

PHILIPS

RO Water Dispenser

ADD6928DG/37



User Manual ----- 01

說明書 ----- 28

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Thank you for choosing Philips!

- We appreciate your decision to prioritize health and environmental sustainability. With your new Philips Water Dispenser, you can enjoy the benefits of clean and filtered water while contributing to the fight against single-use plastic bottle waste.

- Philips is committed to making water better—for both people and the planet.

The Philips Water Dispenser is thoughtfully designed with a 7.5-cup (1.8L) portable water jug and a 25-cup (6.0L) detachable tap water reservoir, seamlessly fitting into your home.

Its powerful countertop filtration system provides instant access to healthier water by effectively reducing TDS, chlorine, particulates, and unpleasant taste and odor*—all at the touch of a button.

- By choosing Philips, you're not only improving your drinking water but also contributing to a more sustainable future.

Each Philips Reverse Osmosis filter helps reduce reliance on single-use plastic water bottles—cutting down plastic waste and supporting environmental protection.

- If you need information or if you have any problems, please visit the Philips website at www.philips.com or contact the consumer care center in your country. If there is no consumer care center in your country, go to the local dealer.

* The substances reduced by this water filter are not necessarily in all users' water.



IMPORTANT SAFETY INSTRUCTIONS

Note: Please read this section carefully as it contains important safety information.

These precautions are intended to ensure correct usage of this product and help prevent potential hazards or accidents.

1. Do not use unauthorized or non-original accessories. Doing so may cause damage to the appliance and void the warranty.
2. After unpacking, check the device for any damage and ensure all accessories are included.
3. To prevent the risk of suffocation, keep plastic bags out of reach of children.
4. Do not pour unknown liquids, untreated water, or poor-quality source water into the tap water tank.
5. Always place the appliance on a flat surface. Do not exceed the maximum water level to avoid continuous dripping or malfunction.
6. Please handle the appliance with care to prevent dropping, which may result in injury or equipment damage.
7. Keep the appliance out of reach of children and pets.
8. Keep out of reach of children or supervise young users when operating the appliance.
9. Place the appliance indoors, away from direct sunlight or heat sources such as radiators, stoves, or other high-temperature areas.
10. Do not install the appliance near open flames or in flammable gas environments.
11. Do not plug in or unplug the appliance with wet hands to avoid electric shock.
12. Do not disassemble or modify the appliance, or place heavy objects on it, to prevent damage or injury.
13. If the appliance will not be used for an extended period, disconnect the power and drain the tap water tank and filtered water jug.
14. The inlet water temperature should be 5°C-38°C. If the temperature is higher than 38°C, the filter 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.
15. This appliance is for indoor use only and must be connected to a properly grounded three-prong outlet.
16. If the appliance has been unused for an extended period, it is recommended to replace all 5 filters before reuse.
17. For maintenance and filter replacement, only use Philips-approved replacement parts.

18. Do not clean the appliance with flammable liquids such as gasoline or solvents.
19. If a fault occurs, immediately unplug the appliance and avoid continued use with damaged parts.
20. Product functions may be updated through firmware upgrades. Please refer to the latest user manual for details.
21. After dispensing hot water, switching immediately to ambient water or water of 45°C may result in a short flow of residual hot water. To avoid burns, it is recommended to dispense room temperature water for 10 seconds before use.
22. If water remains unused for more than 24 hours, it is recommended to drain the appliance before next use.
23. If the power cord is damaged, stop using the appliance immediately. Contact the manufacturer or qualified personnel for replacement to avoid risk.
24. Do not attempt to disassemble or repair the appliance yourself, and do not entrust repairs to unauthorized service personnel. Improper repairs may result in safety hazards.
25. Storage of Used Filters for Future Reuse

Seal and store the filter in a refrigerated place to prevent bacteria build-up.

 - (1) Rotate the used filtered counter clockwise to the "  " position and take it out from the unit.
 - (2) Seal the filter and store the filter in a refrigerator (2-4°C). Do not put it in the freezer.
 - (3) Unplug the system.
26. Philips assumes no responsibility for any consequences resulting from failure to follow the above safety instructions.



