

PHILIPS

AC3420



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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 Philips Home care+ app.

Danger

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

Warning

- Check if the voltage indicated on the appliance corresponds to the local mains voltage before you connect the appliance.
- If the 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.
- Only to be used together with the adaptor provided with the appliance
- Do not use the appliance if the adaptor, the power cord, or the appliance itself is damaged.
- 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 user maintenance shall not be made by children without supervision.
- Do not block the air inlet and outlet, e.g. by placing items on the air outlet or in front of the air inlet.
- Standard Wi-Fi interface based on 802.11b/g/n 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.

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.

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.	<ul style="list-style-type: none"> • 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.
The water tank leaks.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • The white deposits are called scale and they consist of minerals from the water. Scale on the humidification filter affects the humidifying performance, however it does not harm your health. Please follow the cleaning instructions in the user manual.
The humidification filter becomes yellowish after some time.	<ul style="list-style-type: none"> • The yellow deposit is a natural effect of the filter material, and it has no impact on humidification performance. Clean the humidification filter frequently to remove the scale, and replace the humidification filter every 6 months.
The airflow that comes out of the air outlet is significantly weaker than before.	<ul style="list-style-type: none"> • The surface of the purification filter is dirty. Clean the surface of the filter. • The surface of the filter is dirty. Clean the surface of the humidification filter.

Problem	Possible solution
It takes a long time to reach the target humidity level.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Check if the packing material is removed from the filter. • The filter has not been placed in the appliance. Make sure that the filter (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 air purifier. • There are indoor pollution resources. For instances, smoking, cooking, incense, perfume or alcohol. • Filter reaches the end of life. Replace the filter with a new one.
The color of the air quality light always stays the same.	<ul style="list-style-type: none"> • The particle sensor is dirty. Clean the particle sensor.
The appliance produces a strange smell.	<ul style="list-style-type: none"> • The first few times you use the appliance, it may produce a plastic smell. This is normal. However, if the appliance produces a burnt smell even if removing filters, contact your Philips dealer or an authorized Philips service center. The filter may produce smell after being used for a while because of the absorption of indoor gases. It's recommended that you reactivate the filter by putting it in direct sunlight for repeated use. If odor still exists, replace the filter. • Clean the humidification filter.
The appliance is extra loud.	<ul style="list-style-type: none"> • It's normal if the appliance runs at the Turbo mode. • In the Auto mode, 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?	<ul style="list-style-type: none"> • 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 a filter, but I already did.	<ul style="list-style-type: none"> • 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.

Problem	Possible solution
Error code "E1" displays on the screen.	<ul style="list-style-type: none">• The motor has malfunctions. Contact the Consumer Care Center in your country.
The Wi-Fi setup is not successful.	<ul style="list-style-type: none">• 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. If the router your purifier is connected to is dual – band and currently it is not connecting to a 2.4GHz network, please switch to another band of the same router (2.4GHz) and try to pair your purifier again. 5GHz networks are not supported.• 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 white list set up to block pairing, please disable the white list 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.

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，我们建议将您的二合一空气加湿净化器固件升级到最新版本。您可以通过飞利浦智慧家应用程序进行此升级。

危险

- 切勿让任何液体或易燃性清洁剂进入产品，以免发生触电和/或火灾。
- 切勿在产品周围喷洒杀虫剂或香水等任何可燃材料。
- 请勿用水或任何其他液体或（易燃性）清洁剂来清洁产品，以免触电和/或发生火灾。
- 水箱中的水不宜饮用。请勿饮用这些水，也不要用来喂养动物或浇花。清空水箱时，请将水倒入水槽。

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。
- 仅可与产品随附的适配器搭配使用
- 如果适配器、电源线或产品本身受损，请勿使用本产品。
- 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 Wi-Fi 接口，基于 802.11b/g/n，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后再自行更换，例如戴上口罩和手套等。

注意

- 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。切勿使用任何其他过滤网。
- 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，并将加湿过滤网晾干。
- 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。

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，请转到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。

故障排除

本章归纳了您在使用本产品时常常遇到的问题。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	可行的解决方案
产品无法正常工作。	<ul style="list-style-type: none"> 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。
水箱漏水。	<ul style="list-style-type: none"> 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。	<ul style="list-style-type: none"> 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。	<ul style="list-style-type: none"> 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。	<ul style="list-style-type: none"> 净化滤网表面变脏。清洁净化滤网表面。 滤网表面变脏。清洁净化滤网表面。
需要很长的时间才能达到目标湿度水平。	<ul style="list-style-type: none"> 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。要优化加湿和净化性能，建议在使用过程中关闭门窗。
产品已经运行很长时间了，但空气质量仍未见改善。	<ul style="list-style-type: none"> 检查滤网包装材料是否已去除。 滤网没有放入产品内部。确保已正确安装滤网 (FY3400)。 微粒传感器是湿的。室内湿度过高，因此形成了冷凝水。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。为了获得理想的净化性能，请在使用空气净化器时关闭门窗。 室内污染源形式各异。例如，吸烟、烹饪、熏香、香水或酒精。 滤网达到了使用寿命的终点。换用新滤网。
空气质量指示灯的颜色始终保持不变。	<ul style="list-style-type: none"> 微粒传感器变脏。清洁微粒传感器。

问题	可行的解决方案
产品散发出怪味。	<ul style="list-style-type: none"> 前几次使用产品时，它可能会产生塑料味。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。由于吸收室内空气态污染物，该滤网可能会在使用后发出气味。滤网经过日晒之后即可重复使用，建议您采用这种方式再次激活滤网。如果异味仍然存在，建议更换滤网。 清洁加湿过滤网。
产品运行声音太大。	<ul style="list-style-type: none"> 如果产品在快速模式下运行，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？	<ul style="list-style-type: none"> 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。
我已经更换过了过滤网，但是产品还是一直指示需要更换滤网。	<ul style="list-style-type: none"> 可能是您未重置过滤网使用寿命计数器。启动产品。然后轻触并按住灯光按钮和模式切换按钮 3 秒钟。
屏幕上显示错误代码“E1”。	<ul style="list-style-type: none"> 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。

问题**可行的解决方案**

Wi-Fi 设置失败。

- 请确保您的智能手机连接的是 2.4GHz（家庭）Wi-Fi 网络，而不是 5GHz Wi-Fi 网络或公共 Wi-Fi。为了配对成功，我们建议在启动配对程序前关闭移动流量。如果您的净化器连接的路由器为双频段，而目前没有连接到 2.4GHz 网络，请切换到同一路由器的另一个频段 (2.4GHz)，然后尝试再次配对净化器。不支持 5GHz 网络。
 - 确保在您的智能手机上启用以下权限：“定位”、“存储”和“本地网络”。成功设置 Wi-Fi 后，您可以根据需要更改权限设置。
 - 请确认您输入了正确的 Wi-Fi 密码。密码区分大小写，长度上限为 63 个字符。不接受特殊符号。
 - 确保您的家庭 Wi-Fi 的网络名称正确。网络名称区分大小写。
 - 如果您在智能手机上使用 VPN，请在开始配对过程之前关闭 VPN。
 - 如果您的路由器设置了白名单来阻止配对，请禁用白名单以确保连接成功。
 - 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。
 - 要确保 Wi-Fi 连接稳定，请避免将设备放置在其他电子设备、明亮光源或可能造成干扰的信号站附近。如果您遇到连接问题，请将设备移离这些信号源并尝试将其重新连接到 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。
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