

## **Troubleshooting**

### **Philips Beardtrimmer 5000**

#### **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**

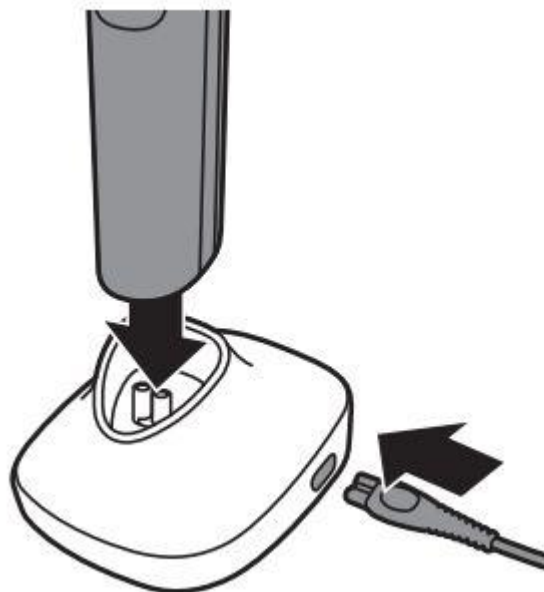
Check the electric socket where you have plugged in your charger to see if it is working. You can also try plugging in a different device to make sure the power outlet is working.

#### **Using a different charger**

Make sure you always use the designated charger that came with your groomer. You should also check if the shape of the charging plug allows it to fit into 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 oil on the cutter and affect 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 model.

### **The battery of my Philips Groomer runs out very quickly**

If the battery of your Philips Hair Groomer/Clipper 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.

### **The groomer's cutting unit is dirty**

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

Before cleaning your groomer determine if it is washable or is only suitable for dry cleaning.

### **Washable groomers**

These have a tap or shower symbol printed on them. To clean these devices, take off the attachments and cutter and clean the area underneath it with water.

Do not use soapy water or any cleaning detergents, as this can remove the protective grease on the cutter and affect its performance. Wash and dry the attachments separately before reattaching them to the groomer.

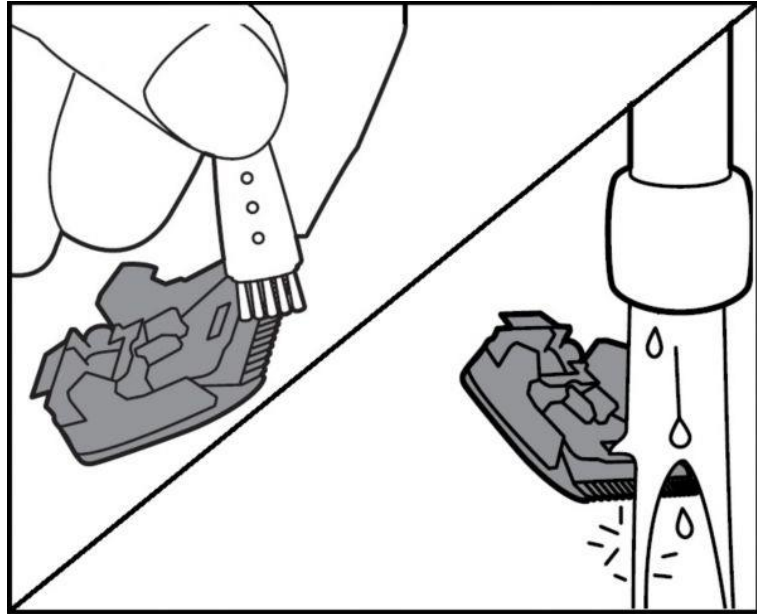
### **Non-washable groomers**

These devices have a crossed-out tap symbol printed on them. These appliances cannot be washed with water. When you remove the attachments, clean the area underneath it with the small brush provided with it or use a cotton swab.

