

FAQ's

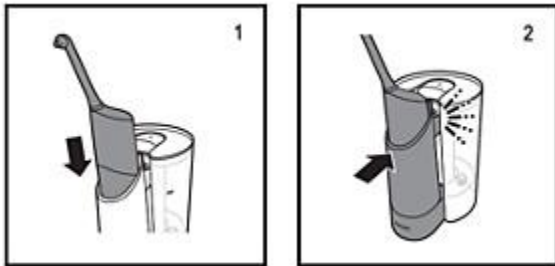
Your Sonicare AirFloss handle is not well placed

The AirFloss handle needs a tight seal at the reservoir door in order to fill the handle completely. Use this solution to solve this yourself:

1. Make sure that the reservoir door of your Sonicare AirFloss is fully closed
2. Put your AirFloss handle into the Fill & Charge station
3. Push down the AirFloss such that the holes in the handle reservoir door align with the ports in the Fill & Charge station (see image 1)
4. Check to see if the handle is touching the bottom of the Fill & Charge station
5. Push the AirFloss handle towards the Fill & Charge station to lock it (see image 2)
6. When you hear a click, the AirFloss handle is fully engaged

Tip: Bubbles rising from the bottom of the Fill & Charge station indicate that your AirFloss handle is filling correctly.

Always keep your AirFloss on the charger. Your Sonicare AirFloss will lose power when not charged.



Did the reservoir door fell off your Philips Sonicare AirFloss handle? Try to easily fix this yourself.

Snap the reservoir door back on

This the reservoir door of you Sonicare AirFloss fell off? 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.

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.

My Sonicare AirFloss is less powerful / no spray / turns off

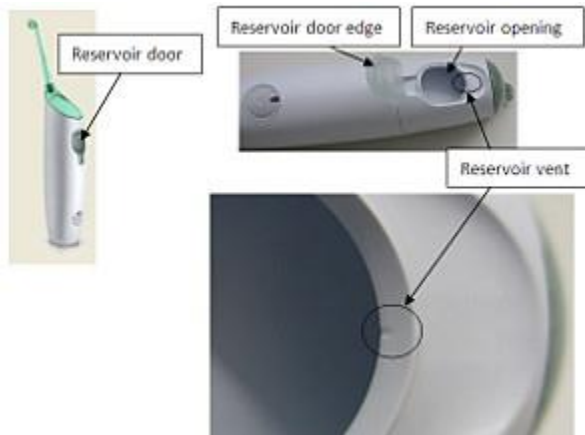
If the spray of your Philips Sonicare AirFloss becomes less powerful or stops spraying all together, you can often fix it yourself. Just follow these steps.

Clean the vent

There is a small vent in the reservoir door opening to let air in as water is drawn out of the reservoir for every burst. If the vent is blocked it will reduce and eventually stop the water flow.

If this vent is blocked, you must clean it using the following steps:

1. Use a piece of paper towel or a cotton swab.
2. Moisten (not soak) the paper towel or cotton swab in water.
3. Clean the vent by wiping along the inside edge of the reservoir opening especially at the top of the opening closest to the nozzle end of the device.
4. Also wipe along the outside of the inside edge of the reservoir door along the top of the door closest to the nozzle end of the device.
5. Rinse very well with cold tap water and ensure no debris is left, from the paper towel or cotton swab, in the reservoir or along the edge of the opening or the inside of the door.
6. Be careful not to allow debris into the reservoir fill opening.



The nozzle of my Philips Sonicare AirFloss will not come off

Did the nozzle of your Philips Sonicare AirFloss get stuck? Remove the nozzle from your AirFloss handle and find out how to prevent this from happening again.

The AirFloss nozzle got stuck

Use these steps to remove the nozzle from the handle and solve this issue:

1. Grab the nozzle. You can use a paper towel or cloth for better grip
2. You can use the nozzle tip for leverage, but do not bend or twist the nozzle tip

3. Pull the nozzle straight out from the AirFloss handle. Do not bend or twist the nozzle while pulling
4. Once the nozzle has been removed, re-attach and remove the nozzle a few more (4-5) times to solve the issue

Use pliers if the nozzle is bent or broken and still not coming off the AirFloss handle.

Tips to prevent the issue from happening again

Use these tips to prevent the Philips Sonicare AirFloss nozzle from getting stuck:

- Check if you are using the right nozzle type. Philips AirFloss, Pro or Ultra nozzles are not interchangeable
- Pull steadily and do not jerk or twist to remove the nozzle.

My Philips Sonicare AirFloss is leaking.

If your Philips Sonicare AirFloss is leaking where the nozzle connects into the handle, you can often fix it yourself. Just follow these easy steps.

The nozzle may not be fully inserted into the handle

Try to remove and reinsert the nozzle, making sure it is fully inserted. There should be only a small gap between nozzle and handle when it is fully inserted. If it is still leaking after a few attempts to remove and insert the nozzle, try a different nozzle.

My Philips Sonicare AirFloss will not switch on.

If your Philips Sonicare AirFloss does not turn on, there might be a very simple solution. Find out how you can fix it yourself.

Tips and tricks:

1. Press power button to ensure device is on. Note: Rapid yellow flashing light indicates charge is extremely low (fewer than 3 uses left).
2. Plug the charger into a live outlet.
3. Place the handle on the charger. Charge indicator flashes green until fully charged. Note: After 4 minutes the green light will turn off to conserve battery.

