



Philips Consumer Lifestyle

# Service Manual

## PRODUCT INFORMATION

### Sanitizing

With the UV sanitizer you can clean your brush head after every use. After brushing, rinse the brush head and shake off excess water. Place your finger in the door recess on top of the sanitizer and pull open the door. Place the brush head on one of the two pegs in the sanitizer so that the bristles are directly facing the light bulb. Close the door and press the green power on/off button once to start the UV clean cycle. It runs for 10 minutes then automatically shuts off. The sanitizer is in operation when the blue light glows through the window and the UV clean LED flashes slowly.

Note: The sanitizer stops if the door is opened during operation.

### Easy-start

This Sonicare model comes with the Easy-start feature activated. The Easy-start feature gently increases power over the first 14 brushings to ease into the Sonicare experience..

Easy-start can also be switched off.

To deactivate Easy-start:

Press and hold the power on/off button for 2 seconds. You hear 1 beep to indicate that the Easy-start feature has been deactivated.

To activate Easy-start:

Press and hold the power on/off button for 2 seconds. You hear 2 beeps to indicate that the Easy-start feature has been activated.

### Smartimer

The Smartimer indicates that your brushing cycle is complete when it automatically turns off the toothbrush at the end of the brushing cycle. Dental professionals recommend brushing at least 2 minutes twice a day.

### Quadpacer

The Quadpacer feature ensures that you brush all four sections of your mouth evenly and thoroughly. You will hear a short beep and notice a brief pause in brushing action. This is the signal to move to the next section of your mouth. The Quadpacer feature on this model has been activated. To deactivate or reactivate the Quadpacer features: Place the handle with a brush head attached on the plugged-in charger.

Press and hold the mode button for 2 seconds.

You hear 1 beep to indicate the Quadpacer has been deactivated or you hear 2 beeps to indicate the Quadpacer has been activated.

### Brushing modes

The programmable brushing allow you to customize the brushing action. There are five different brushing modes.

Clean: Complete whole mouth cleaning (2 minutes).

Gum Care: Complete whole mouth cleaning (2 minutes) plus gentle cleaning for problem areas and along the gumline (1 minute).

Refresh: Touch-up for a quick clean (1 minute).

Sensitive: Gentle cleaning for sensitive gums and teeth (2 minutes).

Massage: Gentle gum stimulation (2 minutes).

### Battery gauge

When the handle is placed in the charger, the flashing light of the battery gauge indicates that the toothbrush is charging.

Indicates amount of charge left in battery

3 green LEDs: fully charged

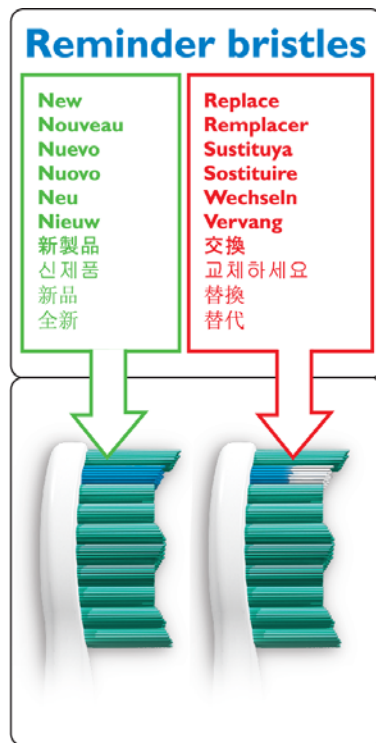
2 green LEDs: 67-94%

1 green LED: 34-66%

1 flashing yellow LED: less than 25%  
If the battery charge of your Sonicare is low, you will hear 3 beeps at the end of the brushing cycle and the charge indicator LED flashes yellow for 30 seconds.  
Note: It takes at least 24 hours to fully charge the battery.

## Reminder bristles

Reminder bristles are introduced to remind the consumer to replace their BHs at the recommended replacement time. The color of the reminder bristles wears out as you use the brush head and starts fading from the tip downward. When the reminder bristles have faded half way it is time to replace the brush head.



