

PHILIPS

AC3833
AC3836



ZH-S **用户手册** 3

EN **User manual** 21



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1 重要事項




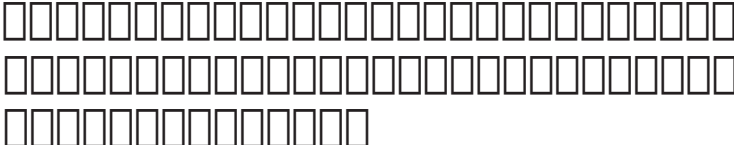




安全

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危險

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警告

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小心

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电磁场 (EMF)

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回收

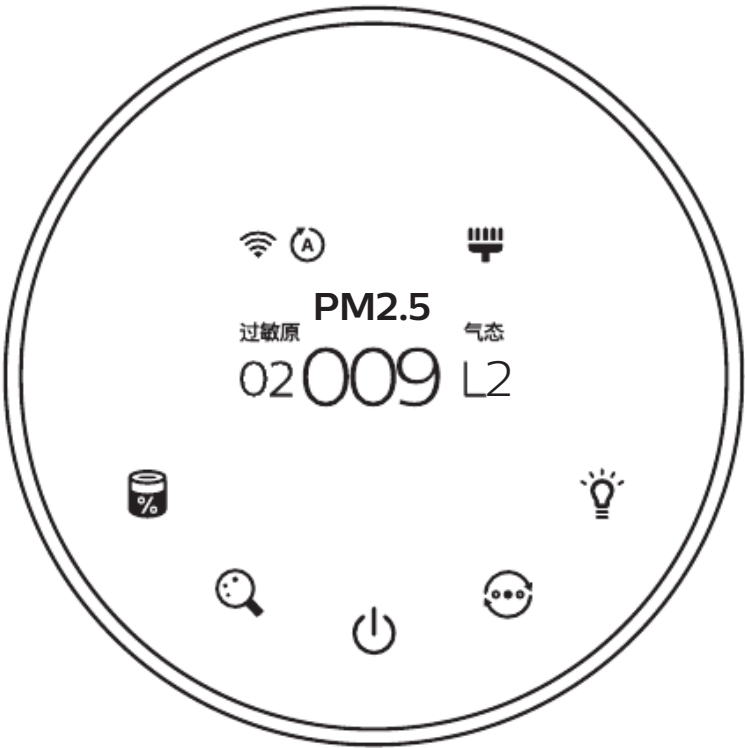
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www.philips.com/welcome

6 ZH-S

控件概述



快捷操作

	电量 / 电量		搜索设备
	开 / 关		刷新数据
	亮度 / 亮度		

详细功能

	Wi-Fi 开关		电量显示
	风扇控制		夜间模式
过敏原	过敏原检测	PM2.5	PM2.5 数值
气态	气态检测		风扇速度
	电量显示		

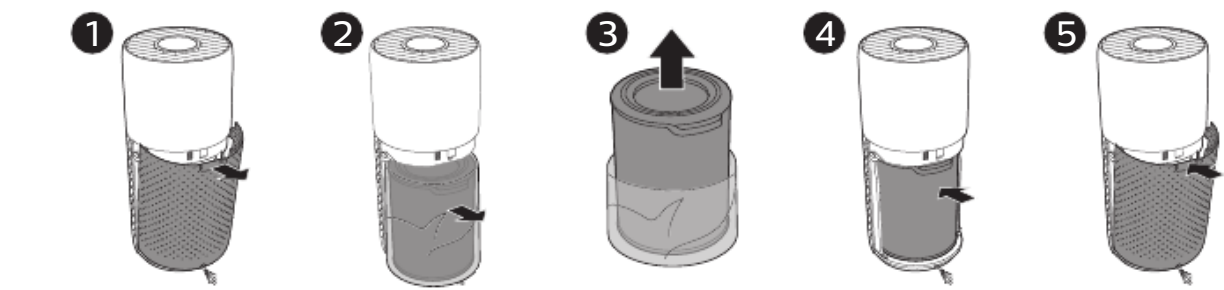
注意： 所有“快捷操作”功能均需设备支持

3 使用入门

安装滤网

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注意：□□□□□□□□□□□□□□□□□□□□□□□□□□□□



- 1 □□□□□□□□□□□□□□□□
- 2 □□□□□□□□□□
- 3 □□□□□□□□□□□□□□□□
- 4 □□□□□□□□□□
- 5 □□□□□□□□□□

了解Wi-Fi 指示灯

Wi-Fi 图标状态	Wi-Fi 连接状态
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📶	Wi-Fi □□□□□□□□□□

Wi-Fi 连接

首次设置 Wi-Fi 连接

- 1

在手机应用商店（苹果应用程序商店或安卓应用市场）中搜索并安装“**在意空气**”应用程序。
- 2

打开手机电源，并进入 Wi-Fi 设置。
- 3

在 Wi-Fi 设置中，找到并选择 **Wi-Fi 连接**。
- 4

按照“**在意空气**”应用程序的提示，完成 Wi-Fi 连接。



注意：

- 确保手机已连接到互联网，并且 Wi-Fi 功能已开启。
 - 确保手机已连接到互联网，并且 Wi-Fi 功能已开启。
 - 确保手机已连接到互联网，并且 Wi-Fi 功能已开启。
 - 确保手机已连接到互联网，并且 Wi-Fi 功能已开启。
- 10 分钟内完成连接。
- Android 或 iOS 用户请访问 www.philips.com/purifier-compatibility 获取更多信息。

