

Register your product and get support at / 请登录以下网址并得到相应的帮助

[www.philips.com/welcome](http://www.philips.com/welcome)

Important Information / 重要信息手册

FC9912  
FC9911



**PHILIPS**



[www.philips.com](http://www.philips.com)



4222.003.4127.2

## Introduction

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](http://www.philips.com/welcome).

## Important

Read this important information carefully before you use the appliance and save it for future reference.

### Danger

- Never vacuum up water or any other liquid, flammable substances or hot ashes.

### Warning

- Check if the voltage indicated on the appliance corresponds to the local mains voltage before you connect the appliance.
- Do not use the appliance if the plug, the mains cord or the appliance itself is damaged.
- If the mains cord is damaged, you must have it replaced by Philips, a service centre authorised by Philips or similarly qualified persons in order to avoid a hazard.
- 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.
- Keep the appliance and its cord out of the reach of children.
- Care must be taken to ensure that children do not play with the appliance.
- The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
- Do not point the hose, the tube or any other accessory at the eyes or ears nor put it in your mouth.

### Caution

- Never use the appliance without any of the filters. This could damage the motor and shorten the life of the appliance.
- Always clean all parts as shown in the user manual. Do not clean any parts with water and/or cleaning agents if this is not particularly shown in the user manual.
- If you clean a washable filter with water, make sure it is completely dry before you put it back into the appliance. Do not dry the filter in direct sunlight, on the radiator or in the tumble dryer. Replace a washable filter if it can no longer be cleaned properly or if it is damaged.
- To guarantee optimal dust retention and performance of the vacuum cleaner, always replace the filters with original Philips filters of the correct type (see chapter 'Ordering accessories').
- Always replace the batteries of the remote control with batteries of the correct type.
- Remove the batteries of the remote control if you are not going to use the appliance for one month or more.
- Maximum noise level: Lc = 84 dB(A)

## Electromagnetic fields (EMF)

This Philips appliance complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

## Ordering accessories

To buy accessories or spare parts (such as filters and additional nozzles), visit [www.shop.philips.com/service](http://www.shop.philips.com/service) or go to your Philips dealer. You can also contact the Philips Consumer Care Centre in your country (see the worldwide guarantee leaflet for contact details).

## 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.

## Guarantee and support

If you need information or support, please visit [www.philips.com/support](http://www.philips.com/support) or read the separate worldwide guarantee leaflet.

## Troubleshooting

This chapter summarises the most common problems you could encounter with the appliance. If you are unable to solve the problem with the information below, visit [www.philips.com/support](http://www.philips.com/support) for a list of frequently asked questions or contact the Consumer Care Centre in your country.

Problem	Possible cause	Solution
The suction power is insufficient.	The dust container is full.	Empty the dust container.
	The filters are dirty.	Clean or replace the filters.
	The suction power is set to a low setting.	Increase the suction power with the regulator on the appliance or on the handgrip.
	The nozzle, tube or hose is blocked up.	To remove the obstruction, disconnect the blocked-up item and connect it (as far as possible) the other way around. Switch on the vacuum cleaner to force the air through the blocked-up item in opposite direction.
When I use my vacuum cleaner I sometimes feel electric shocks.	Your vacuum cleaner builds up static electricity. The lower the air humidity, the more static electricity the appliance builds up.	Discharge the appliance by frequently holding the tube against other metal objects in the room (for example the legs of a table or chair; a radiator etc.). You can also raise the air humidity level in the room.
The infrared remote control does not function.	The batteries do not make full contact or have not been inserted properly.	Remove the lid of the battery compartment and insert the batteries correctly. Make sure the - and + poles point in the right direction.
	The batteries are empty.	Replace the batteries. You can continue to vacuum but you cannot use the remote control to increase or decrease the suction power or to switch off the appliance. To switch off the appliance, press the on/off button on the appliance.

