

# PHILIPS

## Water Solutions

Reverse osmosis

AUT9028



User manual ----- 01

説明書 ----- 22



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# I. Product introduction

Congratulations on your purchase and welcome to Philips! This reverse osmosis water filtration system is equipped with Aquaporin Inside technology, offering a deep filtration level down to 0.0001 microns. With the smart faucet, it provides hot, chilled and ambient pure-tasting water.

Please read this user manual carefully before using the appliance.

## II. Precautions

### Warning

- Always use municipal tap water as the water source. Do not use water that is micro-biologically unsafe or of unknown quality without adequate disinfection before or after the system.
- This system 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 the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the system.
- Be sure to handle the system gently and carefully. Do not attempt to modify or repair the system yourself, otherwise, the warranty becomes invalid.
- The inlet water temperature of the system should be within 5-38°C . When the inlet water temperature exceeds 38°C, the filter could be damaged and become invalid. If the inlet water temperature is lower than 5°C, it may cause freezing and the parts of the system to rupture, resulting in water leakage.
- Do not reverse the installation order of the filter cartridges to avoid affecting the filter performance of the system.
- If the system is abnormal or faulty, stop using it immediately. Close the inlet water valve, and turn on the faucet to empty the system. Events of faults include:
  - Leakage
  - The product is cracked or damaged
  - There is an abnormal sound or burnt smell
  - The power plug or power cord is abnormally hot
  - The machine does not workPlease contact consumer care for inspection immediately.
- If the system is not used for an extended period, turn off the water supply, and turn on the faucet to release the internal pressure to avoid damage to the system.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices, and other working environments;
  - farmhouses;
  - by clients in hotels, motels, and other residential-type environments;
  - bed and breakfast type environments.
- The appliance must not be immersed.
- Warning of potential injury from misuse.

- The appliance is intended to be permanently connected to the water mains and not connected by a hose set.
- If the supply cord is damaged, it must be replaced by the manufacturer, its authorized service agent, or similarly qualified personnel to avoid a hazard.
- WARNING - Keep ventilation openings in the appliance enclosure or in the built-in structure clear of obstruction.
- WARNING - Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- WARNING - Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- WARNING - The refrigerant and insulation blowing gas are flammable. When disposing of the appliance, do so only at an authorized waste disposal center. Do not expose to flame.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- WARNING: When positioning the appliance, ensure the supply cord is not trapped or damaged.
- WARNING: Do not locate multiple portable socket outlets or portable power supplies at the rear of the appliance.
- WARNING: To avoid a hazard due to the instability of the appliance, it must be fixed following the instructions.

Please pull out the two brackets at the bottom of the main unit, and fix the brackets in place by two screws from the accessory bag.

- In Australia, electrical installation must comply with AS/NZS3000.
- In Australia, plumbing installation must comply with AS/NZS3500.
- In Australia, for residential chilled models, all refrigeration must comply with AS/NZS 60335.2.24.
- Warning: For correct operation of this appliance, it is essential to observe the manufacturer's instructions.



- The symbol  is a warning and indicates the refrigerant and insulation blowing gas are flammable.