重置 Wi-Fi 连接

注意：

- 重置 Wi-Fi 连接。
- 1

长按电源按钮 3 秒钟。
- 2

长按 Wi-Fi 按钮 3 秒钟。
- 3

按照“首次设置 Wi-Fi 连接”提示，完成 Wi-Fi 连接。

4 使用空气净化器

了解空气质量指示灯

空气净化器工作时，空气质量指示灯会根据实时监测到的PM2.5浓度进行颜色变化。当PM2.5浓度在30以内时，指示灯显示绿色；当PM2.5浓度在36-75之间时，指示灯显示黄色；当PM2.5浓度在76-115之间时，指示灯显示橙色；当PM2.5浓度大于115时，指示灯显示红色。

空气质量指示灯颜色	空气质量级别
绿色	1
黄色	2
橙色	3
红色	4

PM2.5

PM2.5是指空气中直径小于或等于2.5微米的颗粒物。AeraSense空气净化器采用先进的PM2.5传感器，能够实时监测室内PM2.5浓度，并通过空气质量指示灯进行显示。当PM2.5浓度在30以内时，指示灯显示绿色；当PM2.5浓度在36-75之间时，指示灯显示黄色；当PM2.5浓度在76-115之间时，指示灯显示橙色；当PM2.5浓度大于115时，指示灯显示红色。

PM2.5 级别	空气质量指示灯颜色
≤35	绿色
36-75	黄色
76-115	橙色
>115	红色

过敏原

AeraSense空气净化器采用先进的过敏原传感器，能够实时监测室内过敏原浓度，并通过空气质量指示灯进行显示。当过敏原浓度在1-3之间时，指示灯显示绿色；当过敏原浓度在4-6之间时，指示灯显示黄色；当过敏原浓度在7-9之间时，指示灯显示橙色；当过敏原浓度在10-12之间时，指示灯显示红色。

过敏原级别	空气质量指示灯颜色
1-3	绿色
4-6	黄色
7-9	橙色
10-12	红色



气态污染物显示

空气净化器工作时，气态污染物显示灯会根据实时监测到的VOC浓度进行颜色变化。当VOC浓度在L1以内时，指示灯显示绿色；当VOC浓度在L2-L4之间时，指示灯显示黄色；当VOC浓度在L5以上时，指示灯显示红色。

气态污染物级别	空气质量指示灯颜色
L1	绿色
L2	黄色
L3	黄色
L4	黄色

打开和关闭

注意：

- 请按照以下步骤操作
 - 请按照以下步骤操作
- 1 请按照以下步骤操作
 - 2 按  电源按钮
 - ↳ 请按照以下步骤操作
 - ↳ 请按照以下步骤操作
 - ↳ 请按照以下步骤操作
 - 3 长按  3 秒钟

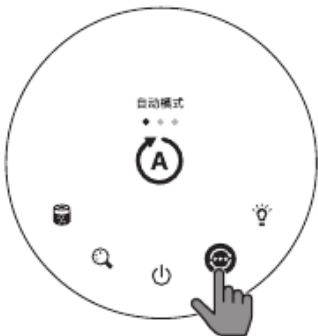


注意：请按照以下步骤操作

更改模式设置

长按  3 秒钟

 模式



自动模式 (A)

请按照以下步骤操作



劲速模式 (B)

请按照以下步骤操作



睡眠模式 (🌙)

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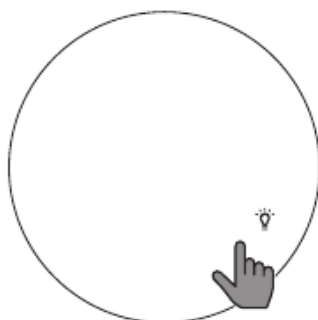
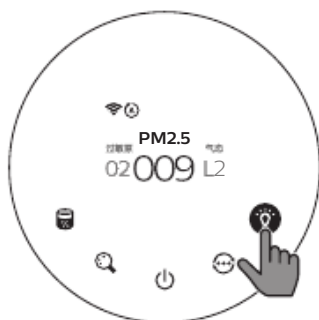
切换显示指示灯

注意： □□□□□□ PM2.5 □□□□□□□□□□



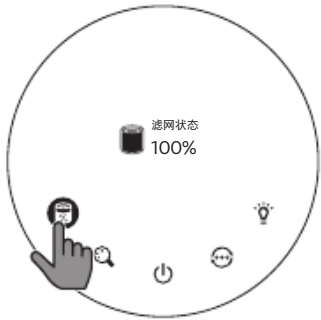
- 1 空气质量指数
- 2 空气质量指数 3 空气质量 PM2.5/空气质量 /空气质量

使用灯光开/关功能

[illegible]

检查滤网状态

- 长按 3 秒 / 滤网寿命指示图标
→ 滤网寿命指示图标



图标颜色	滤网寿命指示	显示 (%)
绿色	滤网寿命指示	16-100
黄色	滤网寿命指示	9-15
红色	滤网寿命指示	4-8
灰色	滤网寿命指示	0-3

注意：长按 3 秒 滤网寿命指示图标

5 清洁和保养

注意：

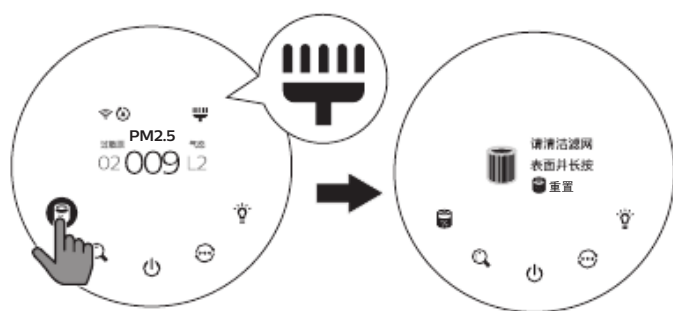
- 请勿使用腐蚀性清洁剂
- 请勿使用高压水枪清洗
- 请勿使用尖锐物体刮擦滤网表面
- 请勿使用明火烘烤滤网
- 请勿使用化学试剂清洗滤网

