

PHILIPS

Service Manual



Swift
XV3101
V1

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Important repair instructions

- Only skilled personnel should carry out the repair.
- After repair the appliance should function properly.
- After repair the appliance has to meet the regulatory- and safety requirements that were applicable at the time of release of the model.
- After repair the appliance always has to be tested for electrical safety according VDE 0701-0702 and for medical products IEC 62353.

General information



Performance

- Battery type: Ni-MH Battery
- Charging time: ≤8 hours
- Clean water tank: 310±5% ml
- Dirty water tank : 276±5% ml
- Runtime: ≥50 min
- Color : Malibu 161385 Blue

Weight and dimensions

- Product weight: 1.73 kg
- With package weight: 2.62 kg
- Product Dimensions:
L350*W120*H1420 mm

Sustainability

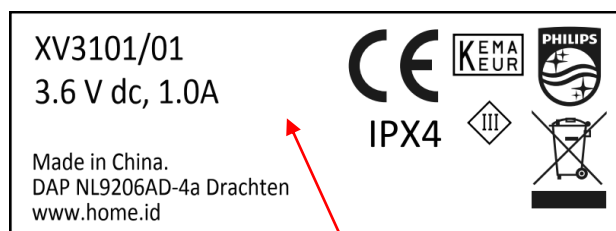
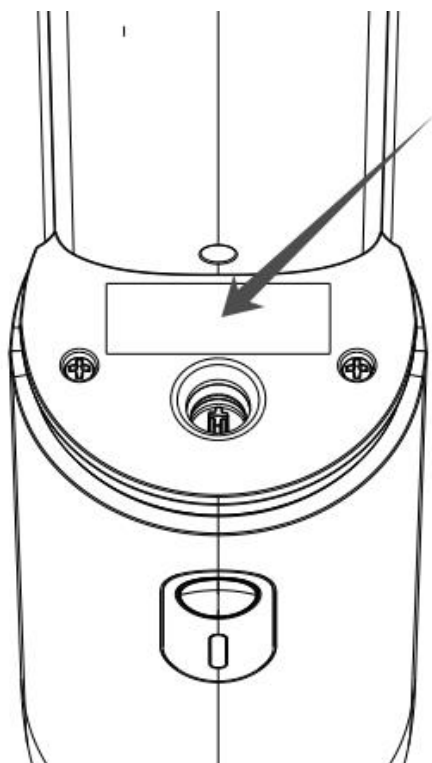
- Packaging: > 90% recycled materials
- User manual: 75% recycled paper

Optional (accessories)

- 1 bottle of floor cleaner
- 1 piece of mop assy
- Charging cable: USB A-USB C, 1.5m

Technical information

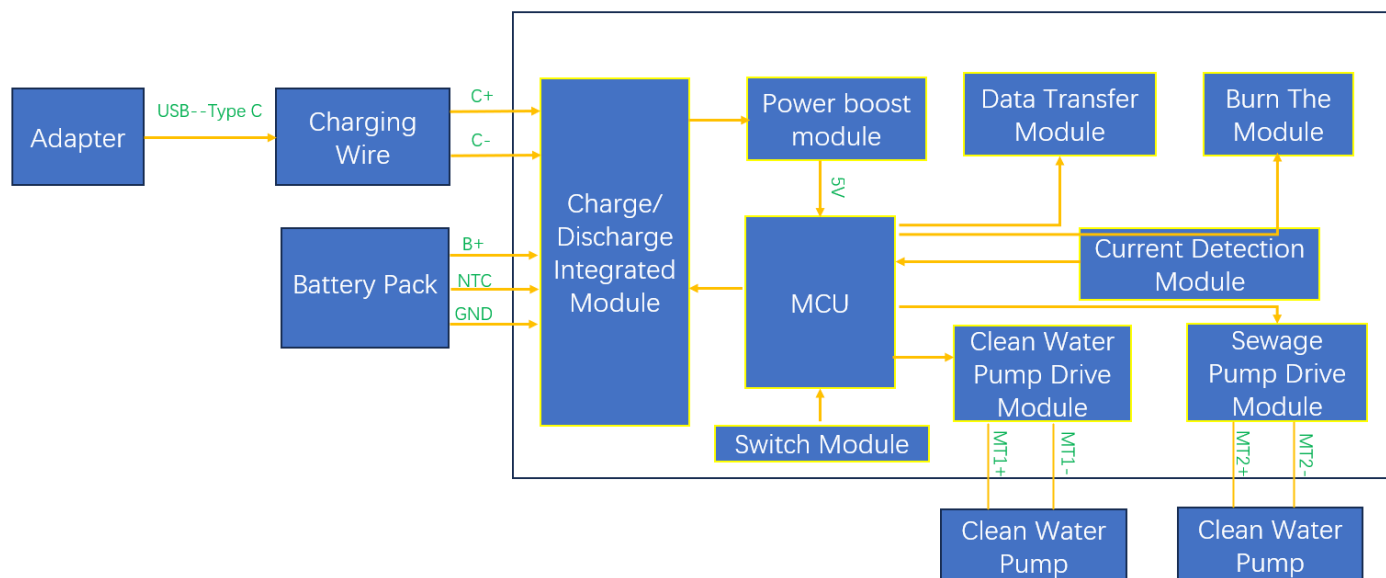
Production date (or serial number)



YYWW

Technical information

Electrical diagram of Swift



Disassembly- and Reassembly advice

- Push this salient point with specific tool.



