

PHILIPS

OneUp

XV3101

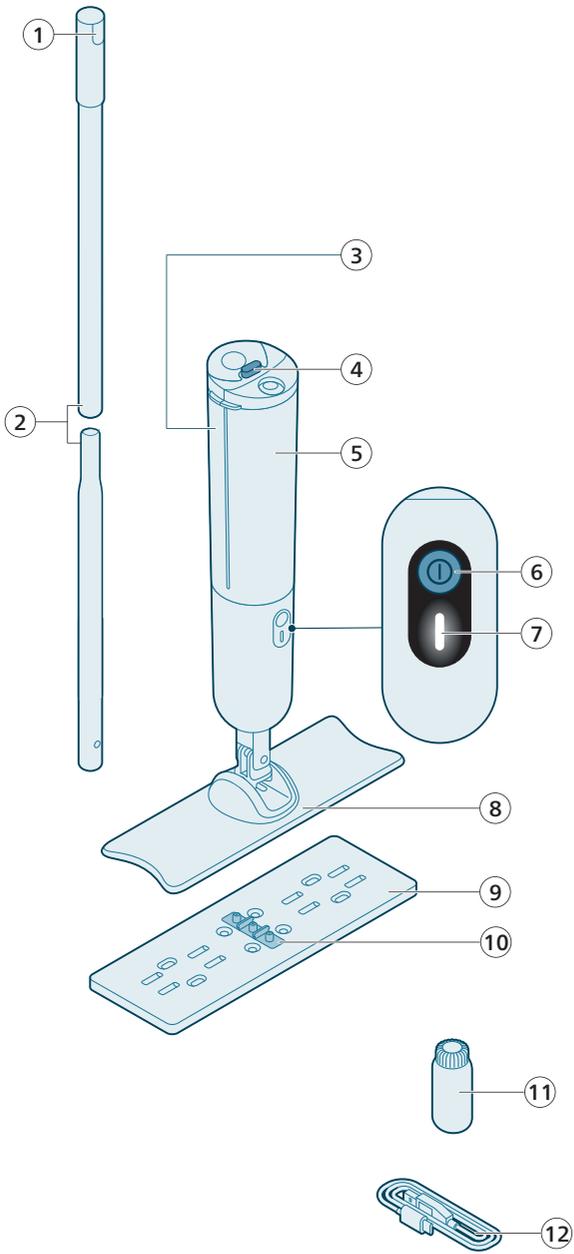


扫码关注公众号
享更多官方服务



公众号「飞利浦家电官方」

使用产品前请仔细阅读本使用说明
保留备用



English 4
简体中文 17

Contents

Introduction	4
General description	4
Before first use	5
Assembling the Appliance	5
Charging	5
Installing the Philips Floor Cleaner	5
Using the appliance	7
Mopping hard floors	7
Usage restrictions	9
Cleaning	10
Cleaning the water tanks	10
Cleaning the pad	11
Replacement	12
Storage	12
Battery indicator signals	12
Troubleshooting	14

Introduction

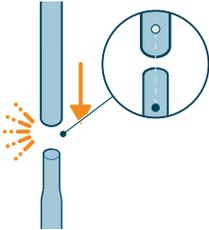
Thank you for buying this Philips product! To fully benefit from the support that we offer, please follow the official WeChat public account of Philips Home Appliances.

General description

- 1 Hanging option
- 2 Stick
- 3 Dirty water tank
- 4 Water tanks release button
- 5 Clean water tank
- 6 On/Off button
- 7 Battery level indicator
- 8 Nozzle
- 9 Replaceable Pad
- 10 Water connector interface
- 11 Floor Cleaner
- 12 Charging cable

Before first use

Assembling the Appliance

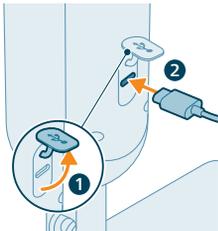


- 1 Connect both sticks to each other. Make sure to align the sticks so that they click into place.



- 2 Insert the stick into the main appliance. You can hear a 'click' sound when the stick is firmly inserted.

