

# My Philips SmartClean system is not working properly

If your Philips SmartClean system is not working properly, please read our advice below to troubleshoot this problem yourself.

Unit is unplugged

Your SmartClean station needs to be plugged in to work.

Always check if the device is connected to an electric socket before turning it on.

Cartridge needs to be replaced

If the arrow symbol on your SmartClean unit is lighting up, this means that the cartridge with the SmartClean cleaning solution needs to be replaced.

Please replace the cartridge, by opening the bottom section of the SmartClean system.

To find out more about replacing your SmartClean cartridge please read the article 'When should I replace the SmartClean cartridge?'



Reset the unit

If the SmartClean device is still not working, we recommend to restart it.

Simply unplug the device from the mains, wait for 10 seconds and plug it back in.

Still not working

Please contact our team to further help you with this problem.

# My Philips Shaver is not working

If your Philips Shaver is not working or turning on, read below the possible causes and our advice on how to solve them yourself.

## Your Philips Shaver is not charged

If you have a rechargeable Philips Shaver, it is possible, that its battery has drained out. We advise you to charge your shaver and then try turning it on again. For details on how to charge your shaver, please refer to the user manual.

If your Philips Shaver is not rechargeable then it should be plugged in to a working electric socket while in use.

## Your Philips Shaver is dirty

It is possible that your shaver does not turn on or move because it is dirty. There can be hair or dirt particles stuck inside it, causing the shaving heads to be blocked.

To fix this problem, properly clean your shaver. If possible, remove the shaving head and clean your shaver from the inside as well. For detailed cleaning instructions, refer to your user manual.

In some shavers, a cleaning reminder symbol will blink to let you know that the shaver needs to be cleaned.



## Your Philips Shaver is not assembled correctly

Another reason why your shaver might not be working is that it is not assembled correctly. To find out proper instructions on how to reassemble your shaver, refer to your user manual.

## The travel lock on your Philips Shaver is activated

Some Philips Shavers have a 'travel lock' function. If this is activated, the shaver does not turn on. Depending on the shaver model you have, you may see a 'lock' symbol blinking on your shaver to let you know that the travel lock is activated.

To deactivate the travel lock, press the on/off button of your shaver for three to five seconds. Now try turning the shaver on again.



Your Philips Shaver is damaged

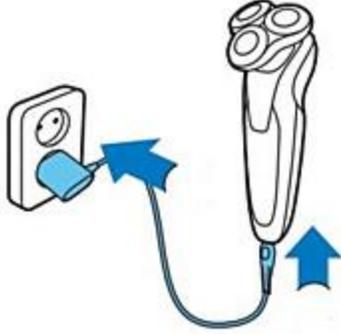
It is possible that your Philips Shaver is damaged to such an extent that the motor cannot run anymore. In this case, please contact us to see how we can further help.

## **My Philips Shaver is not charging**

If you are having trouble charging your Philips Shaver, try our troubleshooting advice to solve this issue yourself.

Shaver is not plugged in

Make sure that the charging cable of your Philips Shaver is connected correctly to your shaver and plugged in a working electric socket.



The charger or charging cable is not compatible with your Philips Shaver

You should always use the original Philips Charger and (USB) cable to charge your Philips Shaver. To find out which charger is compatible with your shaver please visit [philips.com/parts-and-accessories](https://philips.com/parts-and-accessories) or call us for further support.

Energy saving mode is on

When your Philips Shaver is charging, you can see an indicator light or battery symbol flashing on it. To save energy, this indicator light automatically turns off 15 or 30 minutes after the shaver is fully charged.

To check if your shaver's energy-saving mode is on, try unplugging the charging cord and plugging it back in the shaver again. This will prompt the indicator light to start flashing again. You can now be assured that your shaver is charging.



You are charging your Philips Shaver for the first time or after a very long time

When you charge your Philips Shaver for the first time or after a very long time the battery starts charging very slowly to prevent damage to the device. This means that the charging light on your shaver may not flash for the first few hours.

This is nothing to worry about. Let your shaver charge for at least two hours and then check the charging status again. If the shaver is still not charging, there could be a different issue.

Philips Shaver was not placed correctly in the SmartClean system

If you are using the Philips SmartClean system to charge your shaver, make sure your shaver is placed correctly in it.

Hold the shaver upside down above the holder. Make sure the front of the shaver points towards the SmartClean system and then follow the steps below:

1. Place the shaver in the holder.
2. Tilt the shaver backward
3. Press down the top cap of the SmartClean system until you hear a click sound, confirming that the shaver is locked in.

You will see a battery symbol flashing on your SmartClean system indicating that the shaver is charging.

If you have tried the troubleshooting advice above but your shaver is still not charging, then please contact us for further help.

