

My Philips groomer is making a strange noise

If your Philips grooming device makes a strange noise, or it 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 effect its performance.

To clean your groomer, take off the attachments and clean the area underneath the attachment. 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 grease on the cutter and effect 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.

Watch the instructional video below as an example to learn how to clean your groomer properly. For further cleaning instructions specific to your model number, refer to the user manual.

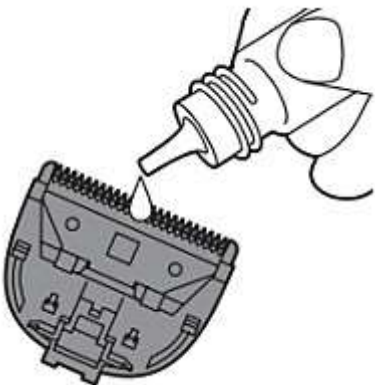


Groomer is not assembled properly

It can be that your groomer has not been assembled properly, which is causing it to make a strange noise. Take off the trimming or cutting attachments that you are using, and put them on again. Follow the instructions mentioned in your user manual.

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.

In case your groomer runs on disposable AA batteries, it might be time to replace the batteries. When replacing the batteries make sure you use the appropriate batteries for the device as

mentioned in the user manual. Do not mix different types or old and new batteries. When putting in the batteries make sure the + and - poles point in the right direction.

If the advice above does not solve your problem, then contact us for further help.



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. For appliances with a Ni-MH battery, normal charging time is 1 hour, however, we advise charging them for the first time for 3 hours. 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.

You have thick hair

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

It could be that your Philips Trimmer or Hair Clipper is fully charged, but not turning on or performing well, because hair or debris is stuck inside it. Your groomer requires regular cleaning to function properly.

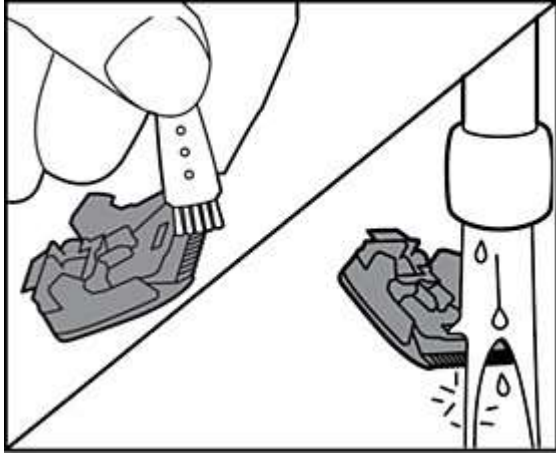
To clean your groomer, take off the attachments and cutter and clean the area underneath it. A lot of hair can collect there.

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 grease 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. For detailed cleaning instructions check the user manual of your particular model.

If you have tried the tips above, but your groomer still does not charge, then please contact us for further help.



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.