Charging

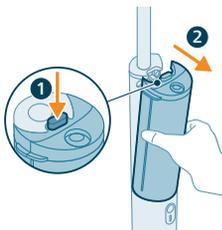


- 1 To charge the appliance, open the sealing cap on the back of the appliance and insert the cable into the USB-C socket.
- 2 Connect the charging cable to a USB-A adapter.

⚠ Warning: Store and charge the appliance in a stable position at a temperature above 5 °C and below 35 °C in a dry environment.

Installing the Philips Floor Cleaner

Install the Philips Floor Cleaner (XV1892) into the clean water tank lid before first use.



- 1 Press the release button (1) to remove the water tanks from the appliance (2).

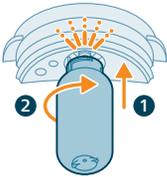
6 English



2 Take off the clean water tank lid.



3 Turn the cap counterclockwise (1) and pull it upwards (2) to remove the cap from the Philips Floor Cleaner bottle.

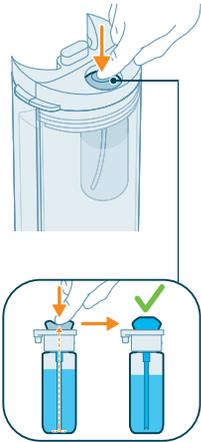


4 Insert the bottle into the clean water tank lid by pushing it upwards (1) and then twisting it clockwise (2). You can hear a 'click' sound when the bottle is placed correctly.



5 Place the lid, with the attached bottle, back to the clean water tank.

6 Press the dosing button multiple times until the dosing button is filled with floor cleaner.



Using the appliance

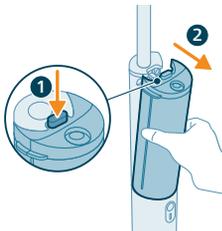
Mopping hard floors

i Note: The appliance is suitable for mopping hard floors, including delicate and non-absorbent floors (e.g. laminate, non-textured tiles, vinyl, PVC, wood like parquet, cast floor, stone). Test the appliance on a small area out of direct view to ensure the appliance is suitable for your floor.

- 1 Vacuum the rooms you want to clean thoroughly before using the appliance.



- 2 Press the release button (1) to remove the water tanks from the appliance (2).



8 English



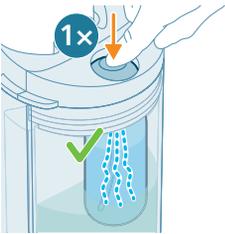
3 Take off the clean water tank lid.



4 Fill the clean water tank to the max level indicator at the side of the tank with water up to 50°C.



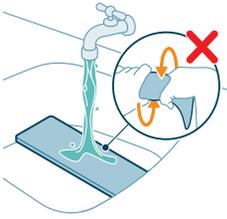
5 Place the lid back to the clean water tank. Make sure the Philips Floor Cleaner bottle is attached to the lid.



6 Press the dosing button once to add the correct amount of floor cleaner to the clean water tank.

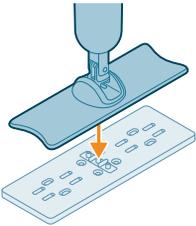


7 Place the water tanks back into the appliance.

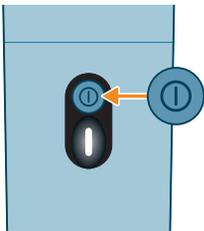


- 8** For optimal results, rinse the pad under the tap with the fabric side facing upward.

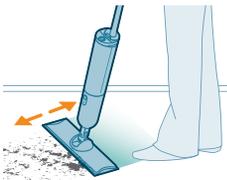
i Note: Do not wring the pad after rinsing.



- 9** Place the pad on the floor and firmly press the nozzle onto the water connector interface of the pad.



- 10** Press the On/Off button to switch On the appliance. The battery level indicator lights up.



- 11** Move the nozzle forwards and backwards to clean the floor.

