

Troubleshooting Steps

My Philips Sonicare AirFloss handle needs frequent recharging

If you find that you need to recharge your Philips Sonicare AirFloss frequently, check out our tips below on how you can fix this.

Charging your AirFloss

If this is your first time using the AirFloss, it is important to charge it for 24 hours before using.

Another tip to ensure that your AirFloss stays charged, leave it on the charger when not in use. Leaving it on the charger will not damage your AirFloss.

Note: When it is fully charged, AirFloss has an operating time of up to 2 weeks (or 14 uses).

Note: When the charge indicator flashes yellow, the battery is low and needs to be recharged (fewer than 3 uses left).

My Philips Sonicare AirFloss is not turning on

If your Philips Sonicare AirFloss is not turning on, below you will find a couple solutions that you can try yourself.

Turn the power button on

Press the power button to ensure your Sonicare AirFloss is on.



Place it on the charger

If your AirFloss is still not turning on, you can try charging the device by plugging the charger into a live outlet and place your AirFloss on the charger.

Charging process:

- 1 green LED: 33% charged
- 2 green LED: 66% charged
- 3 green LED: 100% charged

Note: If you are using your Sonicare AirFloss for the first time, ensure that it is charged for 24 hours.

Note: When the charge indicators flash yellow, the battery is low and needs to be recharged (fewer than 3 uses left).

Still not turning on or have questions?

Contact our Consumer Care Agents for further assistance or visit our support page.



My Philips Sonicare AirFloss is less powerful

If you find that your Philips Sonicare AirFloss is becoming less powerful than before, below you will find the cause and solution on how you can fix this.

The AirFloss nozzle and reservoir vent is clogged or dirty

If the AirFloss becomes clogged, it is important to clean the inside and outside of the nozzle, as well as the reservoir vent.

To clean the nozzle, follow the steps below:

1. Remove the AirFloss nozzle from the handle
2. Rinse the nozzle with warm water. We advise you to clean it after each use to eliminate the residue

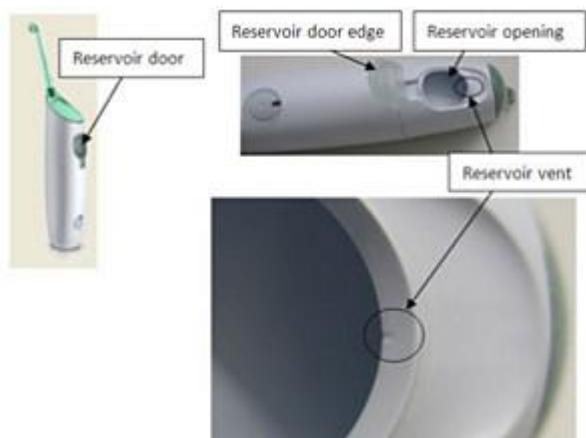
To clean the reservoir vent, follow the steps below:

There is a small vent in the reservoir door (where you put water/mouthwash) opening to let air in as water is drawn out. If the vent is clogged or dirty, it will be reduced and eventually stop the water flow from coming out of the nozzle.

1. Take a damp/moist paper towel or cotton swab
2. Wipe along the inside edge of the reservoir door opening, especially on the top area
3. Rinse well with cold tap water and ensure that there are no debris/dust left

Note: Ensure that there are no debris from paper towel or cotton swab inside the reservoir area.

Still have questions? Please contact our Consumer Care Agents for further assistance.



The nozzle of my Philips Sonicare AirFloss is not coming off or breaks easily

If you find that the nozzle of your Philips Sonicare AirFloss is not coming off from the handle or if it breaks easily, find the solutions below on how you can fix this.

Nozzle is not coming off

If it is hard to remove the nozzle from the AirFloss handle, it is important that you do not bend or twist the nozzle while pulling it off.

Below you will find easy steps on how you can do this:

1. Grab the nozzle/nozzle tip, you can use paper tower or cloth for better grip
2. Pull the nozzle/nozzle tip straight up from the handle
3. Once successfully removed, re-attach and remove for a few more times

Note: Make sure that you are using the right nozzle type.

Nozzle breaks easily

If your AirFloss nozzle breaks easily, make sure that you are using the right nozzle type as the AirFloss Pro or Ultra nozzles are not interchangeable.

My Philips Sonicare AirFloss reservoir door fell off

My Philips Sonicare AirFloss reservoir door fell off

If the reservoir door fell from your Philips Sonicare AirFloss handle, below you will find a couple tips on how you can fix this.

Re-attach the reservoir door

If the reservoir door fell from the handle, this can happen when the door hinges come off from the slots at the bottom of the reservoir opening.

Try to snap the reservoir door back on, by simply place the door hinges into the slots.



The hinges of the reservoir door are broken

If the hinges of your reservoir door are broken or if the door will not stay in place, a new door may be necessary. Please contact our Consumer Care agent for further help.

Note: AirFloss Pro and AirFloss Ultra have different sized doors from previous models of AirFloss. To avoid getting the wrong door, make sure you have your AirFloss handle for reference when you contact us.

Still have questions?

Contact our Consumer Care Agents for further assistance or visit our support page.

My Philips Sonicare Fill & Charge is not filling my AirFloss completely

Are you using Philips Sonicare Fill & Charge to fill your AirFloss? If you find that the Fill & Charge is not filling your AirFloss fully, follow our solutions below.

