

Troubleshooting

The battery of my Philips Groomer drains out very quickly

If the battery of your Philips Groomer is running out quicker than you expected, follow our troubleshooting advice to solve this issue.

Groomer has not been fully charged

Before using your Philips Groomer for the first time, make sure you charge it completely. For appliances with a Ni-MH battery, normal charging time is 1 hour, however, we advise charging them for the first time for 3 hours. Depending on the model of your groomer, there may be a charging indicator on its display. When this indicator signals that the battery is almost empty, recharge your groomer.

If your groomer does not have a battery indicator then you should charge your device when it is running slower than usual or when you are no longer satisfied with the trimming speed.

A fully charged groomer can be used multiple times before it needs to be recharged.

Note: Charging instructions may vary per groomer model. Please consult your user manual to get specific charging advice.

You have thick hair

If you have very thick or long hair on your head and/or beard your Philips Groomer will require more effort to trim or cut them. In this case, the groomer's battery may run out quicker than usual.

To ensure you have enough battery for a full trimming session, use a fully charged groomer.

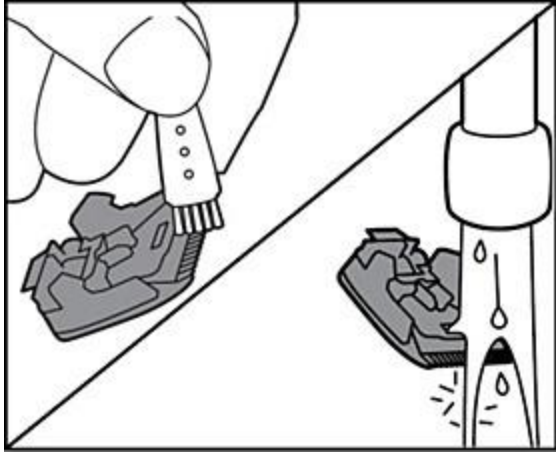
The groomer's cutting unit is dirty

Another cause of the groomer's battery running out too quickly might be that the groomer's cutting unit is dirty. It might be polluted with hair or debris.

To ensure the best performance, detach the cutting unit from the groomer after every use and clean it properly. For proper cleaning instructions specific to your groomer's model, refer to the user manual. Never use soapy water or a detergent to clean your groomer. This can remove the necessary grease protection from the cutting unit and affect its performance.

You can also oil the teeth of the cutting unit after cleaning. Ideally, we advise doing this every 6 weeks.

If you are still not satisfied with the battery life of your Philips Groomer, please feel free to contact us for further help.



My Philips Groomer is not charging

If your Philips Groomer, Beard Trimmer or Hair Clipper is not charging, then please follow our troubleshooting advice to solve this issue yourself.

The electric socket is not working

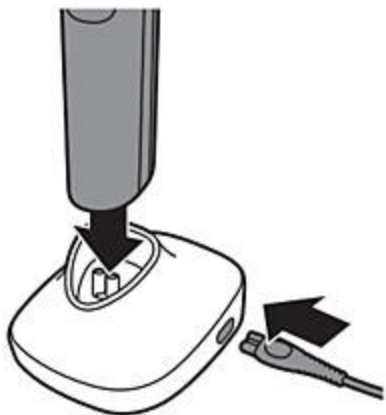
Check the electric socket where you have plugged in your charger to see if it is working. You can also try plugging in a different device to make sure the power outlet is working.

Using a different charger

Make sure you always use the designated charger which came with your groomer. You should also check if the shape of the charging plug allows it to fit in the device completely. Do not force it in, as that may damage the device. If you have lost your original charger you can buy a replacement from our [online shop](#) or contact us for help.

Groomer is not placed correctly in the charging stand

If you are trying to charge your Philips Groomer on a charging stand make sure you have placed it correctly on it and the stand is plugged in. You can find detailed instructions on how to do this in your user manual.



Groomer is dirty

It could be that your Philips Trimmer or Hair Clipper is fully charged, but not turning on or performing well, because hair or debris is stuck inside it. Your groomer requires regular cleaning to function properly. To clean your groomer, take off the attachments and cutter and clean the area underneath it. A lot of hair can collect there.

If your groomer is washable, you can clean this area with water. Do not use soapy water or any cleaning detergents, as this can remove the protective grease on the cutter and effect its performance. Wash and dry the attachments separately before reattaching them to the groomer.

If your appliance is not washable, clean it with the small brush provided with it or use a cotton bud.

Watch the instructional video below as an example to learn how to clean your groomer properly. For detailed cleaning instructions check the user manual of your particular model.

If you have tried the tips above, but your groomer still does not charge, then please contact us for further help.

My Philips groomer is making a strange noise

If your Philips grooming device makes a strange noise, or it does not trim your hair as well as before, we can help you with some simple troubleshooting steps to solve this problem.

Groomer is dirty

Your groomer requires regular cleaning to function properly. Hair or debris can get stuck in the device and effect its performance.

To clean your groomer, take off the attachments and clean the area underneath the attachment. A lot of hair can collect there. If your groomer is washable, you can clean this area with water. Do not use soapy water or any cleaning detergents, as this can remove the protective grease on the cutter and effect its performance.