清洁计划



频率	清洁方法
每周	使用吸尘器清洁滤网表面
	使用清水清洗滤网
每月	更换滤网
每季度	清洗滤网



清洁滤网表面



滤网提示灯状态	操作
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- 1 □□□□□□□□□□□□□□□□□□



- 2 □□□□□□□□□□□□
- 3 □□□□□□□□
- 4 □□□□□□□□□□
- 5 □□□□□□□□
- 6 □□□□□□
- 7 □□□□□□□□□□□□
- 8 □□  □□ □□□□
- 9 □□□□□□□□ /□□□□  3 □□□□□□
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- ↳ □□□□□□“□□□□□□”□
- 10 □□□□□□□□□□□□

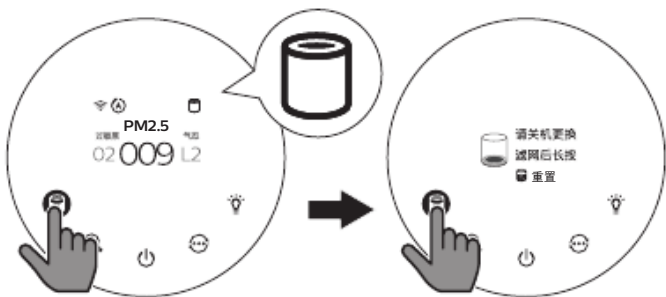


更换滤网

了解健康空气智能锁

健康空气智能锁可以实时监测室内PM2.5浓度，当PM2.5浓度超过设定值时，智能锁会自动发出提醒，提示用户更换滤网。
 健康空气智能锁的滤网寿命为12个月，当滤网寿命到期时，智能锁会自动发出提醒，提示用户更换滤网。
 健康空气智能锁的滤网寿命为12个月，当滤网寿命到期时，智能锁会自动发出提醒，提示用户更换滤网。
 健康空气智能锁的滤网寿命为12个月，当滤网寿命到期时，智能锁会自动发出提醒，提示用户更换滤网。

更换滤网

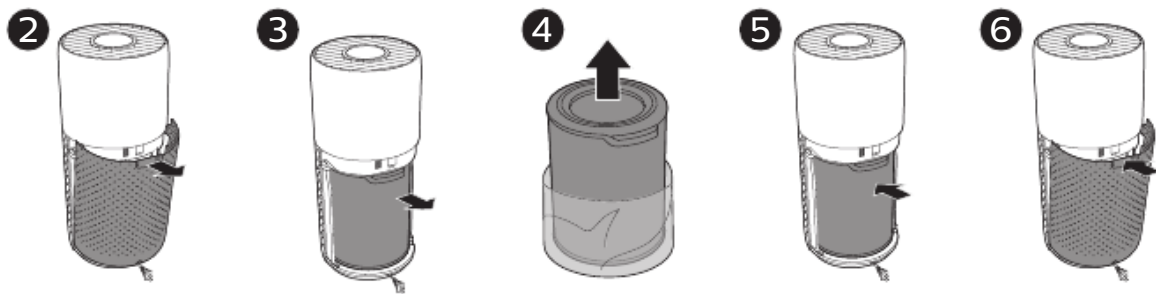


注意：

- 健康空气智能锁的滤网寿命为12个月
- 健康空气智能锁的滤网寿命为12个月

滤网提示灯状态	操作
健康空气智能锁的滤网提示灯亮起	健康空气智能锁的滤网提示灯亮起 S3 (FY4150/00)

1 健康空气智能锁的滤网提示灯亮起

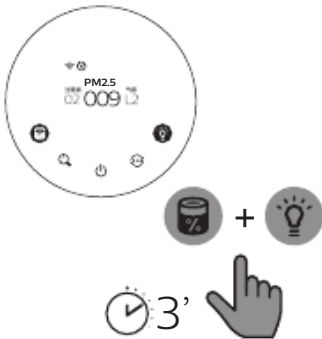


- 2 长按电源键5秒
 - 3 长按电源键
 - 4 长按电源键5秒
 - 5 长按电源键
 - 6 长按电源键
 - 7 长按电源键5秒
 - 8 长按电源键 5秒
 - 9 长按电源键 /长按 3 秒 长按
 - 10 长按电源键
- 注意：长按电源键5秒后，长按电源键5秒



滤网重设

- 长按电源键5秒 长按电源键5秒
- 1 长按电源键 3 秒 长按
 - 2 长按电源键
 - 3 长按 15 秒 长按 3 秒 长按




6 存放

- 1 长按电源键5秒
- 2 长按电源键5秒“长按电源键”长按
- 3 长按电源键5秒
- 4 长按电源键5秒
- 5 长按电源键5秒
- 6 长按电源键5秒

7 故障排除

请按照以下顺序检查并解决问题。
 如果问题仍然存在，请联系经销商或服务中心。

问题	可能的解决方法
无法启动 无法启动	<ul style="list-style-type: none"> 检查电源开关是否打开。 检查电源线是否牢固插入插座。 <div>  </div> 检查电源线是否损坏。
无法启动 无法启动	<ul style="list-style-type: none"> 检查电源线是否牢固插入插座。
无法启动 无法启动 无法启动 无法启动	<ul style="list-style-type: none"> 检查电源线是否牢固插入插座。 检查电源线是否损坏。 检查电源线是否插入正确的插座 (FY4150/00)。 检查电源线是否插入正确的插座。 检查电源线是否插入正确的插座。 检查电源线是否插入正确的插座。 检查电源线是否插入正确的插座。
无法启动 无法启动 无法启动	<ul style="list-style-type: none"> 检查电源线是否牢固插入插座。
无法启动 无法启动	<ul style="list-style-type: none"> 检查电源线是否牢固插入插座。

