

## Frequently Asked Questions

### Can I replace the battery of my Philips Sonicare Toothbrush?

The rechargeable battery inside your Philips Sonicare Toothbrush cannot be replaced.

### Which accessories are available for my Philips Sonicare Toothbrush?

If you are looking for new parts and accessories for your Philips Sonicare Toothbrush, please follow the steps below to find out which accessories are compatible with your Philips Sonicare Toothbrush.

#### Accessories for Philips Sonicare Toothbrush

Follow these steps to see which accessories are available for your Philips Sonicare Toothbrush:

1. Go to [Philips' parts and accessories page](#)
2. Use the search bar to search by model number or navigate to your product
3. Once on the electric toothbrush overview page, you can use the filters on the left to specify your search

Please contact us if you need further assistance.

### Is my Philips Sonicare Toothbrush safe for kids?

All Philips Sonicare Toothbrushes are safe to use for children. It is important to advise and properly guide them on how to correctly use the toothbrush. Below you can also find Philips Sonicare toothbrush that will be better suitable for your kids.

#### Philips Sonicare for Kids toothbrush

For a better-suited option, the Philips Sonicare for Kids toothbrush is built for kids for ages 3+.

It is a specially designed electric toothbrush for kids that help them learn about oral care through play, which also comes with an app.

# **Can I use my Philips Sonicare Toothbrush in the shower?**

It is completely safe to use your Philips Sonicare Toothbrush in the shower. Make sure to never store your Philips Sonicare Toothbrush in the shower between brushings. Allow the toothbrush to air-dry between uses. Also, do not place the charger where it might risk contact with water.

# **Can I use my Philips Sonicare charger with other toothbrushes?**

Philips Sonicare chargers are designed to fit the matching toothbrush handle, however, some models are interchangeable. Find out below if your charger is compatible with other Philips Sonicare toothbrushes.

## **Interchangeable Philips Sonicare chargers**

Below you will find a list of Philips Sonicare toothbrushes that are compatible with other chargers:

- EasyClean toothbrush
- ExpertClean toothbrush
- ExpertResults toothbrush
- Flexcare Platinum Connected toothbrush
- FlexCare Platinum toothbrush
- FlexCare+ toothbrush
- FlexCare toothbrush
- HealthyWhite toothbrush
- HealthyWhite+ toothbrush
- ProtectiveClean toothbrush
- 2 Series Plaque Removal toothbrush
- 3 Series Gum Health toothbrush
- Essence+ toothbrush
- Sonicare for Kids
- Philips Sonicare AirFloss

## **The DiamondClean and DiamondClean Smart chargers**

The DiamondClean and DiamondClean Smart chargers are not interchangeable with each other or with other Philips Sonicare toothbrush handles. Even if the charging light on the handle blinks, it will not charge properly.

We advise to always use the charger that comes with your Philips Sonicare DiamondClean and DiamondClean Smart toothbrush.

## **Can I use my Philips Sonicare Toothbrush in the shower?**

It is completely safe to use your Philips Sonicare Toothbrush in the shower. Make sure to never store your Philips Sonicare Toothbrush in the shower between brushings. Allow the toothbrush to air-dry between uses. Also, do not place the charger where it might risk contact with water.

## **Can I leave my Philips Sonicare Toothbrush on the charger?**

You can always keep your Philips Sonicare Toothbrush on a plugged-in charger between brushings. This will not affect the battery lifespan of your toothbrush.

## **Why is there a gap between my brush head and Philips Sonicare handle?**

The gap between the brush head and the Philips Sonicare handle is completely normal. Find out why there is a gap between the brush head and the handle.

### **A small gap is necessary**

A small gap is necessary. The Philips Sonicare Brush head must be free to move in order to deliver the vibrations needed to clean your teeth.

However, the brush head should not be loose and slip off your toothbrush easily. If this occurs, please contact us for further assistance.

## **What are the differences in modes of my Philips Sonicare Toothbrush?**

Some Philips Sonicare Toothbrush models come with different brushing modes. Find out what the differences are in brushing modes.

### **Brushing modes**

Brushing modes vary across Philips Sonicare Toothbrushes. Please refer to the user manual for the specific modes that come with your toothbrush.

