

# **TROUBLE SHOOTING GUIDE**

## **Troubleshooting**

### **My Philips Sonicare Toothbrush is not turning on**

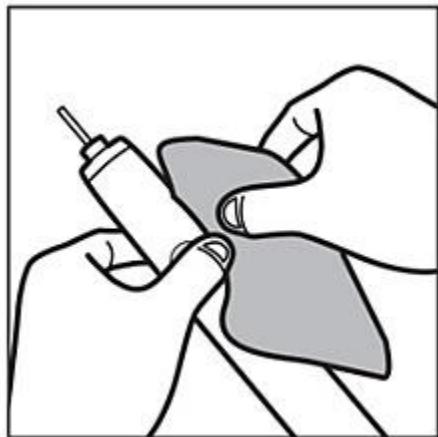
Is your Philips Sonicare Toothbrush not turning on anymore? If there are no vibrations when pressing the power button, you might want to use these possible causes and solutions to try and solve this issue yourself.

#### **The handle is empty or not fully charged**

Do you see the battery indicator blinking or do you hear a beep when you put the handle on the charger? If yes, this means that the handle is working properly but needs to be fully charged first. Fully charge your Philips Sonicare Toothbrush. This can take up to 24 hours.

#### **The power button is stuck**

Toothpaste or debris could get inside the small gap around the power button. This might cause the power button to get stuck and not properly functioning anymore. Clean the power button and the area around it with a damp cloth to make sure it is free of debris.



#### **Outlet is not working**

Try another appliance in the same outlet. If that appliance is also not working, the issue might be at the outlet. Try a different outlet to fully charge your Philips Sonicare Toothbrush. You might need to reset a GFCI outlet.

## Not using the original charger

Make sure that you use the original charger that came with your Philips Sonicare Toothbrush. Charging components are not interchangeable.

If none of these possible solutions solved the issue, please contact us for further assistance.