8 保修与服务

请前往 www.philips.com 或联系
经销商 / 飞利浦客户服务中心获取更多信息
或访问 www.philips.com/support 获取更多信息
或联系

订购部件或附件

请前往 www.philips.com/support
或联系经销商 / 飞利浦客户服务中心
或访问 www.philips.com/support 获取更多信息

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	Electromagnetic fields (EMF)	24
	Recycling	24
2	Your air purifier	25
	Product overview	25
	Controls overview	26
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	Installing the filter	27
	Understanding Wi-Fi indicator	27
	Wi-Fi connection	28
4	Using the air purifier	29
	Understanding the air quality light	29
	Turning on and off	30
	Changing the mode setting	30
	Switching the display indicator	31
	Using the light on/off function	31
	Checking the filter status	32
5	Cleaning and maintenance	32
	Cleaning schedule	33
	Cleaning the body of the air purifier	33
	Cleaning the particle sensor	33
	Cleaning the surface of the filter	34
	Replacing the filter	35
	Filter reset	36
6	Storage	37
7	Troubleshooting	37
8	Guarantee and service	39

1 Important

Safety

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

Danger

- Do not clean the appliance with water, any other liquid, or a (flammable) detergent, nor let them 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.

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 plug, 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.
- Child shall 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 any items on the air outlet or in front of the air inlet.
- Make sure that foreign objects do not fall into the appliance through the air outlet.

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.
- 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.
- 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, replace the filter or carry out other maintenance.
- 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 humidity or high ambient temperatures, such as the bathroom, toilet, or kitchen, 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.
- Do not use the filter unauthorized by Philips in order to make sure normal running of the appliance, the air purification performance and the safety of the filter material.

Electromagnetic fields (EMF)

This Philips appliance complies with all 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.

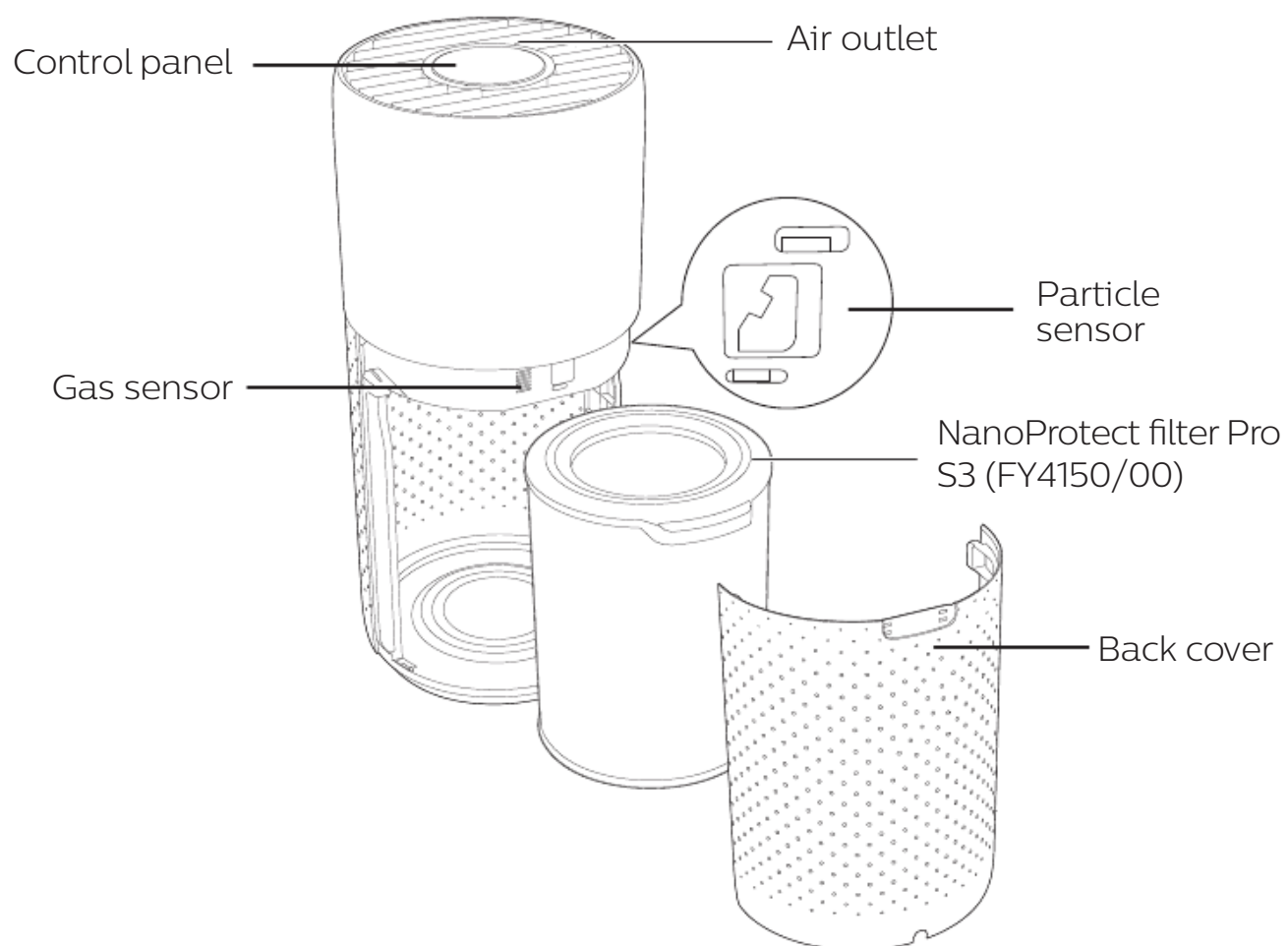
Follow your country's rules for the separate collection of electrical and electronic products. Correct disposal helps prevent negative consequences for the environment and human health.

