TROUBLESHOOTING

My Philips groomer is making a strange noise

If your Philips multi groomer makes a strange noise, we can help you with some simple troubleshooting steps to solve this problem.

Groomer is not assembled properly

It can be that your groomer has not been assembled properly, which is causing it to make a strange noise. We advise you to take off the attachments and reattach them as instructed in the user manual.

Groomer is dirty

Your groomer requires regular cleaning to function properly. Stuck hair in the device can affect its performance and can cause a strange sound. Please clean your groomer according to the instructions in the user manual.

While cleaning make sure you remove the cutter, as some hair can be collected under it.

Groomer is not charged

If your groomer is running low on battery, then the struggling noise of the machine may sound odd to you. Please fully recharge your device before any further use.

Groomer is not oiled

If your Philips groomer stops working, runs slowly, or makes noise, please place a drop of oil on the cutter. This oil is included in the package.

When your Philips groomer is cleaned very well, it may need a drop of oil to work properly.

Please, note: for an optimal performance, lubricate the cutting element teeth with a drop of the oil supplied every 6 weeks.

The battery of my Philips Groomer drains out very quickly

If the battery of your Philips Groomer is running out quicker than you expected, follow our troubleshooting advice to solve this issue.

Groomer has not been fully charged

Before using your Philips Groomer for the first time, make sure you charge it completely. Depending on the model of your groomer, there may be a charging indicator on its display. When this indicator signals that the battery is almost empty, recharge your groomer.

If your groomer does not have a battery indicator then you should charge your device when it is running slower than usual or when you are no longer satisfied with the trimming speed.

A fully charged groomer can be used multiple times before it needs to be recharged.

Note: Charging instructions may vary per groomer model. Please consult your user manual to get specific charging advice.

Your hair is too thick

If you have very thick or long hair on your head and/or beard your Philips Groomer will require more effort to trim or cut them. In this case, the groomer’s battery may run out quicker than usual.

To ensure you have enough battery for a full trimming session, use a fully charged groomer.

The groomer's cutting unit is dirty

Another cause of the groomer’s battery running out too quickly might be that the groomer's cutting unit is dirty. It might be polluted with hair or debris.

To ensure the best performance, detach the cutting unit from the groomer after every use and clean it properly. For proper cleaning instructions specific to your groomer's model, refer to the user manual.

If you are still not satisfied with the battery life of your Philips Groomer, please feel free to contact us for further help.

