Troubleshooting

Philips Sonicare ProtectiveClean 5100

My Sonicare toothbrush makes a loud noise

If your Philips Sonicare toothbrush makes an abnormally loud noise, a loose brush head may be the reason. Ensure that the brush head is firmly placed on the handle and not loose. A small gap will remain between the handle and brush head as needed for vibration.

The brush head is worn

If you have used the same brush head for more than three months, you need to replace your brush head. As brush heads wear out, they become noisy. We recommend replacing the brush head every three months.

Use authentic Sonicare brush heads

Counterfeit brush heads may make more noise than Philips Sonicare brush heads. We recommend using Philips brush heads which you can buy from our online shop.

Remove the brush head

If you tried the previous methods and the abnormal noise is still present, remove the brush head. If you do not hear a loud noise anymore, then your brush head is faulty. Replace the brush head with a new one.

My Sonicare toothbrush is vibrating less than before

If your Philips Sonicare toothbrush vibrates less powerfully than usual, it may indicate that the battery needs to be charged.

1. It could also mean that your brush head is worn. We recommend replacing your brush head every three months. You can purchase a new brush head by visiting the Philips online shop.
2. The mode selected impacts the vibration level on many Sonicare models. Refer to the user manual for your device to learn how to adjust this setting.

1. Some models also have an EasyStart feature that slowly increases the vibration level. This feature occurs over the first fourteen brushing sessions. Suppose the vibration level of your toothbrush has suddenly reduced. In that case, it may be a sign that EasyStart has been activated.

My Sonicare toothbrush vibrates too powerfully

The strength of the vibrations can be surprising when you use an electric toothbrush for the first time. It is normal that you will feel more vibration than when using a manual toothbrush.

EasyStart feature

Some models include an EasyStart feature. This feature slowly increases the vibration during the first 14 brushing sessions. It allows you to get used to the vibrations gradually.

Still too powerful?

1. You can consider reducing the intensity level.
2. Some brushing modes use different intensity levels. You can try to change the brushing mode.

Not all models have the intensity feature. Please refer to the user manual to find out how to change the intensity setting.

I cannot connect my toothbrush to the Sonicare app

If your toothbrush does not connect with the Philips Sonicare app, follow the steps below:

1. Make sure that your toothbrush is fully charged.
2. Check that your phone's operating system and the app are updated.
3. Activate Bluetooth on your mobile device.
4. Hold your toothbrush and mobile device close together.
5. Remove your toothbrush from the charger or push the mode button to activate the LED symbols on the handle.
6. Open the Sonicare app.

If your toothbrush does not connect when you open the app, unpair/forget your toothbrush in your phone's Bluetooth settings. Restart the Sonicare app to re-pair your device. Clearing the Bluetooth cache on your mobile device may also resolve connectivity issues.

My Sonicare toothbrush does not charge

There are several reasons why your toothbrush might not charge. The most common reasons are:

1. The plug socket is not working
2. The charger is not original
3. The charger cable is damaged.
4. The toothbrush or charger is placed incorrectly
5. A software update is required

Please try the different steps below to start solving the issue of your toothbrush not charging.

1. Try a different power source.

Does your toothbrush not charge when it's plugged in? Your plug socket might not work. Try using a different plug socket to charge it.

2. Use an original charger.

An official charger is designed to use the correct voltage. Using an unofficial charger can cause damage to your toothbrush. Try charging using the original charger that came with your toothbrush.

3. Check if your charger cable is damaged.

If you are sure that you used an original charger, try checking if your charger cable is damaged. If you notice any damage to your charger, stop using the charger immediately.

4. Place your charger or toothbrush correctly.

Check that the charger is not placed on a metal surface or near other chargers, as this may cause interference. If you use a charging stand, pad or glass, ensure that your toothbrush is placed centrally on the charger.

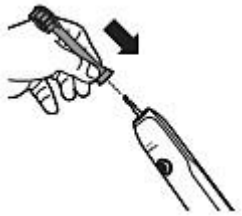
5. Check if you need to update the toothbrush firmware.

If your toothbrush is compatible with the Sonicare app, check to ensure that you have the most up-to-date firmware. This will help to improve your overall experience of your Sonicare toothbrush. Follow the steps below to check if your firmware is up to date:

1. Make sure that your toothbrush is within Bluetooth range.
2. Open the Sonicare app and tap the three dots icon in the bottom right corner.
3. Select "My Products" from the main menu of the Sonicare app,
4. Choose your toothbrush,
5. Tap on "Handle update" to see if updates are available. If so, install the firmware updates.

My brush head falls off my Sonicare toothbrush

If your brush head falls off your toothbrush handle, ensure that the brush head is attached correctly. Attach the brush head with the bristles in the same direction as the buttons. A small gap will remain between the handle and brush head as needed for vibration.



The brush head or handle is dirty

Ensure that the bottom of the brush head and the area around the metal shaft is free of debris. You can clean it with lukewarm water or a soft cloth.

Use authentic Sonicare toothbrush heads.

Our toothbrushes are only compatible with Philips Sonicare brush heads.

My Sonicare toothbrush turns off by itself

If your Philips Sonicare toothbrush turns off by itself, it may be due to the mode selected or another feature of your toothbrush.

Your toothbrush will turn off automatically when the recommended cleaning time is up. This is based on the cleaning mode selected. Cleaning mode times can range from 20 seconds to 3.5 minutes.

Suppose your toothbrush only stops vibrating momentarily as you brush. In that case, it may be because the pacer or pressure sensor features are activated. These features let you know when to brush a different area of your mouth or if you are pressing too hard while brushing.

My Sonicare toothbrush is not turning on

Is your Philips Sonicare Toothbrush no longer turning on or will not charge? The operational time for a fully charged toothbrush is between 2-3 weeks, based on 2, 2-minute brushing sessions per day. If there are no vibrations when you turn your toothbrush on, your toothbrush may have run out of battery and it will need to be charged.

Try the following to resolve this issue:

1. Place the toothbrush handle on the charger. Charge your toothbrush if the battery indicator light blinks or if you hear a beep.
2. If you have not used your toothbrush for a month or more, leave the handle in the charger and check after 24 hours. You may not immediately see a charging indicator when you first place the handle on the charger.
3. Ensure that you plug your toothbrush into a working socket to charge it. Charging times may vary per toothbrush model. See your user manual for more details.

Charger compatibility

If you are not using the original charger that came with your toothbrush, your toothbrush may not charge properly. This could cause the toothbrush to not turn on. Ensure that you use the original charger as not all charging bases are interchangeable

The power button is stuck

Toothpaste residue can build up in the gap around the power button causing it to get stuck and not turn on. Clean the power button and the surrounding area with a damp cloth to ensure that it is free of debris. We recommend removing and rinsing the brush head underwater after each use to remove residue.

