

Frequently Asked Questions

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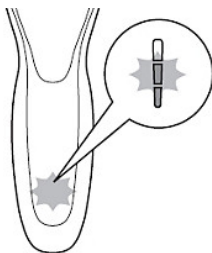
1. What do the symbols on my Philips shaver mean?

If you would like to find out what the symbols and indicator lights on your Philips Shaver mean, read our explanation in this article.

Charging lights

The battery symbol on your Philips Shaver lights up to indicate the charging status of your shaver. When the battery is about to run out, the indicator blinks orange. While charging, this light can be white, green or blue, depending on your shaver model.

Once your shaver is fully charged, the light stays on for 15 or 30 minutes and then automatically turns off to save energy.



Unplug for use

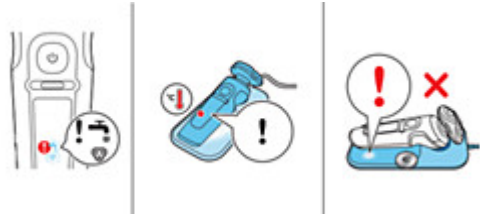
Some Philips Shavers can only be used cordless. If you try to turn these shavers on while they are still plugged in, an unplug symbol flashes white as a reminder to unplug your shaver.



Exclamation mark

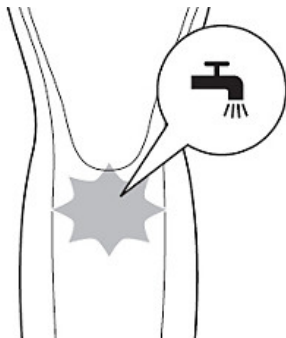
If you see an exclamation mark blinking on your Philips Shaver it can mean a few things.

1. **Blocked shaving heads:** If you see the exclamation mark along with a tap and a shaving head symbol, this means the motor of your shaver cannot run anymore because the shaving heads are soiled or damaged. When this happens, you have to clean the shaving heads or replace them.
2. **Overheating:** Your shaver may overheat due to excessive charging. When this happens, the shaver automatically switches off. Let it cool down for a few minutes and try turning it on again.
3. **Metallic object on charging pad:** If you see an exclamation mark flashing on your Qi pad, it means that there is a metal object placed on it. This will cause the Qi pad to automatically turn off. Remove the object and restart the charging pad after 5 minutes.



Cleaning reminder

To maintain your Philips Shaver, cleaning it should be part of your daily routine. You may see a tap symbol blinking on your shaver once you switch it off as a reminder to clean it.



Travel lock

You can lock your Philips Shaver when you are traveling to ensure it does not switch on by accident.

To activate the travel lock press the on/off button on your shaver for three seconds. When the travel lock is activated, a lock symbol flashes on your shaver.

To deactivate the travel lock press the on/off button on your shaver for three seconds. The lock symbol will first flash and then light up continuously to indicate that the shaver is ready for use again.



Replacing shaving heads

To maintain your Philips Shaver it is important to regularly replace its shaving heads. Depending on your shaver model, you may see a shaving head symbol flashing on your shaver or hear a beep as a reminder to replace the shaving heads.

For most shaver models, the shaving heads should be replaced every two years. For instructions on how to replace the shaving heads of your shaver refer to your user manual.

Note: After replacing the shaving heads, you need to reset the shaver by pressing the on/off button for a few seconds.

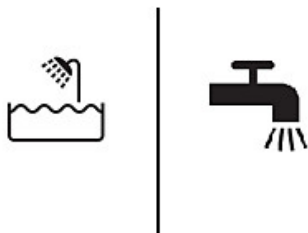


Bath and tap symbol

If you see a shower or bath symbol printed on the back of your Philips Shaver, it means that your shaver is waterproof and can be safely used with water while taking a shower or a bath.

A tap symbol printed on the back of your Philips Shaver indicates that your shaver is washable, and can be cleaned with water. However, this does not mean that you can use it in the shower or bath.

A crossed out tap symbol means that your shaver is not washable and should be cleaned without water.



Notification symbol

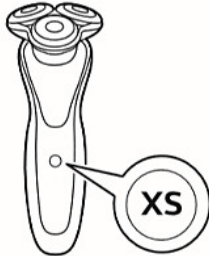
The notification symbol lights up on your S7000 shaver when there is an important message in the Philips GroomTribe App for you.