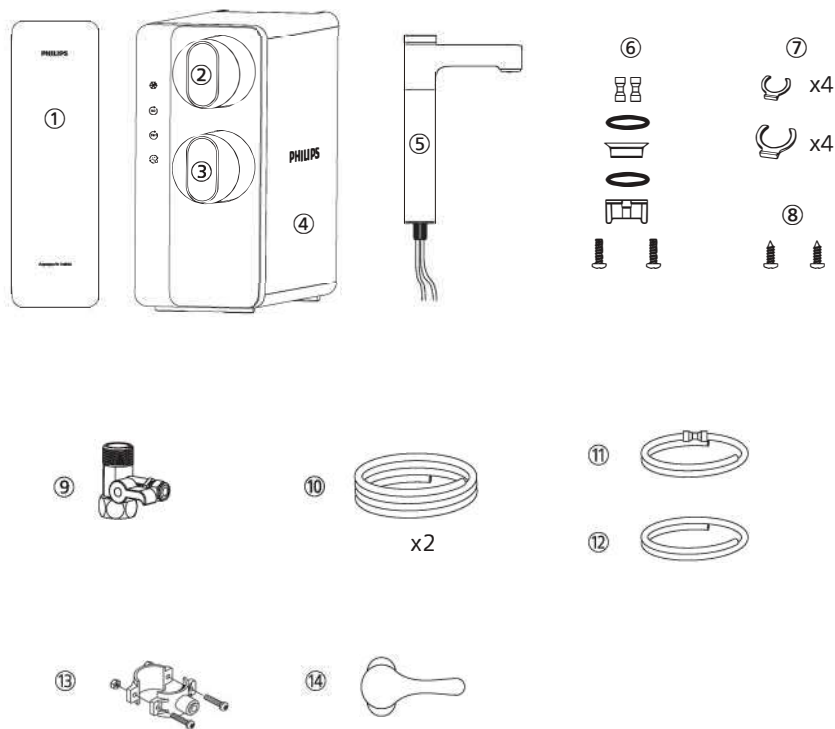
### III. Product specifications

|                               |                                                  |
|-------------------------------|--------------------------------------------------|
| Product name                  | Philips reverse osmosis water filtration system  |
| Product model                 | AUT9028                                          |
| Rated voltage/ frequency      | 220V-240V~50Hz                                   |
| Rated heating power           | 2200 W                                           |
| Hot water production capacity | 20L/h, ≥90℃                                      |
| Cooling current               | 0.75A                                            |
| Refrigerant                   | R600a, 21g                                       |
| Climatic class                | T                                                |
| Purified water flow rate      | 2.6L/min                                         |
| Filter lifetime               | RO: 5 years or 18,250L<br>5in1: 1 year or 3,650L |
| Applicable water source       | Municipal tap water                              |
| Inlet water pressure          | 0.1~0.4 MPa                                      |
| Inlet water temperature       | 5-38℃                                            |
| Environment temperature       | 4-43℃                                            |
| Product size(L×W×H)           | 430×198×435 mm                                   |

**Note:**

The product images, user interfaces, and illustrations in the manual are for reference only. Due to product updates and upgrades, there may be slight differences between the actual product and the illustrations. Please refer to the received physical product for accuracy.

# IV. Product overview



- ① Front cover

② RO filter

③ 5in1 filter

④ Main unit

⑤ Smart faucet

⑥ Faucet accessory kit

⑦ Quick connector
- ⑧ Screw

⑨ Three-way ball valve

⑩ 3/8" pipes (White & Blue)

⑪ 1/4" pipe (Grey)

⑫ 1/4" pipe (Red)

⑬ Drain saddle

⑭ Filter wrench

# V. Installation

## 1. Before installation

### a. Important notes

- Before installation, it is important to check the condition of the system to make sure it has not been damaged during transport.
- Unpack the system and its accessories. Remove the protective packaging material. Recyclable materials have been used for the packaging and should be disposed of in the appropriate recycling bins or at the specific local recycling center.

**Warning: Keep plastic bags out of the reach of children as they can pose a danger.**

- The installation process should be carried out under appropriate hygienic conditions, ensuring that all necessary precautions are taken regarding materials and components that will come into contact with the water to be treated or consumed.
- The system and installation shall comply with applicable local regulations.
- This product cannot be disposed of with other domestic waste products. At the end of the product's service life, it should be returned to the place of purchase, or at a local recycling center, indicating that it contains electric and electronic components.
- The appropriate collection and treatment of the product, which no longer is to be used, contributes to the preservation of natural resources and avoids any potential public health risks.

### b. Preparations before installation

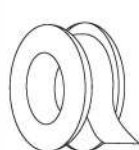
Choose a suitable position to install the system.

- Please ensure enough space to install the main unit, accessories, and pipes, and carry out maintenance.
- The system should be placed on a flat surface and kept away from heat sources.
- Make sure there is a power socket near the installation position.

**Note:** Do not install the main unit outdoors. Please avoid external liquids dripping onto the system from positions such as pipes or drain pipes. Do not place it in areas where flammable gas leakage may occur.

- Check the packing list and make sure you have all the accessories on the list.

### c. Necessary tools:



PTFE tape



Screwdriver



Wrench



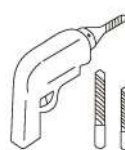
Pipe cutter



Flashlight



Rag



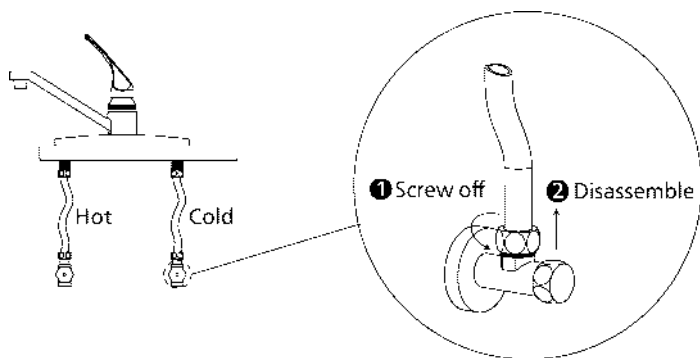
Electric drill

## 2. Installation steps

### Step 1: Install the three-way ball valve

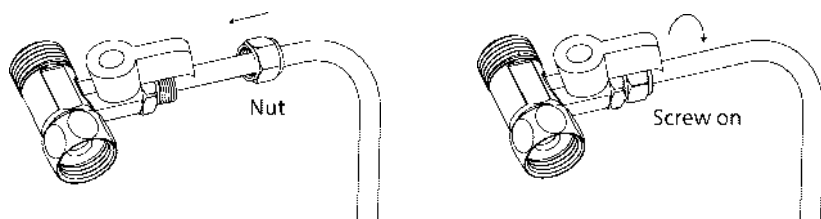
#### a. Remove the cold water hose

- Turn off the cold water supply.
- Turn on the kitchen faucet to drain water and release the pressure.
- Disconnect the cold water hose from the cold water valve.

