↵

4. When selecting automatic, the PM2.5 sensor (skip preheating) automatically adjusts the wind speed gear and the color change of the three-color light according to the PM2.5 value.

5. When the automatic mode is selected, put on the humidifier water tank, display the current humidity value and temperature value (switch once every 2 seconds, test temperature and humidity values rise and fall), the humidifier mode icon is bright, the water shortage icon is blinking (test humidifier and water shortage hall switch), and the motor speed is switched to the humidifier and purification mode.

6. Every time you enter the test mode, automatically countdown the filter to 0 hours to write EEPROM, the filter cleaning icon and the filter life icon are bright red, long press the filter key for 3 seconds, the buzzer rings, the filter life time returns to the total time of 4800 hours, the filter cleaning icon and the filter life icon are extinguished.

7. After all the above tests are completed and qualified, the digital tube displays "PAS", presses the power button to exit the test mode, automatically restores the factory Settings, and is in the standby state. If you exit the test mode during a power failure, factory Settings are not restored.

维修备件清单

AC3737/00 CN (883473700710)

Level	Philips 12NC	PCM CODE	Part Name
1	300009867131	2Q7107002	出风栅
2	300009867151	2Q7110001	PCB盒盖
3	300009867161	601203084	电源板
4	300009867181	2Q7109001	中风道
5	300009867191	132200384	直流马达
6	300009867211	318200014	马达支架
8	300009867241	902100495	马达硅胶垫圈
10	300009867781	301300030	马达轴垫片
12	300009867791	2Q7115001	风轮
13	300009867801	2Q7111001	下风道
14	300009869951	110900091	塑封干簧管
15	300009869961	2Q7105001	过风支架
16	883443700711	401100743	高效复合滤网
17	300009869991	2Q7113001	滤网托盘
18	300009870031	2Q7112001	滤网底座
19	300009870071	630100190	主机底座组件
20	300009870101	902100631	脚垫
21	300009870461	603100698	电源线
22	300009870471	2Q7101002	前壳
23	300009870501	601203085	显示控制板
24	300009870511	601203103	霍尔传感器板-水位
25	300009870541	2Q7103002	侧盖
26	300009870571	2Q7114001	主机支架
27	300009870601	2Q7102002	后壳
28	300009870611	630100191	激光传感器组件 (含排线与胶带)
29,30	300009870651	630100193	传感器盖组件 (含密封棉、label,防尘网)
31,33,49	300009870681	630100194	滤网盖组件 (含磁铁与螺丝)
32	300009870811	306200013	圆磁铁五金
34	300009871041	302200270	弹簧
35	300009871091	601203129	霍尔传感器板-水箱 (含排线)
36	300009871151	601203102	温湿度传感器板
37	300009871181	2Q7120002	水箱顶盖
38	300009871191	2Q7121003	挡水盖
39	883445500711	906100191	加湿纸
40	300009871221	2Q7122003	水位浮子盖
41	300009871251	2Q7123001	水位浮子
42,43,44	300009871271	630100195	加湿水箱组件 (含胶垫与磁铁)
	300009985781	603200776	排线2(温湿度传感器线)
	300009985811	603200777	排线3(马达连接线)
	300009985831	603200778	排线4(显示板与电源板连接线)

AC3737/10 EU (883473710010)