The information on this page applies to the following models: HX7533/01 , HX9354/74 , HX9354/75 , HX9354/20 , HX9354/22 , HX9354/21 , HX9903/30 , HX9957/61 , HX9957/38 , HX9924/37 , HX9924/36 , HX9924/35 , HX9924/34 , HX9903/33 , HX9903/32 , HX9903/31 , HX6712/66 , HX9924/61 , HX9903/61 , HX6712/67 , HX6632/61 , HX6911/80 , HX6911/79 , HX6911/77 , HX6911/76 , HX6711/65 , HX6711/64 , HX9331/43 , HX9954/56 , HX9361/69 , HX9351/57 , HX3211/45 , HX3211/62 , HX9371/71 , HX9391/90 , HX6732/38 , HX6963/74 , HX9192/30 , HX6871/85 , HX6876/84 , HX6877/84 , HX3211/57 , HX6877/48 , HX6871/49 , HX6859/40 , HX6857/43 , HX6809/81 , HX6810/50 , HX6877/33 , HX6877/21 , HX6876/21 , HX6871/41 , HX6857/32 , HX6857/11 , HX6853/11 , HX6850/60 , HX6829/82 , HX6829/71 , HX6817/31 , HX6817/01 , HX6816/01 , HX6812/01 , HX6811/01 , HX9984/08 , HX9984/48 , HX9984/28 , HX9984/19 , HX6809/82 , HX6827/11 , HX6820/60 , HX6809/83 , HX6974/76 , HX9957/51 , HX9194/53 , HX9194/54 , HX9903/01 , HX9924/41 , HX9924/21 , HX9924/11 , HX9924/01 , HX9903/41 , HX9903/21 , HX9903/11 , HX9945/01 , HX6964/77 , HX8912/03 , HX3211/02 , HX8932/74 , HX3211/33 , HX3211/23 , HX9985/01 , HX9985/41 , HX9985/21 , HX9985/11 , HX9945/08 , HX9985/48 , HX9985/28 , HX9985/18 , HX9985/08 , HX3281/53 , HX6731/03 , HX6721/45 , HX8911/31 , HX6552/75 , HX9111/12 , HX6772/73 , HX6632/18 , HX9343/10 , HX9383/57 , HX9383/10 , HX6211/47 , HX6211/48 , HX9193/05 , HX9192/01 , HX9393/90 , HX9392/05 , HX9372/10 , HX9362/10 , HX9352/10 , HX9332/10 , HX9194/08 , HX9193/04 , HX9193/03 , HX9192/02 , HX3281/32 , HX9383/75 , HX9383/69 , HX9383/56 , HX9383/08 , HX9348/20 , HX6582/51 , HX6211/46 , HX6392/05 , HX6971/33 , HX6732/74 , HX6341/02 , HX6381/02 , HX6321/05 , HX6218/10 , HX6211/90 , HX6772/74 , HX6211/92 , HX6211/91 , HX3211/17 , HX8918/10 , HX9383/62 , HX9383/76 , HX3211/30 , HX9352/30 , HX9143/02 , HX6732/77 , HX6732/76 , HX6253/83 , HX6214/50 , HX6638/95 , HX8911/35 , HX9188/11 , HX6211/07 , HX9372/04 , HX9172/15 , HX9172/14 , HX9112/13 , HX9112/12 , HX6362/02 , HX6321/02 , HX9382/07 , HX8912/36 , HX8912/02 , HX8911/99 , HX8911/30 , HX8911/02 , HX9382/74 , HX6212/19 , HX9182/34 , HX9182/32 , HX9142/32 , HX6972/75 , HX6211/28 , HX6632/21 , HX6211/18 , HX9332/30 , HX6392/02 , HX6772/20 , HX6762/20 , HX5911/10 , HX6581/50 , HX9382/68 , HX9382/54 , HX9381/05 , HX9342/50 , HX9342/03 , HX9181/26 , HX9181/25 , HX9141/23 , HX6972/31 , HX6962/73 , HX6921/31 , HX6632/20 , HX6631/30 , HX6681/07 , HX6631/96 , HX6631/02 , HX9172/11 , HX9112/16 , HX6921/04 , HX5611/01 , HX6254/81 , HX6631/04 , HX6315/71 , HX6552/77 , HX6991/10 , HX6721/98 , HX6732/36 , HX6212/05 , HX6731/34 , HX6342/07 , HX6382/07 , HX6921/30 , HX6211/04 , HX9362/68 , HX6211/30 , HX6252/71 , HX6252/70 , HX6212/17 , HX6211/99 , HX6211/98 , HX6211/96 , HX6211/95 , HX6211/94 , HX6211/93 , HX6712/03 , HX6512/02 , HX5612/08 , CP0472/01 , HX6311/07 , HX6341/07 , HX6381/07 , CP0467/01 , CP0470/01 , HX6721/99 , HX6511/34 , HX6731/33 , HX5641/99 , HX5671/99 , HX5661/99 , HX5620/20 , HX5630/50 , HX9352/04 , HX9352/05 , HX6731/02 , HX9170/10 , HX9110/02 , HX6921/02 , HX9141/10 , HX9181/10 , HX9181/04 , HX5610/75 , HX5610/09 , HX6313/02 , HX5610/02 , HX5631/50 , HX5610/34 , HX5610/30 , HX5610/26 , HX5610/04 , HX5910/81 , HX5610/01 , HX5610/03 ,

HX6512/55 , HX6733/90 , HX5910/71 , HX5853/71 , HX9382/05 , HX9332/03 , HX9332/12 , HX9332/05 , HX9332/04 , HX6511/02 , HX5350/02 , HX5752/02 , HX6732/33 , HX5351/55 , HX6932/55 , HX6711/55 , HX5352/55 , HX6972/10 , HX6311/02 , HX6911/02 , HX6992/03 , HX6992/10 , HX6712/75 , HX6712/83 , HX6732/02 , HX6780/02 , HX6733/80 , HX6782/12 , HX6733/70 , HX6952/71 , HX6952/70 , HX6932/75 , HX5752/71 , HX6711/12 , HX6582/50 , HX6581/12 , HX6581/02 , HX6511/50 , HX6311/55 , HX6311/33 , HX5753/71 , HX6711/02 , HX5581/02 , HX6902/02 , HX6982/10 , HX6932/10 , HX6942/10 , HX5251/33 , HX5302/33 , HX5351/30 , HX5351/46 , HX5352/46 , HX9332/10

## **Handle is not fully charged**

Place your handle on the charger. If you see the battery indicator light (below the modes) blinking, or if you hear a beep, it means that your toothbrush is charging. Fully charge your Philips Sonicare Toothbrush for 24 hours.

## **Not using the original charger**

Make sure that you use the original charger that came with your Philips Sonicare Toothbrush.

## **Electric brushing**

The sound and vibration of the Philips Sonicare may seem unusual to you if you are used to a manual toothbrush. If this is your first electric toothbrush, it can take a while to get used to electric brushing.

## **Identify where the noise is coming from**

Remove the brush head. Do you still hear the same loud noise after removing the brush head?

