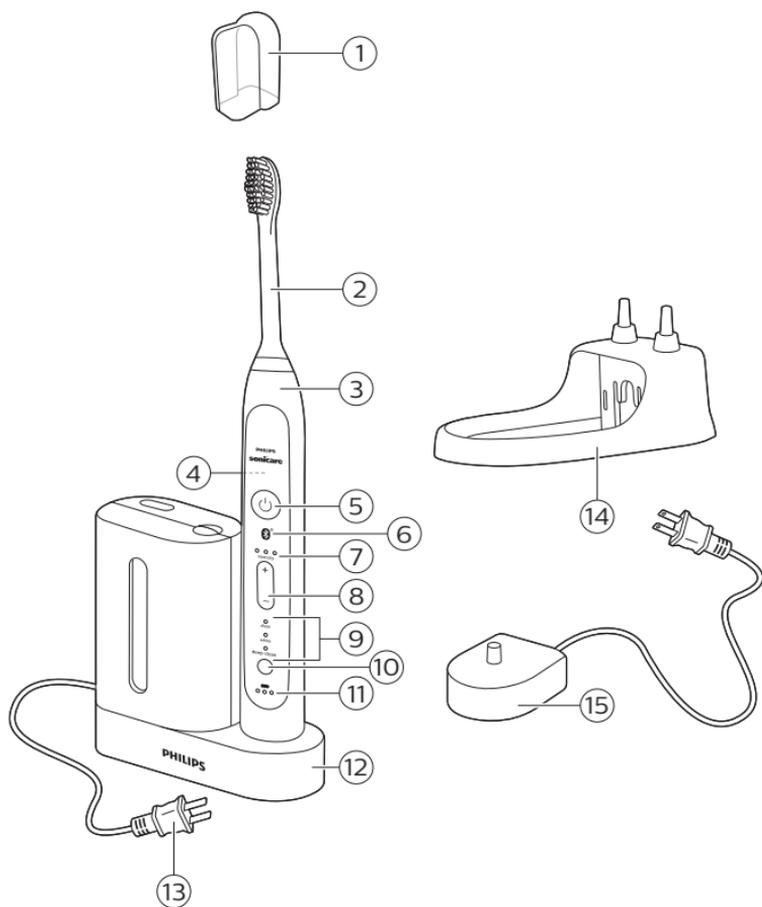


FlexCare Platinum Connected



**PHILIPS**  
**sonicare**





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## English 6

## Introduction

Congratulations on your purchase and welcome to Philips! To fully benefit from the support that Philips offers, register your product at [www.philips.com/welcome](http://www.philips.com/welcome).

## IMPORTANT SAFEGUARDS

**Warning: READ ALL INSTRUCTIONS BEFORE USE**

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

## DANGERS

To reduce the risk of electrocution:

- 1 Do not place or store the product where it can fall or be pulled into a tub or sink.
- 2 Do not place the product in or drop it into water or any other liquid.
- 3 Do not reach for a product that has fallen into water. Unplug immediately.
- 4 Do not use the product while bathing.
- 5 Do not immerse the charger and/or sanitizer in water or any other liquid.
- 6 After cleaning, make sure the charger and/or sanitiser is completely dry before you connect it to the mains.

## WARNINGS

To reduce the risk of burns, electrocution, fire or physical injury:

- 1 Do not use attachments other than those recommended by the manufacturer.

- 2** This product is designed to operate within a range of 100 to 240 volts.
- 3** Do not insert objects into the air openings of the sanitizer or block these air openings by placing it on a soft surface or in a position or location where objects will block these openings (examples of objects: magazine, tissue paper, hair, and the like).
- 4** Never force the plug into an outlet; if the plug does not easily fit into the outlet, discontinue use.
- 5** Discontinue use if the product appears damaged in any way (brush head, handle or charger).
- 6** The power cord cannot be replaced. If the power cord is damaged, discard the charger and/or sanitizer.
- 7** Keep the cord away from heated surfaces.
- 8** Do not use the charger or sanitizer outdoors or operate the sanitizer where aerosol (spray) products are being used or where oxygen is being administered.
- 9** Never use the Philips Sonicare while sleepy or drowsy.
- 10** This product contains no user-serviceable parts. Refer to 'Warranty and support' if the product no longer works properly or needs repair.
- 11** Use this product only for its intended use as described in this document or as recommended by your dental professional.

