

PHILIPS

RO Dispenser

ADD6920



User Manual

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1. Important Notes

Note: All contents of this part relate to safety. The dangers, harmfulness, and potential accidents are explained herein. All users must strictly follow the instructions.

- Misuse may cause injury.
- The heating element surface is subject to residual heat after use.
- This appliance is intended for household and indoor use only.
- Do not immerse the appliance in any liquid.
- Do not use accessories which are not authorised by the manufacturer. The warranty will terminate automatically if machine failure is caused by unauthorised accessories.
- Please check for machine damages and verify all parts are included after unpacking.
- Keep the plastic bag or film away from babies and children to avoid suffocation.
- Use municipal tap water as the water source.
- Please do not pour unknown liquids, water from sources of unknown quality or other extraneous materials of any sort into the raw water tank and filtered water jug.
- Please handle the machine with care to avoid injury or damages resulting from dropping the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliances by a person responsible for their safety.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capacities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance and space and user maintenance shall not be made by children without supervision.
- Place the machine in a cool and dry place, away from direct sunlight. Do not place it near any form of heat sources.
- The machine shall not be placed in an environment that may have inflammable gas leakage.
- To avoid electric shock, do not touch the power plug with wet hands.
- To avoid damage, do not disassemble or modify the machine, or put any heavy objects on it.
- If the dispenser will not be used for a long time, please make sure it is disconnected from the power supply, and empty the raw water tank and filtered water jug.
- The inlet water temperature should be 5°C-38°C. If the temperature is higher than 38°C, the filter cartridge will be damaged and be unable to work. If the temperature is lower than 5°C, the

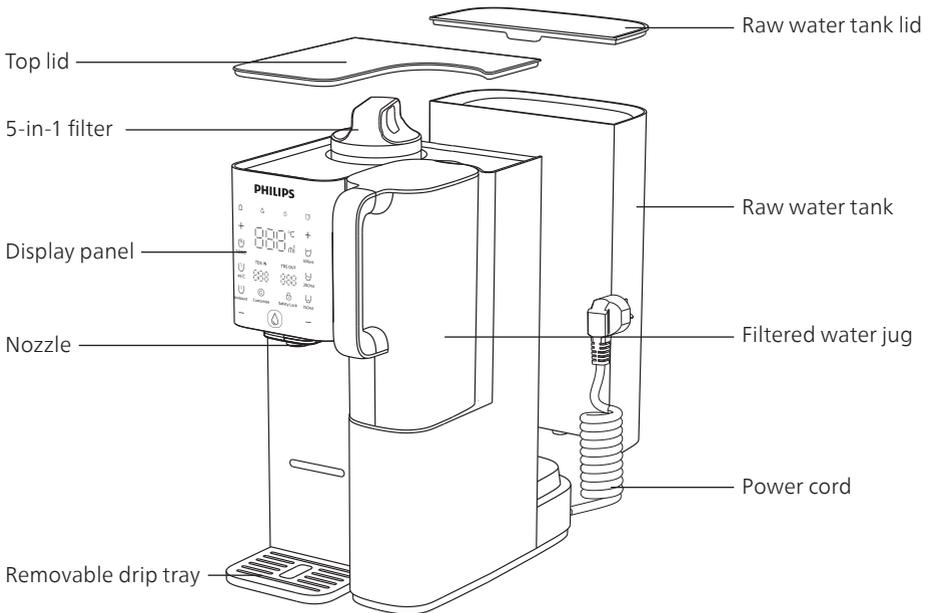
dispenser might be frozen and the elements of the dispenser will be damaged.