The information for user

(1) Potential equipment interference

This equipment has been tested and found to comply with the limits for a Consumer ISM equipment, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

(2) System maintenance:

Please note that changes or modifications of this product is not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

(3) Simple measures to correct interference:

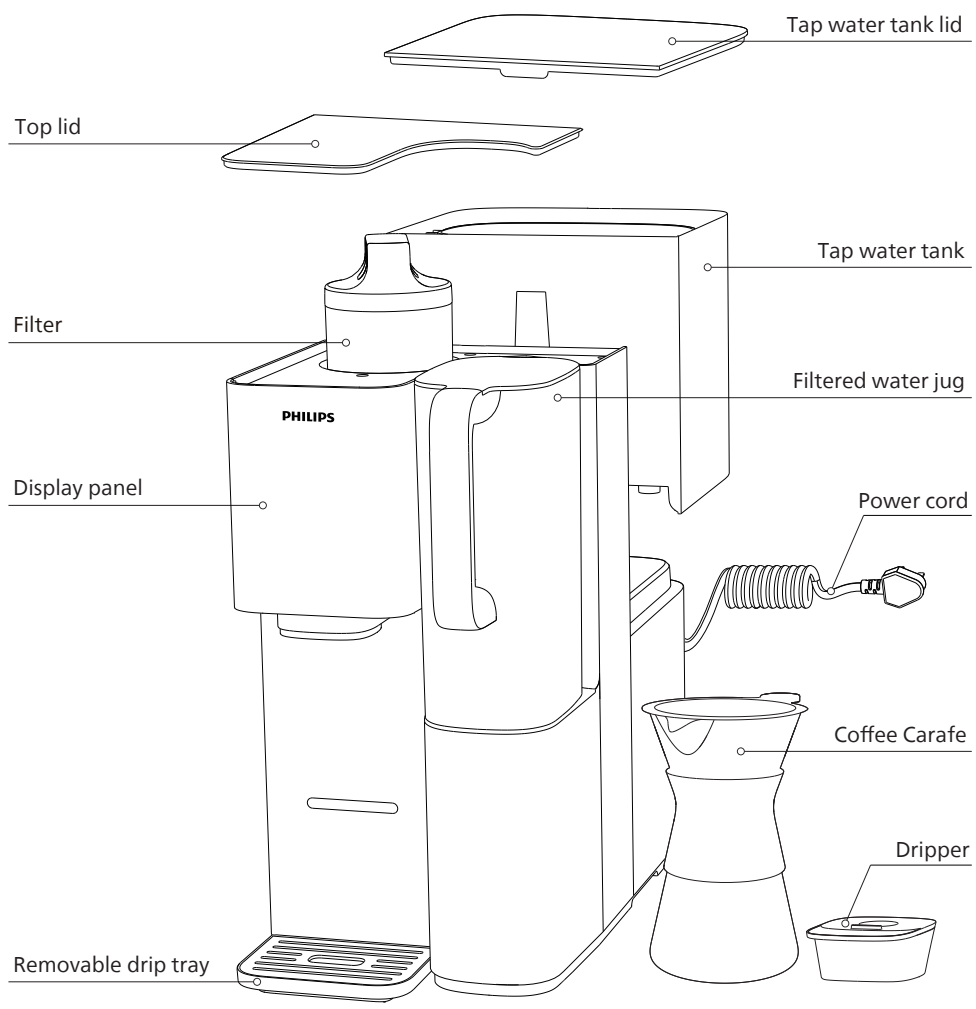
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

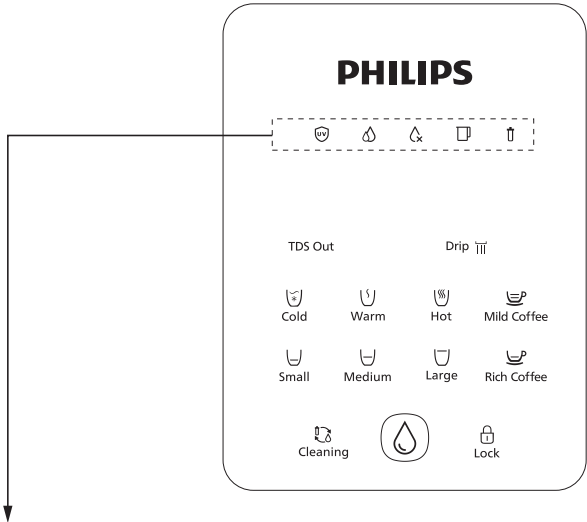
1 Product Specifications

Product Name	Philips RO Water Dispenser
Model Number	ADD6951BR/90
Rated Voltage / Frequency	220V-240v~ / 50Hz-60Hz
Rated Total Power	2100W-2400W
Hot Water Output Capacity	20L/h, ≥90°C
Cold Water Output Capacity	≥2.7L/h (≤10°C)
Cooling Current	0.6A
Refrigerant Type & Charge Amount	R600a, 18g
Climate Class	ST/N/SN
Total Rated Filtration Capacity	2000L
Rated Water Flow Rate	0.2L/min
Water Efficiency Grade	Level 1
Pure Water Recovery Rate	75%
Applicable Water Source	Municipal tap water
Inlet Water Pressure	0–0.06 MPa
Applicable Water Temperature	5–38°C

