My Philips Sonicare only operates for a few brushings?

If the handle of your electric Philips Sonicare toothbrush does not function properly, there might be a simple solution. Resolve it yourself with this tip.

Charge for 24 hours

Place the handle in the charger and charge for 24 hours before turning it back on. If the handle still does not hold a charge, contact customer service

I dropped my FlexCare Platinum toothbrush.

If you have dropped your Sonicare FlexCare Platinum and feel that the pressure sensor may not be working properly, it is possible to reset the pressure sensor.

Reset the pressure sensor

To reset the pressure sensor, use the following procedure:

- Plug in the charger/Sanitizer unit or the travel charger. Place your toothbrush handle, with brush head attached, on the charger/Sanitizer unit or on the travel charger.
- To perform a factory reset press and hold the Power button, sensitivity plus button and mode button for 2 seconds. If successful you will hear 3 beeps and see the green battery light flash.

If this procedure does not achieve the desired result, the handle will need to be replaced. Contact Philips for a replacement handle.

My Philips Sonicare toothbrush makes loud noise

The Philips Sonicare toothbrush makes a lot of brush strokes per minute. This comes with its sounds. Make sure that your Sonicare toothbrush is not broken.

Manual and electric toothbrushes

The sound and vibration of the Philips Sonicare toothbrush may seem unusual to you if you are used to a manual toothbrush. However, you can check a few things to make sure everything is operating normally.

With and without a brush head

Test the sound level of your Sonicare handle without a brush head attached. If the noise is less with no brush head attached, replacing your brush head should fix the issue. If you have replaced your brush head, and it has not fixed the issue, please contact customer care for further trouble shooting.

Is the brush head securely placed?

Make sure that the brush head is securely installed and not loose or wobbly.

Remove the travel cap

Check to see if the transparent plastic travel cap is removed from your brush head.

Counterfeit brush heads

Counterfeit brush heads may make more noise when used on your Philips Sonicare handle. We recommend you to use genuine Philips Sonicare brush heads.

Replace brush heads after 3 months of use

As brush heads wear out, they may start to produce more noise. A noisy handle may indicate it is time to replace your brush head. Make sure to use genuine Philips brush heads only.

If replacing your brush head did not solve the issue, please contact Philips Consumer Care.

How do I use my Philips toothbrush if I wear braces?

When you are wearing braces, brushing your teeth is not always easy. You can best use your Philips Sonicare electric toothbrush as follows.

Tips and tricks:

1. Make sure the brush head is placed at an angle between the brackets and the gum line.

2. Using light pressure, gently wiggle the tips of the longer bristles between your teeth for 2 seconds. Then gently roll the brush handle so the bristles clean the bracket and the rest of the tooth before you glide the bristles to the next tooth.
3. Repeat this until you have brushed all your teeth.
4. Please do not force the bristles into gaps in the braces.

Philips Sonicare Mini brush head

Please note that all Sonicare toothbrushes may be used to clean around braces. However, our Mini brush head is especially suited for people with braces and other site-specific cleaning needs. It is 40% smaller than our Medium brush head and has a slightly longer neck.