- The dispenser can only be installed and used indoor, and with power supply of reliable grounding.
- For first time use, or if the machine hasn't been used for a long time, fill the raw water tank and discard all the filtered water. Repeat this twice.
- Always use certified elements and accessories for the repairment and maintenance of the dispenser.
- Organic solvent such as gasoline shall not be used for wiping the housing of the dispenser.
If cleaning is required, please gently wipe the surface of the product with a wet cloth after it is disconnected from power supply.
- If there is any abnormality, unplug the product from power supply immediately, and do not leave the defective dispenser in working mode.
- With upgrade of the product, certain words or pictures on the manual may be different from the actual product, and the actual product shall govern in this case.
- If the user intends to extract ambient water or water of 45°C immediately after extracting hot water, some hot water may come out at the beginning, if so please watch out to avoid being burnt by the hot water. It is recommended to extract ambient water for 10 seconds to cool down the heating element.
- It is recommended to discard the filtered water if the machine hasn't been used for over 24 hours.
- If the power cord appears to be damaged, please stop using the product. To avoid risks of danger, the power cord must be replaced by personnels authorised by the manufacturer.
- Do not disassemble or repair the dispenser by yourself, nor hand it over to any person not authorized to repair, as improper repairing may cause risks of danger.
- The manufacturer will not bear responsibility for any consequences that are results of failure to operate the appliance in accordance with the above guidelines.

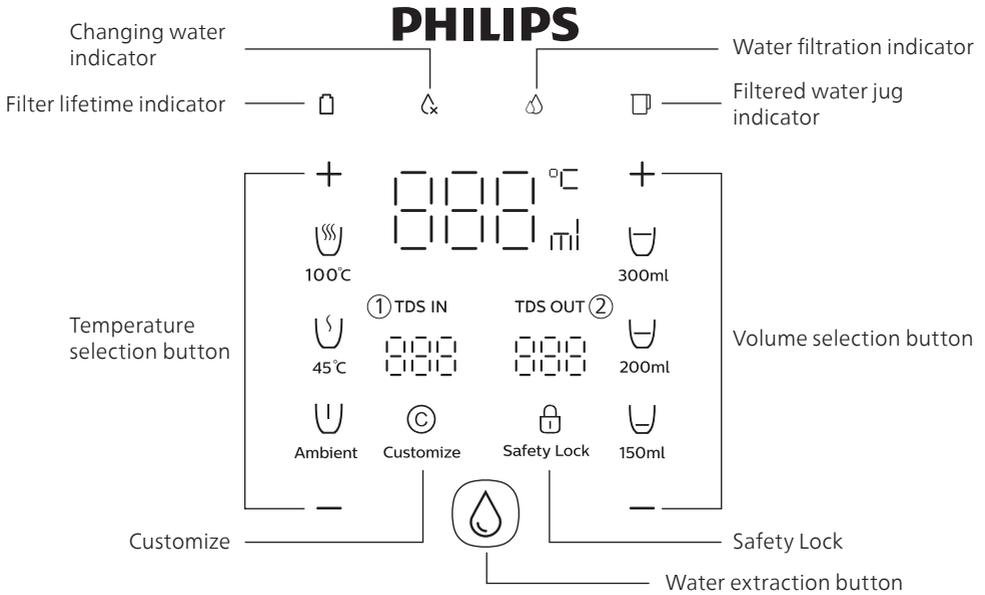
2. Product specifications

Product name	Philips RO water dispenser
Model	ADD6920WH / ADD6920GY / ADD6920BK
Rated voltage/frequency	220V-240V~
Rated gross power	2100W-2400W
Water heating capacity	20L/h, $\geq 90^{\circ}\text{C}$ (Max.100°C)
Filter cartridge total rated water purification amount	2000L
Water filtration flow rate	0.2L/min
Applicable water source	Municipal tap water
Inlet water pressure	0 - 0.06MPa
Applicable water temperature	5-38°C

3. Product overview



4. User interface



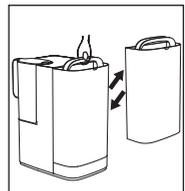
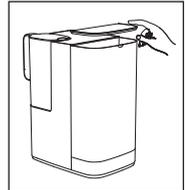
- ① Tap water TDS value ② Filtered water TDS value

There could be a temperature deviation of $\pm 3^{\circ}\text{C}$, There could be a volume deviation of $\pm 10\%$, the actual temperature and volume depends on usage environment and local tap water quality.