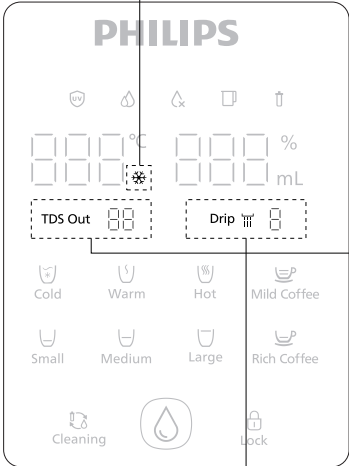
2 Product Overview



3 User Interface



Indicator Light	Status	Meaning
	Solid white light	UV sterilization in progress
	Solid white light	Filtering in progress
	Blinking white light	Filtered water jug low – try again later.
	Blinking white light	Water in the tank is stale. Please replace it.
	Blinking red light	Tap water tank is low or water quality is poor. Discard all remaining water and refill with fresh water immediately.
	Solid white light	Filtered water jug is correctly in place.
	Blinking white light	Filtered water jug is not in place. Please insert properly if dispensing is needed.
	Solid white light	Filter is within its lifespan. Feel free to use.
	Blinking red light	Filter is nearing the end of its lifespan. Please replace the filter soon.
	Solid red light	Filter has reached the end of its lifespan. Please replace the filter immediately.



Indicator Light		Meaning
	Light off	Cooling function not activated
	Blinking	Cooling in progress
	Solid	Cooling completed

Indicator Light		Meaning
TDS Out		Filtered Water TDS

*TDS (Total Dissolved Solids) is an effective indicator of water quality.

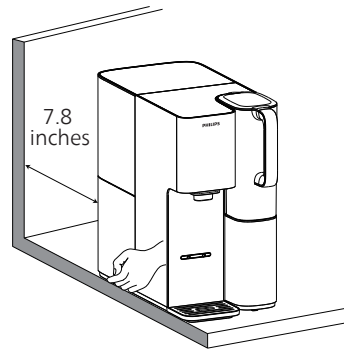
Indicator Light		Meaning
Drip		Displays brewing progress in countdown (e.g., 3-2-1 to indicate brewing stages).

4 Before First use

4.1 Setup Guide

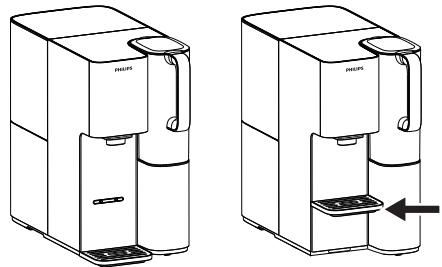
(1) Allow Adequate Clearance Behind the Unit

Leave at least 7.8 inches/20 cm of space between the back of the product and any wall to ensure proper heat dissipation. This helps maintain compressor cooling efficiency and prolong product lifespan.



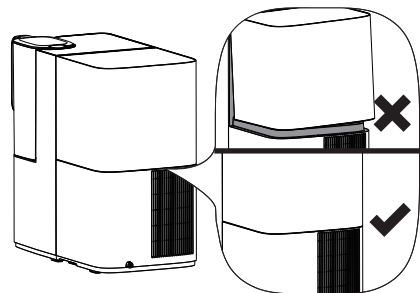
(2) Adjustable Drip Tray Height

The drip tray comes with an adjustable height setting—choose the level that best fits your cup size.



(3) Ensure Proper Tank Placement

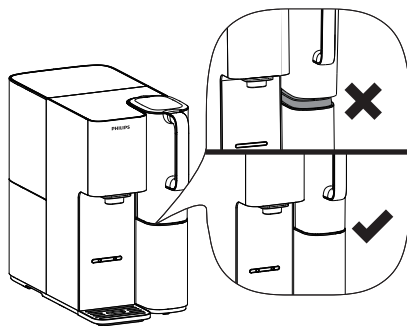
Make sure the tank is fully seated into the back of the unit. Otherwise, the machine may not dispense purified water properly and could leak.



(4) Secure the Filtered Water Jug

Ensure the filtered Water Jug seated.

Improper placement may cause leakage or overflow, and affect normal operation.



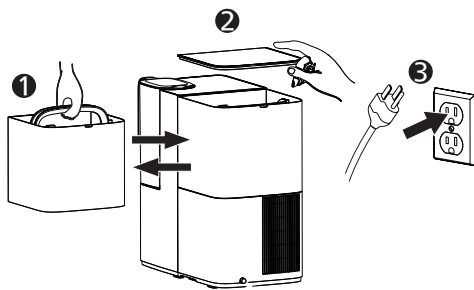
Important — Let it sit for 2 hours before using the cooling function

Because the unit contains a compressor cooling system, it needs at least 2 hours after transportation of the product. Skipping this step may damage the product. During this resting period, other functions may still be used normally.

