

FAQ

Battery issue with my electric toothbrush

Depending on which model you have, it should take between 14 and 22 hours to fully charge the brush, and then the juice should last for between 5 and 12 days of brushes (when brushing twice a day, for 2 minutes each time). If this hasn't been your experience, there are a few things you can try.

- First thing to do is check that the power outlet you are using is working as it should. If it's attached to a bathroom cabinet, for example, the light switch on the cabinet may need to be switched on to power the socket.
- Make sure you are not charging the toothbrush on a metal surface. The metal can interfere with the charging process.
- With our [Vitality](#) and [PRO 500 toothbrushes](#) (labelled 'Type: 3709' on the underside of the toothbrush), it can sometimes be difficult to know when they're correctly switched off. If they're on the charger while switched on, they won't charge correctly. The best thing to do is to put it on the charger for 30 minutes or so, and then try to switch it on. If it switches on, that's great, and it was correctly switched off while charging. However, if doesn't switch on, that might mean that it wasn't switched off during charging.
- Be sure you're charging for the full time noted in the manual. For our Vitality and PRO 500 toothbrushes, that's 16 hours. For the [Genius range](#) (labelled 'Type: 3765' on the underside of the handle), that's 14 hours. For all other toothbrushes, they should be charged for 22 hours.
- All our toothbrushes apart from the Vitality and PRO 500 have a charging light. It should blink green during charging. Note that this can take up to 15 minutes to start happening if the toothbrush was entirely drained of battery during brushing. When charging is complete, the blinking should stop.

Oral-B Electric Toothbrush On/Off Button Help

With our Oral-B Vitality and all Oral-B toothbrushes with a 'mode' button, pressing the on/off button once will switch the toothbrush on, and pressing it again will switch it off.

With all our other toothbrushes that do not have a 'mode' button, repeated presses of the on/off button when the toothbrush is first switched on will cycle through the brushing modes, and holding the on/off button down will turn it off.

Sometimes, toothpaste can get stuck around the on/off button, and this can cause it to not function correctly, or be difficult to press. We recommend giving the toothbrush a thorough rinse under some warm water for at least ten seconds, as this should clear up any toothpaste residue.

To prevent this in future, we recommend always cleaning the toothbrush handle and replaceable brush head thoroughly after every use, by taking the brush head off, rinsing both parts separately, drying them on a towel or cloth, and replacing the brush head.

What does the red light on my Oral-B electric toothbrush mean?

A red light on your Oral-B electric toothbrush could be one of three things:

Many of our toothbrushes (PRO 2000 and above) include a visible pressure sensor. If pressing too hard on the teeth, it will light up. We recommend only very lightly pressing the brush to the teeth, and letting the toothbrush itself do the work.

Is the pressure sensor lit up all the time? Sometimes, a bit of toothpaste can get stuck around the metal pin which connects to the brush head, and this can trip the pressure sensor. To fix this, try rinsing the metal pin and handle under warm water for at least ten seconds. To prevent this in future, always make sure after every use to remove the replaceable brush head and rinse both parts separately and thoroughly, before drying both parts and storing them for next use.

If the red light is nearer the bottom of the handle, this could be the low battery indicator (PRO 1000 and above). This lights up when it's time to charge your toothbrush, as there is only juice left in the battery for 1 or 2 more brushes. Now would be a good time to charge it.

Is the low-battery indicator lit up on a freshly charged toothbrush, or always on? Please have a look at this question, as it sounds like the toothbrush might not be charging correctly.

Lastly, our new [Genius toothbrushes](#) include a Customizable Smart Ring, used to track the toothbrush's position on our Oral-B App. Using the App, you can change the color of this ring, and there are a number of colors to choose from.