- The tube assy can be removed out of body.



- Push this salient point between two tubes with specific tool, they can be separated.



Disassembly- and Reassembly advice

- Press the tank release button and remove the water tank assy to left direction (like right pic).



- Step on the gaps at both ends of flat nozzle and lift the product up, the mop assy can be removed.



Disassembly- and Reassembly advice

- Adapter USB C can be plugged in.



- How to reach battery, PCB, pump, type-c assy and to replace.
 - Remove these 4 screws, lift the battery cover.



- Disconnect the connector, take out the battery, it can be replaced by a new one.



Disassembly- and Reassembly advice

- Remove these 2 screws, take down the holder assy, then remove the tube.



- Flip product to the back, remove these 5 screws.

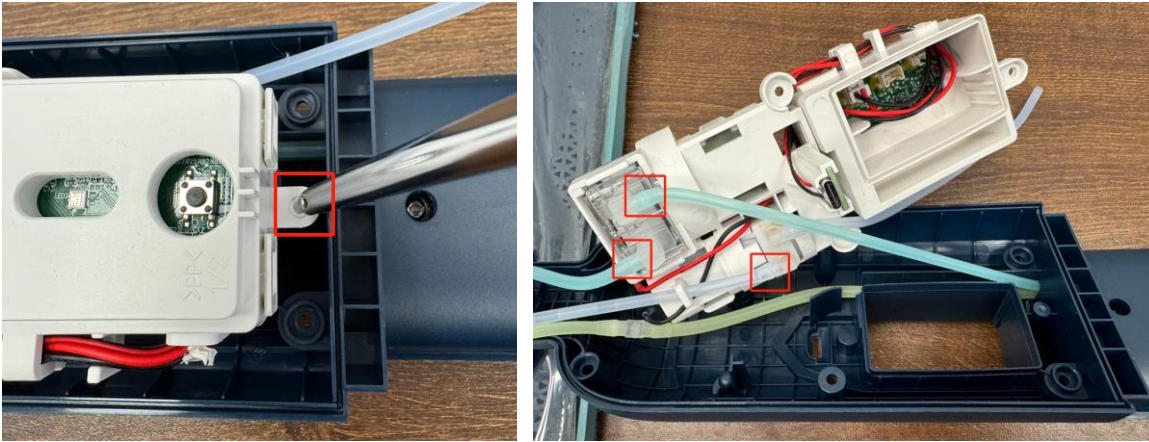


- Flip the product to the front, front cover assy can be removed.

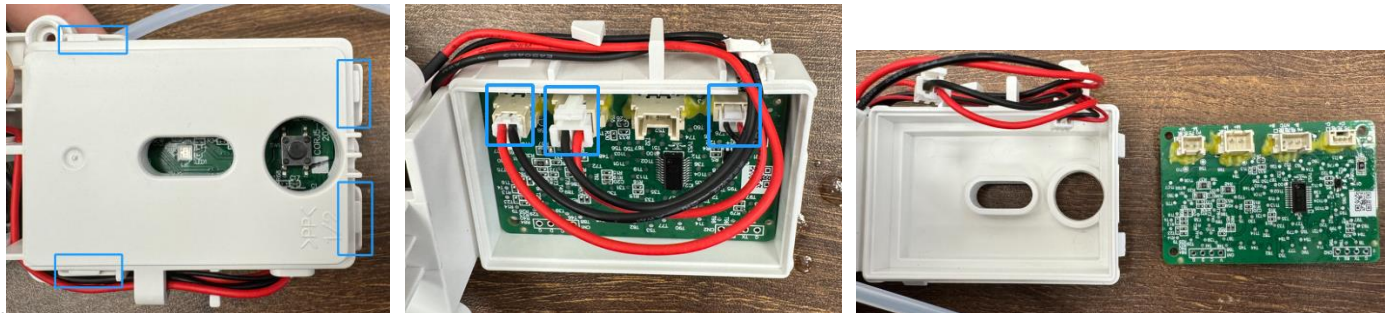


Disassembly- and Reassembly advice

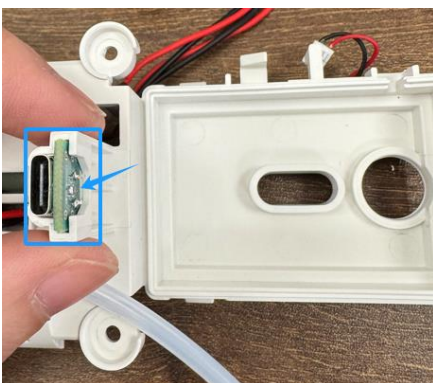
- Remove this screw(left pic), and remove the 3 tubes(right pic), take out the PCB pump assy (the whole white parts).
- Disconnect the yellow tube at the same time, the flat nozzle assy(with mop assy) can be taken down and replaced by a new one.



- Unlock these 4 hooks(left pic), remove the box cover, disconnect these 3 connectors(middle pic), take out PCB like right pic and replace it with a new one.