Before first use, please perform an initial flush as directed in product flush section to ensure the best drinking experience.

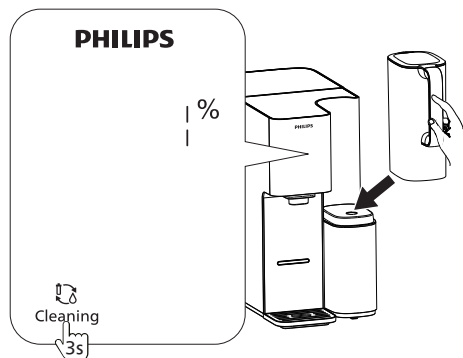
4.2 Product Cleaning

- (1) Open the tap water tank lid, fill it with water up to the “Max” line, then plug the power in.

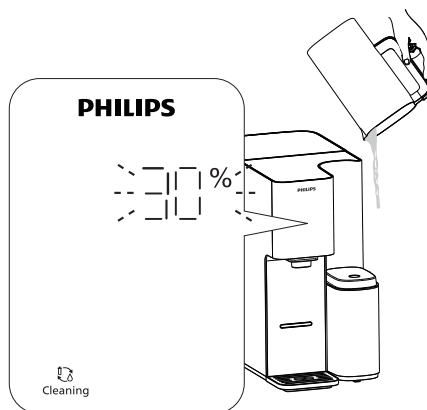


- (2) Install the filtered water jug, then press and hold the “ Cleaning” for 3 seconds. You’ll hear a “beep,” indicating the cleaning process has started.

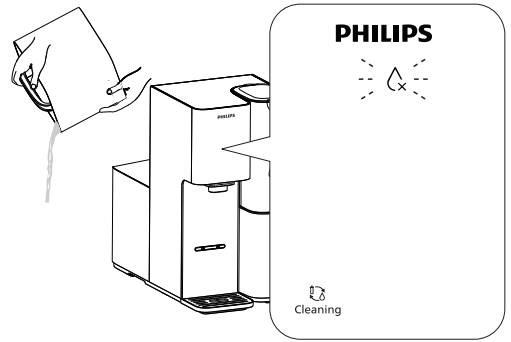
Reminder: Make sure the filtered water jug is empty before turning on cleaning function.



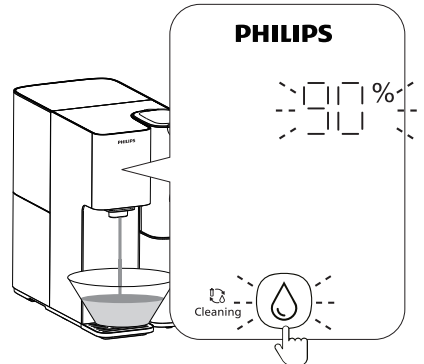
- (3) During the cleaning (0–80% completion), the progress indicator will increase in 10% increments and blink to show activity. The unit will beep as each stage is completed. When you hear a beep, empty the filtered water jug. Repeat this process until the progress indicator reaches 80%.



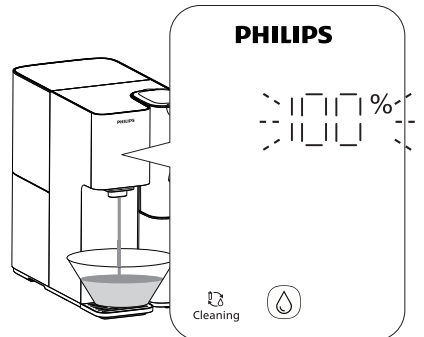
(4) When the "  " indicator light starts blinking, the machine will beep. At this point, remove the tap water tank, empty it, refill it up to the "Max" line, and reinsert it to resume the cleaning.



(5) At 90% progress, the progress indicator blinks and the unit beeps 3 times. No need to change the water—just place a large cup under the spout and press the "  " .



(6) When the display shows 100%, flushing is complete—you can now use the machine normally.



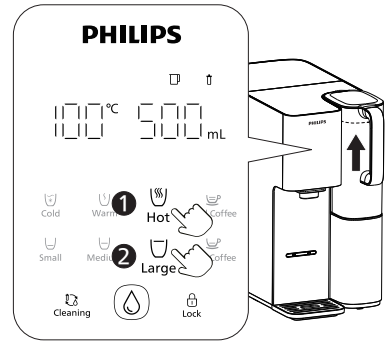
Cleaning Notes

- Do not press and hold the "  " again during the cleaninging process—doing so will prematurely end the cycle and is not recommended.
- It's normal to hear motor noise between 90% and 100% progress, so there's no need for concern.
- If you notice water leakage, standing water, unusual noises, a burning smell, or smoke, unplug the unit immediately and contact customer service.
- Some white foam in the tap water tank and filtered water jug expected during cleaninging, as it's caused by micro-bubbles during the precision filtration process. Likewise, any remaining black particles are residues from the activated carbon filter and are considered normal.