## 简体中文

### 简介

感谢您的惠顾，欢迎光临飞利浦！为了您能充分享受飞利浦提供的支持，请在 [www.philips.com/welcome](http://www.philips.com/welcome) 上注册您的产品。

### 注意事项

使用产品之前，请仔细阅读本重要信息，并妥善保管以供日后参考。

### 危险

- 切勿吸入水或其它液体、易燃物质或热灰。

### 警告

- 在将产品连接电源之前，请先检查产品所标电压与当地的供电电压是否相符。
- 如果插头、电源线或产品本身受损，请勿使用本产品。
- 如果电源软线损坏，为了避免危险，必须由制造商、其维修部或类似部门的专业人员更换。
- 产品不打算由有肢体、感官或精神能力缺陷或缺乏使用经验和知识的人（包括儿童）使用，除非有负责他们安全的人对他们进行与产品使用有关的监督或指导。
- 将产品及其线缆放在儿童接触不到的地方。
- 请务必小心，确保儿童不玩耍本产品。
- 清洁或维护产品之前，必须先从插座拔掉插头。
- 切勿将软管、硬管或任何其它附件指向眼睛或耳朵，也不要放在口中。

## 警告

- 切勿在没有任何滤网的情况下使用本产品。这会损坏马达并缩短产品的使用寿命。
- 务必按照用户手册中的说明清洁所有部件。请勿使用水和/或清洁剂清洁任何部件（如果用户手册中未特别说明）。
- 如果用水清洁可水洗滤网，确保其完全干燥，然后再放回产品中。切勿在阳光直射处、暖气管上或转筒式干燥机中干燥滤网。如果无法再正常清洁水洗滤网或其已损坏，请加以更换。
- 为保证吸尘器的最佳吸尘效果和性能，请务必用正确型号的原装飞利浦过滤网来替换滤网（请参阅“订购附件”一章）。
- 始终用正确型号的电池更换遥控器的电池。
- 如果一个月或一个月以上不使用本产品，请将遥控器的电池取出。
- 最大噪音强度：Lc = 84 dB(A)

## 电磁场 (EMF)

本飞利浦产品符合所有有关暴露于电磁场的适用标准和法规。

## 订购附件

要购买附件和备件（如滤网和其他吸嘴），请访问 [www.shop.philips.com/service](http://www.shop.philips.com/service) 或联系飞利浦经销商。您也可以联系所在国家/地区的飞利浦客户服务中心（联系详情，请参阅全球保修卡）。

## 回收

弃置产品时，请不要将其与一般生活垃圾堆放在一起；应将其交给官方指定的回收点。这样做有利于环保。

## 保修和支持

如需信息或支持，请访问 [www.philips.com/support](http://www.philips.com/support) 或阅读单独的全球保修卡。

## 故障种类和处理方法

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

问题	可能的原因	解决方法
吸力不足。	集尘桶已满。	清空集尘桶。
	滤网脏了。	清洁或更换过滤网。
	吸力被设置在较低的档位。	使用机身或手柄上的调节器增强吸力。
有时，在使用吸尘器时会有触电的感觉。	吸嘴、硬管或软管阻塞。	要清除阻塞物，请将阻塞的部分拆下，并将它以相反方向连接（尽可能离的远一些）。打开吸尘器的电源，强迫气流反方向通过阻塞的部位。
	吸尘器会积聚静电。空气湿度越低，产品积聚的静电就越多。	经常握住硬管使其与房间中的其他金属物接触（例如桌椅脚或电炉等）对产品进行放电。您也可以增加房间的空气湿度。
红外线遥控装置不起作用。	电池接触不良或没有正确装入。	取下电池舱盖并正确装入电池。确保 - 和 + 极的方向正确。
	电池已耗尽。	更换电池。您可以继续进行吸尘，但无法使用遥控器来增强或减弱吸力，或关闭本产品。要关闭本产品，请按产品上的开/关按钮。

## PHILIPS

产品 : 飞利浦真空卧式吸尘器  
型号 : FC9912  
额定电压 : 220V~  
额定频率 : 50Hz  
额定输入功率 : 1800 W  
生产日期 : 请见产品本体  
产地 : 土耳其

制造商：飞利浦电子香港有限公司  
香港新界沙田香港科学园科技道东五号

经销单位：飞利浦（中国）投资有限公司  
上海市天目西路218号1602-1605  
全国顾客服务热线：4008 800 008

本产品根据国标 GB4706.1-2005,  
GB4706.7-2014, GB4343.1-2009及  
GB17625.1-2012制造

保留备用

发行日期：10/09/2015

## PHILIPS

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额定频率 : 50Hz  
额定输入功率 : 1800 W  
生产日期 : 请见产品本体  
产地 : 土耳其

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