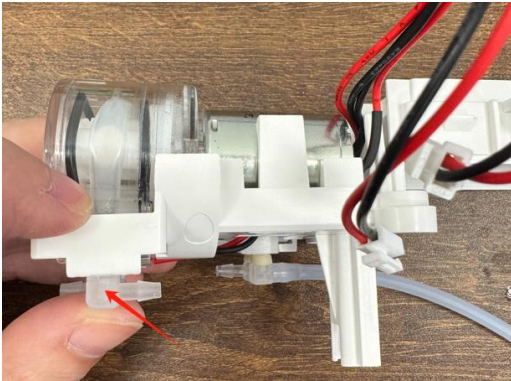


- Pull out the type-c assy from this slot, maybe need a small tool with flat head to pry it up from it's bottom (like blue arrow place), it can be replaced by a new one.

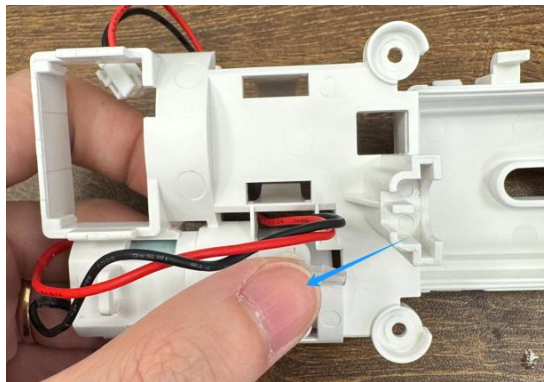
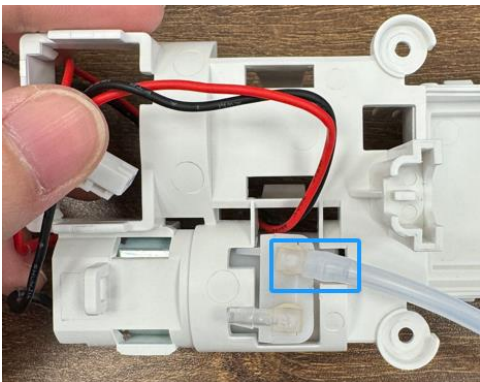


Disassembly- and Reassembly advice

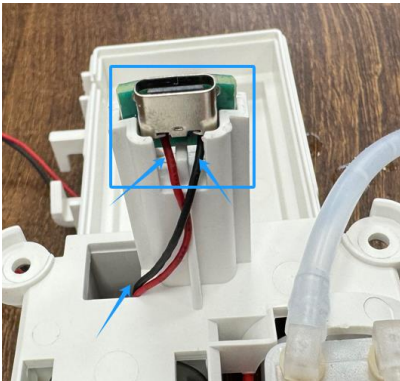
- Push red arrow place, take out DW pump, it can be replaced by a new one.



- Remove the water tube(left pic), push blue arrow place(right pic), take out CW pump, it can be replaced by a new one.

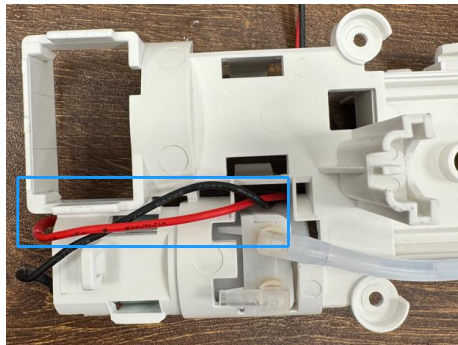
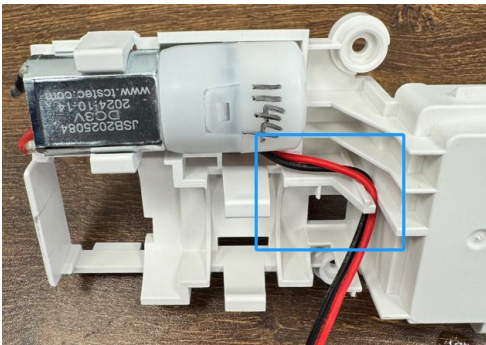
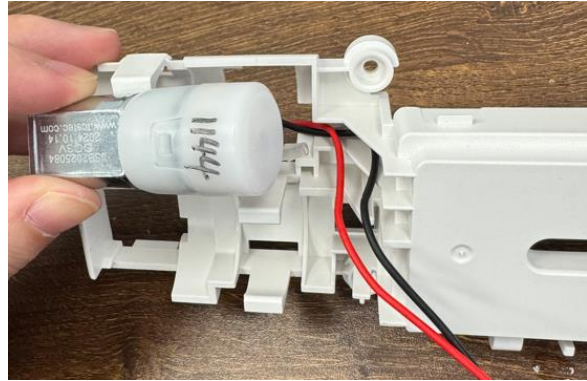
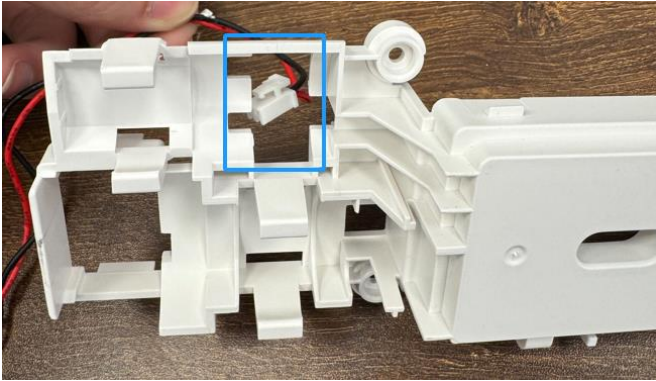


- Push type-c assy into the slot, wiring go through the hole, be careful not to press them.



