

Troubleshooting guide

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.

The battery of my Sonicare DiamondClean toothbrush is draining quickly

Is the battery of your Philips Sonicare DiamondClean Toothbrush not lasting the indicated operating time? The operating time depends on the toothbrush model that you have. Find out more about the operating time and how to solve this.

Operating time

The operating time of your Philips Sonicare Toothbrush depends on the model that you have

- Philips Sonicare DiamondClean Toothbrush can last up to **three weeks** of regular brushing on a full charge
- Philips Sonicare DiamondClean Smart Toothbrush can last up to **two weeks** of regular brushing on a full charge

Brushing more often than usual

The indicated operating time is based on two brushings per day. The actual number of brushings you get will depend on how often you brush and how many people are using the same toothbrush.

The handle is not fully charged

It may happen that you did not fully charge your toothbrush. In order to benefit from the indicated operation time, make sure that you fully charge your Philips Sonicare Toothbrush for 24 hours. If you are not sure of the charge level of your toothbrush, simply place the handle on the charger and notice the charge indicator light on the handle.

DiamondClean charge indicator light

- Amber flashing light means that the charge level is low
- Green flashing light indicates that the handle is partially charged
- A solid green light indicates that the handle is fully charged.

DiamondClean Smart charge indicator light

- Amber flashing light means that the charge level is low
- white flashing light indicates that the handle is partially charged
- A solid white light indicates that the handle is fully charged.

Not using the original charger

Make sure that you use the original charger that came with your Philips Sonicare DiamondClean or DiamondClean Smart Toothbrush. The charging components (charging base, charging glass, travel case) are not interchangeable.

The surface or other chargers are interfering

Metal surfaces or other chargers may interfere with your DiamondClean or DiamondClean Smart 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.

My Philips Sonicare DiamondClean toothbrush does not charge

Is your Philips Sonicare DiamondClean or DiamondClean Smart toothbrush not charging? Use these possible causes and solutions to try and solve the charging issue yourself.

Handle is not fully charged

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

Not using the original charger

Make sure that you use the original charger that came with your Philips Sonicare DiamondClean or DiamondClean Smart toothbrush. The charging components (charging base, charging glass, travel case) are not interchangeable.

Outlet is not working

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

The surface or other chargers are interfering

Metal surfaces or other chargers may interfere with your DiamondClean or DiamondClean Smart 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

Make sure that bottom of your toothbrush is touching the center of the charging glass or on the charging pad.

Firmware is not updated

Note: This solution is only applicable for DiamondClean Smart toothbrushes. If you have a DiamondClean Smart toothbrush, follow these steps to check if you have the latest firmware installed on your toothbrush handle:

1. Update (or download) the latest version of the Philips Sonicare app from the App Store or Google Play.
2. Open the Philips Sonicare app
3. Tap on the menu icon in the top left corner
4. Go to 'My Products'
5. Select your toothbrush
6. 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 DiamondClean toothbrush is not turning on

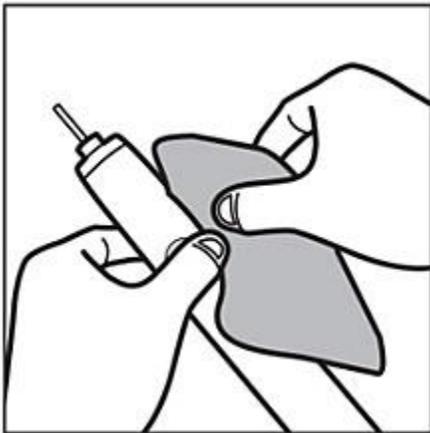
Is your Philips Sonicare DiamondClean or DiamondClean Smart toothbrush not turning on anymore? You might want to use these possible causes and solutions to try and solve this issue yourself.

Battery is empty or not fully charged

Place your handle on the charger. Do you see the battery indicator light blinking or do you hear a beep? This means that your toothbrush is charging. Fully charge your Philips Sonicare DiamondClean toothbrush for 24 hours.

The power button is stuck

Toothpaste or debris could get inside the small gap around the power button. This might cause the power button to get stuck and not properly functioning anymore. Clean the power button and the area around it with a damp cloth to make sure it is free of debris.



Outlet is not working

Try another appliance on the same outlet. If that appliance is also not working, the issue might be at the outlet. Try a different outlet to fully charge your Philips Sonicare toothbrush.

Not using the original charger

Make sure that you use the original charger that came with your Philips Sonicare DiamondClean or DiamondClean Smart toothbrush. The charging components (charging base, glass, travel case) are not interchangeable.

The surface or other chargers are interfering

Metal surfaces or other chargers may interfere with your DiamondClean or DiamondClean Smart 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.

My Philips Sonicare Toothbrush vibration is less powerful than before

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

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.

Battery is almost empty

The vibrations of your Philips Sonicare Toothbrush weaken as the battery runs out. Fully charge your toothbrush to increase 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 chargers. They are not interchangeable.

Worn out brush head

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

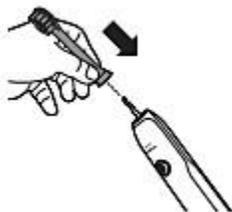
My Philips Sonicare brush head falls off from my toothbrush handle

If your Philips Sonicare brush head falls off from your toothbrush handle, follow our solutions below.

Brush head is not attached properly

Ensure that the brush head is inserted properly and aligned in the same direction as the front handle.

Note: There will be a small gap between the brush head and handle. This is normal.



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 your brush head and metal shaft with lukewarm water or soft cloth.

Type of brush heads

Are you using brush head that is compatible with your Philips Sonicare tooth brush? Our toothbrushes are only compatible with Philips Sonicare brush heads.

My Philips Sonicare toothbrush makes a loud noise

If your Philips Sonicare toothbrush makes a loud noise when you switch it on, there might be a very simple solution.

Remove the plastic travel cap

You may have forgotten to remove the transparent plastic travel cap from the brush head before turning the toothbrush on.