- If yes, the issue might be at the handle. Please contact us for further assistance.
- If no, the issue might be at the brush head. Read along to try and solve this issue yourself

## **Brush head not well placed**

Reattach the brush head. Make sure that the brush head is well placed and not loose or wobbly. A small gap between the handle and the brush head is normal.

## **Counterfeit brush heads**

Counterfeit brush heads may make more noise than genuine Philips Sonicare brush heads. We recommend you to use genuine Philips Sonicare brush heads.

## **Brush head is worn**

If you used the same brush head for more than three months, you might need to replace your brush head. As brush heads wear out, they may start to produce more noise. We recommend replacing the brush head every three months.

If replacing your brush head did not solve the issue, please contact us.

The information on this page applies to the following models: HX7533/01 , HX9354/74 , HX9354/75 , HX9354/20 , HX9354/22 , HX9354/21 , HX9903/30 , HX9957/61 , HX9957/38 , HX9924/37 , HX9924/36 , HX9924/35 , HX9924/34 , HX9903/33 , HX9903/32 , HX9903/31 , HX6712/66 , HX9924/61 , HX9903/61 , HX6712/67 , HX6632/61 , HX6911/80 , HX6911/79 , HX6911/77 , HX6911/76 , HX6711/65 , HX6711/64 , HX9331/43 , HX9954/56 , HX9361/69 , HX9351/57 , HX3211/45 , HX3211/62 , HX9371/71 , HX9391/90 , HX6732/38 , HX6963/74 , HX9192/30 , HX6871/85 , HX6876/84 , HX6877/84 , HX3211/57 , HX6877/48 , HX6871/49 , HX6859/40 , HX6857/43 , HX6809/81 , HX6810/50 , HX6877/33 , HX6877/21 , HX6876/21 , HX6871/41 , HX6857/32 , HX6857/11 , HX6853/11 , HX6850/60 , HX6829/82 , HX6829/71 , HX6817/31 , HX6817/01 , HX6816/01 , HX6812/01 , HX6811/01 , HX9984/08 , HX9984/48 , HX9984/28 , HX9984/19 , HX6809/82 , HX6827/11 , HX6820/60 , HX6809/83 , HX6974/76 , HX9957/51 , HX9194/53 , HX9194/54 , HX9903/01 , HX9924/41 , HX9924/21 , HX9924/11 , HX9924/01 , HX9903/41 , HX9903/21 , HX9903/11 , HX9945/01 , HX6964/77 , HX8912/03 , HX3211/02 , HX8932/74 , HX3211/33 , HX3211/23 , HX9985/01 , HX9985/41 , HX9985/21 , HX9985/11 , HX9945/08 , HX9985/48 , HX9985/28 , HX9985/18 , HX9985/08 , HX3281/53 , HX6731/03 , HX6721/45 , HX8911/31 , HX6552/75 , HX9111/12 , HX6772/73 , HX6632/18 , HX9343/10 , HX9383/57 , HX9383/10 , HX6211/47 , HX6211/48 , HX9193/05 , HX9192/01 , HX9393/90 , HX9392/05 , HX9372/10 , HX9362/10 , HX9352/10 , HX9332/10 , HX9194/08 , HX9193/04 , HX9193/03 , HX9192/02 , HX3281/32 , HX9383/75 , HX9383/69 , HX9383/56 , HX9383/08 , HX9348/20 , HX6582/51 , HX6211/46 , HX6392/05 , HX6971/33 , HX6732/74 , HX6341/02 , HX6381/02 , HX6321/05 , HX6218/10 , HX6211/90 , HX6772/74 , HX6211/92 , HX6211/91 , HX3211/17 , HX8918/10 , HX9383/62 , HX9383/76 , HX3211/30 , HX9352/30 , HX9143/02 , HX6732/77 , HX6732/76 , HX6253/83 , HX6214/50 , HX6638/95 , HX8911/35 , HX9188/11 , HX6211/07 , HX9372/04 , HX9172/15 , HX9172/14 , HX9112/13 , HX9112/12 , HX6362/02 , HX6321/02 , HX9382/07 , HX8912/36 , HX8912/02 , HX8911/99 , HX8911/30 , HX8911/02 , HX9382/74 , HX6212/19 , HX9182/34 , HX9182/32 , HX9142/32 , HX6972/75 , HX6211/28 , HX6632/21 , HX6211/18 , HX9332/30 , HX6392/02 , HX6772/20 , HX6762/20 , HX5911/10 , HX6581/50 , HX9382/68 , HX9382/54 , HX9381/05 , HX9342/50 , HX9342/03 , HX9181/26 , HX9181/25 , HX9141/23 , HX6972/31 , HX6962/73 , HX6921/31 , HX6632/20 , HX6631/30 , HX6681/07 , HX6631/96 , HX6631/02 , HX9172/11 , HX9112/16 , HX6921/04 , HX5611/01 , HX6254/81 , HX6631/04 , HX6315/71 , HX6552/77 , HX6991/10 , HX6721/98 , HX6732/36 , HX6212/05 , HX6731/34 , HX6342/07 , HX6382/07 , HX6921/30 , HX6211/04 , HX9362/68 , HX6211/30 , HX6252/71 , HX6252/70 , HX6212/17 , HX6211/99 , HX6211/98 , HX6211/96 , HX6211/95 , HX6211/94 , HX6211/93 , HX6712/03 , HX6512/02 , HX5612/08 , CP0472/01 , HX6311/07 , HX6341/07 , HX6381/07 , CP0467/01 , CP0470/01 , HX6721/99 , HX6511/34 , HX6731/33 , HX5641/99 , HX5671/99 , HX5661/99 , HX5620/20 , HX5630/50 , HX9352/04 , HX9352/05 , HX6731/02 , HX9170/10 , HX9110/02 , HX6921/02 , HX9141/10 , HX9181/10 , HX9181/04 , HX5610/75 , HX5610/02 , HX5631/50 , HX5610/34 , HX5610/30 ,