Disassembly- and Reassembly advice

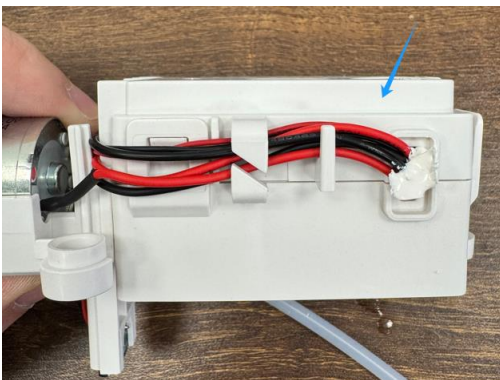
- Put the white part like this(left pic), CW pump wiring comes through back of the hole in the blue area, then push CW pump into the white part, arrange the wiring, connect the water tube, connect the connector to PCB.



- Push blue arrow place, assemble DW pump into the white part, arrange the wiring, connect the connector to PCB.

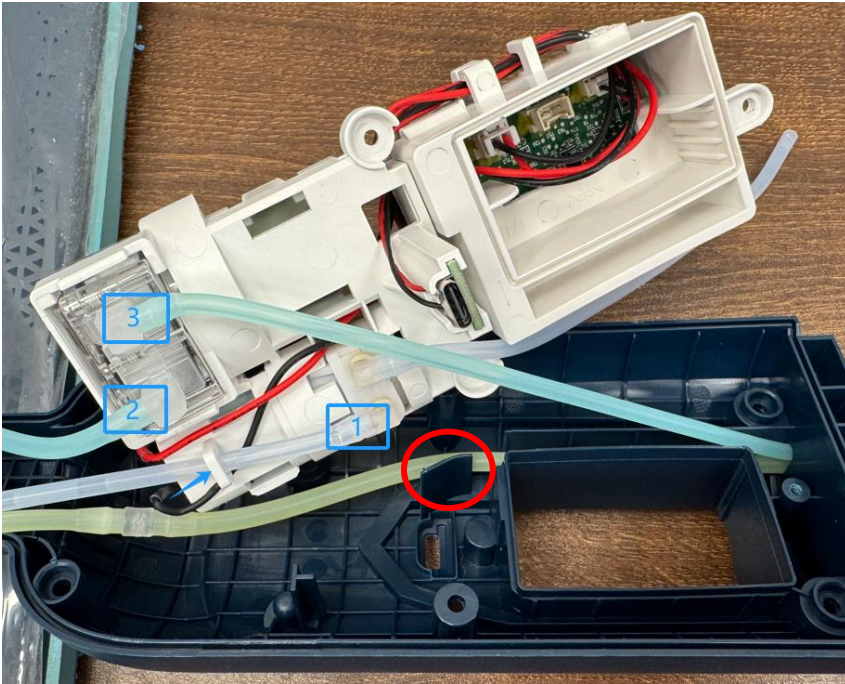


- Assemble the box cover (4 hooks), arrange the wiring like below pic. **Attention: do not press the wiring.**

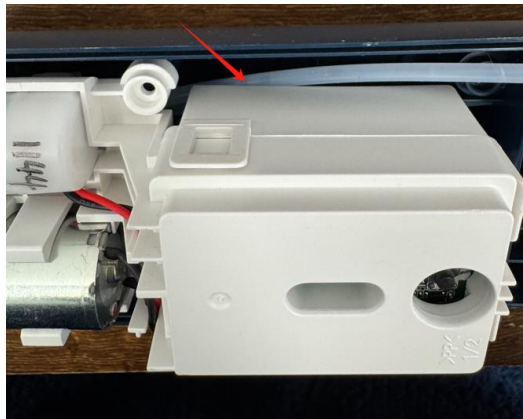
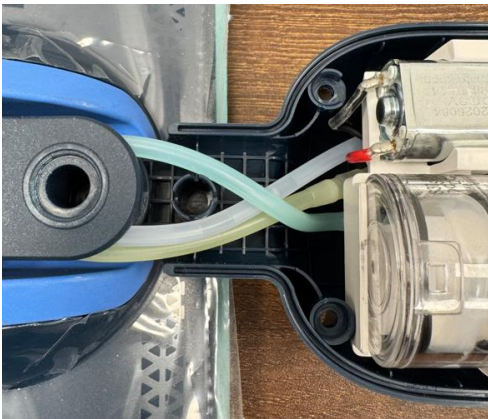


Disassembly- and Reassembly advice

- Connect the water tubes in the order of 1 2 3, then assemble the whole white parts into body cover, keep tube 3 in the same place like yellow tube (red circle area).



- Check water tube, up and down position, cross form like left pic, can move like right pic.

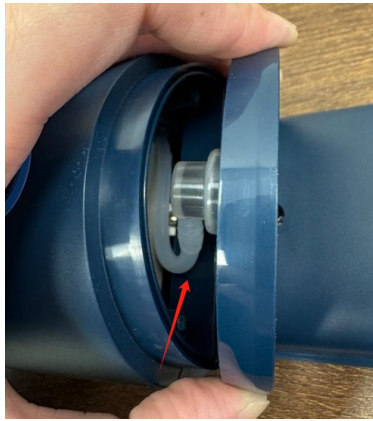


- Assemble front cover assy, put the water tube under the red line like right pic.