2 Your air purifier

Congratulations on your purchase, and welcome to Philips!

To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

Product overview



Controls overview



Control buttons

	Filter status/reset button		Display switch button
	Power on/off button		Mode switch button
	Light on/off button		

Display panel

	Wi-Fi indicator		Auto mode
	Turbo mode		Sleep mode
IAI	Indoor Allergen Index display	PM2.5	PM2.5 display
Gas	Gas pollution display		Filter cleaning alert
	Filter replacement alert		

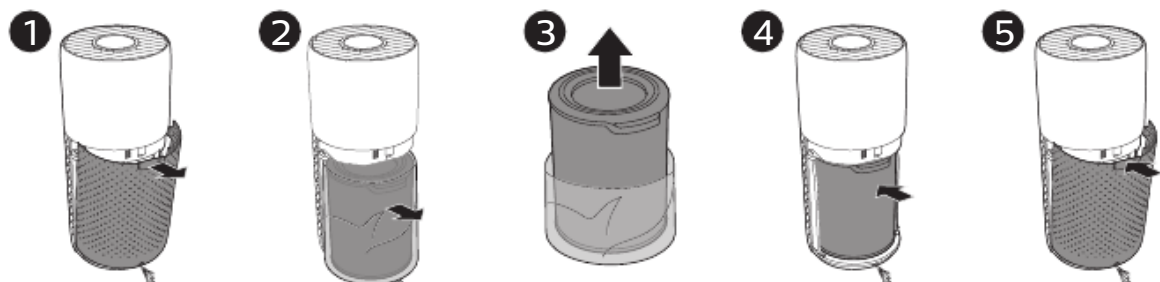
Note: You can change the display language through the "Air Matters" App.

3 Getting started

Installing the filter

Remove all packaging of the filter before first use.

Note: Make sure the air purifier is unplugged from the electrical outlet before installing the filter.





- 1 Pull the back cover and remove it from the appliance.
- 2 Pull the filter from the appliance.
- 3 Remove all packaging materials of the air purification filter.
- 4 Put the filter back into the appliance.
- 5 Reattach the back cover.

Understanding Wi-Fi indicator

Wi-Fi icon status	Wi-Fi connection status
Blink in orange	Connecting to the smartphone
Stable in orange	Connected to the smartphone
Blink in white	Connecting to the server
Stable in white	Connected to the server
	Wi-Fi function disabled

Wi-Fi connection

Setting up the Wi-Fi connection for the first time

- 1 Download and install the **"Air Matters"** app from the **App Store** or **Android market**.
- 2 Put the plug of the air purifier in the power socket and touch  to turn on the air purifier.
↳ The Wi-Fi indicator  blinks orange for the first time.
- 3 Make sure that your smartphone or tablet is successfully connected to your Wi-Fi network.
- 4 Launch the **"Air Matters"** app. Follow the onscreen instructions to connect the air purifier to your network.







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, see Chapter "Reset the Wi-Fi connection" on page 28.
- If you want to connect more than one air purifier to your smartphone or tablet, you have to do this one by one.
- Make sure that the distance between your smartphone or tablet and the air purifier is less than 10 m without any obstructions.
- This App supports the latest versions of Android and iOS. Please check www.philips.com/purifier-compatibility for the latest update of supported operating systems and devices.

Reset the Wi-Fi connection

Note:

- Reset the Wi-Fi connection when your default network has changed.
- 1 Put the plug of the air purifier in the power socket and touch  to turn on the air purifier.
 - 2 Touch  and  simultaneously for 3 seconds until you hear a beep.
↳ The air purifier 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.

4 Using the air purifier

Understanding the air quality light

The air quality light automatically goes on when the air purifier is switched on, and lights up all colors in sequence. After approximately 30 seconds, the particle sensor selects the color that corresponds to the surrounding air quality of airborne particles.

Air quality light color	Air quality level
Blue	Good
Blue-purple	Fair
Purple-red	Poor
Red	Very poor

The color of the air quality light is determined by the highest risk among PM2.5, IAI and Gas readings.

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.

PM2.5 level	Air quality light color
≤35	Blue
36-75	Blue-purple
76-115	Purple-red
>115	Red

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.

IAI

The professional-grade **AeraSense** sensor detects the level of indoor air allergen and with numerical feedback from 1 to 12 the potential risk level of indoor air allergens can be displayed. 1 indicates best air quality.

IAI level	Air quality light color
1-3	Blue
4-6	Blue-purple
7-9	Purple-red
10-12	Red

GAS


With an advanced gas sensor, a display ranging from L1 to L4 shows the level change of potential harmful gases (incl. VOC, odor, etc.) detected. L1 indicates best air quality.