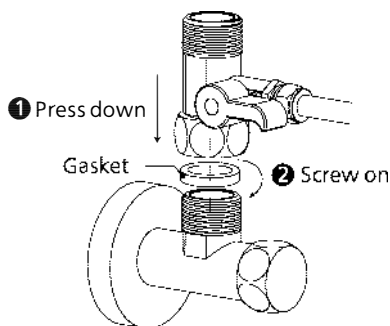


#### b. Install the three-way ball valve

- Connect the white pipe with the three-way ball valve as shown. Tighten the nut with a wrench.

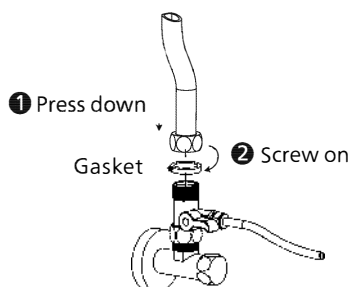


- Install the three-way ball valve on the cold water valve. Make sure the gasket inside the valve is in place.



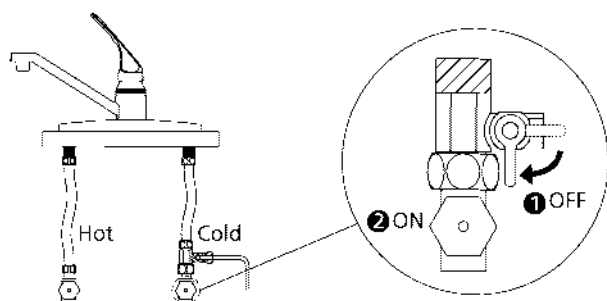
### c. Reconnect the cold water hose

- Connect the cold water hose with the three-way ball valve and screw it tightly with a wrench. Make sure the gasket inside the valve is in place before tightening.



### d. Check Installation

- Switch off the three-way ball valve. Turn on the cold water supply. Wipe the connections with a tissue to see if there is leakage. If the tissue stays dry, the three-way ball valve is installed properly.

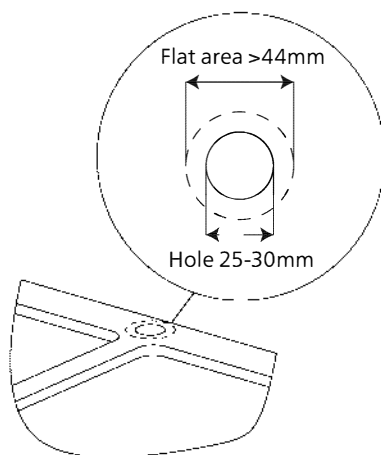


## Step 2: Install the faucet

### a. Preparation

- Choose a stable, flat area on the sink or countertop.
- Minimum 44mm diameter clearance required for base installation. Drill a hole with a diameter of 25-30mm.

