

## **Frequently Asked Questions**

### **Can I use my Philips Sonicare Toothbrush in the shower?**

It is completely safe to use your Philips Sonicare Toothbrush in the shower. Be sure to never store your Philips Sonicare Toothbrush in the shower between brushings. Allow the toothbrush to air-dry between uses. Also, do not place the charger where it might risk contact with water.

### **Can I use my Philips Sonicare charger with other toothbrushes?**

Philips Sonicare chargers are designed to fit the matching toothbrush handle, however some models are interchangeable. Find out below if your charger is compatible with other Philips Sonicare toothbrushes.

#### **Interchangeable Philips Sonicare chargers**

Below you will find a list of Philips Sonicare toothbrushes that are compatible with other chargers: \* EasyClean toothbrush \* ExpertClean toothbrush \* ExpertResults toothbrush \* FlexCare Platinum Connected toothbrush \* FlexCare Platinum toothbrush \* FlexCare+ toothbrush \* FlexCare toothbrush \* HealthyWhite toothbrush \* HealthyWhite+ toothbrush \* ProtectiveClean toothbrush \* 2 Series Plaque Removal toothbrush \* 3 Series Gum Health toothbrush \* Essence+ toothbrush \* Sonicare for Kids \* Philips Sonicare AirFloss

#### **The DiamondClean and DiamondClean Smart chargers**

The DiamondClean and DiamondClean Smart chargers are not interchangeable with each other or with other Philips Sonicare toothbrush handles. Even if the charging light on the handle blinks, it will not charge properly. We advise you to always use the charger that comes with your Philips Sonicare DiamondClean and DiamondClean Smart toothbrush.

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# Which accessories are available for my Philips Sonicare Toothbrush?

If you are looking for new parts and accessories for your Philips Sonicare Toothbrush, please follow the steps below to find out which accessories are compatible with your Philips Sonicare Toothbrush.

## Accessories for Philips Sonicare Toothbrush

Follow these steps to see which accessories are available for your Philips Sonicare Toothbrush:

1. Go to [Philips' parts and accessories page](#)
2. Use the search bar to search by model number or navigate to your product
3. Once on the electric toothbrush overview page, you can use the filters on the left to specify your search

Please contact us if you need further assistance.

# Can I leave my Philips Sonicare Toothbrush on the charger?

You can always keep your Philips Sonicare Toothbrush on a plugged-in charger between brushings. This will not affect the battery lifespan of your toothbrush.

# How often can I use my Philips Sonicare toothbrush per charge?

Do you want to know the operating time of your fully charged Philips Sonicare toothbrush? Find the operating time for your Philips Sonicare toothbrush.

## Operating time for each toothbrush

The below operating times are based on a full charge and regular use (twice a day). It can take up to 24 hours before your Philips Sonicare toothbrush is fully charged. To avoid an empty battery, you can always leave your toothbrush on the charger between brushings.

### Operating time from full to empty

- DiamondClean Smart; up to 2 weeks

- DiamondClean; up to 3 weeks
- FlexCare Platinum Connected; up to 2 weeks
- FlexCare and FlexCare+; up to 3 weeks
- ProtectiveClean; up to 2 weeks
- 3 Series; up to 3 weeks
- 2 Series; up to 2 weeks
- HealthyWhite+; up to 3 weeks
- Essence+; up to 10 days
- Essence; up to 2 weeks

## What are the differences in modes on my Philips Sonicare toothbrush?

Some Philips Sonicare toothbrush models come with different brushing modes. Find out what the differences are in brushing modes.

### Brushing modes

Brushing modes vary between Philips Sonicare toothbrushes. Please refer to the user manual for the specific modes that come with your toothbrush.

The brushing modes run for different lengths of time:

- **Clean mode** has a higher frequency of vibrations for better cleaning in comparison to standard mode. Brushing time is **2 minutes**
- **Deep Clean mode** is for extra cleaning. The unique motion of the brush head in this extended three-minute mode is more powerful than any other mode. Brushing time is **3 minutes**
- **White mode** is a two-minute clean mode, followed by a 30-second polishing mode. Brushing time is **2:30 minutes**
- **Polish mode** runs at a lower frequency of vibrations than the standard cleaning mode. Brushing time is **1 minute**
- **Gum Care mode** has a 1-minute massage cycle after the standard 2-minute clean mode to clean your gums. Brushing time is **3 minutes**
- **Gum Health mode** has an extended massage cycle after the standard 2-minute clean mode to clean your gums. Brushing time is **3:20 minutes**
- **Sensitive mode** has a lower frequency of vibrations in comparison to the standard mode. Brushing time is **2 minutes**
- **Tongue Care mode** is a 20-second mode designed to clean your tongue, together with the Tongue Care brush head. Brushing time is **20 seconds**

## **Can I pause my Philips DiamondClean toothbrush mid-use?**

You can pause the brushing cycle of your Philips Sonicare DiamondClean Toothbrush after 5 seconds of use. Before the 5 seconds of use, the handle will simply switch modes. To pause brushing, press the power button. Press the power button again to resume the brushing cycle. If your toothbrush is paused for more than 30 seconds, the brushing cycle will reset.

## **Is my Philips Sonicare Toothbrush safe for kids?**

All Philips Sonicare Toothbrushes are safe to use for children. It is important to advise and properly guide them on how to correctly use the toothbrush. Below, you can also find the Philips Sonicare toothbrush that will be most suitable for your kids.

### **Philips Sonicare For Kids toothbrush**

For a better-suited option, the Philips Sonicare For Kids toothbrush is built for kids for ages 3+. It is a specially designed electric toothbrush for kids that help them learn about oral care through play, which also comes with an app.

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## **Can I replace the battery of my Philips Sonicare Toothbrush?**

The rechargeable battery inside your Philips Sonicare Toothbrush cannot be replaced.