## SAFETY INFORMATION

- Consult your physician prior to using Sonicare if you have medical concerns.
- Consult your dental professional before you use this product if You have had oral or gum surgery in the previous 2 months.
- Sonicare has been tested and is compliant with safety standards for electromagnetic devices.
- Contact your dental professional if excessive bleeding occurs after using this product or bleeding continues to occur after 1 week of use.
- Do not place or store the charger or sanitizer where it can fall or be pulled into a bathtub, sink or toilet.
- Discontinue use of the sanitizer if the UV light bulb remains on when the door is open. UV light can be harmful to the human

eye and skin. This device should be kept out of reach of children at all times.

- The UV light bulb is hot during and immediately after the sanitizing cycle. Do not touch the UV light when it is hot.
- Do not operate the UV sanitizer where aerosol (spray) products Are being used or where oxygen is being administered.
- DO NOT plug the charger into an outlet with incorrect voltage.

## Environment

- The rechargeable battery inside your Sonicare cannot be replaced, but is easy to remove for recycling. Refer to the instructions below for battery removal.
- Do not throw away the appliance or the UV light bulb(bulb contains mercury) with the normal household waste at the end of it's life, but hand it in at an official collection point for proper disposal.
- If you have any recycling questions, contact your local waster management office.

## TECHNICAL INFORMATION Toothbrush Handle

- Voltage : 4.05 Volts d.c. at full charge
- Power consumption : 2 watts
- Charging time : Empty-to-full: 24 hours @ 110V
- Operating time : Full-to-empty: 84 minutes
- Battery type : Lithium Ion

## Travel Charger

- Voltage / Frequency : 100-240V, 50 - 60 Hz
- Power consumption : 0.4 watts @ 100V / 1.4 watts @ 240V

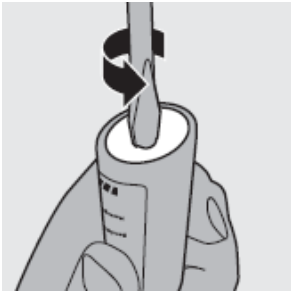
## UV Sanitizer / Charger

- Voltage / Frequency : 100-240, 50 - 60 Hz
- Power consumption : 0.9 watts @ 100V / 1.3 watts @ 240V (Charge Mode Only)  
5.7 watts @ 100V / 6.1 watts @ 240V (UV and Charge Mode)

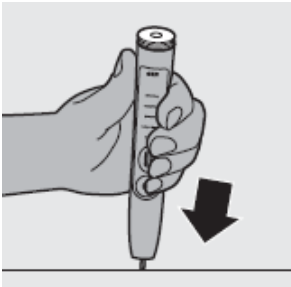
## REPAIR INSTRUCTION

- Brush head (pos 2)  
In case of a defective brush head, the complete brush head must be replaced.
- Charging unit (pos 1)  
In case of a defective charging unit or cordset, the complete charging unit must be replaced.
- Handle toothbrush (not available in service channel)  
The batteries inside cannot be replaced. In case of a defect, the complete unit must be replaced.
- Charging the handle  
The handle should be charged for at least 24 hours during the first few days of use.
- Sanitizer(pos 3)  
In case of a defective sanitizer, the complete sanitizer unit must be replaced.
- Sanitizer UV light bulb Replacement(pos 4)

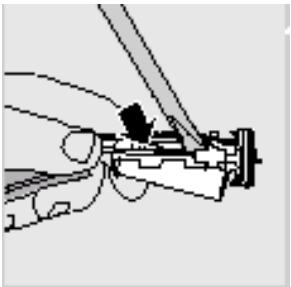
1. To deplete the rechargeable battery of any charge, remove the handle from the charger, turn on the Sonicare and let it run until it stops. Repeat this step until you can no longer switch on the Sonicare.



2. Insert a screwdriver into the slot located at the bottom of the handle and turn counterclockwise to release the bottom cap.



3. Hold the handle upside down and push down on the shaft to release the internal components of the handle.



4. Insert the screwdriver under the circuit board, next to the battery connections, and twist to break the connections. Remove the circuit board and pry the battery from the plastic carrier.

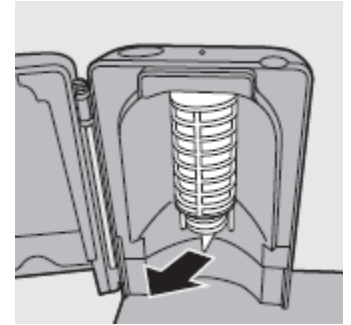
5. The rechargeable battery can now be recycled and the rest of the product discarded appropriately.