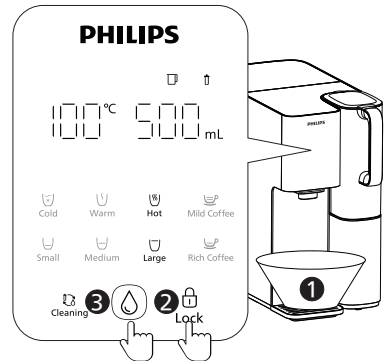
4.3 Boiling Point Adjustment

The product is factory-set to the default boiling point for low-altitude regions. Users in high-altitude areas must adjust the boiling point before use.

- (1) Upon first startup, ensure that a sufficient amount of purified water is in the filtered water jug. Press “ Hot” and then “ Large”



- (2) Place a large-capacity cup under the spout and press the “ Lock” - “”. The appliance will dispense boiling water continuously for approximately one minute. Once water stops dispensing, the boiling point adjustment is complete.



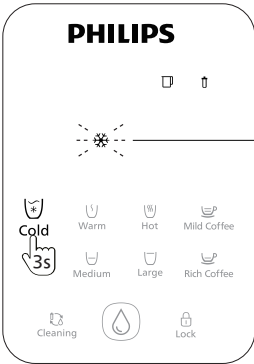
Caution: Hot steam may be released during the boiling point adjustment process, which can cause burns. Please keep a safe distance to avoid injury

5. Usage Instructions

5.1 Cooling Function

5.1.1 Turn On the Cooling Function

After the unit has been plugged in for 2 hours, press and hold the “  ” for 3 seconds until the “  ” begins blinking — this indicates that cooling has been activated.



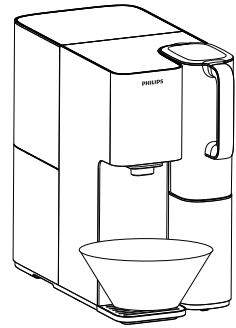
Indicator Light		Meaning
	Light off	Cooling function not activated
	Blinking	Cooling in progress
	Solid	Cooling completed

Do not dispense water while the ice light is blinking, as this may affect cooling efficiency. Allow about 20 minutes for the initial cooling to reach the set temperature.

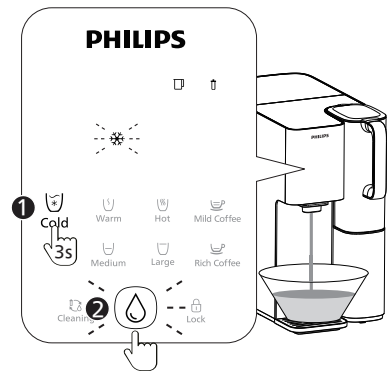
5.1.2 Turn Off the Cooling Function

Note: After disabling, the cold water in the system should be drained to prevent contamination.

(1) Place a large container under the spout.



(2) Press and hold the "Cold" icon for 3 seconds, then press the "Drop" icon to begin draining (press again to pause if needed).



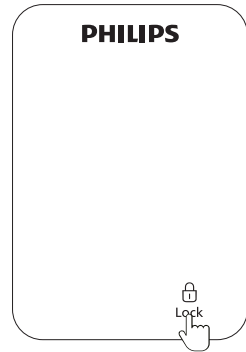
(3) Drain for approximately 60 seconds. Once the progress reaches 100%, draining is complete.

(4) The cold water indicator light (represented by the "❄️") will turn off once cooling is fully disabled.

- Do not unplug the unit or exit the process during drainage.
- It's normal to hear motor noise during drainage progress. The sound will stop once the progress reaches 100%, so there's no need for concern.

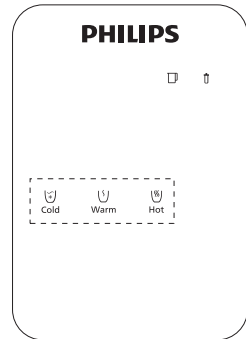
5.2 Extracting Water

(1) Press the "  " to unlock.



(2) Temperature Selection:

- Press "  " repeatedly to choose among 5°C, 10°C or ambient temperature water;
- Press "  " repeatedly to choose between 45°C and 55°C;
- Press "  " repeatedly to choose between 85°C and 100°C.