Gas level	Air quality light color
L1	Blue
L2	Blue-purple
L3	Purple-red
L4	Red

Turning on and off

Note:

- For optimum purification performance, close doors and windows.
- Keep curtains away from the air inlet or air outlet.


- 1 Put the plug of the air purifier in the power socket.
- 2 Touch  to switch on the air purifier.

↳ The QR code for App is displayed on the screen, for the first use, you can scan it and download the App.

↳ The air purifier operates in the Auto mode with PM2.5 displayed on the center of the screen.

↳ After measuring the air quality, the air purifier automatically switches to the display which has the highest readings among PM2.5, IAI and Gas.

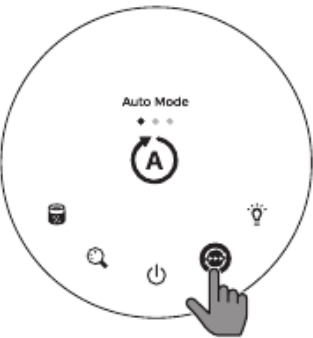


- 3 Touch and hold the  button for 3 seconds to switch off the air purifier.

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

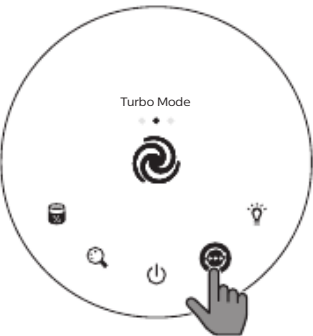
Changing the mode setting

You can choose Auto mode, Turbo mode or the Sleep mode by touching the  button. Touch the  button once to display the current mode.



Auto mode ()

In Auto mode, the dual-sensor sense the air quality in real-time and the appliance automatically adjusts the fan speed in accordance with the ambient air quality, the control panel can automatically adjust display screen brightness according to the ambient light.



Turbo mode ()

In Turbo mode, the air purifier operates on the highest speed.



Sleep mode (🌙)

In Sleep mode, the air purifier operates quietly at a low speed. After 3 seconds, the screen lights off.

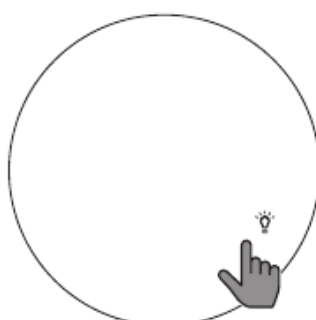
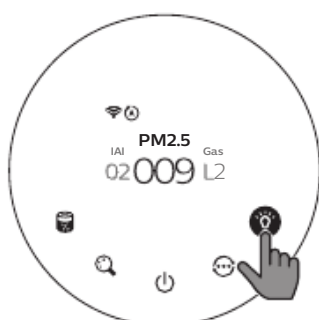
Switching the display indicator

Note: The PM2.5 level is displayed on the central of the screen by default.



- 1 Touch the 🕒 button once to switch the display indicator.
- 2 Touch and hold the 🕒 button for 3 seconds to check the explanation of PM2.5/Gas/ IAI level.


Using the light on/off function

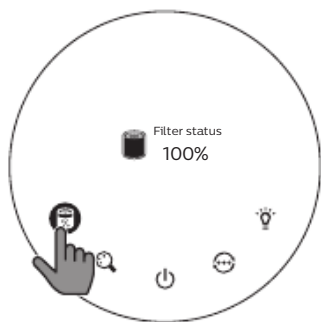


With the light sensor, the control panel can automatically turn on, turn off or dim according to the ambient light. The control panel will be off or dim when the ambient light is dark. You can touch any button to wake up all lights. Then, if no further operation, all lights will be off or dim again to match with the ambient light.

You can touch the light on/off button 🕒 manually to turn off all lights and the control panel. Touch any button to wake up all lights.

Checking the filter status

- Touch the filter status check/reset  button to check the filter service life status.
 - ↳ The percentage of remaining service life of the filter displays on the screen.



Icon color	Filter life indication	Display (%)
Blue	Optimal service life	16-100
Blue-purple	Good service life	9-15
Purple-red	Service life almost reaches the end	4-8
Red	Service life ends, replace the filter	0-3

Note: The appliance goes back to normal display if no operations after 3 seconds.


5 Cleaning and maintenance

Note:

- Always unplug the appliance before you clean it.
- Never immerse the appliance in water or any other liquid.
- 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 filter.
- Do not attempt to clean the particle sensor and gas sensor with a vacuum.

Cleaning schedule



Frequency	Cleaning method
When necessary	Wipe the fabric part of the appliance with a damp cloth, 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
When  displays on the screen	Clean the surface of the filter

Cleaning the body of the air purifier

- 1 Wipe the fabric surface gently with a damp cloth (for AC3836 only).
- 2 Use a soft, dry cloth to clean both the interior and exterior of the air purifier and the air outlet.

Note:

- The fabric covered on the appliance can not be removed.
- Do not use hot water, alcohol, harsh cleaners to clean the fabric.

