

## **Troubleshooting**

### **Wet or Dry electric shaver, Series 3000 – S3233/52**

#### **My Philips Shaver is leaking**

If you see water leaking from your Philips Shaver, there is no need to worry. Find out the possible causes and solutions to this problem in our article.

##### **There is some water inside your shaver**

After cleaning your Philips Shaver or using it in the shower, some water may settle between its inner body and the outer shell. This water seeps out by itself over time and it may seem like the shaver is leaking.

However, please be assured that the inner body of your shaver is completely waterproof. This means that the water cannot reach the machinery of your shaver. You can continue to use your shaver without any trouble.

To avoid this issue, always shake off your shaver after washing it and let it completely air dry before use.

#### **My Philips Shaver is not working**

If your Philips Shaver is not working or turning on, read below the possible causes and our advice on how to solve them yourself.

##### **Your Philips Shaver is not charged**

If you have a rechargeable Philips Shaver, it is possible, that its battery has run out. We advise you to charge your shaver and then try turning it on again. For details on how to charge your shaver, please refer to the user manual.

If your Philips Shaver is not rechargeable then it should be plugged into a working electric socket while in use.

### **Your Philips Shaver is dirty**

It is possible that your shaver does not turn on or move because it is dirty. There can be hair or dirt particles stuck inside it, causing the shaving heads to become blocked.

To fix this problem, properly clean your shaver. If possible, remove the shaving head and clean your shaver from the inside as well. For detailed cleaning instructions, refer to your user manual.

In some shavers, a cleaning reminder symbol will blink to let you know that the shaver needs to be cleaned.



### **Your Philips Shaver is not assembled correctly**

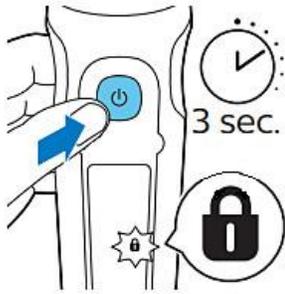
Another reason why your shaver might not be working is that it is not assembled correctly. For full instructions on how to reassemble your shaver, refer to your user manual.

### **The travel lock on your Philips Shaver is activated**

Some Philips Shavers have a 'travel lock' function. If this is activated, the shaver does not turn on. Depending on the shaver model you have, you may see a 'lock' symbol blinking on your shaver to let you know that the travel lock is activated.

To deactivate the travel lock, press the on/off button of your shaver for three to five seconds. Now try turning the shaver on again.

## Travel lock



### **Your Philips Shaver is damaged**

It is possible that your Philips Shaver is damaged to such an extent that the motor cannot run anymore. In this case, please contact us to see how we can further help.

### **My Philips Shaver is making a loud noise**

If your shaver is making a strange or loud noise, it is probably because it is not assembled correctly. This can cause a rattling noise and we advise that you reassemble your shaver. For full instructions on how to do it, refer to your user manual. You can also refer to the video below that shows you how to remove the shaving heads and how to install them again.

### **My Philips Shaver is not turning on**

If your Philips Shaver is not working or turning on, read below the possible causes and our advice on how to solve them yourself.

#### **Your Philips Shaver is not charged**

If you have a rechargeable Philips Shaver, it is possible, that its battery has run out. We advise you to charge your shaver and then try turning it on again. For details on how to charge your shaver, please refer to the user manual.

If your Philips Shaver is not rechargeable then it should be plugged in to a working electric socket while in use.

### **Your Philips Shaver is dirty**

It is possible that your shaver does not turn on or move because it is dirty. There can be hair or dirt particles stuck inside it, causing the shaving heads to be blocked.

To fix this problem, clean your shaver thoroughly. If possible, remove the shaving head and clean your shaver from the inside as well. For detailed cleaning instructions, refer to your user manual.

In some shavers, a cleaning reminder symbol will blink to let you know that the shaver needs to be cleaned. For detailed cleaning instructions, refer to your user manual or watch the video below.



### **Your Philips Shaver is not assembled correctly**

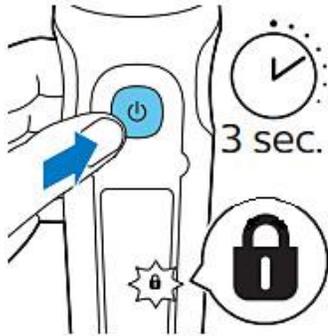
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### **The travel lock on your Philips Shaver is activated**

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## Travel lock



### **Your Philips Shaver is damaged**

It is possible that your Philips Shaver is damaged to such an extent that the motor cannot run anymore. In this case, please contact us to see how we can further help.

### **My Philips Shaver is not giving good results**

If your Philips Shaver is not giving the desired results that you expected, read the possible causes below and our advice on how to resolve them.

#### **Your Philips Shaver is dirty**

It is possible that the performance of your shaver has declined because it is dirty. There can be hair or dirt particles stuck inside it, causing the shaving heads to not function correctly.

To fix this problem, clean your shaver thoroughly. If possible, remove the shaving heads and clean your shaver from the inside as well. For detailed cleaning instructions, refer to your user manual or view the video below.

In some shavers, a cleaning reminder symbol will blink to let you know that the shaver needs to be cleaned.



### **Your Philips Shaver is not assembled correctly**

Another reason why your shaver might not be working properly is that it is not assembled correctly. For full instructions on how to reassemble your shaver, refer to your user manual or to the video below.

### **Apply the right movements while shaving**

When you shave with your Philips Shaver, you will achieve optimal results if you make slow, circular movements with the shaver over the face. The latest models of S7000 and S9000 will help you to achieve the perfect circular movements thanks to their motion-sensor control.

### **Allow your skin an adjustment period**

If you are a new user of the Philips Shaver, keep in mind that your skin needs to adapt to the electric razor. This means that your skin may feel slightly irritated in the beginning. Allow yourself an adjustment period of two to three weeks with your new Philips Shaver.

You can also use a gentle moisturiser or aftershave lotion to minimise skin irritation after shaving.

### **Pre-trim your long facial hair**

Shaving long hair can be uncomfortable and may lead to skin irritation.

If you have not shaved for a couple of days and have a heavy beard, it is a good idea to trim your beard before you start shaving. This technique also helps in reducing shaving time.

Some Philips Shavers come with a trimming attachment that you can use to trim your beard. Otherwise, use your normal beard trimmer.

### **Be gentle and apply the right amount of pressure**

While shaving, it is important to be gentle, especially if you have sensitive skin that is prone to irritation. Do not press the shaver too hard against your skin. Only apply gentle pressure that makes your facial hair stand upright and makes it easier for the shaver blades to catch and cut them.

Gentle pressure also reduces friction between the shaver and your skin, resulting in a more comfortable experience. The latest models of S9000 will help you to apply the right amount of pressure thanks to its pressure-guard feature.