### **Non-washable groomers with washable attachments**

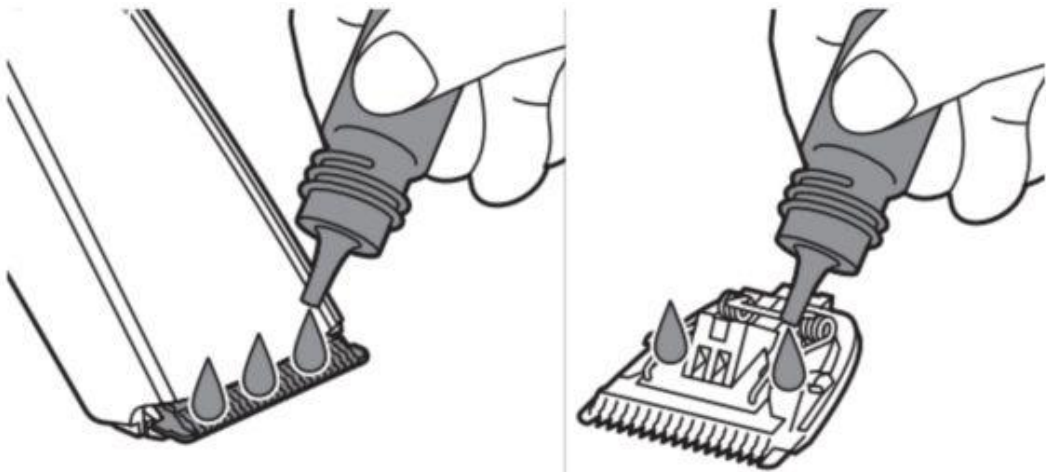
Some Philips Trimmers are not washable, however, their attachments can be washed. For these devices take off the attachments to wash them off. Make sure the attachments are completely dry before putting them back on the groomer.

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 apply a few drops 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.



## **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 affect its performance.

Before cleaning your groomer determine if it is washable or is only suitable for dry cleaning.

### **Washable groomers**

These have a tap or shower symbol printed on them. To clean these devices, take off the attachments and cutter and clean the area underneath it 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.

### **Non-washable groomers**

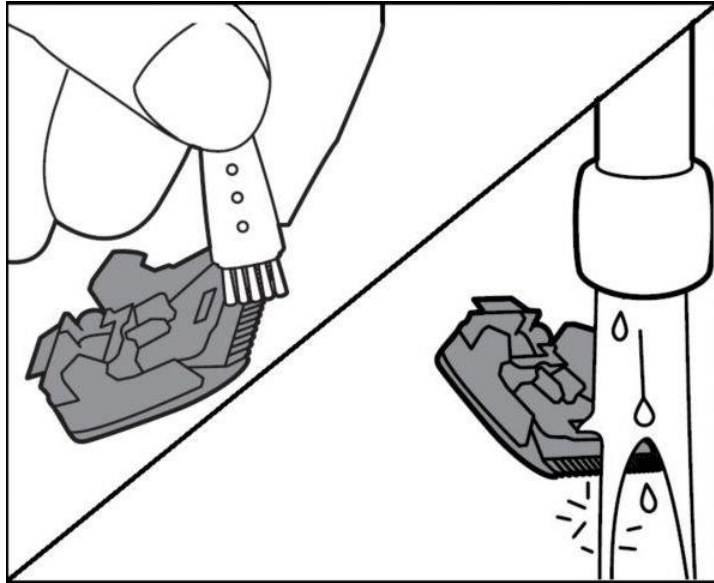
These devices have a crossed-out tap symbol printed on them. These appliances cannot be washed with water. When you remove the attachments, clean the area underneath it with the small brush provided with it or use a cotton swab.

### **Non-washable groomers with washable attachments**

Some Philips Trimmers are not washable, however, their attachments can be washed. For these devices take off the attachments to wash them off. Make sure the attachments are completely dry before putting them back on the groomer.

Watch the instructional video below to learn how to clean such devices.

For more detailed instructions of your particular model refer to the user manual.