**WARNING:** Always wear safety goggles.

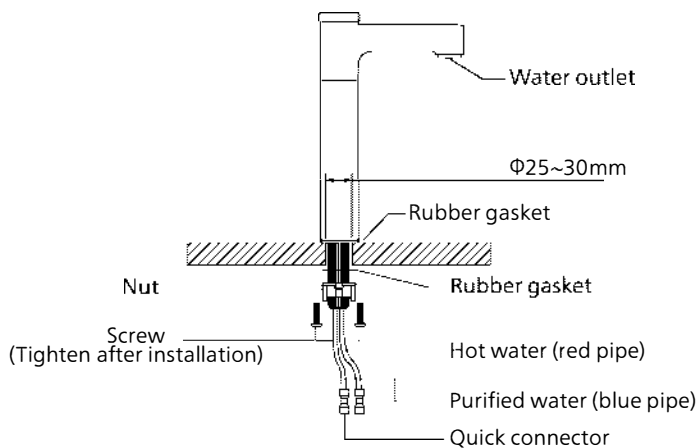


## b. Faucet Installation

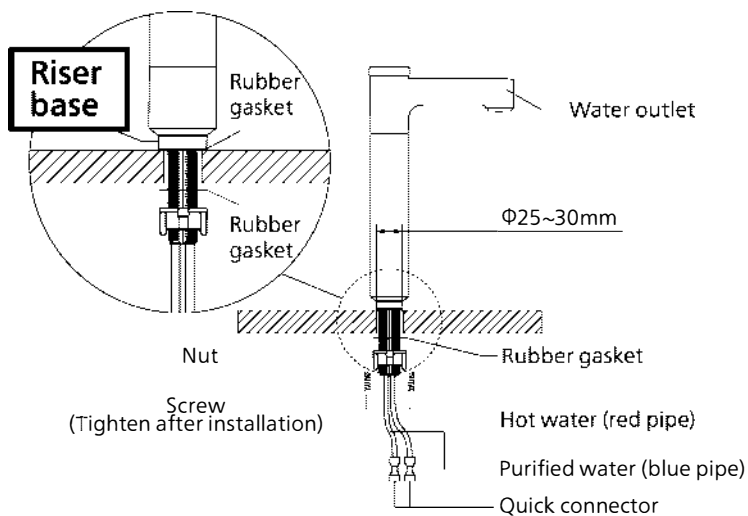
Install the faucet as shown:

Option 1: Flat surface >50mm – No riser base required.

Option 2: Flat surface 44~50mm – Must use the included riser base.



Option 1: Flat area >50mm



Option 2: Flat area 44~50mm

## Step 3: Install the main unit

### a. Install pipes

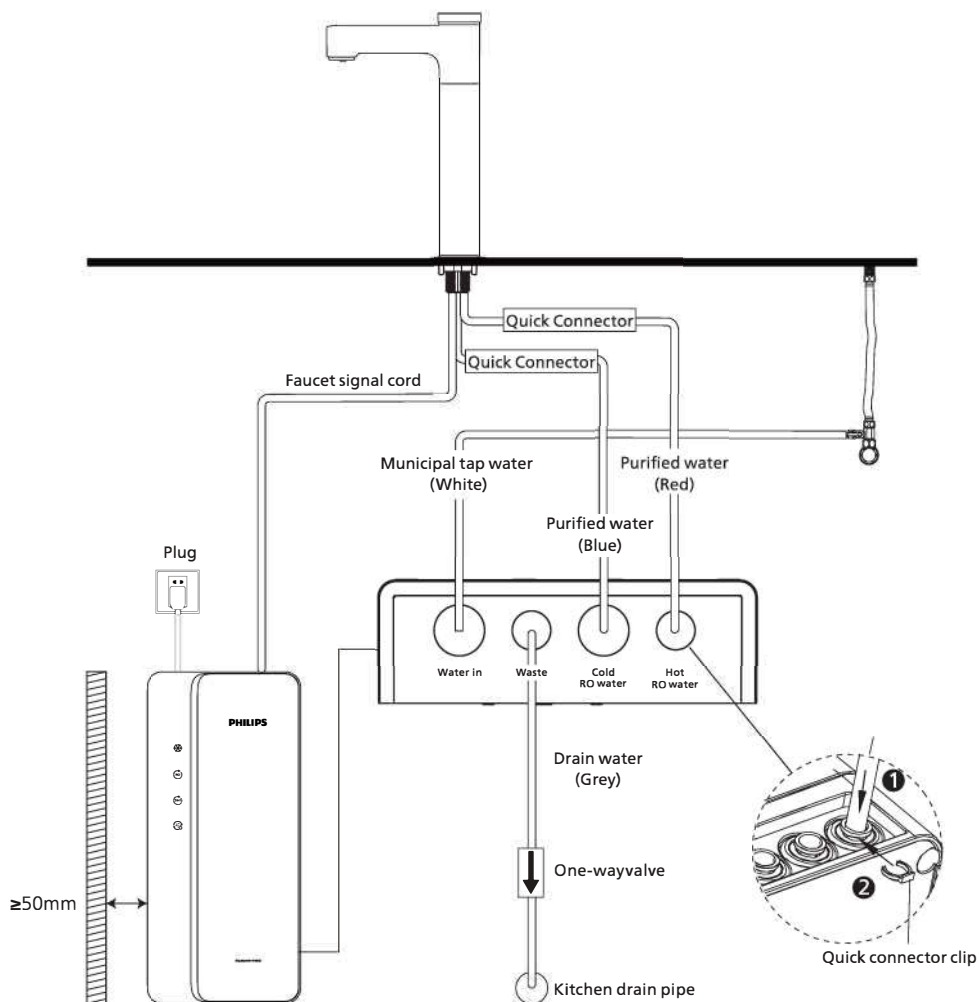
White pipe: Three-way ball valve → Main unit (Water in)

Blue pipe: Main unit (Cold RO water) → Faucet

Red pipe: Main unit (Hot RO water) → Faucet

Grey Pipe: Main unit (Waste) → Kitchen drain pipe

- Grey pipe includes pre-installed one-way valve. Align valve arrow with water flow direction during installation.



