

FAQ for Philips Sonicare DailyClean 3100 Electric Toothbrush

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

Some Philips Sonicare toothbrush models come with different brushing modes. You can find an overview of what these modes mean here. Please note that these modes may vary per toothbrush model.

For specific details regarding your particular toothbrush model refer to the user manual.

Brushing modes

Clean Mode

This mode has a higher frequency of vibrations in comparison to a standard mode for better cleaning. Brushing time is 2 minutes.

Deep Clean mode

You can choose this mode for extra cleaning. It is more powerful than any other mode. Brushing time is 3 minutes.

White mode

In this mode the total brushing time is two and a half minutes. The first 2 minutes are clean mode and the last half minute is polishing mode.

Polish mode

This mode lasts one minute. The toothbrush runs at a lower frequency of vibrations than in the standard cleaning mode.

Gum Care mode

This 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

This 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

This mode has a lower frequency of vibrations in comparison to the standard mode. Brushing time is 2 minutes.

Tongue Care mode

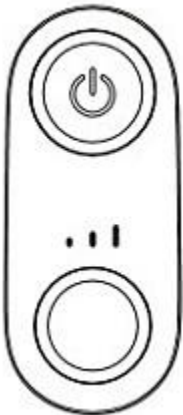
This is a 20 second mode designed to clean your tongue, together with the Tongue Care brush head. Brushing time is 20 seconds

Changing the intensity settings

Your Sonicare Toothbrush gives you the option to choose between 3 different intensity levels: low, medium and high. Based on the brush head you attach, the intensity will be selected automatically. If you wish to change to a different intensity, you can do so by pressing the mode/intensity button while brushing.

Note: This feature works for Philips Sonicare DiamondClean Smart, ExpertClean, Expert Results, Protective Clean 5100 and 6100 Series.

For toothbrushes with an Intensity Level Panel on the handle, press the intensity panel up or down to adjust the intensity level. Check your user manual for more details.



How can I use the brushing guidance in the Sonicare App?

Brushing guidance is a feature that is only available for DiamondClean Smart or FlexCare Platinum Connected users. This feature guides you through your brushing experience to have the best results for your oral health.

The guidance starts on the top teeth on the right and ends at the bottom teeth on the right. The sections activate in a set pattern. While brushing, the app can detect if you are brushing the outside of your teeth or the inside of your teeth. It does this by detecting if the brush head is towards you or away from you. The guidance is designed to promote an equal amount of brushing the inside and outside of each section.

Note: The Sonicare App does not locate your brushing position. It is a guided experience where the app shows you where to brush.

Note: We update our app software regularly. Should you experience issues, uninstall the app and download the latest version from the [App Store](#) or [Google Play Store](#), which includes updates to fix bugs including crashes.

Which devices are compatible with my Philips Sonicare App?

Your Philips Sonicare App supports every smartphone that runs on Android 6.0 and higher and every iPhone that runs on iOS 11.0 and higher.

How to clean my Philips Sonicare toothbrush

Regularly cleaning your toothbrush and brush heads improves their lifespan and performance.

Instructions to clean your Philips Sonicare Toothbrush

View the video below or read our instructions on how to clean your toothbrush.

Daily cleaning after each use

1. Rinse your brush head and bristles to remove toothpaste and food particles.
2. Wipe the entire surface of the handle with a damp cloth

Weekly cleaning

1. Remove the brush head
2. Rinse the bottom of the brush head with warm water
3. Rinse the metal shaft area with warm water
4. Wipe the entire surface of the handle with a damp cloth

Note: Never use the dishwasher to clean your toothbrush, brush head or charger.

Do not push on the rubber seal around the metal shaft with sharp objects, as this may cause water damage.

Sanitise your brush heads

We recommend sanitising your toothbrush head after every use with the [Philips Sonicare UV Brush Head Sanitiser](#). This removes 99% of all bacteria from your brush heads.

How to connect my Philips Sonicare Toothbrush with the Sonicare App

Check Compatibility

You can only connect the following Philips Sonicare Toothbrushes to the Sonicare App.

- DiamondClean Smart Toothbrush
- FlexCare Platinum Connected Toothbrush
- ExpertClean Toothbrush
- Sonicare Kids (Only compatible with Sonicare Kids App)

Instructions to connect your toothbrush to the Sonicare App

Follow the instructions below to connect your toothbrush to the Sonicare App.

1. Install the latest version of the Sonicare App
2. Turn on Bluetooth on your smartphone
3. Turn on your toothbrush by taking it off the charger or pressing the mode button
4. Open the Sonicare App and tap "Brush" in the top-right corner. While brushing make sure that your toothbrush is next to your smartphone
5. Your toothbrush is now syncing

Instructions to connect your Sonicare Kids Toothbrush with Sonicare Kids App

Follow the steps below to connect your Sonicare for Kids toothbrush with the app:

1. Install the latest version of the Philips Sonicare for Kids app
2. Turn on Bluetooth on your smartphone
3. Take your handle off the charger and open the app.
4. Open the app and follow the instructions.

Make sure that you hold your toothbrush close to your phone.