The brushing modes run for different lengths of time:

- **Clean mode** has a higher frequency of vibrations in comparison to a standard mode for better cleaning. Brushing time is **2 minutes**
- **Deep Clean mode** is for extra cleaning. The unique motion of the brush head in this extended three-minute mode is more powerful than any other mode. Brushing time is **3 minutes**
- **White mode** is a two-minute clean mode, followed by a 30-second polishing mode. Brushing time is **2:30 minutes**
- **Polish mode** runs at a lower frequency of vibrations than the standard cleaning mode. Brushing time is **1 minute**
- **Gum Care mode** has a 1-minute massage cycle after the standard 2-minute clean mode to clean your gums. Brushing time is **3 minutes**
- **Gum Health mode** has an extended massage cycle after the standard 2-minute clean mode to clean your gums. Brushing time is **3:20 minutes**
- **Sensitive mode** has a lower frequency of vibrations in comparison to the standard mode. Brushing time is **2 minutes**
- **Tongue Care mode** is a 20-second mode designed to clean your tongue, together with the Tongue Care brush head. Brushing time is **20 seconds**

## How often can I use my Philips Sonicare toothbrush per charge?

Do you want to know the operating time of your fully charged Philips Sonicare toothbrush? Find the operating time for your Philips Sonicare toothbrush.

### Operating time for each toothbrush

Below operating times are based on a full charge and regular use (twice a day). It can take up to 24 hours before your Philips Sonicare toothbrush is fully charged. To avoid an empty battery, you can always leave your toothbrush on the charger between brushings.

#### Operating time from a full to empty

- DiamondClean Smart; up to 2 weeks
- DiamondClean; up to 3 weeks
- Flexcare Platinum Connected; up to 2 weeks
- Flexcare and Flexcare+; up to 3 weeks
- ProtectiveClean; up to 2 weeks
- 3 Series; up to 3 weeks
- 2 Series; up to 2 weeks

- Healthywhite+; up to 3 weeks
- Essence+; up to 10 days
- Essence; up to 2 weeks

## **Can I pause my Philips DiamondClean toothbrush mid-use?**

You can pause the brushing cycle of your Philips Sonicare DiamondClean Toothbrush after 5 seconds of use. Before the 5 seconds of use, the handle will simply switch modes. To pause brushing, press the power button. Press the power button again to resume the brushing cycle. If your toothbrush is paused for more than 30 seconds, the brushing cycle will reset.

## **How to use my Philips Sonicare Toothbrush with braces**

All Philips Sonicare Toothbrushes are suited for braces. Use this instructional video to brush your teeth with the Philips Sonicare Toothbrush while wearing braces.

### **Instructions to brush your teeth wearing braces**

1. Wet the bristles of the brush head
2. Apply a small amount of toothpaste
3. Place the bristles against your teeth at a 45° angle
4. Press the power button to start brushing
5. First, brush above the brackets. Then below the brackets
6. Finally, clean between your braces with a circular motion

Please do not force the bristles into the gaps of your braces.

## **How to charge my Phillips Sonicare Toothbrush**

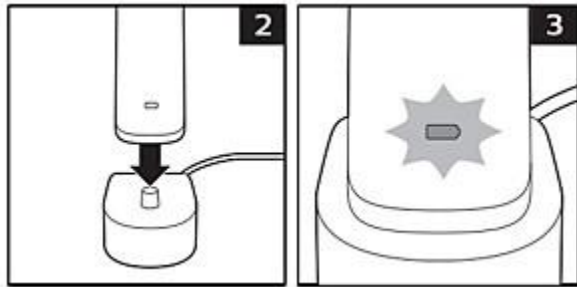
Depending on the model you have, you can charge your Philips Sonicare Toothbrush with a normal charger, charging glass, travel case or charging pad. Find out how to charge your Philips Sonicare Toothbrush.

### **Charging your Philips Sonicare Toothbrush**

1. Plug the charger in a live outlet

2. Place the handle on the charger
3. The battery indicator will start flashing to indicate that your toothbrush is charging.

The battery indicator stops flashing when your toothbrush is fully charged. It can take up to 24 hours before your toothbrush is fully charged.