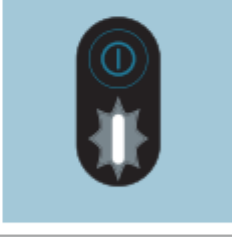
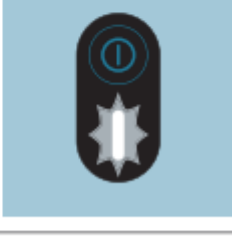
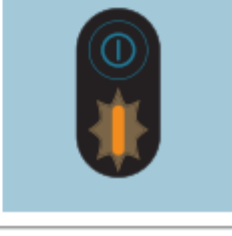


Disassembly- and Reassembly advice

- Connect the water tube, assemble the holder assy, ensure the tube falls into left of the plane (right pic red arrow place).



User interface signals and their meaning

Signal		Meaning of signal
The battery indicator flashes white slowly.		The appliance is charging.
The battery indicator flashes white fast for three seconds, and then flashes white slowly.		The On/Off button is pressed when the appliance is charging. Unplug the charging cable from the appliance if you want to use the appliance.
The battery indicator lights up white.		The appliance is fully charged.
The battery indicator flashes white.		The battery is running low and will be empty within 30 minutes. Charge the appliance.
The battery indicator flashes white fast.		The battery is running low and will be empty within 10 minutes. Charge the appliance.
The battery indicator flashes amber for three seconds when switching on the appliance.		The battery is almost empty. Charge the appliance.

User interface signals and their meaning

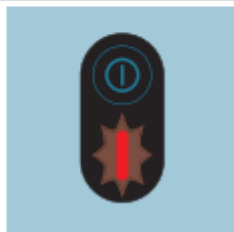
The battery indicator flashes
amber.



The appliance is used and/or stored above or below the
functioning temperature.

Do not store, charge, or use the appliance at a
temperature below 5 °C or above 35 °C.

The battery indicator flashes
red fast.



Malfunction of the appliance. Try switching the appliance
off and on again, or try plugging it into the charger
for one minute.

Trouble shooting

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, visit www.philips.com/support for a list of frequently asked questions or contact the Consumer Care Center in your country.

Problem	Possible cause	Solution
The appliance does not work when I press the on/off button.	The battery is empty.	Charge the battery according to the instructions in the use manual.
	You have pressed the on/off button more than once.	Wait a few seconds and press the on/off button again.
The appliance suddenly stops working.	You accidentally pressed the on/off button during cleaning.	Switch on the appliance again by pushing the on/off button.
	The battery is empty.	Charge the battery according to the instructions in the use manual.
The floor is less wet than usual.	The pad is not wet enough.	Make sure to wet the pad under the tap before cleaning.
	The inside of the pad is clogged.	Clean the pad in the washing machine at up to 40°C (see 'Cleaning the pad and water tanks') and follow the cleaning instructions on the pad. If this does not work, replace the pad.
There is no water on the floor.	The clean water tank is empty.	Refill the clean water tank.
	The clean water tank is not properly connected to the appliance.	Connect the clean water tank to the appliance properly.