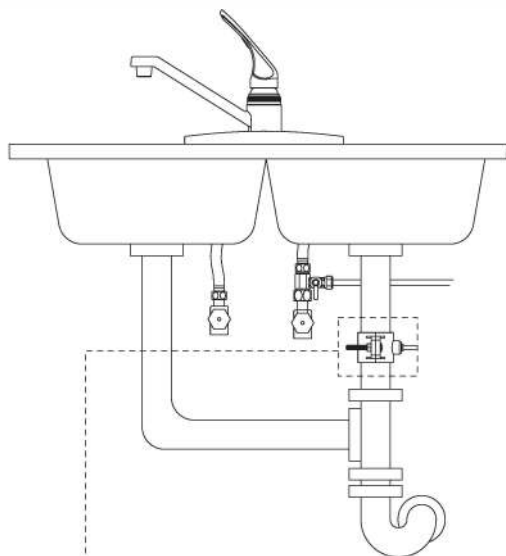
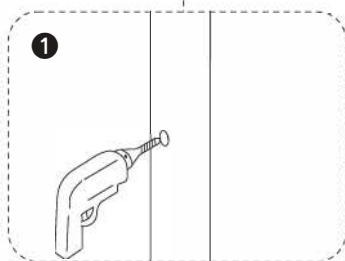
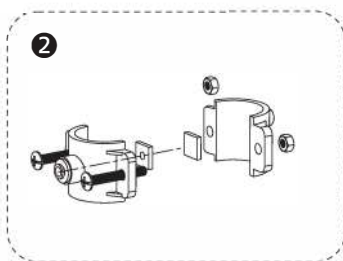
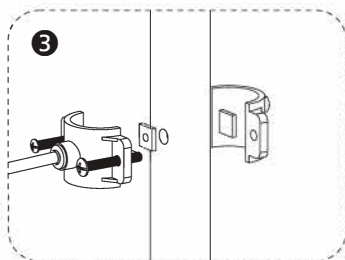
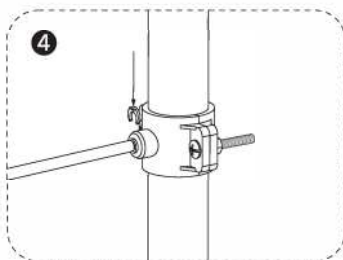
#### WARNING:

Do not cover the cooling vent.

Maintain  $\geq 50\text{mm}$  (100mm optimal) from wall.

## b. Install the drain saddle

- Drill a 6.5mm hole in the appropriate position of the drain pipe. Cut the grey pipe to the proper length and install the drain saddle as shown.



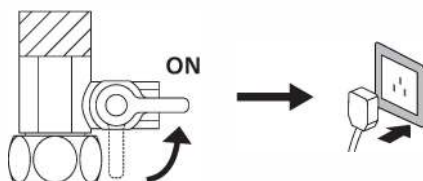
# VI. Usage guide

## 1. Before the first use

### a. Auto flush

- Open the three-way ball valve.

Power on the machine. It beeps, and all indicator lights stay on for 3 seconds.



- The system will automatically initiate a flushing cycle (approx. 20 min).

No manual operation is possible.

- During flushing:

Faucet "Clean" and main unit " " remain illuminated.

Faucet display shows real-time flushing progress (0-100%).

- Upon completion:

Faucet display reaches 100%.

All indicators turn off automatically.



### b. Boiling point calibration

After flushing is completed, the system automatically enters the boiling point calibration. The faucet light ring flashes red and blue alternately, and the display shows 95°C, with 3 beeps.

Hot water will dispense during the boiling point calibration.

Once it is finished, the system enters standby mode. You can enjoy the purified water!

#### Note:

Automatic flushing and boiling point calibration are mandatory procedures triggered when the product is powered on for the first time, after filter replacement, or after factory reset.

If this automatic process is not completed, the system will not operate normally.

If power is cut off during the process, the machine will resume the process from where it stopped once power is restored.

Steam emission during the boiling point calibration is normal.

## 2. User interface of the main unit



### ● Cooling Mode

- Blinking White: Cooling in progress
- Steady White: Cooling completed
- Light OFF: Cooling OFF
- Blinking/Steady Red: Cooling error