5. Installation

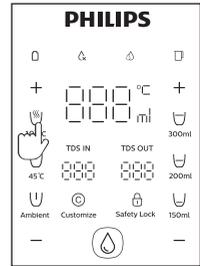
Setup

- Place the machine on a cool and stable surface with good ventilation, and far away from any heat source.
- Remove the raw water tank lid and lift the tank upwards; fill the raw water tank with tap water and place it back to the machine, then place the lid back to the raw water tank properly.
- Plug the power cord into a power socket, the machine will make a “beep” sound then the display panel will light up, indicating that the machine is working.



First time use

- During first time use, please check if any water leaks from or gathers around the dispenser. If there is any strange noise, burnt smell or smoke coming out from the product, please disconnect the power cord immediately. Contact customer services if you find any of the situations above.
- For first time use, in order to ensure the best filtration performance, fill the raw water tank and discard all filtered water when filtration is completed. Repeat this until two tanks of tap water is filtered.
- For first time use, when air passes the high-precision filter elements, micro bubbles are generated causing the water in the pure water jug appears white and cloudy. This is a normal phenomenon.
- In order to avoid dry-heating and protect the machine, please extract some ambient water before extracting hot water.
- To prevent excess steam, the local boiling point should be checked and adjusted; when filtration is done and extracting water at 100°C for the first time, boiled water will flow out from the nozzle and the boiling point calibration will be completed automatically. This procedure will last for 60 seconds. A container with a volume not less than 500ml should be placed under the nozzle during this procedure.

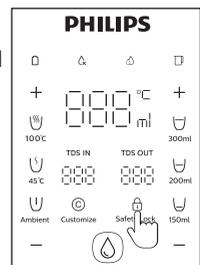


Note: Steam might be ejected during automatic boiling point calibration, please be aware of burn hazards.

6. Usage instructions

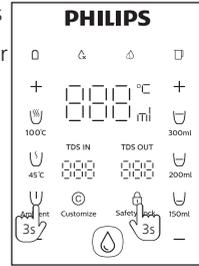
Safety lock

- Safety lock and temperature memory enabled mode: The machine will memorize the last selected water temperature preset, unlocking is required before extraction of hot water; the machine will be locked with safety lock automatically if no keys are pressed within 10 seconds; the safety lock and temperature memory enabled mode is the default factory setting.
- Press the safety lock key for 10 seconds to disable the safety lock and temperature memory. The temperature selection will return to “ambient” after 10 seconds automatically. Press the safety lock key for 10 seconds to enable the safety lock and temperature memory again.



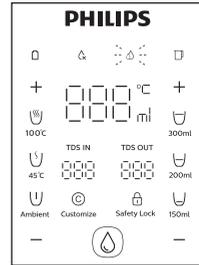
Rinsing

- The dispenser will do auto rinsing before and after water filtration once it is connected with power supply and the raw water tank is covered; the “water filtration” indicator will light up under rinsing status.
- Forced rinsing: long press “Ambient” + “Safety lock” for 3 seconds and the dispenser will rinse for 3 minutes. Forced rinsing cannot be performed when the filtered water jug is full.



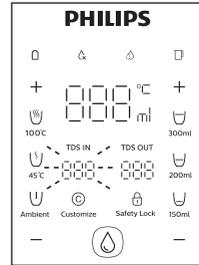
Water filtration

- If the filtered water jug is at a low water level, the dispenser will automatically start to filter the raw water until the filtration is done. When the water filtration indicator is on, water can still be extracted. When the water filtration indicator flashes, water cannot be extracted.



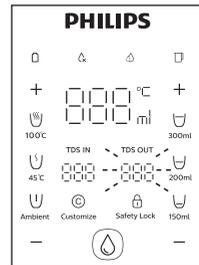
Displaying TDS value of the raw water

- During water filtration, the machine will test and display the TDS value of the raw water.