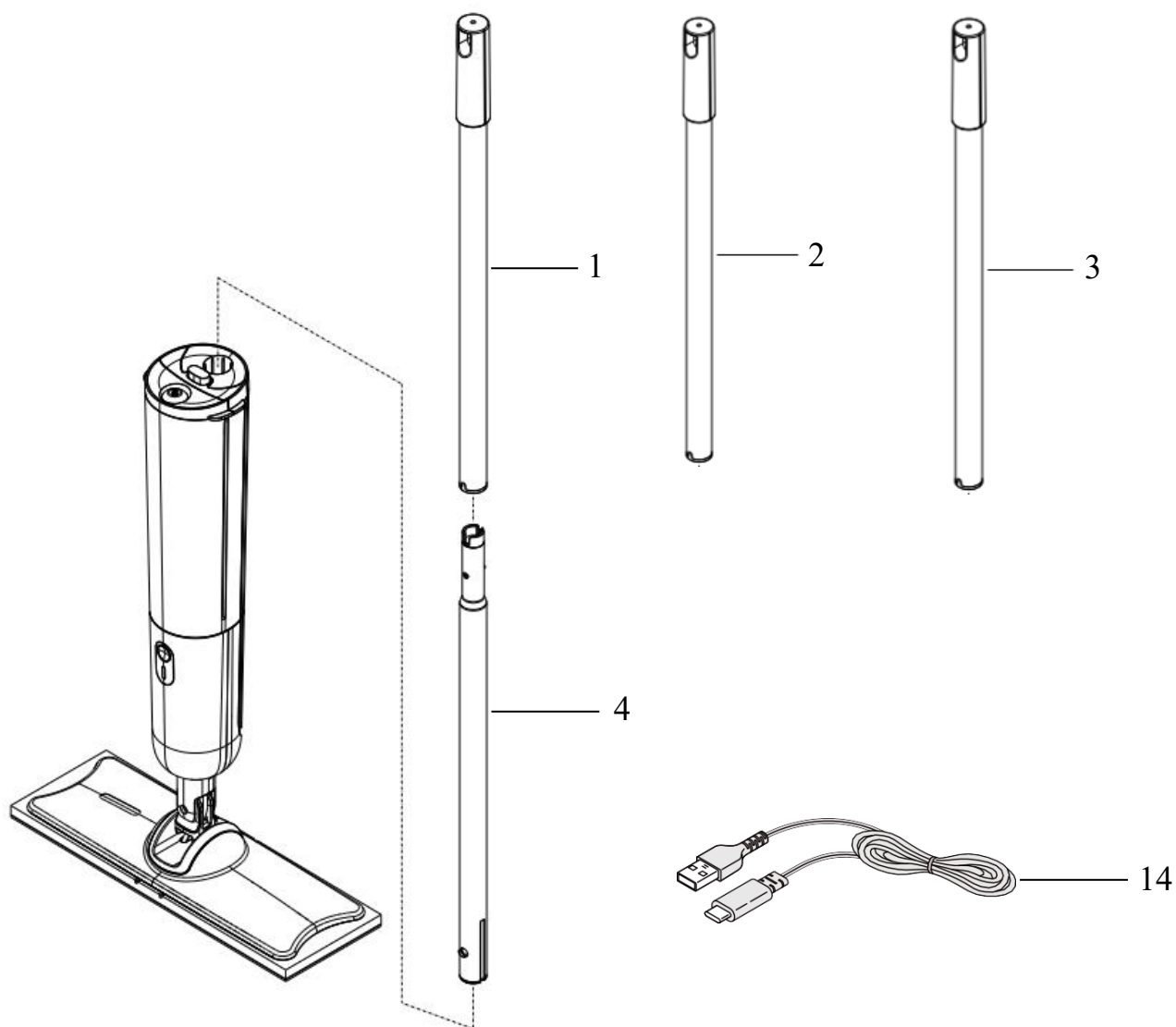
Trouble shooting

Problem	Possible cause	Solution
	The pad is not properly connected to the nozzle.	Connect the pad to the nozzle by pressing it firmly.
	The inside of the pad is clogged.	Clean the pad in the washing machine at up to 40°C (see 'Cleaning the pad and water tanks') and follow the cleaning instructions on the pad. If this does not work, replace the pad.
The floor dries with stripes.	The pad is partially clogged.	Clean the pad in the washing machine at up to 40°C (see 'Cleaning the pad and water tanks') and follow the cleaning instructions on the pad. If this does not work, replace the pad.
	Too much floor cleaner is used.	Press the dosing button only once to add the correct amount of floor cleaner.
	There are still detergent residues on the floor.	Clean the floor without detergent several times.
It is difficult to clean stains	The pad is too dry.	Make sure to wet the pad under the tap before cleaning.
	The stain has dried up for too long.	Apply water to the stain and wait a moment. You can move the appliance over the stain to apply water and then return to the stain at the end of your cleaning session.
Water drips out of the appliance.	The appliance is dripping when carrying it over the floor and holding the nozzle vertically.	While cleaning, do not lift the nozzle from the floor and do not hold it vertically, as this may leave water traces.
	The dirty water tank is full.	Empty the dirty water tank.
	The water tanks are not properly connected to the appliance.	Connect the water tanks to the appliance properly.
The appliance is not charging.	The charging cable is not properly connected to the appliance or the adapter is not inserted into the wall socket properly.	Make sure that the power plug is connected properly to the appliance and that the adapter is inserted into the wall socket properly.
	A wrong adapter is used.	Only use a safety extra low voltage approved adapter with an output rating of 5.0VDC 1.0A 5.0W and USB-C plug type.
	The USB-A to USB-C charging cable is broken.	Replace the broken cable with a new cable.
No detergent is coming out of the bottle.	You have just installed a new OneUp Floor Cleaner bottle on the clean water tank lid.	Press the dosing button multiple times until it is filled with detergent.