AirFloss handle is not placed properly

It is important that you place your AirFloss handle properly in order for it to charge. Below you will find step by step instruction to check if it is placed properly:

1. Check if the reservoir door on your Sonicare AirFloss is fully closed
2. Place the AirFloss handle into the Fill & Charge station holder, with the AirFloss reservoir door facing towards the middle of the Full & Charge station. The Philips Sonicare logo should be facing out (towards you)
3. Push the AirFloss handle down, making sure that the handle is touching the bottom of the charger. It is placed correctly if you **do not** see the curved line facing down (under the Philips Sonicare logo)
4. If you still see the curved line facing down while on the Full & Charge station, simply press the handle down more into the charger to ensure it is fully inserted and connected

Tip: If you see bubbles rising from the bottom of the Fill & Charge station, it indicates that your AirFloss is filling correctly.

If this does not solve the issue, please contact us for further assistance.



My Philips Sonicare AirFloss produces air but no water/mouthwash comes out

If your Philips Sonicare Airfloss is discharging air but no water/mouthwash is coming out, below you will find a few tips on how you can solve this issue.

Hold handle in an upright position

When using your Sonicare Airfloss, it is important to hold the handle in an upright position. Tilting the handle horizontally can block the water from getting into the nozzle.

Empty the reservoir and refill

If you have not used the device for a while, follow the steps below:

1. Empty the reservoir and refill with lukewarm water
2. Turn on the AirFloss by pressing the power button
3. Press the burst activation button until water comes out of the nozzle

Tip: Use the 3 burst mode setting to speed up this process

Note: If you are planning to not use your AirFloss for a while, we recommend to empty the reservoir when storing.

Still have questions?

Contact our Consumer Care Agents for further assistance or visit our support page.

My gums bleed when I use the Philips Sonicare AirFloss

If you are using your Philips Sonicare AirFloss for the first time, a little discomfort or bleeding can occur. Read more information below on why this happens.

Using for the first time

When starting a new oral care routine, it is normal if your gums are bleeding. One reason is because you may not have been cleaning in certain areas that cannot be reached.

Any discomfort will disappear as your gum health improves.

Note: If bleeding is excessive or does not stop within 3 to 4 weeks of regular use of AirFloss, consult your dentist.

My Philips Sonicare AirFloss makes a whistling sound

If your Philips Sonicare AirFloss is making a whistling sound, follow our tips below on how you can fix this.

Clean the reservoir vent

There is a small vent in the reservoir door (where you put water/mouthwash) opening to let air in as water is drawn out. If the vent is blocked, it will reduce and eventually stop the water flow.

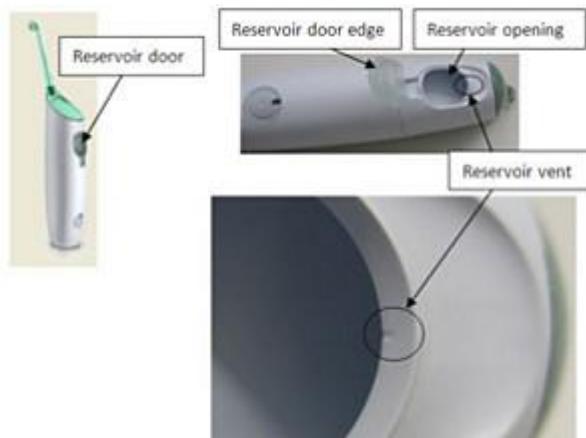
To clean the reservoir vent, follow the steps below:

1. Take a damp/moist paper tower or cotton swab
2. Wipe along the inside edge of the reservoir door opening, especially on the top area
3. Rinse well with cold tap water and ensure that there are no debris/dust left

Note: Ensure that there are no debris from paper tower or cotton swab inside the reservoir area.

Still have questions?

Contact our Consumer Care Agents for further assistance or visit our support page.



My Philips Sonicare AirFloss is leaking

If you see any leakage from your Philips Sonicare AirFloss, check out our tips below on how to solve this issue.

Leakage from the nozzle

If the leakage is coming from the nozzle area, try to remove and re-insert to ensure that the nozzle is fully inserted. There should be a small gap between the nozzle and the handle, but this is normal.

Leakage from the reservoir

If the leakage is coming from the reservoir, there are two solutions you can try.

Reservoir door/cover

After re-filling water/mouthwash into the reservoir, close reservoir door by pushing in the center of the door. This will ensure that the reservoir door/cover is closed. You should hear a clicking sound.

Too much water/mouthwash

Ensure that you do not put too much water/mouthwash inside the reservoir.

If you overfill the reservoir, and then close the door, the excess water will come out/be released. If this happens, simply wipe the area and handle off with a dry cloth.

If these solutions did not solve the issue, please contact us for further assistance.

The information on this page applies to the following models: HX8481/03, HX8272/20, HX8452/90, HX8211/20, HX8273/20, HX8452/23, HX8432/13, HX8460/01, HX8211/03, HX8332/13, HX8382/13, HX8382/14, HX8332/11, HX8332/30, HX8332/12, HX8331/12, HX8331/30, HX8382/11, HX8381/21, HX8381/12, HX8341/11, HX8331/11, HX8222/02, HX8254/70, HX8211/02, HX8211/30, HX8281/02, HX8241/02, HX8111/30, HX8154/70, HX8181/02, HX8111/12, HX8111/02, HX8141/02, CRP122/01.