FAQs

BRE630

My Philips epilator does not work

The overheat protection has been activated:

When the epilator stops working (speed setting indications and the charging light start flashing red), the overheat protection has been activated. Let the epilator cool down. The lights should stop flashing after 30 seconds.

When the epilator has cooled down, switch it back on. If the lights start flashing again, the epilator has not cooled down properly.

The rechargeable batteries are empty:

When the charging light is red continuously, the batteries are empty and in need of charging.

The travel lock is active:

Press and hold the on/off button for 3 seconds until the speed setting indications flash white 2 times. The travel lock has been deactivated and you can press the on/off button to switch the epilator on. You can also plug it into the wall socket to deactivate the travel lock.

The overload protection:

Is activated when something gets caught between the rotating tweezers or if you pressed the epilator too hard on your skin.

When the overload protection has been activated, the speed setting indications flash red. Turn the tweezers with your thumb until you can easily remove the item that is blocking the rotating tweezers. Then switch it back on again. Do not press too hard on your skin. If the above does not solve your issue, please contact your local Philips dealer.

My skin is irritated after using my Philips epilator

As the hairs are being removed by the root, some redness or skin irritation may occur.
This is normal and should disappear quickly.

Note:

It is normal for some skin irritation to occur, especially when you have not used your epilator for a while. Your skin may need to readjust to the epilation process.

In order to avoid skin irritation, we advise you to pay attention to the following:

1. Make sure that the epilating head is clean
2. Do not use any pressure when moving the epilator over skin
3. Make sure you exfoliate your skin every time you shower. Exfoliating removes the dead skin around the follicles, so the hairs will slide out more easily and not tear the surrounding skin.
4. After epilating gently rub in antiseptic (after epilation) cream, such as a mild, alcohol free lotion on the epilated area of your skin.

My Philips epilator does not remove hair properly

Your epilator needs cleaning

Ensure that your skin is clean, entirely dry and free from grease.

Your hair is too long

Optimum hair length is 3–4 mm.

The epilator is not held at a right angle

Place the epilating head on the skin at an angle of 90°.

The epilator is being moved incorrectly

Move the epilator slowly against the direction of hair growth.

How can I ensure enough power for each use of Philips Satinelle?

Power for Philips Satinelle applications

To ensure full capacity of the battery for each process, we advise you to fully charge Philips Satinelle after each application.

Quick charge

When the battery is completely empty and you start charging it, the battery indicator flashes white quickly. After approximately 15 minutes, the battery indicator starts flashing white slowly. At this point, the battery contains enough energy for up to 10 minutes of use.

My Philips epilator does not charge

Power failure

Make sure that the socket to which you connect the epilator is live.

The cable is not connected properly

Check whether the small plug has been inserted into the epilator properly.

My Philips epilator makes an odd sound or doesn't run normally

This does not sound good. But do not worry, there might be ways you can resolve this issue yourself. Just follow the tips below.

You may be pressing too hard

Take some pressure off your skin.

You may be using the epilator at the wrong voltage

Make sure that the voltage indicated on the adapter corresponds with the local voltage.

The epilating head has not been cleaned properly

If it is not clean, remove the epilating head from the appliance and clean the epilating head.

You use the epilator professionally

This epilator is only intended for home use. If you are using it professionally, it will reach the end of its life earlier.

Your epilator may be damaged

1. Check the epilator and head for broken parts
2. If the epilating head is damaged, replace it
3. If you hear loose parts rattling inside the epilator, stop using it and take it to your local Philips dealer or call our Customer Care team.

Can I swim, sunbathe or go to a tanning salon or sauna immediately after epilating?

In general yes, but if the skin is irritated, you should wait for one day.