

# My Philips Sonicare Toothbrush is not turning on

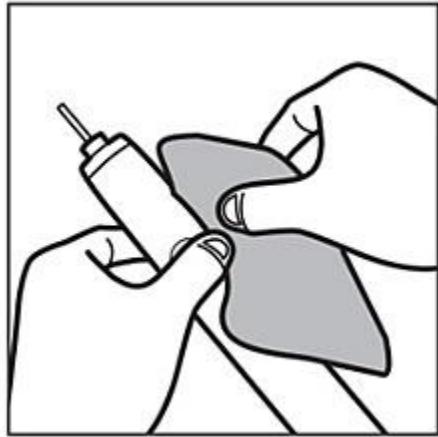
Is your Philips Sonicare Toothbrush not turning on anymore? If there are no vibrations when pressing the power button, you might want to use these possible causes and solutions to try and solve this issue yourself.

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.

# My Philips Sonicare Toothbrush does not charge

Is your Philips Sonicare Toothbrush not charging? Use these possible causes and solutions to try and solve this charging issue yourself.

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.

Outlet is not working

Try another appliance on 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.

# My Philips Sonicare toothbrush makes loud noise

Philips Sonicare Toothbrushes use powerful vibrations which produce up to 31,000 brush strokes per minute, which could cause a loud noise. Use this video to try and solve this issue yourself.

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.

## **My Philips Sonicare toothbrush vibration is too powerful**

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**

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

## **Enable Easystart for your DiamondClean (Smart) toothbrush**

- Place your **DiamondClean (Smart)** on the charger.
- Press and hold the mode button
- Press the power button once
- The handle beeps twice > Easystart is enabled
- 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.

If this did not solve your problem, please contact us.