Frequently Asked Questions

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.

Can I use my Philips Sonicare Toothbrush in the shower?

It is completely safe to use your Philips Sonicare Toothbrush in the shower. Be 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.

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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.

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

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.

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

The 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 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

What are the differences in modes on 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 between 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 for better cleaning in comparison to standard mode. 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**

Can I replace the battery of my Philips Sonicare Toothbrush?

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

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 Philips Sonicare Toothbrush

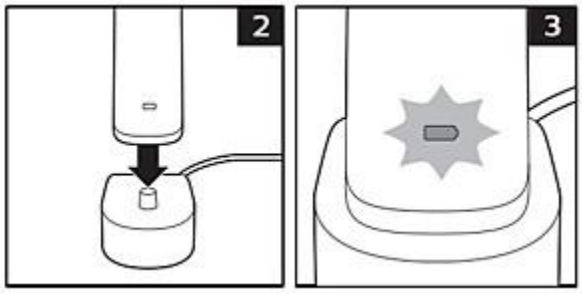
Depending on the model you have, you can charge your Philips Sonicare Toothbrush with a normal charger, charging glass, travel case or charging pad. Find out how to charge your Philips Sonicare Toothbrush.

Charging your Philips Sonicare Toothbrush

1. Plug the charger into 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.

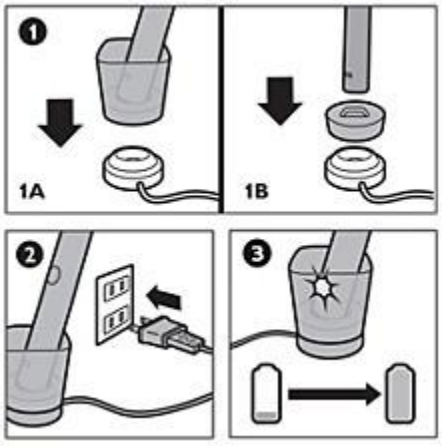


Charging your DiamondClean Toothbrush with the charging glass

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 into 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.

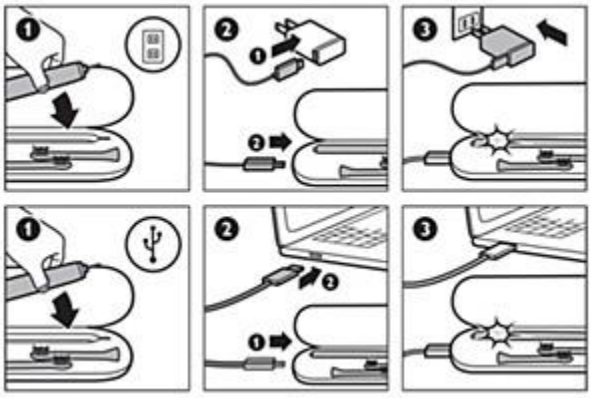


Charging your DiamondClean Toothbrush with the travel case

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.

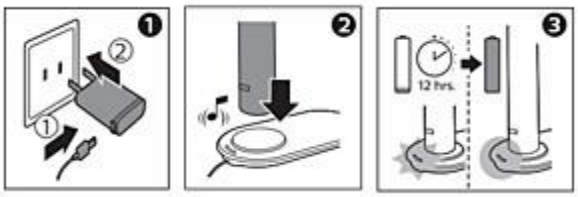


Charging your DiamondClean Toothbrush with the charging pad

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 do I charge my Philips Sonicare toothbrush

Depending on which Philips Sonicare toothbrush model you have, you will find step-by-step instructions below on 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.

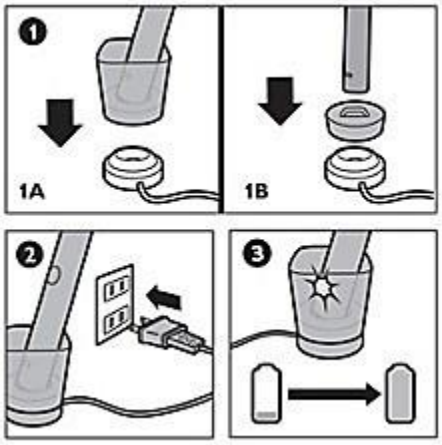
Charging Philips Sonicare DiamondClean and DiamondClean Smart toothbrushes

1. Plug the chrome base charger into a live electric power outlet
2. Place the glass (or charging puck) onto 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 light up on the bottom and beep twice when placed in the glass charger.

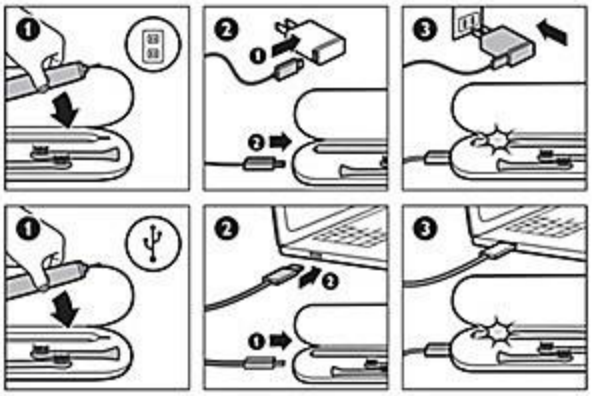


Charging a Philips Sonicare DiamondClean toothbrush using the travel case

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.

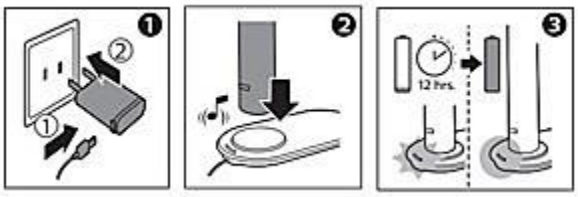


Charging a Philips Sonicare DiamondClean toothbrush using a Wireless Charging Pad

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 a Philips Sonicare PowerUp toothbrush

If you have a 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

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 you can do so below.

Changing the brushing modes

Your Sonicare toothbrush comes with 5 different modes to accommodate all your oral health 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.