

Can I use my Oral-B electric toothbrush charger abroad?

Our Oral-B electric toothbrushes all come with region specific battery chargers. To use them abroad you may need a voltage converter, plug adapter, or both as it depends on the country you are traveling to.

Follow these simple steps to find out if you can use your toothbrush abroad:

1. Check the voltage printed on the base of your charger.
2. Check the voltage of the country you are travelling to.
3. Check the table below to find out if you need a voltage converter.

Printed on base	Where can it be used?	Do I need a voltage converter?
100-240V Smart Plug with some Genius models	Globally	No
220 - 240 Charging Stations including Genius	In countries with 220-240 V (for example most European countries, AAI area, not in US/Canada)	Yes - if the voltage in the country you are travelling to is less than 220
110 Volts 60 cycles	In countries with 110 volts (for example US/Canada)	Yes - if the voltage in the country you are travelling to is higher than 110

What is a plug adapter?

A plug adapter allows a dual-voltage appliance from one country to be plugged into the wall outlet of another country. They do not convert electricity.

What is a voltage converter?

A voltage converter is an electric power conversion device used to change the electrical output of a power source. You can find plug adapters & voltage converters at most electronics or travel stores. Oral-B does not make either.

Are you travelling from the USA to Europe?

If your charger is a USA 110v you can purchase an Oral-B 220v charger which can be used overseas, instead of using a voltage converter. The charger will work in most European countries that have the two round plug ends. We also recommend purchasing a plug adapter in case you visit a country that has a different plug style such as the UK.

For all rechargeable brushes except those with lithium-ion batteries (e.g., 7000,5000,1000):

You can order a genuine Oral-B 220v charger (part number 81477283)

For rechargeable brushes with lithium-ion batteries (Genius, 6000/6500/7500; says Type 3765 on bottom of handle):

You can order a genuine Oral-B 220v charger (part number 81574175)

Can I replace the battery in my Oral-B electric toothbrush?

No, you cannot replace the battery in your Oral-B electric toothbrush. The battery is contained within the electronics of the toothbrush handle and the unit is then sealed to keep it water tight. For these reasons we do not provide replacement batteries for Oral-B electric toothbrushes.

How can I get my Oral-B electric toothbrush serviced?

Our Oral-B electric toothbrushes are covered by a 2 year warranty and Oral-B will cover all service costs and return shipping as long as the product is under warranty.

If you're experiencing a problem with your Oral-B toothbrush, check out our Online Repair Service! There you'll find troubleshooting tips which may help resolve the issue. Simply go to service.braun.com, select your Region, Country and Language and then click on the "Online Check" button.

If you're unable to fix the problem and need to send your toothbrush for service, you can use the online service to print off a pre-paid mailing label and get a tracking number. The tracking number will enable you to track the progress of your request. Please note you must have a receipt to get a pre-paid mailing label and your brush must be within its warranty period.

If you're unable to use the Online Repair Service, please see the instructions below.

For In Warranty Service

Follow these simple steps:

1. Visit www.service.braun.com to find details of your closest Braun/Oral-B Authorized Service Center.
2. Send the product directly to the Service Center, including:
 - All system components (e.g., toothbrush handle, charger, power cord, SmartGuide). You do not need to include accessories like the brush heads or refill stand.

- A copy of your proof of purchase, if available (always keep a copy for yourself).
- A letter including the following information: your name, return mailing address, contact phone number, e-mail address and a brief explanation of the problem you're experiencing with the product.

If you include your e-mail address, the Braun/Oral-B Service center will send you updates when the product is received and when product is shipped back, along with a tracking number.

All products sent in for service must be well packaged and sent in a box suitable to withstand normal freight handling. It is recommended that your package is appropriately insured and shipped using a carrier who can provide tracking. We will cover all repair costs and return shipping to you.