

FAQ

My Philips Groomer is making a strange noise

If your Philips grooming device makes a strange noise or does not trim your hair as well as before, we can help you with some simple troubleshooting steps to solve this problem.

Groomer is dirty

Your groomer requires regular cleaning to function properly. Hair or debris can get stuck in the device and affect its performance.

To clean your groomer, remove the attachments and clean the area underneath the attachments. A lot of hair can collect there. If your groomer is washable, you can clean this area with water. Do not use soapy water or any cleaning detergents, as this can remove the protective oil on the cutter and affect its performance.

If your appliance is not washable, clean it with the small brush provided with it or use a cotton bud.

Wash and dry the attachments separately before reattaching them to the groomer.

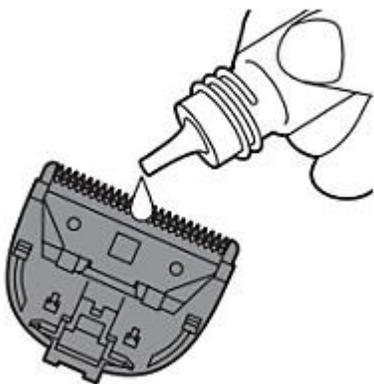


Groomer is not assembled properly

It may be that your groomer has not been assembled properly, causing it to make a strange noise. Take off the trimming or cutting attachments that you are using and put them on again.

Groomer is not oiled

We recommend oiling your groomer every 6 weeks. You can put a drop of oil on the teeth of the cutting element of your groomer. You can use the oil provided in the packaging or any other sewing machine oil.



Groomer is not charged

If your groomer is running low on battery, then it may sound odd to you. Please fully recharge your device before any further use.

If your groomer runs on disposable AA batteries, it might be time to replace the batteries. When replacing the batteries, make sure that you use the appropriate batteries for the device as specified in the user manual. Do not mix different types of batteries or new and used batteries. When inserting the batteries, make sure that the + and - poles point in the right direction.



My Philips Groomer is trimming my hair unevenly

If your Philips Groomer is trimming your beard or hair unevenly, try our troubleshooting advice to solve this issue.

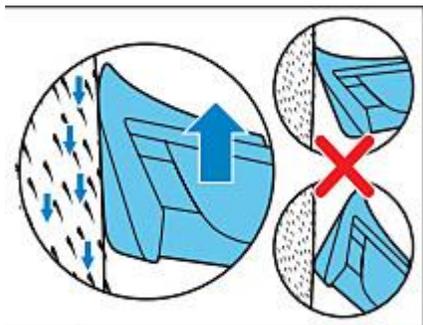
Comb not attached correctly

It is important that the cutting element or the trimming comb that you are using with your groomer is attached correctly to the body. If the attachments are not fitted correctly, the groomer may not work or give the desired results.

Pressing the groomer too hard

If you press the groomer too hard against your scalp or skin, you may accidentally change the settings to high or low or apply uneven pressure. This can result in uneven clipping.

For the best trimming experience, make sure your groomer is in full contact with your skin and move it gently and steadily.



Moving the groomer in one direction

For the best results, make sure that you trim your hair against the grain. When trimming your hair, it is important to keep in mind that your hair grows in different directions. Therefore, to get an even trim, try moving your trimmer in different directions (upwards, downwards and across) so that it covers all of your hair.

Cutting wet hair

Wet hair is trickier to trim as it tends to stick to your skin and can be missed by the device. Therefore, we advise clipping your hair when it is completely dry.

Using incorrect attachment

Your Philips Groomer may come with different attachments to use for your hair and beard. It is important to use the correct attachment on the corresponding area.

Facial hair is usually stiffer than scalp hair. Hence, the beard attachment is designed and tested only for beards.

The cutting element and comb of a beard trimmer are usually smaller than that of a hair clipper. This allows you to easily reach smaller areas, like under your nose.

Therefore, for an even trim, make sure you are using the correct attachment.

My Philips Groomer is not working

If your Philips Trimmer or Hair Clipper is not turning on or performing well, read the information below for the possible causes and our advice on how to resolve this issue.

Your groomer is connected to a power outlet

Using an electric device with water can be very dangerous. Therefore, for your own safety Philips waterproof groomers only work when they are uncorded.

Try unplugging your groomer from the main power supply and then switch it on again.