Usage restrictions

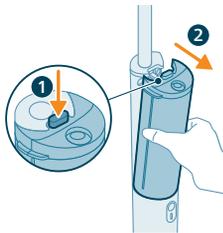
- We recommend using XV1892 Philips Floor Cleaner for optimal results. If you want to use a different liquid floor cleaner, make sure that you use a non-foaming liquid floor cleaner that can be diluted in water. Using foaming floor cleaners or those that can't be diluted in water can reduce performance and may cause the appliance to malfunction.
- Press the dosing button only once to add the correct amount of floor cleaner. Excessive amount of floor cleaner may result in undesired foaming in the dirty water tank.
- Do not use the appliance to clean carpets or windows.
- The appliance is intended for home use , not for professional use.

- Always follow the cleaning instructions for your hard floor when you use the appliance.

Cleaning

i Note: To prevent odors and scale deposits, clean the water tanks and pad after every use. Storing the appliance with water remaining inside the tank can cause damage to the mop or the appliance.

Cleaning the water tanks



- 1 Press the release button (1) to remove the water tanks from the appliance (2).



- 2 Take off the water tanks lids.



- 3 Pour the water out of both water tanks into the sink.



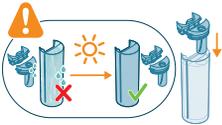
- 4 Rinse both water tanks and lids with cold or lukewarm tap water up to 50°C.

⚠ Warning: Do not use detergent for cleaning as this might lead to excessive foaming and cause damage to the appliance.



5 Pour the remaining water out of both water tanks into the sink.

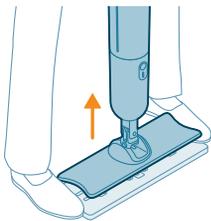
6 Let the water tanks and lids dry completely before placing the lids back.



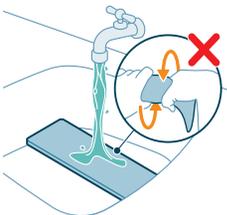
7 Place the water tanks back into the appliance.



Cleaning the pad

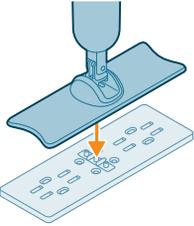
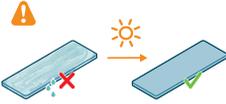


1 Remove the pad from the nozzle by placing your feet on both sides of the pad and lifting the appliance.



2 Rinse the pad under the tap with the fabric side facing upward. Do not wring the pad after cleaning.

12 English



3 Let the pad dry completely before re-attaching or storing it.

i Note: Place the pad flat on a surface or rack with the fabric side facing upward and let the pad dry naturally. Do not tumble dry.

i Note: Do not dry the pad on an active heating element such as a radiator to prevent damage to the pad.

4 Place the pad on the floor and firmly press the nozzle onto the water connector interface of the pad.

i Note: Make sure the pad is properly connected by gently stepping onto the nozzle on both sides.

Replacement

To buy accessories or spare parts, you can contact authorized Philips online stores, the official Philips Home Appliances service hotline, or Philips Home Appliances authorized service centers. If you have any questions, please call the official Phillips Home Appliance service hotline: 4008 203 160.

Replacement parts and type numbers:

- Battery Replacement Module XV1871
- Replaceable Pads XV1882 (high friction)
- Floor Cleaner XV1892

Storage

i Note: Make sure all parts are empty and completely dry before storing the appliance.

i Note: Do not store the appliance with the damp pad attached.

i Note: Store the appliance in a stable position at a cool, dry location away from direct sunlight.

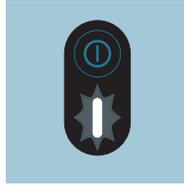
i Note: Remove the charging cable when the appliance is fully charged.

Battery indicator signals

Signal

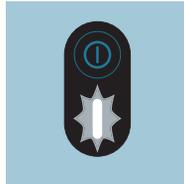
Meaning of signal

The battery indicator flashes white slowly.



The appliance is charging.

The battery indicator flashes white fast for three seconds, and then flashes white slowly.



