

# frequently asked questions

This chapter lists the questions most frequently asked about the appliance. If you cannot find the answer to your question, contact the Customer Care Center in your country

## **Why doesn't the Sonic Blue Toothbrush work?**

- You may need to recharge the Sonic Blue Toothbrush. Charge the Sonic Blue Toothbrush for at least 12 hours.
- Make sure that your Sonic Blue Toothbrush charger is plugged into a live electrical outlet and not into an outlet controlled by a light switch. To confirm that it is charging, make sure that the charging light indicator light is lit up.
- You may need to reattach or replace the brush head.

## **Why do I feel a tickling sensation when I use the Sonic Blue Toothbrush?**

- You may experience a slight tickling/tingling sensation when you use the Sonic Blue Toothbrush for the first time. As you become accustomed to brushing with Sonic Blue Toothbrush, this sensation diminishes.

## **The brush head chatters against my teeth. What can I do about this?**

- To avoid this, keep the brush head properly oriented, with the bristles placed on the gumline at a slight angle.

## **Why does the Sonic Blue Toothbrush seem less powerful?**

- You may need to charge the Sonic Blue Toothbrush.
- You may need to replace your brush head.

## **Do I need a special charger if I travel with my Sonic Blue Toothbrush?**

- A special charger is NOT necessary when traveling with your Sonic Blue Toothbrush. The supplied charger can be used with AC 110V/60Hz.
- You may need a converter to charge your Sonic Blue Toothbrush in other countries.

## **Unpleasant odor**

- Clean the handle, brush head and charger thoroughly (see Cleaning)
- Replace the brush head with a new one.