

The battery of my Philips Groomer drains out very quickly

If the battery of your Philips Groomer is running out quicker than you expected, follow our troubleshooting advice to solve this issue.

Groomer has not been fully charged

Before using your Philips Groomer for the first time, make sure you charge it completely. Depending on the model of your groomer, there may be a charging indicator on its display. When this indicator signals that the battery is almost empty, recharge your groomer.

If your groomer does not have a battery indicator then you should charge your device when it is running slower than usual or when you are no longer satisfied with the trimming speed.

A fully charged groomer can be used multiple times before it needs to be recharged.

Note: Charging instructions may vary per groomer model. Please consult your user manual to get specific charging advice.

Your hair is too thick

If you have very thick or long hair on your head and/or beard your Philips Groomer will require more effort to trim or cut them. In this case, the groomer's battery may run out quicker than usual.

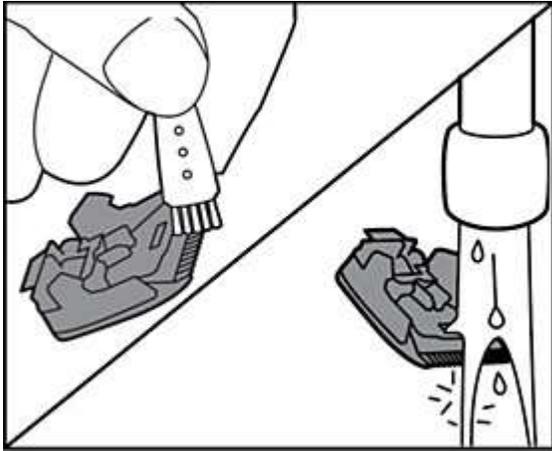
To ensure you have enough battery for a full trimming session, use a fully charged groomer.

The groomer's cutting unit is dirty

Another cause of the groomer's battery running out too quickly might be that the groomer's cutting unit is dirty. It might be polluted with hair or debris.

To ensure the best performance, detach the cutting unit from the groomer after every use and clean it properly. For proper cleaning instructions specific to your groomer's model, refer to the user manual.

If you are still not satisfied with the battery life of your Philips Groomer, please feel free to contact us for further help.



The charging light of my Philips groomer does not go on  
The battery is fully charged

When the groomer is charging, the charging light or battery symbol flashes. When the battery is fully charged, the charging light or battery symbol lights up continuously. To save energy, the charging light or battery symbol goes out after approx. 30 minutes.

To check if the groomer is in energy-saving mode, please try the following:

- Remove the small plug from the groomer, or remove it from the charging stand.
- Re-insert the small plug to the groomer or place it back in the charging stand.
- The charging light or battery symbol should light up for 30 minutes before going out again.

My Philips bodygroomer does not charge

If your Philips bodygroomer model 2039 or 2040 fails to charge, this can be due to several reasons. Please try the following to determine what the problem might be.

The bodygroomer is not placed correctly in the charging stand

1. Check if you have unfolded the charging stand completely.
2. Check if you have placed the groomer in the charging stand correctly.



The bodygroom is not charging

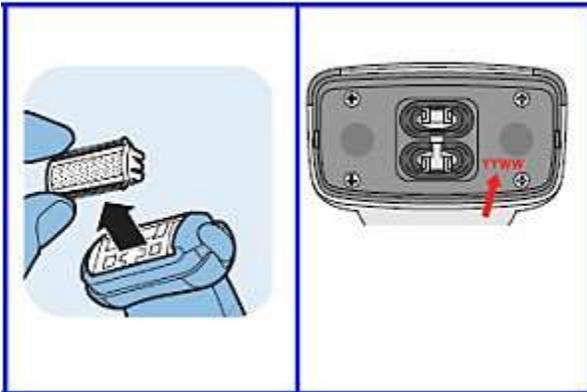
Check if the charging light lights up.

The bodygroom is not charged long enough

The charging time of BG2039 and TT2039 is 8 hours

With BG2040 and TT2040, the charging time depends on the serial number. Serial numbers 1152 and higher have a charging time of 1 hour. Serial numbers 1151 and lower have a charging time of 8 hours.

You can find the serial number underneath the shaving unit, see pictures.



My Philips Bodygroomer causes skin irritation

If your skin feels irritated after using your Philips Bodygroomer there may be a few causes for this. Read our advice below to try and solve this issue yourself.

The shaving head could be damaged

The shaving foil of your Philips Bodygroomer can wear down over time.

Before each use inspect the shaver head. If the shaving foil looks damaged or worn out, replace them immediately. You can find the replacement shaving foils at [philips.com/parts-and-accessories](https://philips.com/parts-and-accessories).

To find out how to replace the shaver head of your boygroomer please refer to your user manual.

For more tips and tricks on how to avoid skin irritation download the Philips Grooming App available on [Google Play](https://play.google.com/store/apps/details?id=com.philips.grooming) and the [App Store](https://apps.apple.com/nl/app/philips-grooming/id1444444444).