Trouble shooting

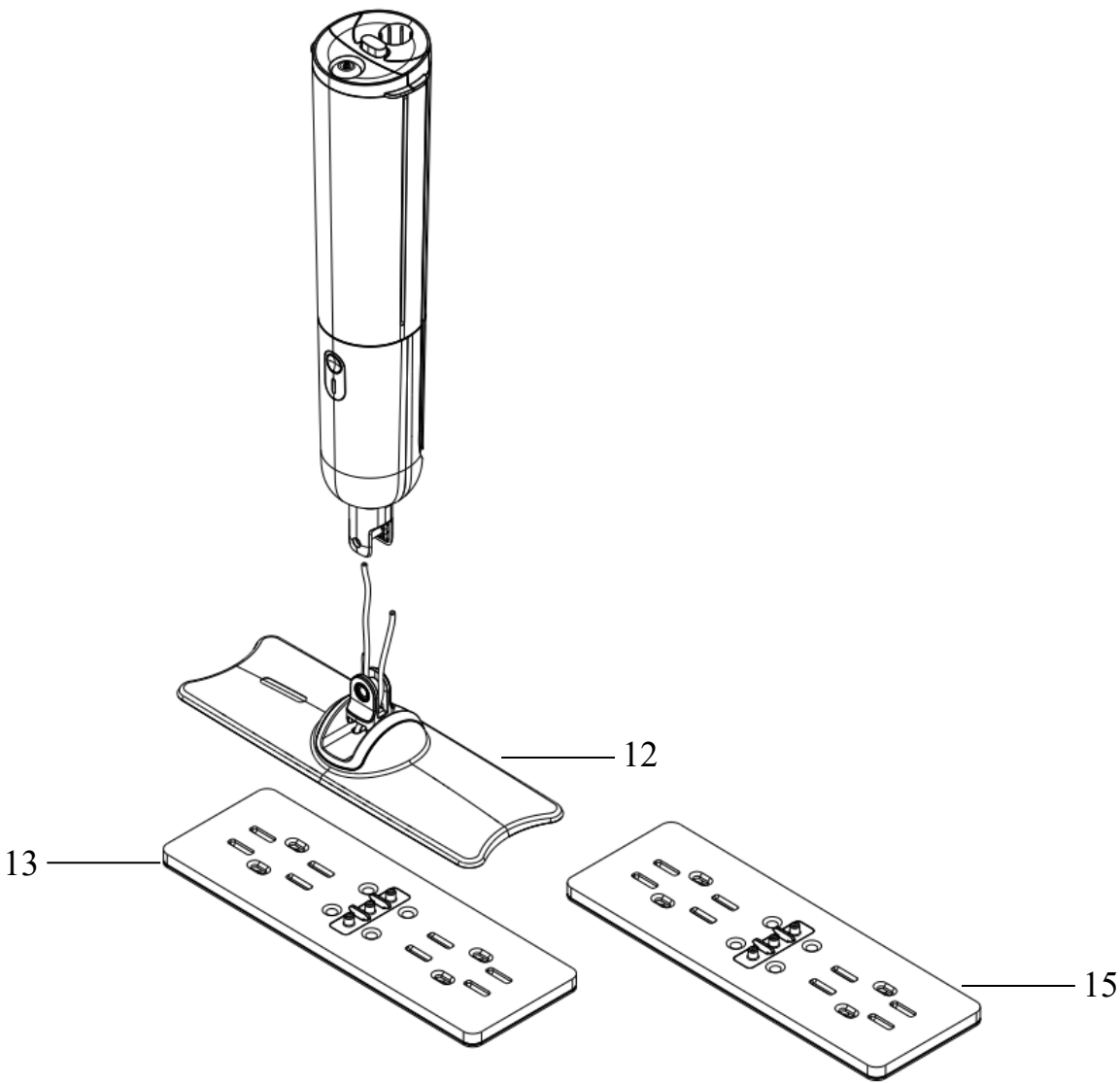
Problem	Possible cause	Solution
	The OneUp Floor Cleaner bottle is empty.	Install new bottle.
	The OneUp Floor Cleaner bottle is not properly installed on the clean water tank lid.	Install the bottle properly.
	The valve that releases floor cleaner is clogged.	Keep the clean water tank lid in warm water for 10 minutes, rinse it and try again.
The appliance moves too heavily over the floor.	The floor creates friction with the pad.	- Only move the pad forwards and backwards. Do not move it sideways. - Use the low friction pad XV1883.
There is no or minimal water coming back to the dirty water tank.	The mop pad internal pathways are polluted or clogged.	Wash the mop pad according the washing instruction or replace the mop pad with a new one.

Service parts



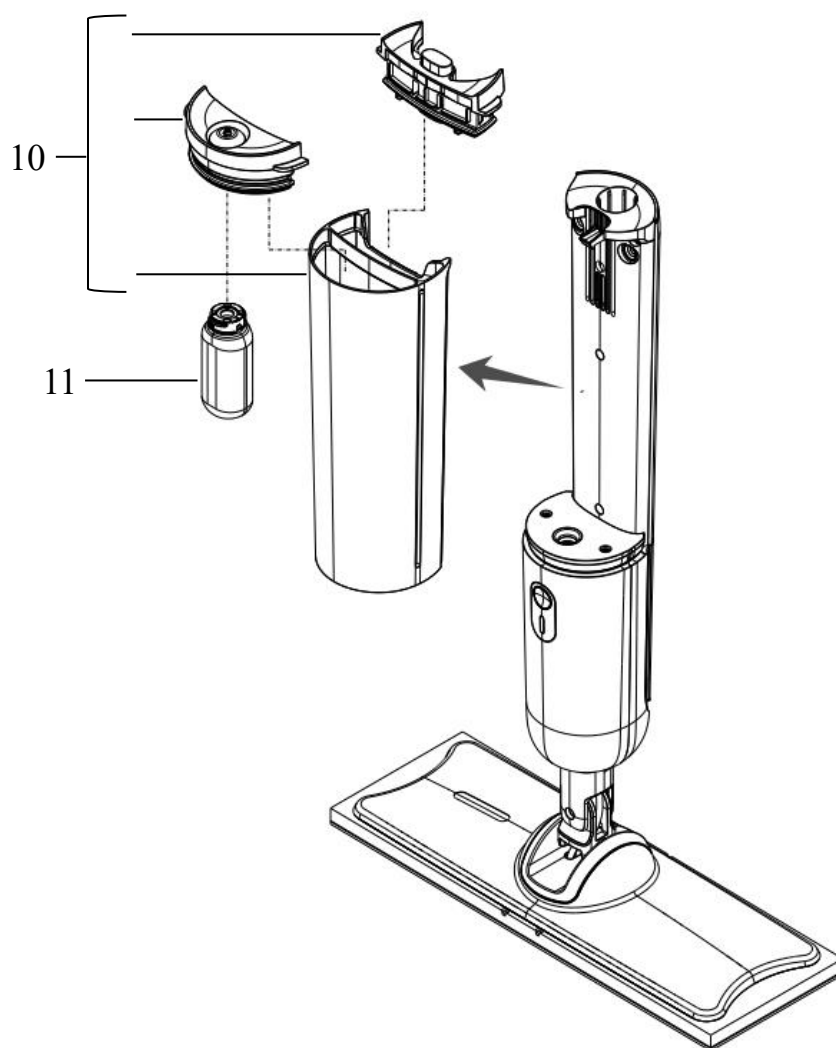
Pos	Service code	Description	Remark	CRP
1	642001017128	TOP_TUBE_ASSY_512.5MM_SWIFT		Y
2	642001022567	TOP_TUBE_ASSY_412.5MM_SWIFT	XV3101/01 TR	Y
3	642001022569	TOP_TUBE_ASSY_612.5MM_SWIFT		Y
4	642001017139	BELOW_TUBE_ASSY		Y
14	642001018063	USB A—USB C CABLE		Y

