

My Philips Groomer is not working

If your Philips Trimmer or Hair Clipper is not turning on or performing well, read here the possible causes and our advice on how to solve this issue.

Your groomer is connected to a power outlet

Using an electric device with water can be very dangerous. Therefore, for your own safety Philips waterproof or showerproof groomers only work when they are uncorded.

Try unplugging your groomer from the main power supply and then switch it on again.



Groomer is dirty

Your groomer requires regular cleaning to function properly. Hair or debris can get stuck in the device and affect its performance.

Before cleaning your groomer determine if it is washable or is only suitable for dry cleaning.

Washable groomers

These have a tap or shower symbol printed on them. To clean these devices, take off the attachments and cutter and clean the area underneath it with water.

Do not use soapy water or any cleaning detergents, as this can remove the protective grease on the cutter and affect its performance. Wash and dry the attachments separately before reattaching them to the groomer.

Non-washable groomers

These devices have a crossed-out tap symbol printed on them. These appliances cannot be washed with water. When you remove the attachments, clean the area underneath it with the small brush provided with it or use a cotton bud.

Non-washable groomers with washable attachments

Some Philips Trimmers are not washable, however, their attachments can be washed. For these devices take off the attachments to wash them off. Make sure the attachments are completely dry before putting them back on the groomer.

Watch the instructional video below to learn how to clean such devices.

For more detailed instructions of your particular model refer to the user manual.

Groomer is not oiled

We recommend oiling your groomer regularly. You can put a drop of oil on the teeth of the cutting element of your groomer. You can use the oil provided in the packaging or any other sewing machine oil.



The battery of your groomer has run out

It is possible that the battery of your Philips Groomer has run out. We advise you to fully charge your groomer and then try turning it on again.

Note: Charging and running time can vary based on the model of your groomer. Please check your user manual for more information.

In case your appliance works on disposable AA batteries, it might be time to replace them. When replacing the battery, make sure that the + and - poles of the battery point in the right direction. Only use the correct disposable batteries as specified in the user manual. Do not mix different types of batteries or new and used batteries.

If you have tried the advice above but your groomer is still not working contact us for further help.

My Philips Groomer is trimming my hair unevenly

If your Philips Groomer is trimming your beard or hair unevenly, try our troubleshooting advice to solve this issue.

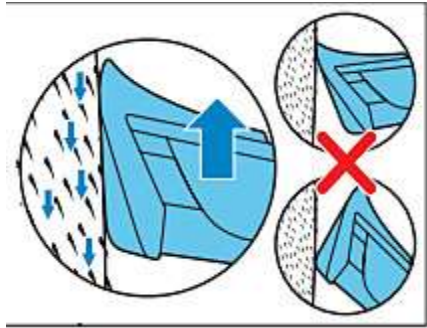
Comb not attached correctly

It is important that the cutting element or the trimming comb which you are using with your groomer is attached correctly to its body. If the attachments are not placed correctly, the groomer may not work, or give desired results.

Pressing the groomer too hard

If you press the groomer too hard against your scalp or skin, you may accidentally change the settings to high or low or apply uneven pressure. This can result in uneven clipping.

For the best trimming experience, make sure your groomer is in full contact with your skin and move it gently and steadily.



Moving the groomer in one direction

For best results, make sure that you trim your hair against the grain. When trimming your hair, it is important to keep in mind that your hair grows in different directions. Therefore, to get an even trim, try moving your trimmer in different directions (upwards, downwards and across) so that it covers all of your hair.

Cutting wet hair

Wet hair is more tricky to trim as they tend to stick to your skin and can be missed by the device. Therefore, we advise clipping your hair when they are completely dry.

Using incorrect attachment

Your Philips Groomer may come with different attachments to use on your hair and beard. It is important to use the correct attachment on the corresponding area.

Facial hair are usually stiffer than scalp hair. Hence, the beard attachment is designed and tested only for beards.

The cutting element and comb of a beard trimmer are usually smaller than that of a hair clipper. This allows you to easily reach in smaller areas, like under your nose.

Therefore, for an even trim, make sure you are using the correct attachment.

If you are still not satisfied with the results of your Philips Groomer, then please contact us for further help.



The vacuum system of my Philips beard trimmer does not work

If the vacuum system of your beard trimmer is not sucking in your trimmed hair, try our troubleshooting advice to solve this issue.

The hair collection chamber is full

The hair collection chamber is the area underneath your trimming attachment, where all the hair get sucked in. Once this chamber is full, it will no longer have the capacity to hold any more hair. Then it may seem like the vacuum system is not working. However, you just need to empty the hair chamber.

Open the hair collection chamber and shake out all the hair collected in it. Use the brush supplied with your trimmer or a cotton bud to clean any remaining hair still stuck inside the chamber.

If you have a very long or dense beard, the hair chamber will fill out quicker. In this case, you may need to empty it during the trimming session to make sure the vacuum functions properly.

Never use water to clean the hair chamber as this can damage the appliance.

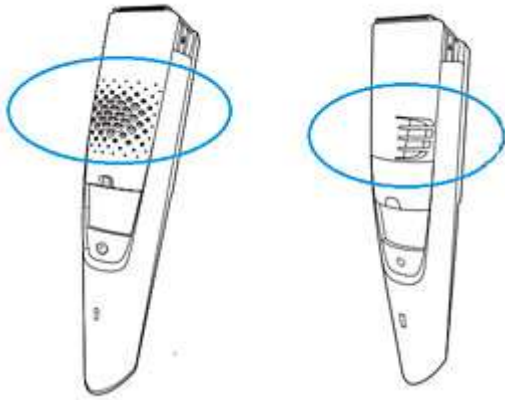


The attachment is dirty

Always make sure that the attachment is clean so that that vacuum opening is not hampered or jammed by dirt or leftover hair.

The air slots are covered

The Philips Beard Trimmer has air slots on its body, to allow the air to be sucked in and blown out. Make sure these slots are not covered or blocked when you use the trimmer, as this can affect the vacuuming function of the trimmer.



The trimmer is not used correctly

Make sure you move the beard trimmer against the direction of your hair growth. Always make smooth gentle strokes. This will allow your trimmer to efficiently suck in the trimmed hair as you go.

If you have tried the advice above and are still not happy with the vacuuming function of your trimmer then please contact us.