HX5610/26 , HX5610/04 , HX5910/81 , HX5610/01 , HX5610/03 , HX6512/55 , HX6733/90 , HX5910/71 , HX5853/71 , HX9382/05 , HX9332/03 , HX9332/12 , HX9332/05 , HX9332/04 , HX6511/02 , HX5350/02 , HX5752/02 , HX6732/33 , HX5351/55 , HX6932/55 , HX6711/55 , HX5352/55 , HX6972/10 , HX6311/02 , HX6911/02 , HX6992/03 , HX6992/10 , HX6712/75 , HX6712/83 , HX6732/02 , HX6780/02 , HX6733/80 , HX6782/12 , HX6733/70 , HX6952/71 , HX6952/70 , HX6932/75 , HX5752/71 , HX6711/12 , HX6582/50 , HX6581/12 , HX6581/02 , HX6511/50 , HX6311/55 , HX6311/33 , HX5753/71 , HX6711/02 , HX5581/02 , HX6902/02 , HX6982/10 , HX6932/10 , HX6942/10 , HX5251/33 , HX5302/33 , HX5351/30 , HX5351/46 , HX5352/46 , HX9332/10

## **My Philips Sonicare toothbrush makes a loud noise**

If your Philips Sonicare toothbrush makes a loud noise when you switch it on, there might be a very simple solution.

### **Remove the plastic travel cap**

You may have forgotten to remove the transparent plastic travel cap from the brush head before turning the toothbrush on.

If the handle of your electric Philips Sonicare toothbrush does not function properly, there might be a simple solution. Resolve it yourself with this tip.

### **Charge for 24 hours**

Place the handle in the charger and charge for 24 hours before turning it back on. If the handle still does not hold a charge, contact customer service.

The information on this page applies to the following models: HX9192/30 , HX3211/23 , HX3211/33 , HX9882/12 , HX9193/05 , HX9192/01 , HX9194/08 , HX9193/04 , HX9193/03 , HX9192/02 , HX3281/32 , HX6031/11 , HX6381/02 , HX6341/02 , HX6041/11 , HX6211/90 , HX6211/92 , HX6211/91 , HX3211/17 , HX8918/10 , HX3211/30 , HX6362/02 , HX6321/02 , HX8912/02 , HX8911/99 , HX8911/30 , HX8911/02 , HX6392/02 , HX6631/96 , HX6681/07 , HX6631/04 , HX6212/05 , HX6211/04 , HX6211/30 , HX6252/71 , HX6252/70 , HX6212/17 , HX6211/99 , HX6211/98 , HX6211/96 , HX6311/07 , HX6511/34 , HX6731/33 , HX5620/20 , HX5630/50 , HX6731/02 , HX9170/10 , HX9110/02 , HX6921/02 , HX9141/10 , HX5610/02 , HX5610/34 , HX5610/30 , HX5610/26 , HX5610/04 , HX5610/01 , HX5610/03 , HX6023/05 , HX7012/05 , HX6511/02 , HX5350/02 , HX5752/02 , HX7990/02 , HX7002/82 , HX6032/60 , HX6023/82 , HX7012/60 , HX6732/33 , HX6032/05 , HX6042/05 , HX6972/10 , HX6042/60 , HX6003/72 , HX6311/02 , HX6012/82 , HX6911/02 , HX6013/60 , HX7012/62 , HX7011/60 , HX7003/60 , HX7002/62 , HX6023/62 , HX6023/60 , HX6032/62 , HX6992/10 , HX6992/03 , HX6042/62 , HX6013/11 , HX6011/90 , HX6023/90 , HX6013/90 , HX6712/75 , HX6712/83 ,