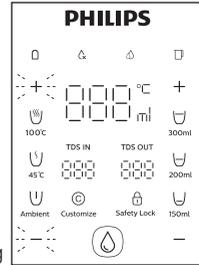
Displaying TDS value of the filtered water

- The machine will test and display the TDS value of the filtered water during water extraction.



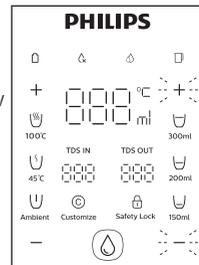
Water temperature adjustment

- Water temperature presets: there are three water temperature presets for selection - ambient, 45°C and 100°C.
- Stepless temperature control: Select a water temperature preset, the display will show the water output temperature; pressing the temperature "+" or "-" key can increase or decrease the temperature by 1°C each time. Long pressing the temperature "+" or "-" key can adjust the temperature rapidly. The range of stepless temperature adjustment is 45°C to the boiling point.



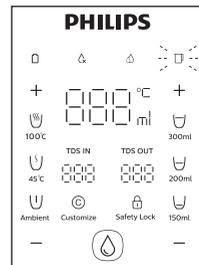
Water volume adjustment

- Water volume presets: There are three water volume presets for selection: 150ml, 200ml and 300ml.
- Stepless volume control: Select a water volume preset, the display will show the water output volume; when water volume is larger than 150ml, pressing the "+" or "-" key will adjust the volume by 50ml each time; when water volume is lower than 150ml, pressing the "+" or "-" key will adjust the volume by 30ml each time; long pressing the volume "+" or "-" key can adjust the water volume rapidly.



Filtered water jug indicator

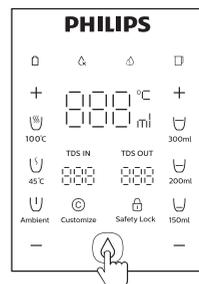
- When the filtered water jug is installed, the filtered water jug indicator will light up constantly, when the filtered water jug is not installed, the filtered water jug indicator will flash.



Extracting water

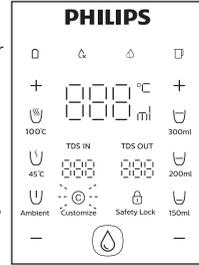
- Select the water temperature and volume needed, the screen will display the selected temperature and volume. Press the safety lock button to unlock (automatic unlocking for ambient water). Press the extraction button once to extract water. Press it again or press any other buttons to stop.

Note: To avoid being scalded, keep the distance from the nozzle when extracting hot water.



Customization

- Long press the “Ⓢ” button for 3 seconds to enter the intelligent memory setup mode. The “Ⓢ” indicator will start flashing. Select the needed water temperature and volume, then press the “Ⓢ” button again, the machine will make a beep sound and the “Ⓢ” indicator will light up constantly. The intelligent memory setup is completed.
- Press the “Ⓢ” button, the screen will display the stored water temperature and water volume, press the safety lock button to unlock (this step is not needed if ambient water is selected), the dispenser will extract the customized water when you press the extraction button.



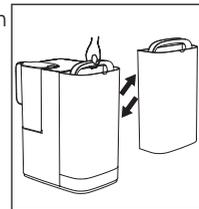
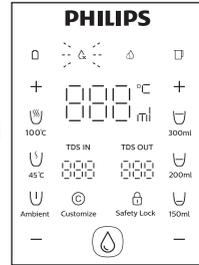
Changing water

When the “⚠” indicator of changing water flashes, the water in the raw water tank needs to be changed, which will happen in the following conditions:

- The water level of raw water tank is under or reaches the lowest water level
- The TDS value of raw water is high
- The water in the raw water tank is not changed within 48 hours

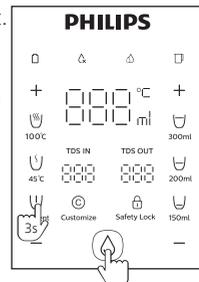
To change the water, open the lid of the raw water tank, lift the raw water tank upward and discard the residual waste water, fill the raw water tank with tap water, place it back to the machine and close the lid properly.

