

# FAQs

## My Philips Trimmer is not working

### Your Philips Trimmer is not charged

It is possible, that its battery of trimmer has drained out. We advise you to charge your Trimmer and then try turning it on again. For details on how to charge your Trimmer, please refer to the user manual.

### Your Philips Trimmer is dirty

It is possible that your Trimmer does not turn on or move because it is dirty. There can be hair or dirt particles stuck inside it, causing the cutting unit to be blocked.

To fix this problem, properly clean your Trimmer. Remove the cutting unit and clean your Trimmer from the inside as well. For detailed cleaning instructions, refer to your user manual.

## My Philips Trimmer is making a strange noise

### Trimmer is not assembled properly

It can be that your Trimmer has not been assembled properly, which is causing it to make a strange noise. We advise you to take off the attachments and reattach them as instructed in the user manual.

### Trimmer is dirty

Your Trimmer requires regular cleaning to function properly. Stuck hair in the device can affect its performance and can cause a strange sound. Please clean your Trimmer according to the instructions in the user manual.

While cleaning make sure you remove the cutter, as some hair can be collected under it.

### Trimmer is not charged

If your Trimmer is running low on battery, then the struggling noise of the machine may sound odd to you. Please fully recharge your device before any further use.

### **Trimmer is not oiled**

If your Philips Trimmer stops working, runs slowly, or makes noise, please place a drop of oil on the cutter.

When your Philips Trimmer is cleaned very well, it may need a drop of oil to work properly.

Please, note: for an optimal performance, lubricate the cutting element teeth with a drop of the oil every 6 weeks.