

My Philips Vacuum Cleaner produces an unusual sound

If your Philips Vacuum Cleaner produces an unusual sound, there might be a simple cause and solution. Discover how you can easily fix this yourself.

The airflow is obstructed

Please check if there is an object stuck in the nozzle, tube or hose. Sometimes, the airflow in your Philips Vacuum Cleaner can be (partly) blocked by an object stuck in one of those parts of your device.

A different accessory has been used

When you use a different accessory than the usual one, you might notice your Philips Vacuum Cleaner produces a different noise. Check if the vacuum cleaner sounds normal again when you stop using the accessory you were using. If so, then do not worry about the noise, it is normal.

The suction power slider is open

You might notice that the suction power slider of your Philips Vacuum Cleaner is open. This causes an unusual sound coming from your Philips Vacuum Cleaner. In this case, you can close the slider to prevent the unusual sound.

The filters are blocked

If the filters of your Philips Vacuum Cleaner are blocked, it might produce an unusual sound. Please clean the filters.

The dust container is full

When the dust container is full after using your Philips Vacuum Cleaner for a long time period, this may cause the appliance producing an unusual sound. You can simply clean the dust container in order to solve this.

The motor is damaged

If the above situations do not apply to your case, then it could be that the motor of your Philips Vacuum Cleaner is damaged. In this case, please contact us.

My Philips vacuum cleaner has low suction power

If the suction power of your Philips Vacuum Cleaner is not as good as expected, there can be several reasons. Discover how to simply solve this yourself in the following lines.

The dust bag or container is full

When the dust bag or container of your Philips Vacuum Cleaner is full, the suction power will be lower than usual.

In this case, check the dust bag/container, and if it is full, replace it (or empty if that is indicated for your specific vacuum model).

Note:

If you have a specific vacuum model with reusable bags, worn out bags should be replaced since this could also cause low suction power.

The hose, tube or nozzle is blocked

The hose, tube or nozzle of your Philips Vacuum Cleaner may become clogged or blocked. Also, the brush could be blocked by entangled hair. The suction power will become affected by this and the device might not be able to pick up dirt as expected since air cannot go through as easily as it should.

Check if any of these parts are blocked, and remove the blocking elements.

The filter is dirty

A dirty filter will prevent air from flowing as it should do under normal circumstances. This may decrease the suction power of your Philips Vacuum Cleaner. As a result, the device might not be cleaning well or as expected.

Depending on your vacuum model, it will have a **motor protection filter** and/or an **exhaust filter**.

- When the **motor protection filter** is dirty:

Usually, the motor protection filter can be found behind the dust bag or dust container.

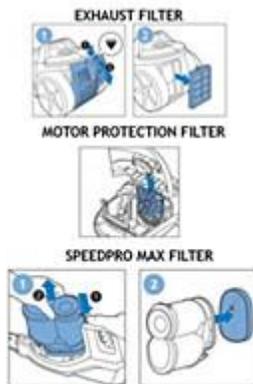
This filter should be cleaned every 4 to 6 weeks (depending on the model you have).

Also depending on the specific vacuum model, in some vacuums, this filter should be cleaned by tapping it over a bin/brushing the dust, and in other vacuums, it can be washed with water. Please check the indications for your specific model.

- When the **exhaust filter** is dirty:

The exhaust filter is located at the back of your Philips Vacuum Cleaner, behind the motor.

This filter should not be washed or cleaned: it should be replaced once a year (unless the filter in your vacuum model is not replaceable)



The lid of the dust container has not been placed correctly

If your Philips Vacuum Cleaner comes with a dust container, please make sure the lid of the device is placed correctly.



The suction power setting is set too low

Some Philips Vacuum Cleaners come with a suction power setting.

This suction power setting contains similar icons to the ones shown in the image below. Usually, you should be able to find it located on the remote control, the handgrip or the vacuum itself.

If the device comes with this setting, check if it is set to the desired suction power. If it is not, you can increase the level.

Did these steps not solve the issue? Please contact us for further assistance.

My Philips vacuum cleaner does not switch on

If your Philips Vacuum Cleaner does not switch on, there might be a simple solution. Discover how to solve it yourself in the following lines.

Your Philips Vacuum Cleaner is not plugged into the mains

If the device is not plugged, please plug it into the mains.

The on/off button is not pressed correctly

It is important to make sure you pressed the on/off button firmly.

If your Philips Vacuum Cleaner's on/off button is not pressed correctly, it will remain off.

The batteries of the remote control are empty

Please check if your Philips Vacuum Cleaner switches on without remote control by pressing the on/off button on the device itself. If so, then the batteries of your remote control are empty. This situation only applies to vacuum cleaners with infrared remote control.

In this case, replacing the batteries will solve the problem.