Sensitive shaving symbol

The Philips Shaver S7000 has an S and XS symbol on it. The S symbol stands for sensitive shave settings, and XS is for extra sensitive shave. You can select these settings via the Philips GroomTribe App.

Note: Please keep in mind that the symbols on your Philips Shaver vary per model type. For a complete overview of the symbols and indicator lights on your shaver refer to the user manual.



2. Which foam or gel can I use with my Philips shaver?

You can use any type of shaving foam or gel available in the supermarket or drugstore with your wet and dry Philips Shaver. If you have sensitive skin, we advise you to use a shaving foam or gel for sensitive skin.

Does using a foam or gel effect my shaver's performance?

Wet shaving with foam or gel uses more energy and can thus drain your shaver's battery much faster. If you use your Philips Shaver for dry shaving only, the battery can last much longer.

Is it better to dry or wet shave with my Philips Shaver?

Both dry and wet shaving have their own advantages. It comes down to your personal choice of shaving. Some points to consider are as follows:

1. Dry shaving can be done almost anywhere, even on the go, and there is hardly any cleaning involved.
2. Wet shaving feels refreshing and is often beneficial for sensitive skin as it reduces friction and irritation caused by a blade.

For more shaving tips, download the Philips Grooming App, available on both App Store and Google Play.

3. Is my phone compatible with the Philips GroomTribe App?

You can download the Philips GroomTribe App on your phone to use it with your Philips Shaver S7000. The app is compatible with iPhone 6S (or higher), which is running on iOS 11.3 or higher. It can also be used on android phones bigger than 4.5 inches, with OS version 6.0 or higher and Bluetooth version 4.1 or higher.

4. How do I get the best results with my Philips Shaver?

To get the best results from your Philips Shaver, follow our tips and tricks outlined below.

Allow your skin an adjustment period

If you are a new user of the Philips Shaver, keep in mind that your skin needs to adapt to the electric razor. This means that your skin may feel slightly irritated in the beginning. Allow yourself an adjustment period of two to three weeks with your new Philips Shaver.

You can also use a gentle moisturizer or aftershave lotion to minimize skin irritation after shaving.

Pre-trim your long facial hair

Shaving long hair can be uncomfortable and may lead to skin irritation.

If you have not shaved for a couple of days and have a heavy beard, it is a good idea to trim your beard before you start shaving. This technique also helps in reducing shaving time.

Some Philips Shavers come with a trimming attachment that you can use to trim your beard. Otherwise, use your normal beard trimmer.

Be gentle

While shaving, it is important to be gentle, especially if you have sensitive skin prone to irritation. Do not press the shaver too hard against your skin. Only apply a gentle pressure which makes your facial hair stand upright and makes it easier for the shaver blades to catch and cut them.

Gentle pressure also reduces friction between the shaver and your skin, resulting in a more comfortable experience.

Tips for wet shaving

When using your Philips Shaver with a foam or shaving gel, take care of the following tips:

1. Always wash your face with water and soap before you start shaving.
2. Apply your favorite shaving gel or foam to your skin.
3. Start shaving by moving your shaver in circular movements over your skin. This ensures that all hair growing in different directions are removed from your skin.

Tips for dry shaving

Most Philips Shavers can be used for both wet and dry shaving. If you are shaving without water, please take care of the following things:

1. Firstly, always wash your face with some water and soap and then dry it properly.
2. Allow at least 15 minutes for your skin to dry completely before you start shaving.
3. Move the shaver on your skin in circular movements to cut all hair growing in different directions.

For more shaving tips, download the Philips Grooming App, available on both App Store and Google Play.

5. How do I clean my Philips Shaver?

To find out how to clean your Philips Shaver, follow our instructions below based on the shaver series you have. Before cleaning your shaver always make sure it is waterproof, by looking for a tap or bath symbol printed on its back.

Cleaning instructions for Philips Shaver series S7000 and S9000

We advise cleaning your shaver after every shave for optimal performance. Depending on your shaver model, you may see a notification symbol flashing on your shaver as a reminder to clean it.

1. Turn on your shaver and rinse it under a warm water tap.
2. Turn off the shaver and remove the top part of your shaving head.
3. Rinse the top part of your shaving head under warm running water for at least 30 seconds. Attach it back on the shaving head once it is completely dry.