HX6732/02 , HX6780/02 , HX6782/12 , HX7002/43 , HX6733/70 , HX6952/70 , HX6932/75 , HX6013/62 , HX7002/60 , HX6511/50 , HX6311/55 , HX6311/33 , HX6711/02 , HX6003/90 , HX5581/02 , HX7012/90 , HX7012/11 , HX7011/90 , HX7011/11 , HX7003/12 , HX7002/90 , HX7002/11 , HX7001/11 , HX6021/82 , HX6013/82 , HX9552/02 , HX7012/82 , HX6411/02 , HX6021/11 , HX6023/11 , HX4101/02 , HX6902/02 , HX6982/10 , HX6932/10 , HX6942/10 , HX7003/82 , HX7011/82 , HX6011/11 , HX7351/02 , HX5351/46 , HX5352/46 , HX7003/16 , HX9882/33 , HX7361/72 , HX4101/72 , HX3351/02 , HX3551/02 , HX3881/02 , HX3881/03 , HX8002/13 , HX7001/82

## My Philips Sonicare brush heads are worn out or broken

After three months of normal use, Philips Sonicare electric toothbrush bristles exhibit fatigue and brush heads are less effective at removing plaque.

### Replace every three months

Please visit the [Philips on-line store](#) or find a retailer in the neighborhood you to purchase replacement brush heads.

The information on this page applies to the following models: HX3211/23 , HX3281/32 , HX3211/30 , HX3631/08 , HX3631/04 , HX5350/02 , HX5581/02 , HX4101/02 , HX5352/46 , HX4101/72 , HX3551/02 , HX3881/02 , HX3881/03 , HX3211/17 , HX3211/33 , HX3351/02 , HX3631/02 , HX3631/03 , HX3631/06 , HX3631/07 , HX5351/46

If you are not seeing the anticipated whitening results from your Philips Sonicare electric toothbrush, there could be a clear cause.

## Philips Sonicare reduces stains caused by external factors

The Philips Sonicare toothbrush won't remove internal stains on teeth, including those resulting from antibiotic mouthwashes or an excessively high fluoride intake during childhood. However, regular use of a Sonicare toothbrush will significantly reduce stains caused by coffee, tea and tobacco, resulting in naturally whiter teeth.

The information on this page applies to the following models: HX3211/23 , HX3211/33 , HX9882/12 , HX9193/05 , HX9192/01 , HX9194/08 , HX9193/04 , HX9193/03 , HX9192/02 , HX3281/32 , HX3211/17 , HX3211/30 , HX3631/02 , HX9170/10 , HX9110/02 , HX3631/04 , HX3631/03 , HX9141/10 , HX7002/82 , HX7990/02 , HX6911/02 , HX7002/43 , HX7001/11 , HX7012/90 , HX7012/11 , HX7011/90 , HX7011/11 , HX7003/12 , HX7002/90 , HX7002/11 , HX7012/82 , HX9552/02 , HX6902/02 , HX7011/82 , HX7351/02 , HX7003/16 , HX9882/33 , HX7361/72 , HX3351/02 , HX3551/02 , HX3881/02 , HX3881/03 , HX7001/82

# **My Sonicare electric toothbrush beeps before turning off**

A Philips Sonicare electric toothbrush helps improve your brushing experience. So do the beeps. Find out what they are trying to tell you.

## **Time to recharge your Philips Sonicare toothbrush**

Your Philips Sonicare toothbrush has a Recharge Indicator that notifies you when there is only enough power left for 3 or fewer brushing sessions. If this is the case, you will hear 5 rapid beeps at the end of the 2-minute brushing cycle.

The information on this page applies to the following models: HX3211/23 , HX9882/12 , HX3281/32 , HX3211/30 , HX7002/43 , HX7001/11 , HX7012/90 , HX7012/11 , HX7011/90 , HX7011/11 , HX7003/12 , HX7002/90 , HX7002/11 , HX6902/02 , HX7990/02 , HX6942/10 , HX6982/10 , HX7011/82 , HX7351/02 , HX7003/16 , HX9882/33 , HX7361/72 , HX9552/02 , HX7002/82 , HX7012/82 , HX7001/82 , HX3211/17 , HX3211/33 , HX6911/02 , HX6932/10