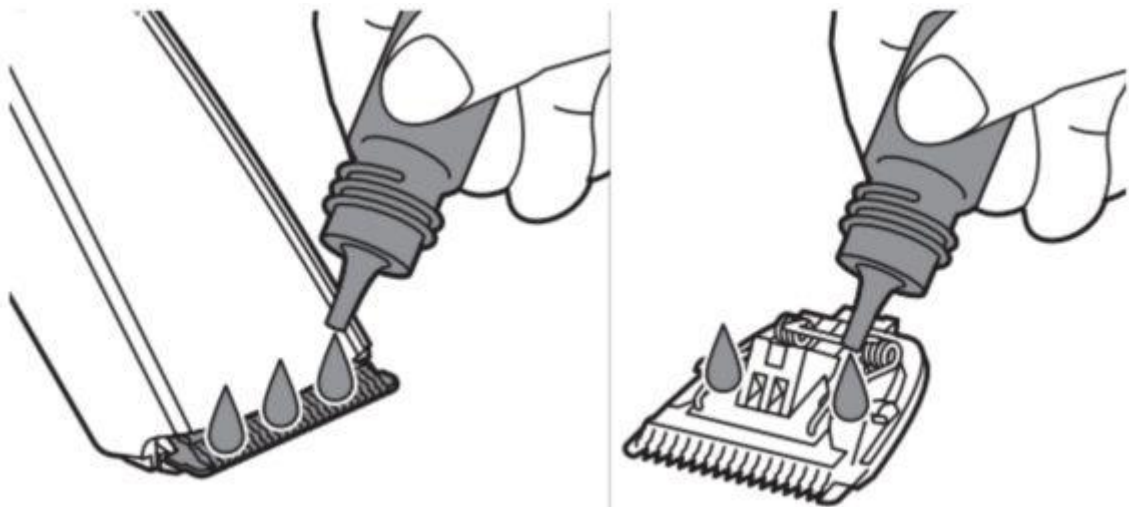


#### **Groomer is not assembled properly**

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 apply a few drops 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.

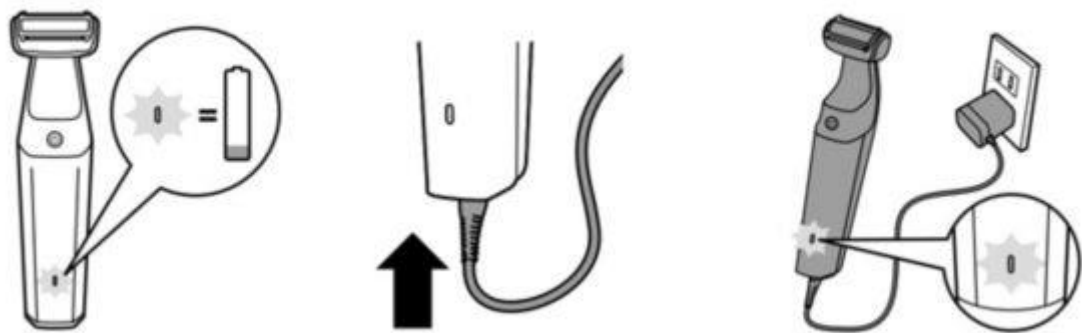


### **Groomer is not charged**

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 trimming my hair unevenly**

If your Philips Groomer is trimming your beard or hair unevenly, try our troubleshooting advice to solve this issue.

Keep in mind that depending on the model type, the features on the trimmer will vary.

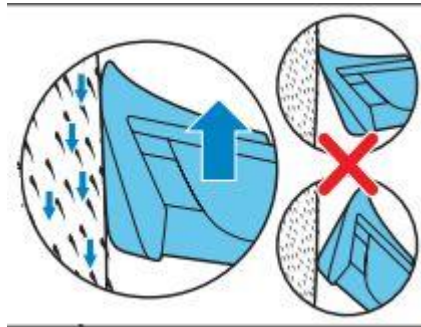
### **Comb not attached correctly**

It is important that the cutting element or the trimming comb which you are using with your groomer is attached correctly to its handle. If the attachments are not placed correctly, the groomer may not work, or give desired results.

### **Pressing the groomer too hard**

If you press the groomer too hard against your scalp or skin, you may accidentally change the settings to high or low or apply uneven pressure. This can result in uneven clipping.

For the best trimming experience, make sure your groomer is in full contact with your skin and move it gently and steadily.