Service parts



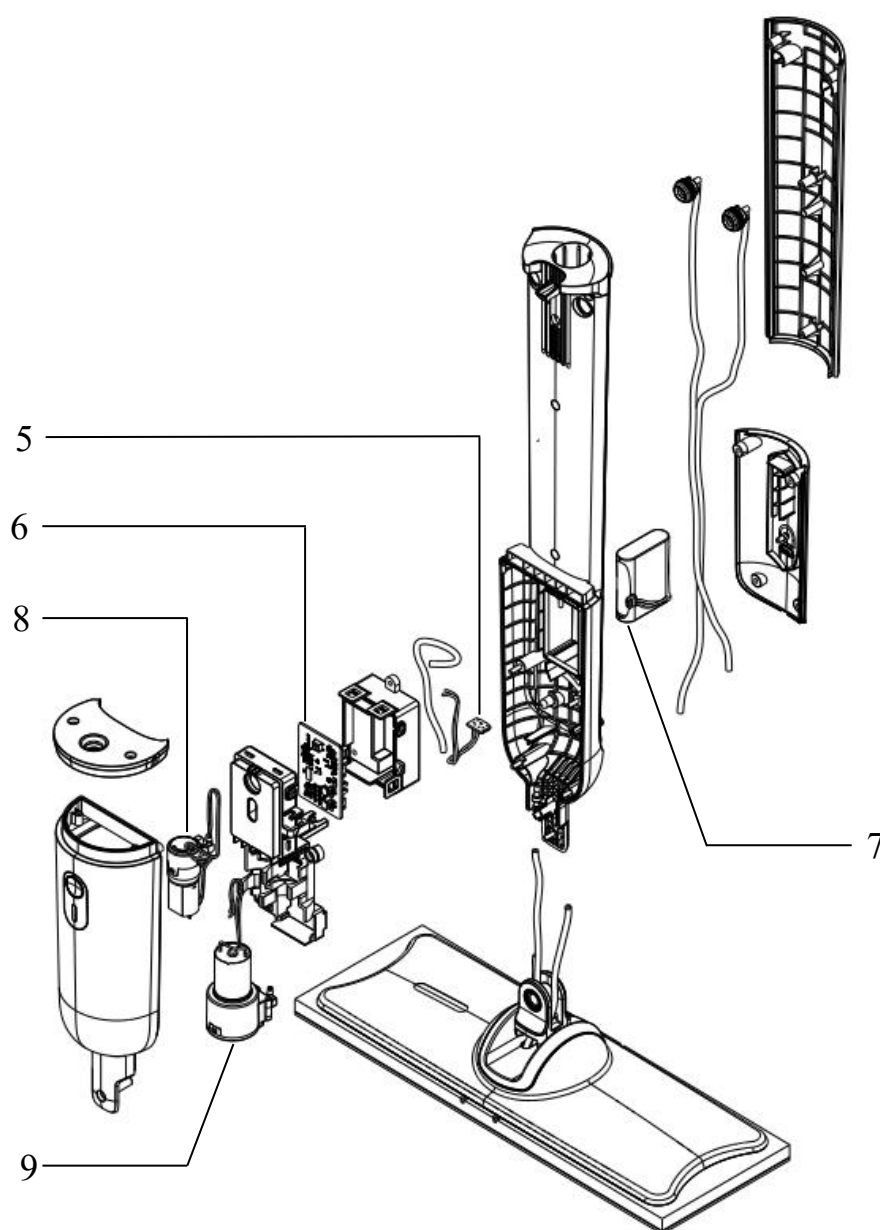
Pos	Service code	Description	Remark	CRP
12	642001023926	NOZZLE_BODY_ASSY		N
13	642001024594	MOP ASSY EMOP MD V02		Y
15	642001023134	GLIDER PAD ASSY_EMOP	Low friction	Y

Service parts



Pos	Service code	Description	Remark	CRP
10	642001016405	WATER_TANK_ASSY		Y
11	642001011157	CARTRIDGE_ASSY		Y

Service parts



Pos	Service code	Description	Remark	CRP
5	642001024516	TYPE-C_WIRING		N
6	642001015624	PCBA		N
7	642001015625	BATTERY	Ni-MH	N
8	642001015643	CW PUMP ASSY	Peristaltic pump	N
9	642001015626	DW PUMP ASSY	Peristaltic pump	N

Version history

V0——2024/12/27——Wk52/24

- Release initial version.

V1——2025/02/25——Wk09/25

- Item 5: TYPE-C WIRING, update 12nc from 642001016408 to 642001024516.
- Item 13: MOP ASSY EMOP MD V01(642001009371), replace it by MOP ASSY EMOP MD V02(642001024594).
- Item 15: GLIDER PAD ASSY EMOP(642001023134), newly added.