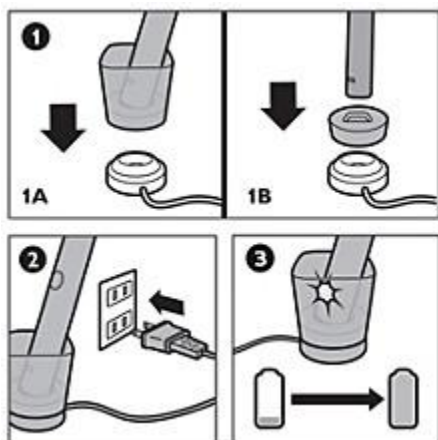


## Charging your DiamondClean Toothbrush with the charging glass

Follow these instructions on how to charge your DiamondClean or DiamondClean Smart Toothbrush with the charging glass

1. Place the handle in the charging glass or stand and place it on the charging base
2. Plug the charging base in an outlet
3. The battery indicator will start flashing white or green to indicate that your toothbrush is charging.

The battery indicator stops flashing when your toothbrush is fully charged. It can take up to 24 hours before your toothbrush is fully charged.

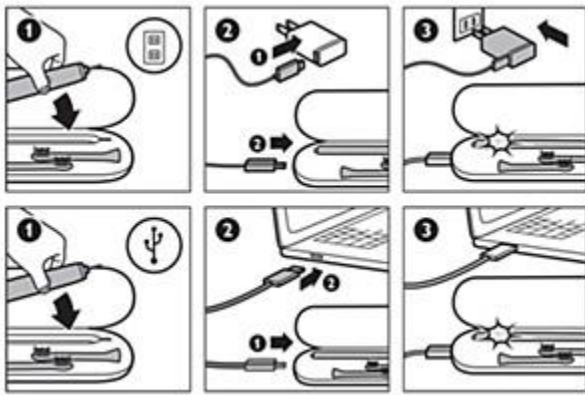


## Charging your DiamondClean Toothbrush with the travel case

Follow these instructions on how to charge your DiamondClean or DiamondClean Smart Toothbrush with the travel case

1. Place the handle in the travel case
2. Connect a mini USB cable from the travel case to the USB adapter or a laptop
3. Some models come with a built-in USB cable which is located at the bottom of your travel case.
4. The battery indicator will start flashing white or green to indicate that your toothbrush is charging

The battery indicator stops flashing when your toothbrush is fully charged. It can take up to 24 hours before your toothbrush is fully charged.

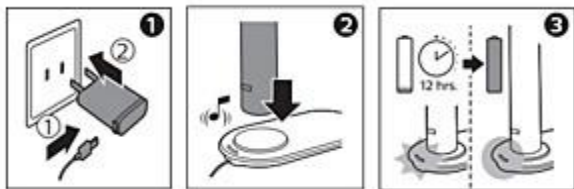


## Charging your DiamondClean Toothbrush with the charging pad

Follow these instructions on how to charge your DiamondClean Toothbrush on the wireless charging pad.

1. Plug the USB cable into the wall adapter and plug into a live outlet
2. Place the handle on the raised surface of the charging pad
3. The charging pad beeps and the battery indicator will start flashing white to indicate that your toothbrush is charging.

The battery indicator stops flashing and turns solid white when your toothbrush is fully charged. It can take up to 12 hours before your toothbrush is fully charged.



# How to recalibrate Philips Sonicare toothbrush pressure sensor settings

If your Sonicare pressure sensor is too sensitive, or not sensitive enough, you can re-calibrate the pressure sensor settings.

## How to calibrate the pressure sensor settings

1. If your handle is currently on the charger, please remove.
2. Place your handle on the charger. Make sure that the charger is plugged in to a live outlet. Leave the handle on the charger for at least 45 seconds.
3. Remove your handle from the charger and place it back on the charger for at least 45 seconds four more times.

# How to change the modes and intensity settings on my Philips Sonicare toothbrush

If you would like to change the brushing modes or intensity settings on your Philips Sonicare toothbrush, find out below on how you can do so.

## Changing the brushing modes

Your Sonicare toothbrush comes with 5 different modes to accommodate all your oral care needs (some models come with 4 brushing modes only): Clean, White+, Gum Health, Deep Clean and Tongue Care (Specific models only).

To change the brushing modes on your Philips Sonicare toothbrush, follow these simple steps:

1. Turn off your Philips Sonicare toothbrush
2. Press the mode/intensity button (or the power button if you have a Philips Sonicare DiamondClean) to change and select the preferred brushing mode
3. Your Philips Sonicare toothbrush will remember the selected mode for your next brushing session.

The above steps work for Philips Sonicare DiamondClean Smart, ExpertClean, Expert Results, and Protective Clean 5100 and 6100 Series.