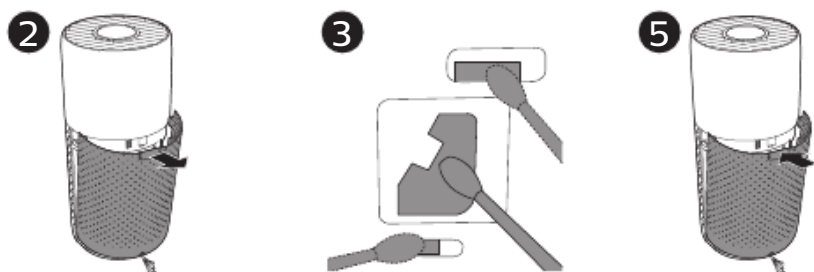
Cleaning the particle sensor

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

Note:

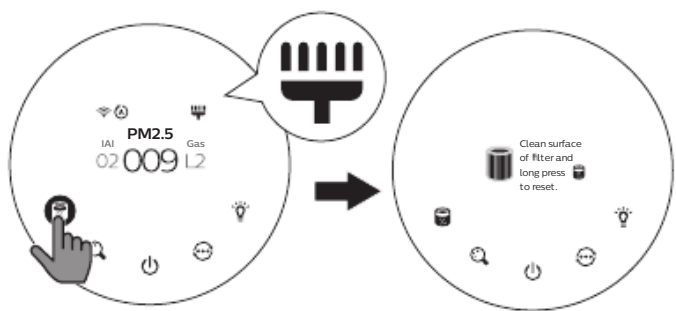
- If the air purifier is used in a dusty environment, it may need to be cleaned more often.
- If the humidity level in the room is very high, condensation may develop on the particle sensor and the air quality light may indicate a more poor air quality even though the air quality is actually good. If this occurs, clean the particle sensor.
- The gas sensor doesn't need to be cleaned.


1 Switch off the air purifier and unplug from the power socket.



- 2 Pull the back cover and remove it from the appliance.
- 3 Clean the particle sensor with a damp cotton swab.
- 4 Dry all parts thoroughly with a dry cotton swab.
- 5 Reattach the back cover.



Cleaning the surface of the filter



Filter alert light status	Action
The filter cleaning alert  displays on the screen	Clean the surface of the filter with a vacuum

1 Switch off the air purifier and unplug from the power socket.




- 2 Pull the back cover and remove it from the appliance.
- 3 Pull the filter from the appliance.
- 4 Clean the surface of the filter with a vacuum.
- 5 Put the filter back into the appliance.
- 6 Reattach the back cover.
- 7 Put the plug of the air purifier in the power socket.
- 8 Touch the  button to switch on the appliance.
- 9 Touch and hold the filter status check/reset button  for 3 seconds to reset the filter cleaning time.
 - ↳ The screen displays a message "Filter cleaning completed".
- 10 Wash your hands thoroughly after cleaning the filter.



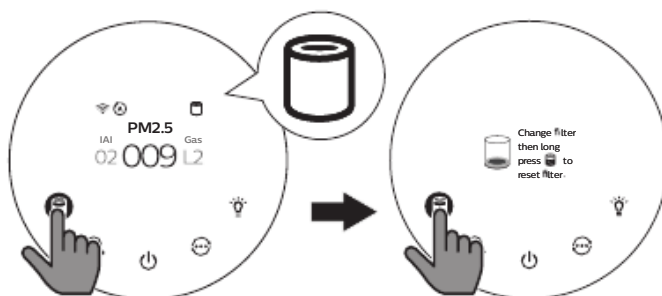
Replacing the filter

Understanding the healthy protection lock

This air purifier is equipped with a filter replacement indicator to make sure that the air purification filter is in optimal condition when the air purifier is operating. When the filters need to be replaced, the filter replacement alert  lights up red.


If the filter is not replaced in time, the air purifier will pop up a message to indicate that the filter needs to be replaced, then the air purifier will stop operating and automatically lock to protect the air quality in the room. Replace the filters as soon as possible according to the filter code.

Replacing the filter

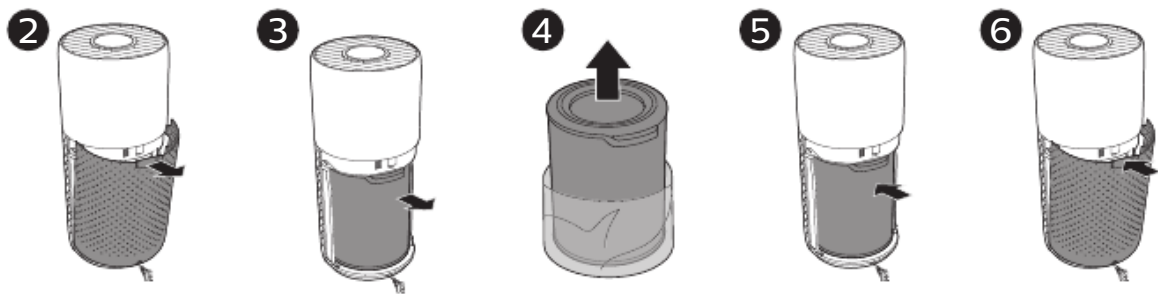


Note:

- The filter is not washable or reusable.
- Always turn off the air purifier and unplug from the electrical outlet before replacing the filter.