Note: Do not add water into the raw water tank without discarding the residual waste water.



Winter mode

- When the ambient temperature is lower than 10°C, winter mode can be set.
- Long press the ambient button for 3 seconds, and then press the water extraction button to extract 25°C filtered water. This operation is valid for a single use.



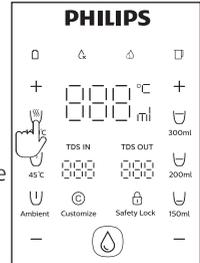
Sleep mode

- If no operation in 1 minute, the dispenser will automatically go to sleep mode.
- When the dispenser is in sleep mode, only the safety lock indicator is on, all other indicators are off.
- Touch any button to end the sleep mode.

Boiling point calibration

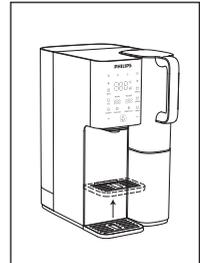
- To prevent excess steam, the local boiling point should be checked and adjusted; when the filtration is done and extracting water at 100°C for the first time, boiled water will flow out from the nozzle and the boiling point calibration will be completed automatically. This procedure will last for about 60 seconds. A container with a volume not less than 500ml should be placed under the nozzle during this procedure.

Note: There might be steam ejection during the boiling point calibration, please be aware of burn hazards.



Removeable drip tray

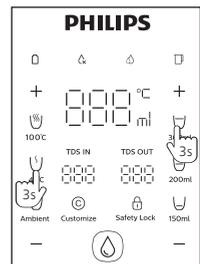
- If a small cup is used, the removable drip tray can be adjusted to a higher position by pulling it out and putting it at the higher position directly.



One-key emptying

- Long press "U" 45°C button and "U" 300ml button for 3 seconds, the dispenser will extract water until the filtered water jug and the inner pipes are empty.

Note: In order to avoid dry-heating, after one-key emptying, please extract some ambient water before extracting hot water.

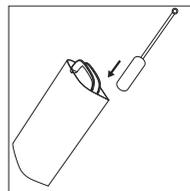


7. Daily Maintenance

If the dispenser will not be used for over one week, please empty the water in it and disconnect the dispenser from power supply. Seal the filter cartridge and store it in the refrigerator (2-5°C, do not put it into the freezer). When you use it again, please follow the cleaning procedures for first time use.

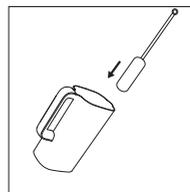
Cleaning the raw water tank and the filtered water jug

- If there are obvious impurities at the bottom of the raw water tank or filtered water jug, please rinse it with water and clean it with a cleaning brush. Clean the raw water tank and the filtered water jug with a brush at least once per week.



Descaling of raw water tank

- It is recommended to descale the raw water tank every 3 months to avoid serious scaling in the raw water tank.
- Descaling procedure: fill the raw water tank to half-way and add 30g of citric acid. Stir lightly then soak for 2 hours (do not place the raw water tank back to the dispenser). Then discard the citric acid solution and clean the entire water tank with tap water.



* Please buy the cleaning brush and citric acid yourself

8. Filter replacement

Please change the filter cartridge according to the filter lifetime indicator on the display panel, or the suggested replacement cycle. New filter cartridge can be purchased from authorized retailers and service centers. The model is ADD583.

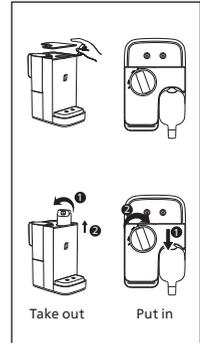
Name	All-in-one RO Filter
Model	ADD583
Suggested Replacement Cycle	1 year
* Only the original Philips filter cartridge can be used for replacement.	