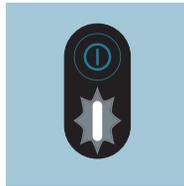
The On/Off button is pressed when the appliance is charging. Unplug the charging cable from the appliance if you want to use the appliance.

The battery indicator lights up white.



The appliance is fully charged.

The battery indicator flashes white.



The battery is running low and will be empty within 30 minutes. Charge the appliance.

The battery indicator flashes white fast.



The battery is running low and will be empty within 10 minutes. Charge the appliance.

The battery indicator flashes amber.



The appliance is used and/or stored above or below the nominal working temperature.

Do not store, charge, or use the appliance at a temperature below 5 °C or above 35 °C.

The battery indicator flashes red fast.

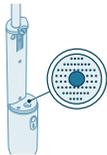


Malfunction of the appliance. Please take the appliance to a Philips service center or contact Consumer Care.

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, visit www.philips.com/support for a list of frequently asked questions or contact the Consumer Care Center in your country.

Problem	Possible cause	Solution
The appliance does not work when I press the On/Off button.	The battery is empty.	Charge the battery according to the instructions in the user manual.
	The On/Off button is pressed more than once.	Wait a few seconds and press the On/Off button again.
The appliance suddenly stops working.	The On/Off button is accidentally pressed during cleaning.	Switch On the appliance again by pressing the On/Off button.
	The battery is empty.	Charge the battery according to the instructions in the user manual.
The floor is drier than usual.	The pad is not wet enough.	Make sure to wet the pad under the tap before cleaning.
	The pad is dirty.	Wash the pad (see 'Cleaning'). If the problem persists, replace the pad.
	The clean water tank is empty.	Refill the clean water tank.
There is no water on the floor.	The clean water tank is empty.	Refill the clean water tank.
	The clean water tank is not properly connected to the appliance.	Connect the water tanks to the appliance properly. Push the water tanks down until they are firmly locked in place.
	The pad is not properly connected to the nozzle.	Connect the pad to the nozzle by pressing it firmly.
	The pad is dirty.	Wash the pad (see 'Cleaning'). If the problem persists, replace the pad.
	The metal sieve under the clean water tank connector is blocked.	Remove any foreign objects from the metal sieve with a soft brush or sponge.
The floor dries with stripes.	The pad is dirty.	Wash the pad (see 'Cleaning'). If the problem persists, replace the pad.



Problem	Possible cause	Solution
	Too much floor cleaner is used.	Empty the clean water tank, rinse and refill it with clean water. Press the dosing button only once to add the correct amount of floor cleaner.
	There are still detergent residues on the floor.	Clean the floor without detergent several times.
	The back of the pad has no floor contact.	During cleaning, glide the mop at a steady pace without too much force to allow for equal floor contact of the pad.
It is difficult to clean stains.	The pad is too dry.	Make sure to wet the pad under the tap before cleaning.
	The pad is dirty.	Wash the pad (see 'Cleaning'). If the problem persists, replace the pad.
	The stain has dried up for too long.	Apply water to the stain and wait a moment. You can move the appliance over the stain to apply water and then return to the stain at the end of your cleaning session.
	The clean water tank is empty.	Refill the clean water tank.
Water drips out of the appliance.	The appliance is dripping when carrying it over the floor and holding the nozzle vertically.	While cleaning, do not lift the nozzle from the floor and do not hold it vertically, as this may leave water traces.
	The dirty water tank is full.	Empty the dirty water tank.
	The water tanks are not properly connected to the appliance.	Connect the water tanks to the appliance properly. Push the water tanks down until they are firmly locked in place.
The appliance is not charging.	The charging cable is not properly connected to the appliance or to the adapter inlet, or the adapter is not inserted into the wall socket properly.	Make sure that the power plug is connected properly to both the appliance and the adapter inlet, and that the adapter is inserted correctly into the wall socket.
	Fail to use a safety extra low voltage approved adapter as required.	Only use a safety extra low voltage approved adapter with an output rating of 5.0VDC 1.0A 5.0W.
	The USB-A to USB-C charging cable is broken.	Replace the broken cable with a new cable.
No detergent is coming out of the bottle.	A new Floor Cleaner bottle is installed on the clean water tank lid.	Press the dosing button multiple times until the dosing button is filled with detergent.
	The Floor Cleaner bottle is empty.	Install a new bottle.