### ● Filter Reset (RO / 5in1)

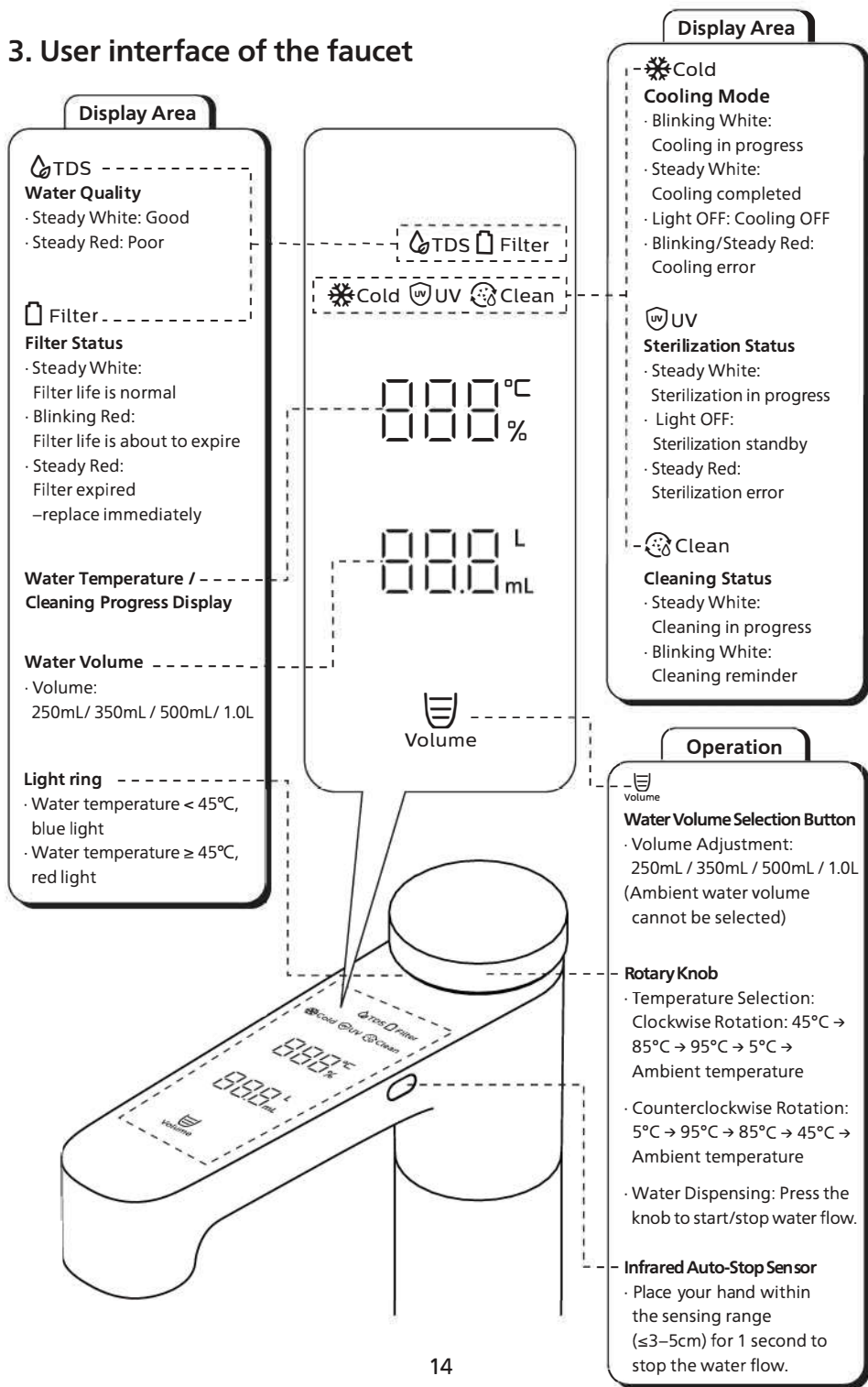
- Steady White: Filter life is normal.
- Blinking Red: Filter life is about to expire.
- Steady Red: Filter expired. Replace immediately.



### ● Cleaning Mode

- Steady White: Cleaning in progress
- Blinking White: Cleaning reminder

### 3. User interface of the faucet



# VII. Maintenance

## 1. Routine maintenance

For optimal performance, flush and discard the first 250ml of water at 45°C after overnight or every 12 hours of inactivity before use.

### a. cleaning mode:

#### If the system is not used for more than 2 days

- Press and hold the " " button for 3 seconds to activate cleaning mode.

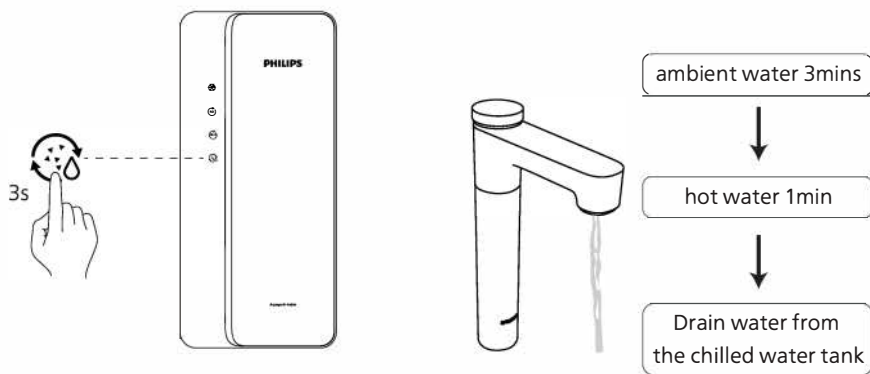
The faucet automatically runs ambient water for 3 minutes and 95°C water for 1 minute.