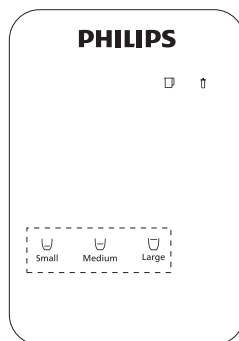


Reminder:

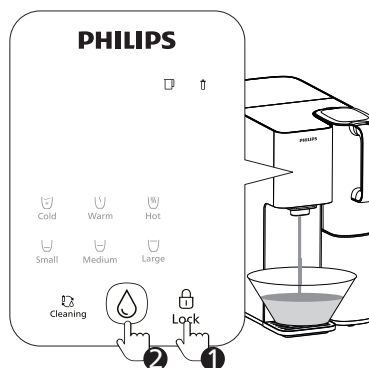
- If the "  " is off, the ice water function is disabled. Pressing the "  " at this time only allows selection of ambient temperature water.
- If the "  " is blinking, the system is cooling. Pressing the "  " allows selection of 10°C water or ambient temperature water.
- If the "  " is solid, the ice water function is enabled. Pressing the "  " allows selection of 5°C, 10°C, or ambient temperature water.
- The "  " displays a white light for ambient temperature water and a blue light for chilled water at 10°C or 5°C.

(3) Volume Selection:

- Press "  " repeatedly to choose between 120mL and 150mL
- Press "  " repeatedly to choose between 250mL and 350mL
- Press "  " repeatedly to choose between 500mL and 800mL



- (4) Press "  ", then press "  ". To stop, press "  " again.



Notes:

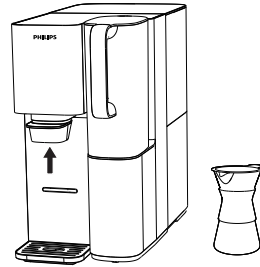
- Press and hold "  " 3 seconds to disable/enable the safety lock.
- Press and hold "  " + "  " for 3 seconds to disable/enable the beep sound prompt.

5.3 Using the Dripping Function

5.3.1 Coffee Dripping

(1) Install the Dripper

Align the dripper with the spout and attach it securely.



(2) Add Coffee Grounds

Take out the coffee carafe. Add approx. 10g of coffee grounds evenly into the coffee filter.

Recommended grind size: medium grind (similar to granulated sugar), suitable for pour-over coffee.

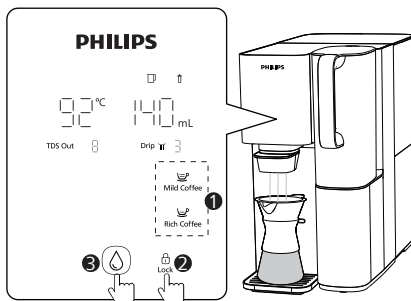


- ❗ The system is pre-programmed to perform a 3-stage brew based on 2 tablespoons of coffee grounds.
Avoid overflow if using more than the recommended amount.

(3) Select Coffee Mode

Place the coffee carafe under the spout.

Select "  Rich Coffee " or "  Mild Coffee ", then press "  " → "  " .

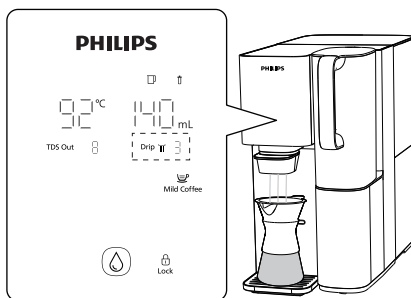


 Both mild and rich modes are calibrated for a default 1:14 to 1:16 coffee-to-water ratio using 10g of coffee.

(4) Wait for Brewing to Complete

The " **Drip**  " will show countdown progress (e.g., 3-2-1 for a 3-stage brew).

When a long beep is heard, brewing is complete.



 You may pause the brewing by pressing "  ". To cancel, press "  Rich Coffee " or "  Mild Coffee " again.

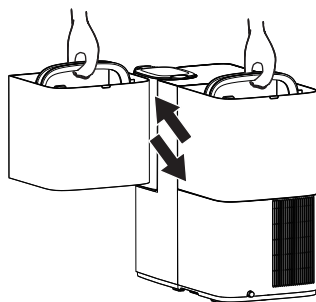
-  This product simulates manual pour-over brewing. The process includes multiple cycles of dispensing–pause–dispensing. Do not remove the coffee carafe during brewing.

6 Daily Maintenance

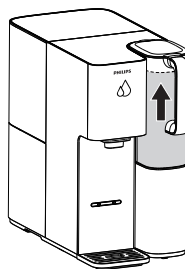
6.1 Cleaning Function

It is recommended to clean the waterway if the product has not been used for more than 1 week, or if it has been used continuously for 1 month.

