

# **My Philips Multigroom does not charge**

If your Philips Multigroom fails to charge, this can be due to several reasons. Please try the following to determine the problem.

## **Wrong power plug**

When charging your Philips Multigroom, make sure that you are using the original power plug, the one with 'Philips' and 'HQ840' on it.

## **The battery is empty**

When the battery is empty, you need to charge the device for 15 minutes before you can turn it on.

# **My Philips Multigroom gets warm during charging**

## **Wrong power plug**

Make sure that you're using the original power plug, the one with 'Philips' and 'HQ840' on it.

# **My Philips Multigroom does not work**

If your Philips Multigroom fails to switch on, this can be due to several reasons. Please try the following to determine the problem.

## **The device is plugged in**

Philips Multigroom can only be used without cord. If it is plugged, unplug it and try again.

## **The battery is empty**

When the battery is empty, you need to charge the device for 15 minutes before you can turn it on.