#### **DISASSEMBLY- AND RE-ASSEMBLY ADVISE**

- UV light bulb replacement

1. Unplug sanitizer.
2. Pull the drip tray straight out.

3. To remove the screen, grasp the edges next to the snaps, gently squeeze and pull out the protective screen..



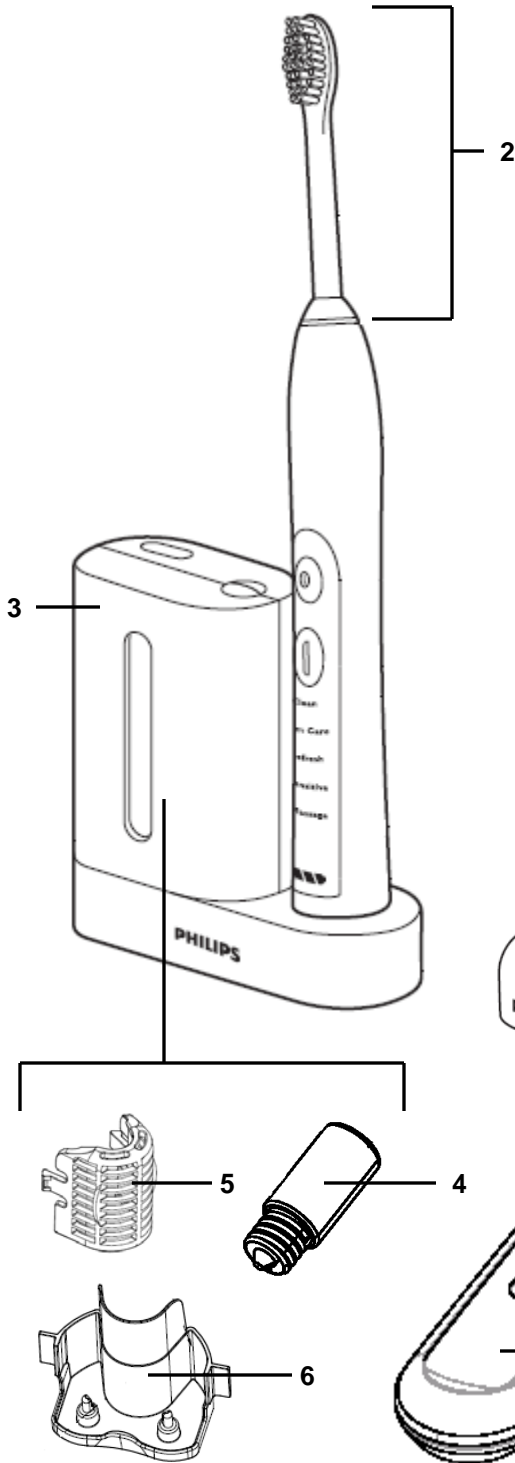
4. Remove light bulb by grasping it and pulling it out of the metal clasp.
5. Align replacement light bulb with metal clasp and push bulb into clasp then reinsert light bulb screen.

#### **OPTIONAL (accessories)**

- No specific issues

# HX6942/14, HX6942/20, HX6962, HX6972, HX6992

## PARTS LIST AND EXPLODED VIEW



Pos	Service Code	Description
1	4235 010 06900	TRAVEL CHARGER - US
	4235 010 06910	TRAVEL CHARGER - EURO
	4235 010 07100	TRAVEL CHARGER - UK / HONG KONG / SINGAPORE
2	8816 011 02040	BRUSH HEAD, REMINDER BRISTLES
	8816 021 02040	MINI BRUSH HEAD, REMINDER BRISTLES
3	4235 010 09721	UV SANITIZER - US
	4235 010 09731	UV SANITIZER - EURO
	4235 010 09741	UV SANITIZER - UK / HONG KONG / SINGAPORE
4	4235 025 04290	UV SANITIZER BULB
5	4235 020 37361	UV SANITIZER BULB GUARD
6	4235 020 37381	UV SANITIZER DRIP TRAY
7	4235 010 06920	CHARGER COVER AND BASE
8	4235 020 20970	TRAVEL CASE

Note: Handles are no longer available for after care service. Handle warranty claims should be routed to Call Centers for replacement.