Filter lifetime indicator

- The color of the filter lifetime indicator shows the remaining lifetime of the filter cartridge:
 - White light: more than 10% lifetime left;
 - Flashing red light: less than 10% lifetime left;
 - Red light: less than 7-day lifetime left.

Filter cartridge replacement instructions

- Power off
- Take out the raw water tank and then the machine top lid;
- Rotate the used filter cartridge counterclockwise to the "🔓" position and take it out;
- Insert the new filter cartridge into the dispenser. Rotate it clockwise to the "🔒" position and cover the machine top lid; put the raw water tank back to the dispenser;
- Power on the machine, reset the filter cartridge lifetime and follow the cleaning procedures for first time use.



Reset the filter lifetime

- Plug in. Long press "U" + "U" for 3 seconds (3 sound prompts) to reset the filter cartridge lifetime. The indicator light changes to white again.



9. Error codes

E1: Water temperature sensor abnormality

Solutions: Check the filtered water jug, discard the filtered water if the water temperature exceeds the room temperature; put the filtered water jug back to the machine, when the filtration is completed, extract 300ml of ambient water. Please contact customer services if the problem cannot be solved.

E2: Outlet water temperature sensor abnormality

Solutions: Extract 300ml of ambient water. Please contact customer services if the problem cannot be solved.

E4: Heating element temperature sensor abnormality

Solutions: Stop using the dispenser or extract 300ml of ambient water, let the heating element to cool down to normal temperature and then extract hot water. Please contact customer services if the problem cannot be solved.

E6: Filtration abnormality

Solutions: Turn off the power for 1-2 minutes, check whether the filter cartridge is installed properly, then reconnect the power. Please contact customer services if the problem cannot be solved.

EU: Display panel malfunction

Solutions: Turn off the power for 1-2 minutes, then reconnect the power. Please contact customer services if the problem cannot be solved.

10. Trouble shooting

Error	Causes	Solutions
Cannot extract ambient water	The product is not connected with the power supply	Check if the dispenser is well connected with power supply
	Button is not pressed properly	Press the water extraction button again
Cannot extract hot water	The dispenser is dry-heating	Extract ambient water for several times, and then extract hot water
	The water in the filtered water jug is at low level	Wait for a while till the water filtration indicator stops flashing
Cannot filter water	Filter cartridge is not installed properly	Disconnect the dispenser from the power supply. Open the machine top lid and take out the filter cartridge, then install it properly
	The water in the raw water tank is at low water level	Take out the raw water tank and change water
	The raw water tank is not installed properly	Check the raw water tank and install it properly
Strange noise when filtering	The quality of the raw water does not meet the requirement and the filter cartridge is blocked earlier than expected	Change the filter cartridge and check it again
Water leakage	The removable drip tray is full	Empty the removable drip tray
	The check valve on raw water tank base is blocked or at wrong position	Put the check valve back to the original position with a thimble, or contact customer services to change it
	The sealing valve at the bottom of the raw water tank is blocked	Hold the sealing valve with a thimble or a finger, remove the blockage
	Water oozes from the dispenser	Empty the raw water tank and filtered water jug, power off, then contact customer services
Odd taste of the water	The new dispenser hasn't been cleaned	Follow the cleaning procedures for first time use
	The dispenser has not been used for a long time	Follow the cleaning procedures for first time use
	Filter cartridge is not changed as required	Change the filter cartridge

Leakage of electricity	Bad grounding	Three-core plug with reliable grounding must be used
	The power cord is damaged	Please contact customer services
Button/display panel does not respond	Damaged parts	Please contact customer services
	The system halts	Disconnect the dispenser from power supply for 1-2 minutes and then plug it in again

11. Packing list

Dispenser	1x
Removable drip tray	1x
User manual	1x
Filtered water jug	2x

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

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

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

Please keep this user manual for future reference.



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

www.philips.com/water

Specifications are subject to change without notice

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