

## **My Philips Sonicare toothbrush makes loud noise**

Philips Sonicare Toothbrushes use powerful vibrations which produce up to 62,000 brush strokes per minute, which could cause a loud noise. Use this video to try and solve this issue yourself.

### Electric brushing

The sound and vibration of the Philips Sonicare may seem unusual to you if you are used to a manual toothbrush. If this is your first electric toothbrush, it can take a while to get used to electric brushing.

Identify where the noise is coming from

Remove the brush head. Do you still hear the same loud noise after removing the brush head?

- If yes, the issue might be at the handle. Please contact us for further assistance.
- If no, the issue might be at the brush head. Read along to try and solve this issue yourself

### Brush head not well placed

Reattach the brush head. Make sure that the brush head is well placed and not loose or wobbly. A small gap between the handle and the brush head is normal.

### Counterfeit brush heads

Counterfeit brush heads may make more noise than genuine Philips Sonicare brush heads. We recommend you to use genuine Philips Sonicare brush heads.

### Brush head is worn

If you used the same brush head for more than three months, you might need to replace your brush head. As brush heads wear out, they may start to produce more noise. We recommend replacing the brush head every three months.

If replacing your brush head did not solve the issue, please contact us.