Problem	Possible cause	Solution
	The Floor Cleaner bottle is not properly installed on the clean water tank lid.	Install the bottle properly.
	The valve that releases floor cleaner is clogged.	Keep the clean water tank lid in warm water for 10 minutes, rinse it and try again.
The appliance moves too heavily over the floor.	The floor creates friction with the pad.	Only move the pad forwards and backwards. Do not move it sideways.
The dirty water tank is foaming.	An incorrect detergent is used.	We recommend using XV1892 Philips Floor Cleaner for optimal results. Philips has tested this product only with the Philips Floor Cleaner XV1872. The use of the other cleaning agents may produce excessive foam, which could impair performance and potentially lead to product malfunction.
	There is soap residue on the floor.	Sweep off the soap residue on the floor before you use the appliance.
There is less water going to the dirty water tank than usual.	The pad is dirty.	Wash the pad (see 'Cleaning'). If the problem persists, replace the pad.
The floor is wetter than usual.	The pad is dirty.	Wash the pad (see 'Cleaning'). If the problem persists, replace the pad.

目录

说明	17
基本说明	17
首次使用之前	18
组装产品	18
充电	18
安装 Philips 地板清洁剂	18
使用本产品	20
拖洗硬地板	20
使用限制	22
清洁	23
清洁水箱	23
清洁拖布	24
更换	25
存放	25
电池指示灯信号	26
故障处理方法	27

说明

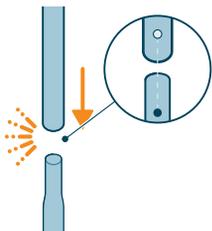
感谢购买此款 Philips 产品！为了让您能充分享受 Philips 提供的支持，请关注「飞利浦家电官方」微信公众号。

基本说明

- 1 悬挂孔
- 2 握柄
- 3 污水箱
- 4 水箱释放按钮
- 5 净水箱
- 6 开/关按钮
- 7 电池电量指示灯
- 8 吸嘴
- 9 可更换拖布
- 10 接水口
- 11 地板清洁剂
- 12 充电线缆

首次使用之前

组装产品

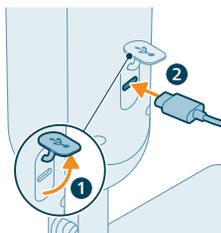


- 1 将两个握柄互相连接在一起。确保对齐握柄，使其卡入到位。



- 2 将握柄插入主机。当握柄牢固插入时，您会听到“咔哒”一声。

充电

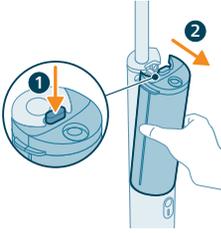


- 1 要给产品充电，请打开产品背面的密封盖，然后将线缆插入 USB-C 插口。
- 2 将充电线缆连接到 USB-A 充电设备。

⚠ 警告：存放及充电时，请确保产品平稳放置在干燥环境中，环境温度在 5 ° C 至 35 ° C 之间。

安装 Philips 地板清洁剂

首次使用前，请将 Philips 地板清洁剂 (XV1892) 装入净水箱盖中。



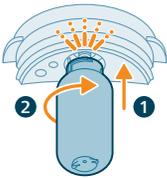
1 按释放按钮 (1) 并将水箱从产品中取出 (2)。



2 取下净水箱盖。



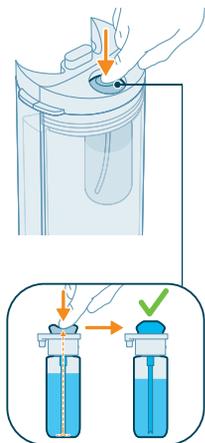
3 逆时针旋转瓶盖 (1)，然后向上拉 (2)，取下 Philips 地板清洁剂瓶的瓶盖。