Note: The brushing modes settings may vary depending on the toothbrush handle and not all Sonicare toothbrush models have brushing modes available.

## Changing the intensity settings

Your Sonicare toothbrush gives you the option to choose between 3 different intensity levels: low, medium and high. Based on the brush head you attach, the intensity will be selected automatically. If you wish to change to a different intensity, you can do so by pressing the mode/intensity button while brushing.

Note: The above steps work for Philips Sonicare DiamondClean Smart, ExpertClean, Expert Results, Protective Clean 5100 and 6100 Series. For Sonicare toothbrush handles with an Intensity Level Panel on the handle, press the intensity panel up or down to adjust the intensity level.

## **How do I charge my Philips Sonicare toothbrush**

Depending on which Philips Sonicare toothbrush model you have, below you will find step-by-step instructions how to charge your toothbrush properly.

### **Charging most Philips Sonicare toothbrushes**

To charge your Philips Sonicare toothbrush, follow the simple steps below:

1. Plug the charger into a live electric power outlet
2. Place the handle on the charger
3. The charging indicator lights will flash green until your handle is fully charged

The above steps apply to the models below:

- EasyClean toothbrush
- ExpertClean toothbrush
- ExpertResults toothbrush
- Flexcare Platinum Connected toothbrush
- FlexCare Platinum toothbrush
- FlexCare+ toothbrush
- FlexCare toothbrush
- HealthyWhite toothbrush
- HealthyWhite+ toothbrush
- ProtectiveClean toothbrush
- 2 Series Plaque Removal toothbrush
- 3 Series Gum Health toothbrush
- Essence+ toothbrush
- Sonicare for Kids
- Philips Sonicare AirFloss

Note: It takes at least 24 hours to fully charge the battery.

**DiamondClean and DiamondClean Smart toothbrush models come with unique charging components. These chargers are not interchangeable across the DiamondClean toothbrush family. If a handle is put in the incorrect charger, it may appear to look as if it's charging, but it is not. Be sure to use the charger that came with your toothbrush**

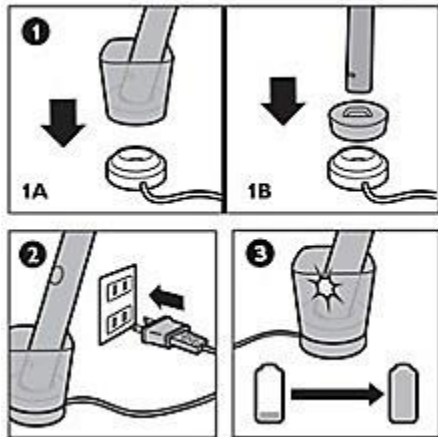
See below for more detail on DiamondClean and DiamondClean Smart toothbrushes.

## **Charging Philips Sonicare DiamondClean and DiamondClean Smart toothbrushes**

1. Plug the chrome base charger into a live electric power outlet
2. Place the glass (or charging puck) on the chrome charging base
3. Place your Philips Sonicare DiamondClean or DiamondClean smart into the glass in an upright position
4. The flashing light on the handle indicates that the toothbrush is charging. If the battery is very low and the indicator does not start flashing, keep the handle in the charger for at least 10-15 minutes to allow the toothbrush to recover

Note: It takes at least 24 hours to fully charge the battery.

Note: The DiamondClean Smart toothbrushes (in addition to a flashing battery indicator) will also lit up on the bottom and will beep twice when placed in the glass charger.



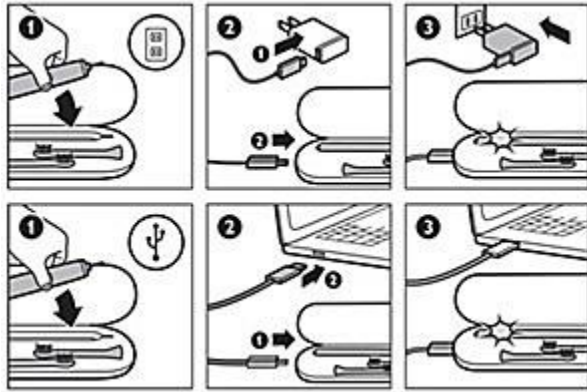
## **Charging Philips Sonicare DiamondClean toothbrush using the travel case**

If you would like to charge your Philips Sonicare DiamondClean toothbrush using the travel case, follow these easy steps:

1. Place the handle in the travel case
2. Connect the mini USB cable that came with the travel case to the USB adapter or a laptop

3. The battery indicator will start flashing white or green to indicate that your toothbrush is charging
4. The battery indicator stops flashing when your toothbrush is fully charged.