### **Moving the groomer in one direction**

For best results, make sure that you trim your hair against the grain. When trimming your hair, it is important to keep in mind that your hair grows in different directions.

Therefore, to get an even trim, try moving your trimmer in different directions (upwards, downwards and across) so that it covers all of your hair.

### **Cutting wet hair**

Wet hair is more difficult to trim as they tend to stick to your skin and can be missed by the device. Therefore, we advise clipping your hair when it is completely dry.

### **Using incorrect attachment**

Your Philips Groomer may come with different attachments to use on your hair and beard. It is important to use the correct attachment on the corresponding area.

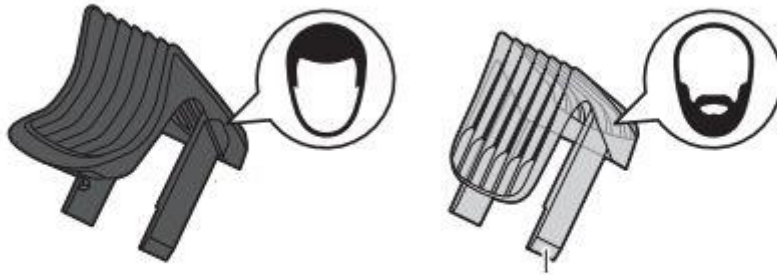
Facial hair is usually stiffer than scalp hair. Hence, the beard attachment is designed and tested only for beards.

The cutting element and comb of a beard trimmer are usually smaller than that of a hair clipper. This allows you to easily reach in smaller areas, like under your nose.

Therefore, for an even trim, make sure you are using the correct attachment.



If you are still not satisfied with the results of your Philips Groomer, then please contact us for further help.



---

### **Incorrect length setting**

Not all beard trimmers are fully optimised to groom very long beards (>10mm) and more strokes are needed for ideal result.

## **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.

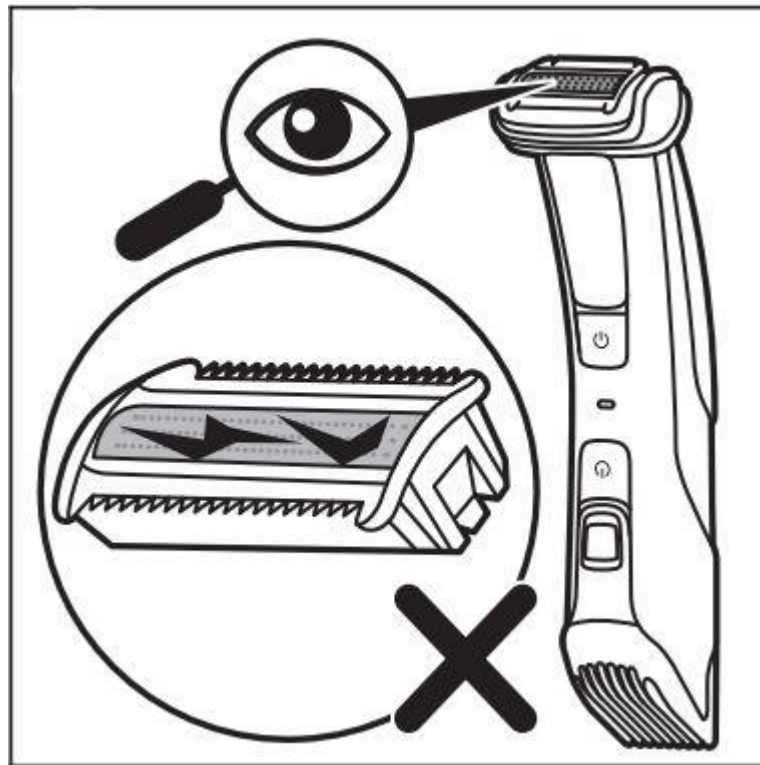
### **Tips to avoid skin irritation**

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

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

For more tips and tricks on how to avoid skin irritation, download the Philips Grooming App available on [Google Play](#) and the [App Store](#).

---



### **Is it safe to use a shaving foil to groom my body?**

If you are curious about how safe it is to use a shaving foil on your body, please see the information below.

