



Sonic Toothbrushes

IF YOUR BRUSH IS A STANDARD BATTERY MODEL (Non-Rechargeable)

Typically, a fresh AAA battery is all that's needed to get your brush running again.

IF YOUR BRUSH IS A RECHARGEABLE MODEL

If the LED light on your Magnetic Charging Cable is turning on when connected to your brush and a power adapter, then a full, uninterrupted 8+ hour charge is likely all that's needed to get your brush back in working order. We recommend charging your brush tonight and checking it again in the morning.

Additional troubleshooting steps:

1. Gently remove the Brush Head in a slight arc motion (do not snap backwards), followed by the motor and AAA battery (if non-rechargeable). Carefully inspect the motor contact tab to make sure it looks like the photo below:



2. If the metal contact tab on your motor has flattened, you can readjust it by inserting a slender item (such as a toothpick) in between the contact and motor body. Then, gently pull the contact outward from the body to bend it into position, as shown below:



3. Place the battery back in (if non-rechargeable), then the motor and brush head, and try turning on again.

If you're still having trouble, please contact us and provide the following information:

- Confirm the color and model of your brush (standard or rechargeable)
- Confirm your name and shipping address
- Provide the four-to-six-character lot code printed on the lower tip of your motor. If your lot code contains letters, please be sure to include this information as well.

Example: H3890

Note: Do not use tools on your brush or discard any items as we are not able to provide assistance for products that have been thrown away. Please also be sure to keep all parts dry while disassembling as even a small amount of internal moisture can damage the motor, battery, and charging cable (if applicable).