4 将瓶子向上推 (1) 并顺时针旋转 (2)，插入净水箱盖。当瓶子正确安装时，您会听到“咔哒”一声。



5 将装有瓶子的水箱盖放回净水箱。



6 多次按下定量按钮，直到定量按钮中注满地板清洁剂。

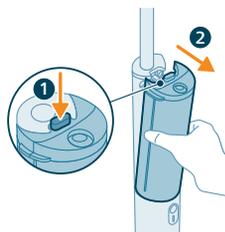
使用本产品

拖洗硬地板

i 注意：本产品适用于拖洗硬地板，包括精致地板和不吸水地板（例如层压板、无纹理瓷砖、乙烯基地板、PVC 地板、仿木地板、铸造地板、石制地板等）。请先在隐蔽的小块区域试用本产品，确保产品适用于您的地板。



1 在使用本产品之前，请用吸尘器彻底清扫你想要清洁的房间。



2 按释放按钮 (1) 并将水箱从产品中取出 (2)。

3 取下净水箱盖。



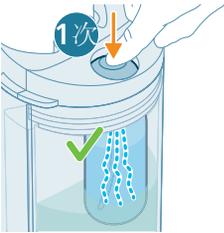
4 将净水箱加至水箱侧面的最大水位指示位置，水温不要超过 50° C。



5 将盖子装回到净水箱上。确保 Philips 地板清洁剂瓶已装在盖子上。

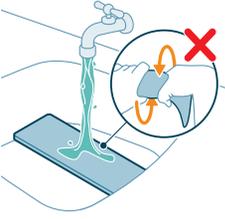


6 按一下定量按钮，将适量的地板清洁剂添加到净水箱中。



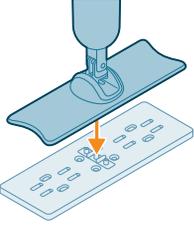
7 将水箱放回产品内。



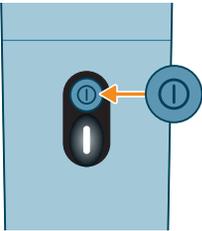


8 为了获得更好的效果，请将拖布放在水龙头下冲洗，织物面朝上。

i 注意：冲洗后，请勿拧干拖布。



9 将拖布放在地板上，并将吸嘴用力按到拖布的接水口上。



10 按下开/关按钮启动产品。电量指示灯亮起。



11 前后移动吸嘴来清洁地板。

使用限制

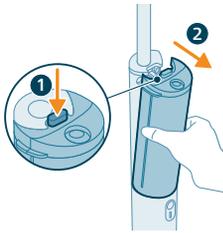
- 我们建议使用 XV1892 Philips 地板清洁剂以获得更好的效果。如果您想使用其他液体地板清洁剂，请确保使用可在水中稀释的无泡沫液体地板清洁剂。使用泡沫型清洁剂或无法在水中稀释的清洁剂，可能会降低产品性能，甚至导致产品故障。
- 请仅按一下定量按钮，将适量的地板清洁剂添加到净水箱中。地板清洁剂用量过多可能会导致污水箱中产生不必要的泡沫。