Filter alert light status	Action
The filter replacement alert  lights up	Replace the NanoProtect filter Pro S3 (FY4150/00)

1 Switch off the air purifier and unplug from the power socket.



2 Pull the back cover and remove it from the appliance.

3 Pull the filter from the appliance.

4 Remove all packaging materials of the new filter.

5 Put the new filter into the appliance.

6 Reattach the back cover.

7 Put the plug of the air purifier in the power socket.

8 Touch the  button to switch on the appliance.


9 Touch and hold the filter status check/reset button  for 3 seconds to reset the filter lifetime counter.

10 Wash your hands thoroughly after replacing the filter.

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





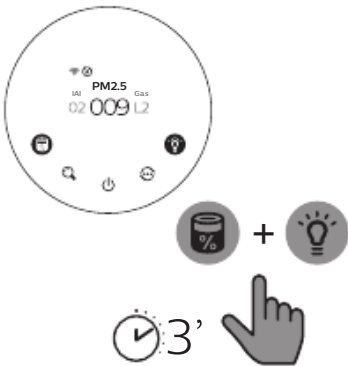
Filter reset

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

1 Touch the power  button for 3 seconds to turn off the appliance and unplug from power socket.

2 Put the power plug in the power socket.

3 Within 15 seconds after power on, touch and hold  and  button for 3 seconds to reset the filter lifetime counter.




6 Storage

- 1 Turn off the air purifier and unplug from the power socket.
- 2 Clean the air purifier, particle sensor and the surface of the filter (see chapter ‘Cleaning and maintenance’).
- 3 Let all parts air dry thoroughly before storing.
- 4 Wrap the filter in air tight plastic bags.
- 5 Store the air purifier, filter in a cool, dry location.
- 6 Always thoroughly wash hands after handling a filter.

7 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 even though it is plugged in.	<ul style="list-style-type: none">• Check if the back cover is properly installed.• The filter replacement alert has been on continuously but you have not replaced the corresponding filter. As a result, the appliance is now locked. In this case, replace the filter and long press  to reset the filter lifetime counter.
The airflow that comes out of the air outlet is significantly weaker than before.	<ul style="list-style-type: none">• The surface of the filter is dirty. Clean the surface of the filter (see the chapter "Cleaning and maintenance").

Problem	Possible solution
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 (FY4150/00) 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 (see the chapter "Cleaning and maintenance").
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 filter, 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.
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, if the appliance is too loud, maybe the appliance runs at high speed because air quality becomes worse, or your personalized setting in App triggers a higher fan speed. You can choose the Sleep mode, or change the settings in the App. • If anything drops into air outlet, it may also cause abnormal loud sound. Immediate turn off appliance, turn appliance upside down, to get foreign objectives out of appliance. • If there is abnormal sound, contact the Consumer Care Center in your country.
The screen displays that the back cover is opened.	<ul style="list-style-type: none"> • Shut off the power first, then install the back cover correctly. Connect the appliance with power and retry.

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"> • 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. • Web authentication networks are not supported. • Check if the purifier is within range of the Wi-Fi router. You can try to locate the air purifier closer to the Wi-Fi router. • Check if the network name is correct. The network name is case-sensitive. • Check if the Wi-Fi password is correct. The password is case-sensitive. • Retry the setup with the instructions in section ‘Set up the Wi-Fi connection when the network has changed’. • The Wi-Fi connectivity can be interrupted by electromagnetic or other interferences. Keep the appliance away from other electronic devices that may cause interferences. • Check if the mobile device is in airplane mode. Make sure to have the airplane mode deactivated when connecting to the Wi-Fi network. • Consult the help section in the App for extensive and up-to-date troubleshooting tips.

8 Guarantee and service

If you need information or if you have a problem, please visit the Philips website at www.philips.com or contact the Philips Consumer Care Center in your country (you can find its phone number in the worldwide guarantee leaflet). If there is no Consumer Care Center in your country, go to your local Philips dealer.

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 (you can find its phone number in the worldwide guarantee leaflet).

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飞利浦（中国）投资有限公
司上海市静安区灵石路718
号A1幢

产品中有害物质的名称及含量

零件名称 (parts name)	有害物质名称					
	铅(Pb)	汞(Hg)	镉(Cd)	六价铬(Cr6+)	多环芳烃(PBB)	多环芳烃(PBDE)
塑料外壳	○	○	○	○	○	○
塑料底座	○	○	○	○	○	○
塑料按键	○	○	○	○	○	○
电路板	○	○	○	○	○	○
电池	×	○	○	○	○	○

依据SJ/T 11364-2006
 ○ 符合GB/T 26572-2001
 × 不符合GB/T 26572-2001

* 本产品符合“RoHS”指令要求

* 本产品符合“RoHS”指令要求

产品：飞利浦空气净化器 AC3833
型号：KJ550F-D13
额定电压：220V~
额定频率：50Hz
额定输入功率：62 W
生产日期：请见产品本体
产地：中国浙江宁波



飞利浦（中国）投资有限公司
上海市静安区灵石路 718 号 A1 幢
全国顾客服务热线：4008 800 008

本产品根据国标 GB4706.1-2005，
GB4706.45-2008，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)	净化能效等级
颗粒物	550 m ³ /h	P4	高效级
甲 醛	350 m ³ /h	F4	高效级
噪声(声功率级)	70 dB (A)	适用面积*	38.5 - 66.0 m ²

*适用面积是按照国标GB/T18801-2015根据颗粒物洁净空气量计算得出
以上性能指标数据是在第三方试验室按照国标GB/T18801-2015，以特定的
烟尘颗粒物或气态污染物为目标污染物测试得出

产品：飞利浦空气净化器 AC3836
型号：KJ550F-D11
额定电压：220V~
额定频率：50Hz
额定输入功率：62 W
生产日期：请见产品本体
产地：中国浙江宁波



飞利浦（中国）投资有限公司
上海市静安区灵石路 718 号 A1 幢
全国顾客服务热线：4008 800 008

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*适用面积是按照国标GB/T18801-2015根据颗粒物洁净空气量计算得出
以上性能指标数据是在第三方试验室按照国标GB/T18801-2015，以特定的
烟尘颗粒物或气态污染物为目标污染物测试得出



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