All Philips products consisting of a shaving foil are skin friendly. Philips is not a dermatological authority and cannot give skin, hair or nail advice on individual cases.

Before using a Philips product with a shaving foil, it is good practice to visually check the grooming device to ensure that the shaving foil is still intact. Replace the foil immediately when it is damaged, via our webshop or your local Consumer Care.

You can use the shaving foil to trim and shave your body hair below the neckline, for example armpits, arms, legs and pubic area. We do not recommend using it on your face or head because you will not get desired results and it may also damage your skin.

Some products come with additional attachments to use on sensitive areas, like your pubic region. You can find more information about using these attachments in your user manual, or you can contact us.

If you are still unsure about how to use Philips devices with a shaving foil, please consult your physician or healthcare professional, who can examine whether your skin is suitable for this type of grooming device.

### **The shaving head could be damaged**

The shaving foil of your Philips Groomer can wear down over time. To minimise the wear of the foil, safely store your product and protect the foil from outside pressure or impacts by attaching a cap or comb.

Inspect the shaver head before each use. If the shaving foil looks damaged or worn out, replace it 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.



### **Can I use my Philips Body Groomer without a comb?**

The dual-sided body groomers let you switch between shaving and trimming. The shaver with rounded tips and foil adapts to the contours of your body for a smooth shave. The trimmer with comb has 5 different lengths for trimming anywhere on your body.

For trimming your body hairs, we advise using the integrated trimmer of the product with the adjustable trimming comb. The trimmer can be adjusted to 5 different lengths (3 mm (1/8") to 11 mm (7/16")).

When you want to trim hairs without the comb, limit the time to 5 minutes because the product will become warm. Consider the trimmer without comb trims close to the skin, do not use the trimmer head on sensitive areas e.g. pubic region without the comb attachment. You can use your groomer to trim and shave your body hair below the neckline for example armpits, chest and pubic area. We do not recommend using it on your face or head. This is because you will not get the desired results, and it may also cause skin damage.

### **My Philips Groomer is not working**

If your Philips Hair Groomer/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 or showerproof 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 in the device and affect its performance.

Before cleaning your groomer determine if it is washable or is only suitable for dry cleaning.

**Washable groomers**

These have a tap or shower symbol printed on them. To clean these devices, take off the attachments and cutter and clean the area underneath it with water.

Do not use soapy water or any cleaning detergents, as this can remove the protective grease on the cutter and affect its performance. Wash and dry the attachments separately before reattaching them to the groomer.

**Non-washable groomers**

These devices have a crossed-out tap symbol printed on them. These appliances cannot be washed with water. When you remove the attachments, clean the area underneath it with the small brush provided with it or use a cotton swab.

**Non-washable groomers with washable attachments**

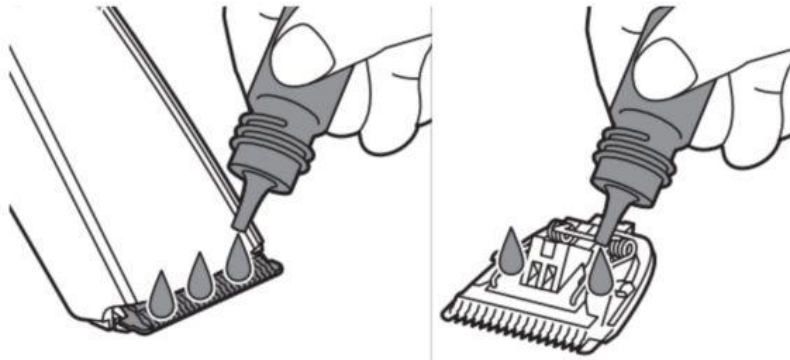
Some Philips Trimmers are not washable, however, their attachments can be washed. For these devices take off the attachments to wash them off. Make sure the attachments are completely dry before putting them back on the groomer.

Watch the instructional video below to learn how to clean such devices.

For more detailed instructions of your particular model refer to the user manual.

**Groomer is not oiled**

We recommend oiling your groomer regularly. You can apply a few drops 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 disposable 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.