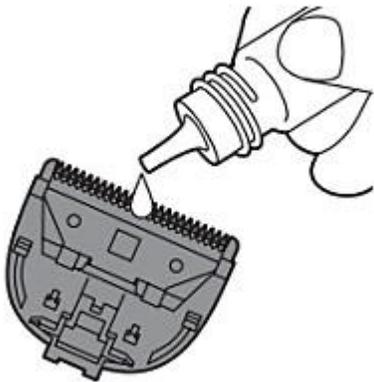
Groomer is dirty

Your groomer requires regular cleaning to function properly. Hair or debris can get stuck in the device and affect its performance.

To clean your groomer, remove the attachments and cutter and clean the area underneath. A lot of hair can collect there. If your groomer is washable, you can clean this area with water. Do not use soapy water or any cleaning detergents, as this can remove the protective oil on the cutter and affect its performance. Wash and dry the attachments separately before reattaching them to the groomer. If your appliance is not washable, clean it with the small brush provided with it or use a cotton bud. Watch the instructional video below as an example to learn how to clean your groomer properly.

Groomer is not oiled

We recommend oiling your groomer every 6 weeks. You can put a drop of oil on the teeth of the cutting element of your groomer. You can use the oil provided in the packaging or any other sewing machine oil.



The battery of your groomer has run out

It is possible that the battery of your Philips Groomer has run out. We advise you to fully charge your groomer and then try turning it on again.

Note: Charging and running time can vary based on the model of your groomer. Please check your user manual for more information.

If your appliance runs on disposable AA batteries, it might be time to replace the batteries. When replacing the battery, make sure that the + and - poles of the battery point in the right direction.

Only use the correct batteries as specified in the user manual. Do not mix different types of batteries or new and used batteries.



My skin is irritated after using my Philips Groomer

If your skin feels uncomfortable after using your Philips Groomer, 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 Groomer can wear down over time.

Inspect the shaver head before each use. If the shaving foil looks damaged or worn out, replace it immediately.



Tips to avoid skin irritation

Follow our tips below to get the best result out of your Philips Groomer and to avoid discomfort and irritation.

- Make sure your skin is clean before using your Philips Groomer.
- Always make sure your groomer is in full contact with your skin.
- Apply gentle pressure and move the groomer slowly over your skin.
- Pre-trim long or hard-to-shave hairs.
- Allow a period for adjustment time and give your skin some time to recover in between grooming sessions.

The vacuum system of my Philips Beard Trimmer does not work

If the vacuum system of your beard trimmer is not sucking in your trimmed hair, try our troubleshooting advice to solve this issue.

The hair collection chamber is full

The hair collection chamber is the area underneath your trimming attachment where all the hair get sucked in. Once this chamber is full, it will no longer have the capacity to hold any more hair. This may make it seem like the vacuum system is not working. However, you just need to empty the hair chamber.

Open the hair collection chamber and shake out all the hair collected in it. Use the brush supplied with your trimmer or a cotton bud to clean any remaining hair still stuck inside the chamber.

If you have a very long or dense beard, the hair chamber will fill up more quickly. In this case, you may need to empty it during the trimming session to make sure the vacuum functions properly.

Never use water to clean the hair chamber as this can damage the appliance.

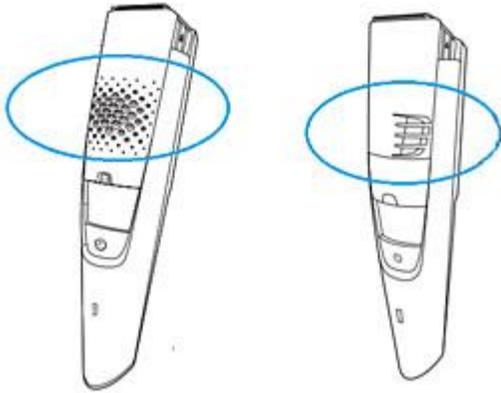


The attachment is dirty

Always make sure that the attachment is clean so that that vacuum opening is not hampered or jammed by dirt or leftover hair.

The air slots are covered

The Philips Beard Trimmer has air slots on its body, to allow the air to be sucked in and blown out. Make sure these slots are not covered or blocked when you use the trimmer, as this can affect the vacuuming function of the trimmer.



The trimmer is not used correctly

Make sure you move the beard trimmer against the direction of your hair growth. Always make smooth gentle strokes. This will allow your trimmer to efficiently suck in the trimmed hair as you go.