- Next, the faucet runs chilled water to clean the chilled water tank.

When cooling is ON: The system will refill and start the cooling function after cleaning.

When cooling is OFF: The system will drain the chilled water tank and exit cleaning mode.

- To cancel cleaning: Press and hold the " " button for 3 seconds



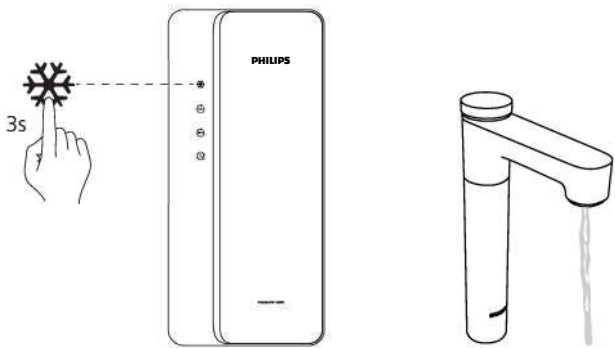
#### If the system will not be used for more than 7 days

- Remove the filters, wrap them in plastic film, and store them in the refrigerator (not the freezer).
- Before use, install filters and initiate cleaning mode after power-on.

**b. Cooling Mode**

Press and hold the " ❄️ " button on the main unit for 3 seconds to turn on the cooling function (default: ON at factory settings).

**Note:** When cooling is set to OFF mode, the faucet will discharge chilled water.



**2. Filter lifetime**

For optimal performance, please replace the filters based on the lifetime indicator or the recommended replacement cycle below. If you notice a significant drop in water flow, please replace the filters.

**This system can only work with Philips filters.**



Blinking Red: Filter life is about to expire.

Steady Red: Filter expired. Replace immediately.

**Filter lifetime**

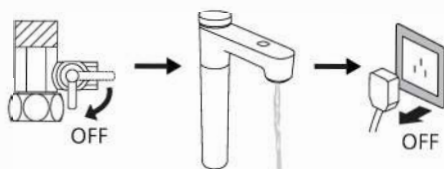
| Filter      | Filter model code | System model code | Filter lifetime |
|-------------|-------------------|-------------------|-----------------|
| 5in1 filter | AUT617            | AUT9028           | 6-12 months*    |
| RO filter   | AUT640            | AUT9028           | 48-60 months*   |

\* The filter lifetime depends on local water quality and usage. The recommended replacement cycle is an average estimate. If the water quality is poor, the filter may need replacing sooner. Please replace the filter immediately if it becomes blocked.

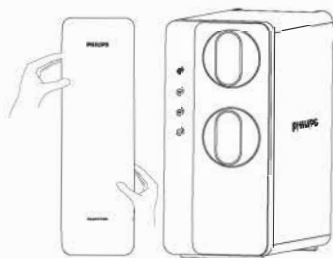
### 3. Filter replacement

**a. Close the three-way ball valve.**

Set the faucet to **ambient temperature** and open it to drain remaining water. Turn off the power once water flow stops.

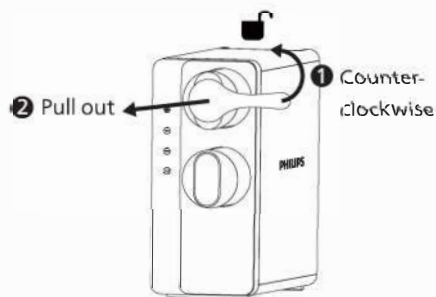


**b. Remove the front cover.**



**c. Remove the filter:**

Use the filter wrench to remove the 5in1 filter or RO filter.



**d. Install the New Filter:**

Insert the new 5in1 filter or RO filter. Twist the filter to "  " by the filter wrench and secure it.



## 4. Filter reset

### a. RO filter reset:

- Press and hold the "RO" button for 5 seconds.
- With 3 beeps, the system automatically initiates a 20-minute flushing cycle.

#### During flushing:

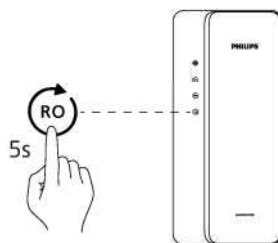
Faucet "Clean" and main unit "RO" remain illuminated.  
Faucet display shows real-time flushing progress (0-100%)

#### Upon completion:

Faucet display reaches 100%.

- The "RO" switches white with 1 beep, confirming successful reset.