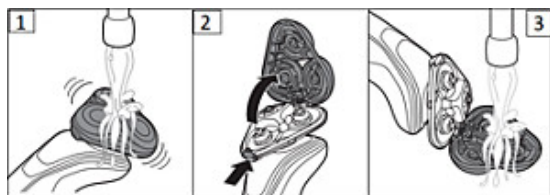
4. Carefully shake off excess water from your shaver and let it air dry. Never dry the shaver head with a towel or tissue, as this may damage it.



Cleaning instructions for Philips Shaver series S5000 and S6000

If your Philips Shaver belongs to the series S5000 and S6000 follow the cleaning instructions below.

1. Turn on your Philips Shaver and rinse it with warm water for at least 30 seconds.
2. Press the release button to open the shaving head.
3. Rinse the shaving head holder under warm running water.
4. Carefully shake off excess water and keep the shaving head holder open until it is completely dry.
Once dried you can close the shaving head holder, making sure you hear a click.



Cleaning instructions for two-headed Philips Shavers

If you have a two-headed Philips Shaver follow the cleaning instructions below.

1. Pull off the shaving head from your Philips Shaver.
2. Rinse the shaving head under a warm water tap for at least 30 seconds.
3. Shake off the excess water from the shaving head and let it air dry.
4. Press the release button to open the top part of the shaving head and pull it off the shaving head.
Rinse it with water and click it back on the shaving head once it is clean and dry.
5. Once the shaving head is completely dry, reattach it to your Philips Shaver.

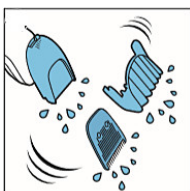


Cleaning the click-on attachments of Philips Shavers

Some Philips Shavers come with click-on attachments like a beard styler, or a cleaning brush. It is important to keep these attachments clean.

You can pull them off your shaver and rinse them with some warm water. Once they are clean and dry, they can be reassembled on your shaver.

For details on the attachments that come with your shaver and how to clean them, please refer to the user manual.



Cleaning Philips Shaver with a Philips SmartClean system

Some Philips Shavers can be cleaned in the Philips SmartClean system. Please see the instructions below on how to clean your shaver in the SmartClean system.

1. Rinse the shaver under a warm water tap and shake off excess water from it.
2. Press the top part of your Philips SmartClean system to open the area where you can place your shaver. Hold your shaver upside down pointing towards the SmartClean system and place it in the SmartClean holder.
3. Tilt the shaver backward and press down the top cap of the SmartClean system until you hear a click sound, confirming that the shaver is locked in.
4. Press the on/off button on the SmartClean system to start the cleaning program. You will see a cleaning symbol blinking on the SmartClean system confirming that the cleaning program is working.
5. If you have more questions regarding the cleaning instructions of your Philips Shaver, refer to your user manual or call us for support.
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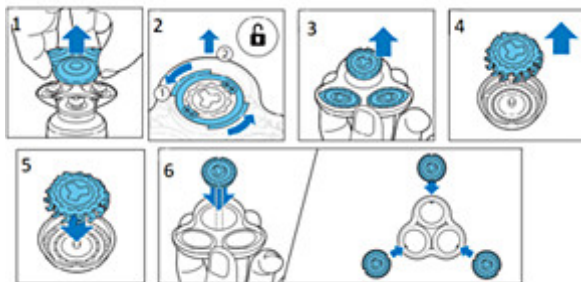
6. How do I remove the shaving heads of my Philips shaver?

To deep clean your Philips Shaver, you need to know how to replace the shaving heads of your shaver. Follow the instructions below on how to do this. Please keep in mind that the instructions for your specific shaver may be different. It is best to consult your user manual for details.

Removing and reattaching your Philips shaving head

Switch off your shaver and follow the steps below.

1. Pull the shaving head holder off the body of the shaving unit.
2. Twist the retaining rings inside your shaving head holder and pull them out one by one.
3. Remove the shaving heads from the shaving head holder.
4. Each shaving head consists of a cutter and a guard. Please keep in mind that the cutter and guard are not interchangeable. So make sure you keep them together.
5. Put the shaving heads back into the shaving head holder.
6. Reattach the shaving head holder to the bottom part of the shaving unit.



7. How do I change the settings on my Philips Shaver S7000?

The sensitive shave settings on your Philips Shaver S7000 can only be changed through the Philips GroomTribe App. By default, the shaver is set to S (sensitive). Via the app you can change the settings to XS (extra sensitive) or N (normal). The symbols S and XS on the shaver indicate which settings you have selected. For some shaver models the N symbol is not displayed on the shaver.