- 切勿使用本产品清洁地毯和窗户。
- 本产品仅供家庭使用，不适用于专业用途。
- 使用本产品时，请务必遵循硬地板的清洁说明。

清洁

i 注意：为防止出现异味和水垢沉积，请在每次使用后清洁水箱和拖布。如果在存放产品时水箱内残留水分，则可能会损坏拖把或产品。

清洁水箱



1 按释放按钮 (1) 并将水箱从产品中取出 (2)。



2 取下水箱盖。



3 将水箱中的水倒入水槽中。

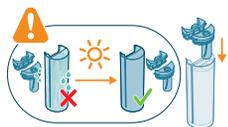


4 用冷水或温水（不超过 50 ° C）冲洗两个水箱和盖子。

⚠ 警告：请勿使用清洁剂进行清洁，否则可能会导致泡沫过多并损坏产品。



5 将两个水箱中剩余的水倒入水槽中。

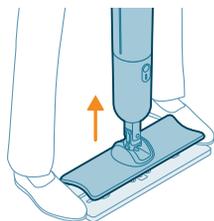


6 等水箱和盖子完全干燥后再盖回盖子。

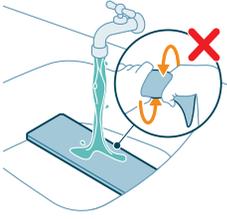


7 将水箱放回产品内。

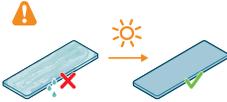
清洁拖布



1 双脚放在拖布的两侧，然后提起产品，将拖布从吸嘴上取下。



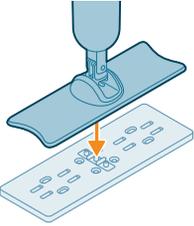
- 2 将拖布的布料面朝上，放在水龙头下冲洗，清洗后，请勿拧干拖布。



- 3 待拖布完全晾干后，再重新组装或存放。

i 注意：将拖布平放在表面或架子上，织物面朝上，自然风干。不可烘干。

i 注意：请勿将拖布放在暖气片等加热装置上烘干，以免损坏拖布。



- 4 将拖布放在地板上，并将吸嘴用力按到拖布的接水口上。

i 注意：轻轻踩压吸嘴两侧，确保拖布已正确连接。

更换

如需购买附件或配件，您可以联系飞利浦授权网络店铺、飞利浦家电官方服务热线、飞利浦家电特约服务中心购买。有任何问题，可以拨打飞利浦家电官方服务热线：4008 203 160咨询。

替换部件和型号：

- 电池更换模块 XV1871
- 可更换拖布 XV1882（高摩擦）
- 地板清洁剂 XV1892

存放

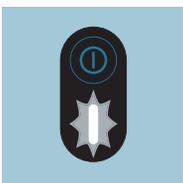
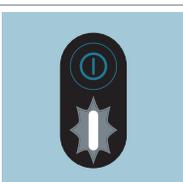
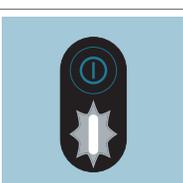
i 注意：在存放产品前，请确保所有部件都已排空并完全干燥。

i 注意：请勿在拖布潮湿的情况下存放产品。

i 注意：将产品存放在阴凉干燥、避免阳光直射的平稳位置。

i 注意：产品充满电后请拔掉充电线缆。

电池指示灯信号

信号		信号含义
电池指示灯呈白色缓慢闪烁。		产品正在充电。
电池指示灯呈白色快速闪烁三秒，然后呈白色缓慢闪烁。		在产品充电时按下开/关按钮。如果您想使用产品，请拔掉充电线缆。
电量指示灯呈白色亮起。		产品已充满电。
电池指示灯呈白色闪烁。		电池电量不足，将在 30 分钟内耗尽。为产品充电。
电池指示灯呈白色快速闪烁。		电池电量不足，将在 10 分钟内耗尽。为产品充电。

电池指示灯呈琥珀色闪烁。



产品使用和/或存放的环境温度高于或低于正常工作温度。

切勿在温度低于 5 ° C 或高于 35 ° C 的环境中存放、使用产品或为其充电。

电池指示灯呈红色快速闪烁。



产品故障。请将产品送至 Philips 维修中心，或联系客户服务中心。

故障处理方法

本章归纳了使用本产品时最常见的一些问题。如果您无法根据以下信息解决问题，请访问 www.philips.com/support 查阅常见问题列表，或联系您所在国家/地区的客户服务中心。

问题	可能的原因	解决方法
按下开/关按钮时，产品不工作。	电池已耗尽。	根据本用户手册中的说明为电池充电。
	多次按下开/关按钮。	等待几秒钟，然后再次按下开/关按钮。
产品突然停止工作。	清洁过程中意外按下了开/关按钮。	按下开/关按钮，再次启动产品。
	电池已耗尽。	根据本用户手册中的说明为电池充电。
地板比平时干燥。	拖布不够湿。	确保在清洁前将拖布放在水龙头下打湿。
	拖布变脏。	请清洁拖布 (请参见“清洁”)。如果问题仍然存在，请更换拖布。
地板上没有水。	净水箱已空。	为净水箱重新加水。
	净水箱已空。	为净水箱重新加水。
	净水箱未正确连接至产品。	将净水箱正确连接至产品。向下按压水箱，直到牢固锁定到位。