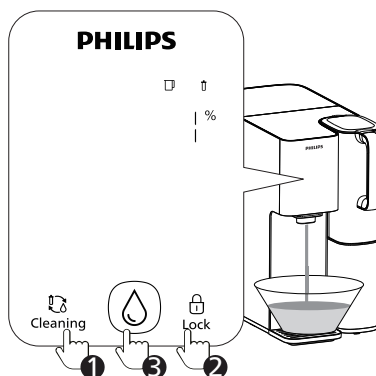
- (1) Fill the tap water tank with tap water and place it back to the machine, then place the lid back to the tap water tank properly.



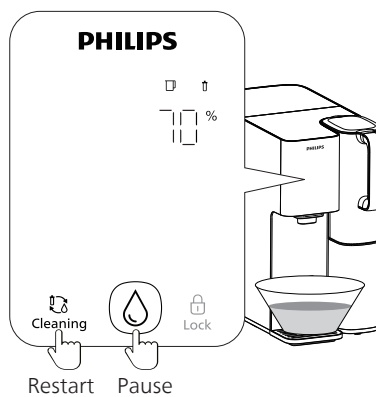
- (2) Wait until the filtered water jug is full, and the "💧" indicator light turns off. Otherwise, the function cannot be activated.



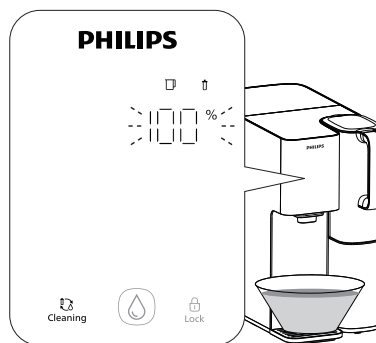
- (3) Place a large container under the spout and press "Cleaning" → "Lock" → "💧" to start. Approximately 1800ml will dispense during the cleaning process.



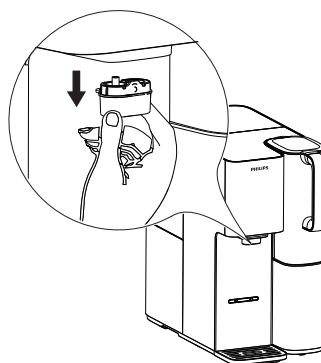
(4) During the cleaning process, press "  " to pause.



(5) When "100%" flashes, the flushing process is completed.



(6) To clean the spout, twist it out, wash it with clean water, and then reinstall it.

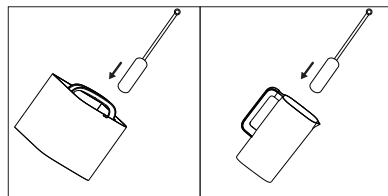


6.2 Cleaning the Tap Water Tank and Filtered Water Jug

- (1) When there is visible residue in the tap water tank or filtered water jug, please wash them with the cleaning brush.

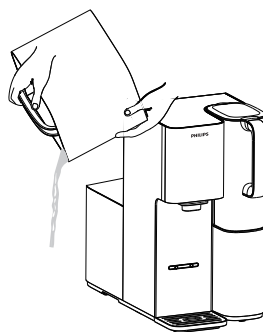
* Please note that the cleaning brush is not included with the product and should be purchased separately if needed.

Note: Do not put the tap water tank or the filtered water jug in the dishwasher.



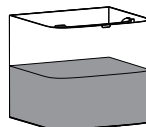
- (2) Descaling the tap water tank

- ① Empty any remaining water in the tap water tank.

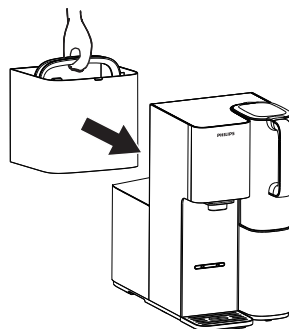


- ② Add approximately 30 g (1 oz) of citric acid to the tap water tank, then fill it with tap water up to 3 L (3.2 qt). Stir gently and let the solution sit for 2 hours.

* Citric acid needs to be purchased separately.



- ③ Rinse thoroughly with clean water. Fill the tank with tap water, then reassemble it.



