Troubleshooting

My Philips Sonicare Toothbrush makes loud noise

Philips Sonicare Toothbrushes use powerful vibrations which produce up to 62,000 brush strokes per minute. The sound produced is louder than a manual toothbrush with no vibration. If this is your first electric toothbrush, it can take a while to get used to electric brushing.

If you find the noise level abnormal, try our troubleshooting advice to fix this issue.

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 noise is coming from the handle. Please contact us for further assistance.

If no, (the noise is less) the noise might be coming from the brush head. Read the next tip.

Brush head not attached properly

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.

Use authentic Philips brand brush heads

Counterfeit brush heads may make more noise than genuine Philips Sonicare brush heads. We recommend you use genuine Philips Sonicare brush heads. You can buy these from our online shop.

If these tips did not solve your issue, then please contact us for further assistance.

I cannot connect my Sonicare 9900 Prestige toothbrush with the Sonicare app

Below are iOS and Android troubleshooting steps if you cannot connect your Sonicare 9900 Prestige to the Sonicare app.

iOS Devices

Steps to connect:

1. Open the Sonicare app, make sure Bluetooth is on, and that the app has Bluetooth permission
2. Bring your toothbrush close to the phone and check that its lights are on (by picking up the toothbrush, turning it on/off, placing it on and off the charger)
3. Check the app to see if your toothbrush is connected

If the steps above fail:

1. Go to your phone settings

1. Turn off Bluetooth and wait a few seconds
2. Turn on Bluetooth
3. Check the app to see if you are connected

Still not working?

1. Go to your phone settings
2. Open Bluetooth
3. Click on (i) and select 'Forget This Device' for Philips Sonicare
4. Place the toothbrush on its original charger
5. Initiate a toothbrush handle reset
6. Press/release the power button 10 times within 5 seconds while the toothbrush is on the charger
7. All the lights on the toothbrush will turn on in a rapid sequence if the reset is successful
8. Open the Sonicare app, and accept the pairing request when prompted

If your toothbrush still cannot connect, please contact customer care.

Android Devices

Steps to connect:

1. Open the Sonicare app, make sure Bluetooth is on, and that the app has Bluetooth permission
2. Bring your toothbrush close to the phone and check that its lights are on (by picking up the toothbrush, turning it on/off, or placing it on and off the charger)
3. Check the app to see if your toothbrush is connected

If the steps above fail:

1. Go to your phone settings

1. Turn off Bluetooth and wait a few seconds
2. Turn on Bluetooth
3. Check the app to see if you are connected

Repeat the above steps at least 7 times if it does not work at first.

Still not working?

1. Go to phone settings and find your Bluetooth devices, click on 'Philips Sonicare' and choose 'Forget'/'Unpair'
2. Place the toothbrush on its original charger

3. Initiate a toothbrush handle reset
4. Press/release the power button 10 times within 5 seconds while the toothbrush is on the charger
5. All the lights on the toothbrush will turn on in a rapid sequence if the reset is successful
6. Open the Sonicare app, and accept the pairing request when prompted
   If your toothbrush still cannot connect, please contact customer care.

My Philips Sonicare toothbrush turns off by itself

If your Philips Sonicare Toothbrush turns off or stops vibrating by itself, try our troubleshooting advice below to solve this issue.

Check the brushing mode selected

Your toothbrush may come with different modes and settings. Once a mode is selected, the toothbrush works for a specific time period and then turns off automatically.
Here is an overview of possible modes and their timings:

Clean = 2 minutes
White = 2:30 minutes
Polish = 1 minutes
Gum care = 3 minutes
Sensitive = 2 minutes
Gum health = 3:20 minutes
Tongue care = 20 seconds

Changes in vibration while brushing

Does the vibration of your toothbrush change momentarily while brushing, but still continues to vibrate? If yes, this means the time pacer or the pressure sensor is on.
These features indicate when you are supposed to move onto the next section of your teeth via a brief change in vibration. These changes are normal. The toothbrush will automatically turn off at the end of the brushing session.

Malfunction

If your toothbrush turns off before a brushing cycle is completed, there could be a malfunction in your device. In this case please contact us for a repair or exchange.

My Philips Sonicare Toothbrush is not turning on

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 turning on anymore? If there are no vibrations when pressing the power button, you might want to use these possible causes and solutions to try and solve this issue yourself.

Toothbrush is not charged

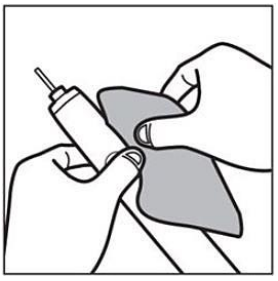
1. Place the toothbrush handle on the charger. Does the battery indicator blink or do you hear a beep? If yes, your toothbrush needs to be charged.
2. If your toothbrush has not been used or charged for a month or more, you may not see charging indication when you first place the handle on the charger. Leave the handle in the charger and check after 24 hrs.
3. Also make sure that you plug in your toothbrush in a working electric socket to charge it. Charging times may vary per toothbrush model. See your user manual for more details on charging.
4. **Charging components are not interchangeable**
5. When charging, make sure that you use the original charger that came with your Philips Sonicare Toothbrush.

   If you have a DiamondClean handle or Sonicare 9900 Prestige, see matrix below to ensure you are using a compatible charger.

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

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

7. **The power button is stuck**
   Toothpaste residue can build up in the small gap around the power button. This might cause the power button to get stuck and not function properly. Clean the power button and the area around it with a damp cloth to make sure it is free of debris. We recommend removing the brush head after each use and rinsing the brush head and the handle under water to remove residue.



For Smart Toothbrushes check firmware updates

If you are using a smart toothbrush, note that it 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 too powerful

If you find that your Philips Sonicare Toothbrush vibration is too powerful, you can adjust the intensity settings. Below you will find tips and more information on how you can adjust it.

First time usage

If you are using your Sonicare toothbrush for the first time, it is normal to feel more vibration than when using a non-electric toothbrush.

We advise you to activate the EasyStart setting, which is a feature that gently increases the power over the first 14 brushing sessions to help you get used to electric brushing.

To activate the EasyStart feature, see the user manual for step-by-step instructions.

Adjust the intensity setting

Your Philips Sonicare toothbrush gives you the option to choose between 3 different vibration intensity levels: low, medium and high. To adjust the settings, simply press the mode/intensity button while brushing.
1 bar = low intensity
2 bars = med intensity
3 bars = high intensity

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.

Handle Name	DiamondClean	DiamondClean Smart	DiamondClean 9000	Sonicare 9900 Prestige
Code on bottom of handle	HX93, HX934, HX935, HX936, HX937	HX992, HX993	HX991	HX999
Code on bottom of charger base	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 & 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 model HX34... models do not have a battery light. These toothbrushes beep twice when placed on the charger to indicate they are charging.

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.

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 the bottom of your toothbrush is touching the center 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 compatiable with Sonicare Kids App)

These toothbrushes get 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.

If none of these tips solved your issue then please contact us for further assistance.