

## **Troubleshooting**

### **Philips Sonicare Series 7900 Advanced Whitening**

#### **My Philips Sonicare toothbrush does not charge**

The operational time for a fully charged toothbrush is generally between 2-3 weeks, based on 2, 2-minute brushing sessions per day. Is your Philips Sonicare toothbrush not charging? Use these possible causes and solutions to try and solve this charging issue yourself.

#### **Not using the original charger**

Make sure that you use the original charger that came with your Philips Sonicare toothbrush. The charger that came with your toothbrush may not be compatible with another Philips Sonicare Toothbrush.

The DiamondClean and Sonicare 9900 Prestige series requires different chargers. Although the chargers may look the same, they are not compatible. See the table below to check if you are using the correct charger with your Sonicare Toothbrush.

<b>Handle Name</b>	<b>DiamondClean</b>	<b>DiamondClean Smart</b>	<b>DiamondClean 9000</b>	<b>Sonicare 9900 Prestige</b>
<b>Code on bottom of handle</b>	HX93, HX934, HX935, HX936, HX937	HX992, HX993	HX991	HX999
<b>Code on bottom of charger base</b>	MX9100	Type: CBA1001, CBA2001, CBA3001	Type: CBA5001, CBA4001	CBB1001, CBB2001

**Note:** There are 2 charger models that are interchangeable and compatible across handles that use 1 of these 2 chargers: HX6110 and HX6100

#### **Toothbrush is not fully charged**

Place your toothbrush handle on the charger. If you see the battery indicator light blinking, or if you hear a beep, it means that your toothbrush is charging. Fully charge your Philips Sonicare Toothbrush for 24 hours.

If the flashing light turns off at some point during charging, this is normal.

Note: DailyClean 1100 HX34 models do not have a battery light. These toothbrushes beep twice when placed on the charger to indicate they are charging.

### **Socket is not working**

Try another appliance in the same socket. If that appliance is also not working, the issue might be with the socket. Try a different outlet to fully charge your Philips Sonicare toothbrush. You might need to reset a GFCI outlet.

### **Interferences**

Metal surfaces or other chargers may interfere with your charger. Make sure that the charger is not placed on a metal surface or near other chargers. Place the charger in a different position and try again.

### **Toothbrush is placed incorrectly in the charging glass or on the charging pad**

If your toothbrush comes with a charging glass or wireless charging pad, make sure that the bottom of your toothbrush is touching the centre of the charging glass or charging pad.

### **For toothbrushes compatible with the Sonicare App**

The Sonicare app is only compatible with the following connected toothbrushes:

1. Philips Sonicare DiamondClean Smart
2. Philips Sonicare Flexcare Platinum Connected
3. ExpertClean
4. DiamondClean 9000
5. Philips Sonicare for Kids (Only compatible with the Sonicare Kids App)

Your toothbrush gets software updates when connected to the app. This happens through firmware updates. Some of these updates improve charging capability.

Follow these steps to check if you have the latest firmware installed on your toothbrush handle:

Update (or download) the latest version of the Philips Sonicare app from the App Store or Google Play.

Open the Philips Sonicare app

Tap on the menu icon in the top left corner

Go to "My Products"

Select your toothbrush

Select "Handle update" to see if any updates are available

If you have updates available, please update the firmware of your handle by following the instructions from the Philips Sonicare app.

## **My Philips Sonicare Toothbrush vibration is less powerful than before**

Is your Philips Sonicare toothbrush vibrating weakly or less powerfully than before? You can view these possible causes and solutions to try and solve this issue yourself.

### **The easy-start feature is activated**

Some models come with the easy-start feature activated. The easy-start feature enables you to increase the vibrations over time to get used to electric brushing. Disable the easy start feature to increase the vibrations. You can find detailed instructions in the user manual that came with your Philips Sonicare toothbrush to deactivate the easy-start feature.

### **The battery is almost empty**

The operational time for a fully charged toothbrush is generally between 2-3 weeks, based on 2, 2-minute brushing sessions per day. The vibrations of your Philips Sonicare toothbrush weaken as the battery runs out. Fully charge your toothbrush to increase the vibrations. It can take up to 24 hours to fully charge your Philips Sonicare toothbrush. Be sure to use the original charger that came with your toothbrush. Some Philips Sonicare toothbrushes come with different types of charger. They are not interchangeable.

If you have a toothbrush with replaceable batteries, (no charger), it's time to replace the batteries.

### **The brush head is worn**

Older brush heads can seem less effective or powerful while brushing. We recommend that you replace your brush head after 3 months of use.

You can purchase a replacement brush head by visiting the [Philips Toothbrush Head replacement page](#).

**Did this not solve the issue?**

If the issue persists, please contact us for further assistance.