Troubleshooting

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.

If the flashing light turns off at some point during charging, this is normal.

Not using the original charger

Make sure that you use the original charger that came with your Philips Sonicare Toothbrush. The charger that came with your toothbrush may not be compatible with another Philips Sonicare Toothbrush. The DiamondClean series requires different glass chargers. Although the chargers may look the same, they are not compatible.

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

Interferences

- Metal surfaces or other chargers may interfere with your charger. Make sure that the charger is not placed on a metal surface or near other chargers. Place the charger in a different position and try again.

For glass chargers or wireless pad chargers:
Make sure that bottom of your toothbrush is touching the center of the charging glass or on the charging pad.

For Toothbrush handles compatible with the Sonicare App

Your toothbrush gets software updates when connected to the app. This happens through firmware updates. Some of these updates improve charging capability.

Follow these steps to check if you have the latest firmware installed on your toothbrush handle:

Update (or download) the latest version of the Philips Sonicare app from the App Store or Google Play.
Open the Philips Sonicare app
Tap on the menu icon in the top left corner
Go to 'My Products'
Select your toothbrush
Select 'Handle update' to see if any updates are available
If you have updates available, please update the firmware of your handle by following the instructions from the Philips Sonicare app.

My Philips Sonicare Toothbrush vibration is less powerfull than before

Is your Philips Sonicare Toothbrush vibrating weakly or less powerful than before? You can use these possible causes and solutions to try and solve this issue yourself.

Easy-start feature is activated

Some models come with the Easy-start feature activated. The Easy-start feature enables you to increase the vibrations over time to get used to electric brushing. Disable the Easy-start feature to increase the vibrations. You can find detailed instructions in the user manual that came with your Philips Sonicare Toothbrush to deactivate the Easy-start feature.

Battery is almost empty

The vibrations of your Philips Sonicare Toothbrush weaken as the battery runs out. Fully charge your toothbrush to increase vibrations. It can take up to 24 hours to fully charge your Philips Sonicare Toothbrush. Be sure to use the original charger that came with your toothbrush. Some Philips Sonicare Toothbrushes come with different types of chargers. They are not interchangeable.

Worn out brush head

Older brush heads can seem less effective or powerful while brushing. We recommend you to replace your brush head after 3 months of use.