**You can enjoy the purified water!**



### b. 5in1 filter reset:

- Press and hold the "5in1" button for 5 seconds.
- With 3 beeps, the system automatically initiates a 20-minute flushing cycle.

#### During flushing:

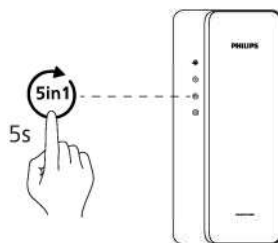
Faucet "Clean" and main unit "5in1" remain illuminated.  
Faucet display shows real-time flushing progress (0-100%)

#### Upon completion:

Faucet display reaches 100%

- The "5in1" switches white with 1 beep, confirming successful reset.

**You can enjoy the purified water!**

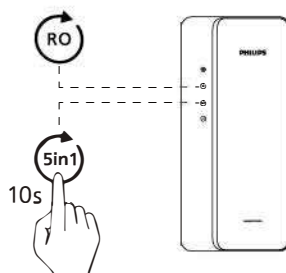


### Note:

- Please reset the filter lifetime immediately after replacement, or the system won't track the new filter's lifespan.

#### Reset cancellation

Press and hold "RO" or "5in1" buttons for 10 seconds within 5 minutes. 3 beeps indicates the successful cancellation.



# VIII. Troubleshooting

| Problem                      | Possibles causes                                           | Solutions                                                                                                                                                                                    |
|------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Faucet not dispensing water. | No power to the product or three-way ball valve not opened | Please check whether the power supply is properly connected or open all valves.                                                                                                              |
| Low water flow rate          | Incorrect plumbing connection                              | Check pipe connections                                                                                                                                                                       |
|                              | Clogged filter cartridge                                   | Filter replacement required                                                                                                                                                                  |
|                              | Insufficient water supply                                  | Please contact after-sales support.                                                                                                                                                          |
|                              | Bend pipes                                                 | Please inspect the pipe. If unresolved, contact after-sales support.                                                                                                                         |
| Poor outlet water quality    | Filter life expired                                        | Replace with new filters immediately                                                                                                                                                         |
|                              | Unused≥24 hours                                            | Flush for 5 minutes before reuse                                                                                                                                                             |
|                              | Poor inlet water quality                                   | Please contact after-sales support                                                                                                                                                           |
| Water leakage                | Water pipes or filters not correctly installed             | Please contact after-sales support                                                                                                                                                           |
|                              | Damaged filter sealing ring                                |                                                                                                                                                                                              |
|                              | O-ring Issue                                               |                                                                                                                                                                                              |
|                              | Other part worn                                            |                                                                                                                                                                                              |
| Error E02                    | Hot water sensor error                                     | Please confirm that the water inlet valve is open. After cutting off the power for 3 minutes, reconnect the power.<br>If the error cannot be eliminated, please contact after-sales support. |
| Error E03                    | Water inlet sensor error                                   |                                                                                                                                                                                              |
| Error E04                    | Cold water sensor error                                    |                                                                                                                                                                                              |
| Error EU                     | Faucet communication error                                 |                                                                                                                                                                                              |
| Error E9                     | Heating system error                                       |                                                                                                                                                                                              |
| Error E16                    | Extended water production protection                       |                                                                                                                                                                                              |
| Error EF                     | Main board communication error                             |                                                                                                                                                                                              |
| Cooling Light (Red Flashing) | Watershortage in chilled water tank                        |                                                                                                                                                                                              |
| Cooling Light (Red Solid)    | Refrigeration system error                                 |                                                                                                                                                                                              |

## IX. Guarantee & Service

If you need information or have any questions, please visit [www.philips.com](http://www.philips.com) or contact the consumer care center in your country. If there is no consumer care center in your country, go to a local dealer. Within two years from the date of purchase, you will receive free warranty service for any damage caused by the manufacturing process or components under normal operation, confirmed by our maintenance service. The warranty service does not include frequently replaced consumable components, auxiliary devices, transportation fees, and door-to-door service. Please show the proof of purchase to the service personnel during maintenance.

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure. This is not a complete statement of your legal rights as a consumer.

# X. Packing list

|                      |    |
|----------------------|----|
| Main unit            | x1 |
| 5in1 filter          | x1 |
| RO filter            | x1 |
| Smart faucet         | x1 |
| Faucet accessory kit | x1 |
| Drain saddle         | x1 |
| Filter wrench        | x1 |
| Three-way ball valve | x1 |
| 3/8" pipe (White)    | x1 |
| 3/8" pipe (Blue)     | x1 |
| 1/4" pipe (Grey)     | x1 |
| 1/4" pipe (Red)      | x1 |
| User manual          | x1 |

Please keep this user manual for future reference.  
The information of this user manual is subject to change without prior notice to the users.





**Specifications are subject to change without notice**  
**[www.philips.com/water](http://www.philips.com/water)**

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