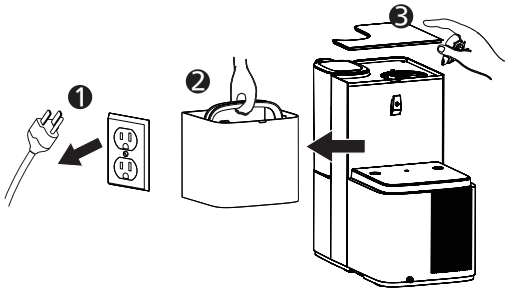
6.3 Filter Replacement

Please change the filter according to the filter lifetime indicator "  " on the display panel, or the suggested replacement cycle. New filter can be purchased from authorized retailers and service center. The model is ADD581.

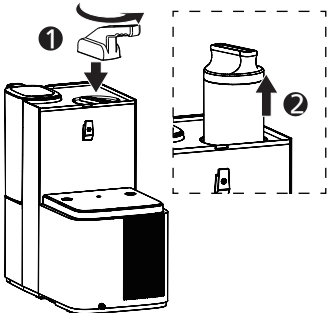
Model	Suggested Replacement Cycle
ADD581	1 year

 Only the original Philips filter can be used for replacement.

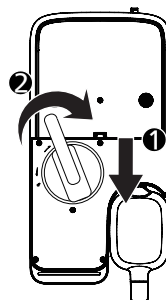
(1) Power off and take out the tap water tank and the machine top lid.



(2) Rotate the used filter counterclockwise to the "  " position and take it out.

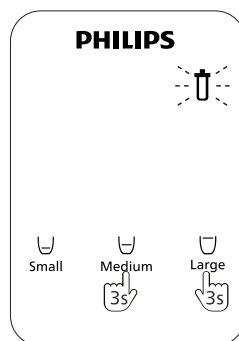


- (3) Insert the new filter into the filter holder and rotate it clockwise to the locked "  " position, and cover the machine top lid. Put the tap water tank back to the dispenser. Then, plug in the power cord to turn on the appliance.



- (4) Long press "  " + "  " for 3 seconds.

The "  " changes to white again, which means you have reset the lifetime.



- (If you need to cancel the reset, press and hold "  " + "  " for 3 seconds within 2 hours.)

7 Troubleshooting

Error	Causes	Solutions
E01: Unable to Unable to heat water	Tap water temperature sensor failure or tap water temperature > 38°C	Ensure tap water added to the tap water tank is below 38°C
E02: Unable to dispense hot water	Temperature sensor at the spout outlet is malfunctioning	Dispense 3 cups of 150ml ambient temperature water, then retry hot water
E04: Unable to dispense hot water	Heating failure detected	Dispense 3 cups of 150ml ambient temperature water, then retry hot water
E06: Unable to filter and dispense water normally	Abnormal water filtration alarm. Filter not installed properly or clogged	Check if the filter is installed properly or clogged. If the filter is clogged, please replace it
E0b: Unable to cool the water	If the machine is not dispensing cold water, or the cooling time exceeds 1 hour in a single cycle, the machine will activate its cooling protection and stop cooling	Power off for 1–2 minutes, then restart
E0L: Unable to dispenser cold water	Cooling temperature sensor failure	Power off for 1–2 minutes, then restart
EU: Communication abnormality of the product	Abnormal communication signal within the product's electronic control board	Power off for 1–2 minutes, then restart
Unable to dispense water	Filtered water jug is out of water	If "  " is flashing, wait for it to stop flashing before dispensing water normally
	Tap water tank is not properly installed	Check tap water tank installation

Error	Causes	Solutions
Unable to filter water	Tap water tank is at a low water level, and "  " blinks red	Refill the tap water tank with clean water
	Tap water tank not properly installed	Check installation of tap water tank
Machine leaks	Drip tray is full	Empty the drip tray
	Foreign object stuck in the sealing area at the bottom of the tap water tank	Use a probe to check for any foreign objects lodged around the spring-loaded seal at the bottom of the product, and remove them if found
	Filtered water jug not properly installed	Ensure the filtered water jug is properly installed and securely seated with no gaps
Odd taste of the water	Failure to rinse as required during initial use or after filter replacement, or the appliance has not been used for an extended period	Refer to section for steps
	Filter not replaced in time	Refer to section filter replacement
Electric leakage or static electricity on the appliance body	Improper grounding or damaged power cord.	Use only a properly grounded three-prong outlet. If the power cord is damaged, contact customer service for a replacement immediately
Button/display not responding	System error or hardware damage	Power off for 1–2 minutes, then restart

8 Package Contents

Dispenser	×1
Removable water drip tray	×1
Coffee Carafe	×1
Dripper	×1
Filtered water jug	×1
Quick start guide	×1
Filter replacement guide	×1

9 Guarantee and Support

If you need information or have any questions, please visit www.philips.com/support or contact the 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.

CONTACT US



 <https://gozerowater.com/>

 (888) 258-3660

 support@gozerowater.com

Customer Support Available: 10 a.m. - 6 p.m. PST