If your appliance is not washable, clean it with the small brush provided with it or use a cotton bud.

Wash and dry the attachments separately before reattaching them to the groomer.

Watch the instructional video below as an example to learn how to clean your groomer properly. For further cleaning instructions specific to your model number, refer to the user manual.

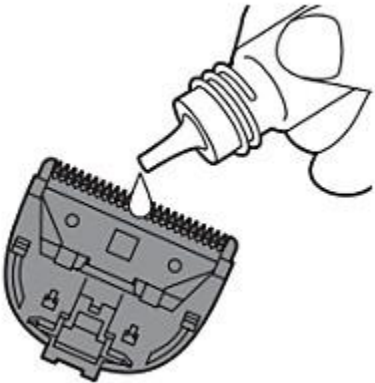


Groomer is not assembled properly

It can be that your groomer has not been assembled properly, which is causing it to make a strange noise. Take off the trimming or cutting attachments that you are using, and put them on again. Follow the instructions mentioned in your user manual.

Groomer is not oiled

We recommend oiling your groomer every 6 weeks. You can put a drop of oil on the teeth of the cutting element of your groomer. You can use the oil provided in the packaging or any other sewing machine oil.

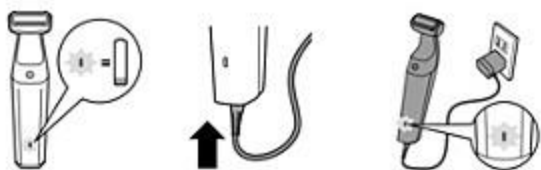


Groomer is not charged

If your groomer is running low on battery, then it may sound odd to you. Please fully recharge your device before any further use.

In case your groomer runs on disposable AA batteries, it might be time to replace the batteries. When replacing the batteries make sure you use the appropriate batteries for the device as mentioned in the user manual. Do not mix different types or old and new batteries. When putting in the batteries make sure the + and - poles point in the right direction.

If the advice above does not solve your problem, then contact us for further help.



My Philips Groomer is not working

If your Philips Trimmer or Hair Clipper is not turning on or performing well, read here the possible causes and our advice on how to solve this issue.

Your groomer is connected to a power outlet

Using an electric device with water can be very dangerous. Therefore, for your own safety Philips waterproof groomers only work when they are uncorded.

Try unplugging your groomer from the main power supply and then switch it on again.



Groomer is dirty

Your groomer requires regular cleaning to function properly. Hair or debris can get stuck hair in the device and affect its performance.

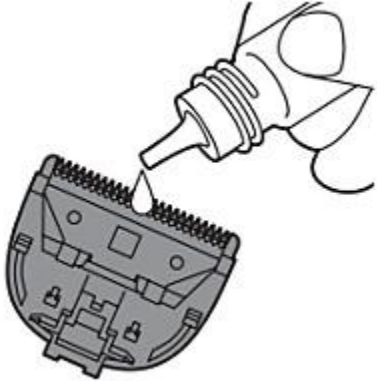
To clean your groomer, take off the attachments and cutter and clean the area underneath it. A lot of hair can collect there. If your groomer is washable, you can clean this area with water. Do not use soapy water or any cleaning detergents, as this can remove the protective grease on the cutter and effect its performance. Wash and dry the attachments separately before reattaching them to the groomer.

If your appliance is not washable, clean it with the small brush provided with it or use a cotton bud.

Watch the instructional video below as an example to learn how to clean your groomer properly. For more detailed instructions of your particular model refer to the user manual.

Groomer is not oiled

We recommend oiling your groomer every 6 weeks. You can put a drop of oil on the teeth of the cutting element of your groomer. You can use the oil provided in the packaging or any other sewing machine oil.



The battery of your groomer has run out

It is possible that the battery of your Philips Groomer has run out. We advise you to fully charge your groomer and then try turning it on again.

Note: Charging and running time can vary based on the model of your groomer. Please check your user manual for more information.

In case your appliance works on disposable AA batteries, it might be time to replace them. When replacing the battery, make sure that the + and - poles of the battery point in the right direction. Only use the correct batteries as specified in the user manual. Do not mix different types of batteries or new and used batteries.

If you have tried the advice above but your groomer is still not working contact us for further help.

My skin is irritated after using my Philips Groomer

If your skin feels uncomfortable after using your Philips Groomer there may be a few causes for this. Read our advice below to try and solve this issue yourself.

The shaving head could be damaged

The shaving foil of your Philips Groomer can wear down over time.

Before each use inspect the shaver head. If the shaving foil looks damaged or worn out, replace this immediately. You can find the replacement shaving foils at our [online shop](#).

To find out how to replace the shaver head of your groomer please refer to your user manual.



Tips to avoid skin irritation

Follow our tips below to get the best result out of your Philips Groomer and to avoid discomfort and irritation.

- Make sure your skin is clean before using your Philips Groomer.
- Always make sure your groomer is in full contact with your skin.
- Apply gentle pressure and move the groomer slowly over your skin.
- Pre-trim long or hard to shave hair.
- Allow some adjustment time period and give your skin some time to recover in between grooming sessions.