Note: It can take up to 24 hours before your toothbrush is fully charged.

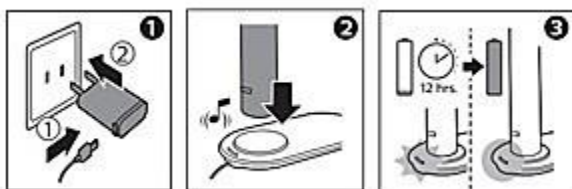


## Charging Philips Sonicare DiamondClean toothbrush using a Wireless Charging Pad

If you would like to charge your Philips Sonicare DiamondClean toothbrush on a wireless charging pad, follow these easy steps:

1. Plug the USB cable into the wall adapter and plug into a live outlet
2. Place the handle on the raised surface of the charging pad
3. The charging pad beeps and the battery indicator will start flashing white to indicate that your toothbrush is charging.
4. The battery indicator stops flashing and turns solid white when your toothbrush is fully charged.

Note: It can take up to 12 hours before your toothbrush is fully charged.



## Charging Philips Sonicare PowerUp toothbrushes

If you have Philips Sonicare PowerUp toothbrush, follow the steps below:

1. Plug the charger into an outlet that you know is a live outlet

2. Place the handle on the charger
3. If the battery is charging, the battery charge indicator will begin to flash green. With the handle on the charger, press the on/off button.

Note: It takes approximately 30 hours to fully charge the battery.

## How to register my Philips Sonicare toothbrush?

By registering your product we can support you in a more efficient manner when needed. You will also get six months of additional warranty on your Philips Sonicare Toothbrush. Follow these instructions to register your Philips Sonicare Toothbrush.

### Instructions to register your toothbrush on My Philips

You can register your Philips Sonicare Toothbrush on **My Philips** by following these steps:

1. Go to [\[My Philips\]](#) to create an account. This is required to register your product.
2. Create an account using your e-mail or log in using your social account
3. Click **register product** and search for your Philips Sonicare Toothbrush. **Use the HX number on the bottom of the handle.**
4. Fill in the registration details like date of purchase, proof of purchase, and communication preferences. **Note:** Uploading the proof of purchase is optional.
5. Click **register** to finish your registration

### Instructions to register your toothbrush in the Philips Sonicare App

If you have a smart toothbrush, you can also register your toothbrush using the **Philips Sonicare App**. To register your connected toothbrush via the app, follow these instructions:

1. Go to the Philips Sonicare App
2. Tap the **menu icon** in the upper left corner
3. Select **support**
4. Select **product registration**
5. Follow the in-app instructions to complete the process.

**Note:** Before you can register your toothbrush, you need to synchronize your toothbrush to the Philips Sonicare App at least once.

## How to clean my Philips Sonicare toothbrush

Improve the lifespan of your Philips Sonicare Toothbrush and clean your toothbrush and brush heads regularly. View this instructional video on how to keep your toothbrush clean and healthy.

## **Instructions to clean your Philips Sonicare Toothbrush**

Follow these simple steps to clean and maintain your Philips Sonicare Toothbrush. Never use the dishwasher to clean your toothbrush, brush head or charger.

**\*\*Cleaning your toothbrush after each use**

1. Rinse your brush head and bristles to remove toothpaste and food particles.
2. Wipe the entire surface of the handle with a damp cloth

### **Clean your toothbrush every week**

1. Remove the brush head
2. Rinse the bottom of the brush head with warm water
3. Rinse the metal shaft area with warm water
4. Wipe the entire surface of the handle with a damp cloth

**Note:** Do not push on the rubber seal around the metal shaft with sharp objects, as this may cause water damage.

## **Sanitize your brush heads**

Remove 99% of all bacteria from your brush heads by using our (Philips Sonicare UV Brush Head Sanitizer)[[https://www.usa.philips.com/c-p/HX7990\\_02/sonicare-uv-brush-head-sanitizer](https://www.usa.philips.com/c-p/HX7990_02/sonicare-uv-brush-head-sanitizer)].