问题	可能的原因	解决方法
	拖布未正确连接至吸嘴。	用力按压，将拖布连接至吸嘴。
	拖布变脏。	请清洁拖布 (请参见“清洁”)。如果问题仍然存在，请更换拖布。
	净水箱连接器下方的金属滤网堵塞。 	用软刷或海绵清除金属滤网上的异物。
地板干后出现痕迹。	拖布变脏。	请清洁拖布 (请参见“清洁”)。如果问题仍然存在，请更换拖布。
	使用了过多的地板清洁剂。	清空净水箱，冲洗后重新注入净水。 请仅按一下定量按钮，将适量的地板清洁剂添加到净水箱中。
	地板上仍有清洁剂残留。	在不使用清洁剂的情况下，清洁地板数次。
	拖布背面不得接触地面。	清洁时，请以平稳的速度推动拖布，不要用力过猛，以确保拖布与地面均匀贴合。
很难清理污渍。	拖布太干。	确保在清洁前将拖布放在水龙头下打湿。
	拖布变脏。	请清洁拖布 (请参见“清洁”)。如果问题仍然存在，请更换拖布。
	污渍干燥时间过长。	在污渍上洒水并稍等片刻。您可以使用本产品擦拭污渍，先洒上水，然后在清洁阶段结束时再清理此污渍。
	净水箱已空。	为净水箱重新加水。
产品滴水。	您拿着本产品走过地板且垂直放置吸嘴时，有水滴落下来。	清洁时，请勿将吸嘴从地板上提起，也不要将吸嘴垂直放置，以免留下水迹。

问题	可能的原因	解决方法
	污水箱已满。	倒空污水箱。
	水箱未正确连接至产品。	将净水箱正确连接至产品。向下按压水箱，直到牢固锁定到位。
产品未充电。	充电线缆未正确连接到产品或适配器插口，或适配器未正确插入电源插座。	确保将电源插头正确连接到本产品 and 适配器插口，并将适配器正确插入电源插座。
	未按要求使用满足安全特低电压的充电设备。	请仅使用满足安全特低电压的充电设备（其输出电压为5.0V直流、输出电流为1A）。
	USB-A 至 USB-C 充电线缆损坏。	用新线缆替换损坏的线缆。
瓶中的清洁剂未流出。	净水箱盖上安装了新的地板清洁剂瓶。	多次按下定量按钮，直到定量按钮中注满清洁剂。
	地板清洁剂瓶是空的。	安装新瓶子。
	地板清洁剂瓶未正确安装在净水箱盖上。	正确安装瓶子。
	释放地板清洁剂的阀门堵塞。	将净水箱盖放入温水中浸泡 10 分钟，冲洗干净后再试一次。
产品在地板上移动时阻力过大。	地板与拖布产生摩擦。	只能前后移动拖布，请勿侧向移动。
污水箱中有泡沫。	使用了不正确的清洁剂。	我们建议使用 XV1892 Philips 地板清洁剂以获得更好的效果。Philips 仅使用 Philips 地板清洁剂 XV1892 对本产品进行了测试。其他清洁剂可能会产生大量泡沫，从而降低性能，并可能导致产品发生故障。
	地板上有肥皂残留。	使用本产品前，请先清扫地板上的肥皂残留。

问题	可能的原因	解决方法
流入污水箱的水比平时少。	拖布变脏。	请清洁拖布 (请参见“清洁”)。如果问题仍然存在, 请更换拖布。
地板比平时更湿。	拖布变脏。	请清洁拖布 (请参见“清洁”)。如果问题仍然存在, 请更换拖布。

2025 © Versuni Holding B.V.

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

This product has been manufactured by and is sold under the responsibility of Versuni Holding B.V., and Versuni Holding B.V. is the warrantor in relation to this product.

642001034321 (12/2025)



100% 
www.home.id