Level	Philips 12NC	PCM CODE	Part Name
1	300009867131	2Q7107002	Air Outlet
2	300009867151	2Q7110001	PCB-Box Cover
3	300009867161	601203084	Power board PCBA ROW
4	300009867181	2Q7109001	Air duct Middle
5	300009867191	132200384	DC Motor
6	300009867211	318200014	Motor Bracket
8	300009867241	902100658	Motor Si-Pad Cushion
10	300009867781	301300030	Motor Gasket
12	300009867791	2Q7115001	Fan
13	300009867801	2Q7111001	Air duct Lower
14	300009869951	110900091	Plastic-sealed Reed-Pipe
15	300009869961	2Q7105001	Ventilated Bracket
16	642001001410	630100217	HEPA Filter FY3437/00
17	300009869991	2Q7113001	Fliter Bracket
18	300009870031	2Q7112001	Filter Base
19	300009870071	2Q7106002	Main Base
20	300009870101	902100631	Feet-Rubber
21	642001001374	603100711	Power cord EU
22	642001001375	2Q7101003	Front Cover ROW
23	642001001365	601203401	Display Control board PCBA ROW
24	300009870511	601203103	Hall sensor board(include cable) ROW
25	300009870541	2Q7103002	Side Cover
26	300009870571	2Q7114001	Main Bracket
27	300009870601	2Q7102003	Rear Cover
28	300009870611	630100191	Laser sensor(include cable and tape)
29,30	300009870651	630100219	Sensor Cover(include Sealing sponge&lable&net)
31,33,49	300009870681	630100194	Filter cover(incude magnets and screws)
32	300009870811	306200013	Round magnet metal-plate
34	300009871041	302200270	Spring
35	300009871091	601203129	Hall sensor board(include cable)
36	300009871151	601203102	Temperature and humidity sensor board
37	300009871181	2Q7120002	Water tank TOP-Cover
38	300009871191	2Q7121003	Water-retaining Cover
39	642001001399	630100218	Wick FY3455/00
40	300009871221	2Q7122004	Float Cover
41	300009871251	2Q7123001	Float
42,43,44	300009871271	630100195	Water Tank(include magnet and rubber)
	300009985781	603200776	Cable
	642001001367	603200934	Motor Cable ROW
	642001001376	603200876	Cable(display board to power board) ROW

AC3737/10 ME (883473710600)

Level	Philips 12NC	PCM CODE	Part Name
1	300009867131	2Q7107002	Air Outlet
2	300009867151	2Q7110001	PCB-Box Cover
3	300009867161	601203084	Power board PCBA ROW
4	300009867181	2Q7109001	Air duct Middle
5	300009867191	132200384	DC Motor
6	300009867211	318200014	Motor Bracket
8	300009867241	902100658	Motor Si-Pad Cushion
10	300009867781	301300030	Motor Gasket
12	300009867791	2Q7115001	Fan
13	300009867801	2Q7111001	Air duct Lower
14	300009869951	110900091	Plastic-sealed Reed-Pipe
15	300009869961	2Q7105001	Ventilated Bracket
16	642001001410	630100217	HEPA Filter FY3437/00
17	300009869991	2Q7113001	Fliter Bracket
18	300009870031	2Q7112001	Filter Base
19	300009870071	2Q7106002	Main Base
20	300009870101	902100631	Feet-Rubber
21	642001001334	603100721	Power cord ME
22	642001001375	2Q7101003	Front Cover ROW
23	642001001365	601203401	Display Control board PCBA ROW
24	300009870511	601203103	Hall sensor board(include cable) ROW
25	300009870541	2Q7103002	Side Cover
26	300009870571	2Q7114001	Main Bracket
27	300009870601	2Q7102003	Rear Cover
28	300009870611	630100191	Laser sensor(include cable and tape)
29,30	300009870651	630100219	Sensor Cover(include Sealing sponge&lable&net)
31,33,49	300009870681	630100194	Filter cover(incude magnets and screws)
32	300009870811	306200013	Round magnet metal-plate
34	300009871041	302200270	Spring
35	300009871091	601203129	Hall sensor board(include cable)
36	300009871151	601203102	Temperature and humidity sensor board
37	300009871181	2Q7120002	Water tank TOP-Cover
38	300009871191	2Q7121003	Water-retaining Cover
39	642001001399	630100218	Wick FY3455/00
40	300009871221	2Q7122004	Float Cover
41	300009871251	2Q7123001	Float
42,43,44	300009871271	630100195	Water Tank(include magnet and rubber)
	300009985781	603200776	Cable
	642001001367	603200934	Motor Cable ROW
	642001001376	603200876	Cable(display board to power board) ROW