



Troubleshooting

My Philips Sonicare vibration is less powerful than before

If your Philips Sonicare toothbrush is vibrating less powerful than before, you can often solve this yourself. Before troubleshooting, make sure that the toothbrush is fully charged.

Easy-start function is activated

The Easy-start function on your Philips Sonicare toothbrush might be activated. Disable the Easy-start function to increase the vibrations. You can find the instructions in the user manual that came with your Philips Sonicare toothbrush

NOTE: The Philips Sonicare PowerUp is not equipped with the Easy-start function

Select the right brushing mode

Try using different brushing modes and find the optimal brushing experience for you.

Low intensity settings

Your Philips Sonicare toothbrush has three intensity settings (low, medium and high). Try using a higher intensity and find the optimal brushing experience for you.

Your brush head is worn out

Older brush heads can seem less effective or powerful while brushing. If your brush head has been in use for more than 3 months, we recommend you to replace your brush head.

If your Philips Sonicare toothbrush vibration is too powerful, you can often solve this yourself. Follow these simple steps.

Getting used to an electric toothbrush

An electric toothbrush works differently than an ordinary toothbrush. If you are a first user, take some time to get used to your electric toothbrush. If you have sensitive gums, it can take up to 3 weeks to get used to an electric toothbrush.

Turn on Easystart to get used to your Philips Sonicare toothbrush.

Enable Easystart

Easystart helps you get used to electric tooth brushing by gently increasing the brushing power during the first 14 brushing sessions. Use Easystart on your toothbrush for a less powerful vibration.

Enable Easystart for your ProtectiveClean toothbrush

1. Place your **ProtectiveClean** toothbrush on the charger
2. Hold the power until you hear two beeps
3. Immediately release the power button after the two beeps.
4. Easystart is activated when you hear three beeps from low to high and lights will blink green
5. Easystart is activated when you hear three beeps from high to low and lights will blink orange

Enable Easystart for your DiamondClean (Smart) toothbrush

1. Place your **DiamondClean (Smart)** on the charger.
2. Press and hold the mode button
3. Press the power button once
4. The handle beeps twice > Easystart is enabled
5. The handle beeps twice > Easystart is disabled

Select the right brushing mode or intensity setting

Try using different brushing modes or intensity settings and find the optimal brushing experience for you. Is the vibration of your Sonicare toothbrush too powerful? Select a lower intensity level to get used to your Sonicare toothbrush.