- 12** This product is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 13** Children should be supervised to ensure that they do not play with the product.
- 14** Philips Sonicare is a personal care device and is not intended for use on multiple patients in a dental office or institution.
- 15** 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. Keep the sanitizer out of the reach of children at all times.
- 16** Do not operate the UV sanitizer without the protective screen in place to avoid contact with hot bulb.
- 17** If the sanitizer is used for 3 consecutive UV clean cycles (i.e., 3 times in a row) a minimum of 30 minutes 'Off Time' is required before you start another UV clean cycle.

## MEDICAL WARNINGS

- 1** Consult your dental professional before you use this product if you have had oral or gum surgery in the previous 2 months.
- 2** Contact your dental professional if excessive bleeding occurs after using this product or bleeding continues to occur after 1 week of use.
- 3** Discontinue use of this product and contact a physician/dentist if discomfort or pain is experienced.

- 4 This product complies with the safety standards for electromagnetic devices. If you have a pacemaker or other implanted device, contact your physician or the device manufacturer prior to use.
- 5 Consult your physician if you have other medical concerns.

## Electromagnetic fields (EMF)

This Philips product has been tested and is compliant with safety standards for electromagnetic devices. If handled properly and according to the instructions in this user manual, the product is safe to use.

SAVE THESE INSTRUCTIONS

## Your Philips Sonicare (Fig. 1)

- 1 Hygienic travel cap
- 2 Brush head with unique identifier
- 3 Handle
- 4 Sensors
- 5 Power on/off button
- 6 Bluetooth
- 7 Intensity level indicator
- 8 Intensity level button (+ and -)
- 9 Brushing modes
- 10 Mode button
- 11 Battery level indicator
- 12 UV sanitizer with integrated charger and cord wrap (select models)
  - Not shown: UV light bulb
  - Not shown: Sanitizer drip tray
  - Not shown: Protective screen for UV light bulb
- 13 Power cord with plug

**14** Charger cover with brush head holders (select models)

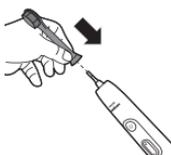
**15** Travel charger

- Not shown: Travel case

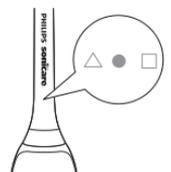
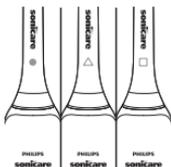
Note: The content of the box may vary based on the model purchased.

## Getting started

### Attaching the brush head



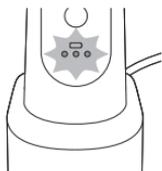
- 1 Align the brush head so the bristles point in the same direction as the front of the handle.
- 2 Firmly press the brush head down onto the metal shaft until it stops.



Note: Philips Sonicare brush heads are imprinted with icons to easily identify your brush head.

### Charging your Philips Sonicare

- 1 Put the plug of the charger or sanitizer in an electrical outlet.



- 2 Place the handle on the charger.

The flashing light of the battery level indicator indicates that the toothbrush is charging.

**Note:** It takes at least 24 hours to fully charge the battery.

## Using your Philips Sonicare

### Bluetooth connectivity

Before you start the connectivity procedure, make sure your mobile device runs on Bluetooth 4.0 or higher.

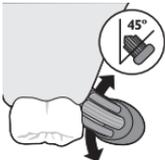
**Note:** For the latest information on device compatibility, please visit the App Store or Google Play.

### Connecting your toothbrush

- 1 Download the Philips Sonicare app from the App Store or Google Play.
- 2 Confirm Bluetooth is switched on on your mobile device before you open the app. Check the settings on your mobile device to turn on Bluetooth.
- 3 To connect the toothbrush to the app, turn on the toothbrush by pressing either the power on/off button or the brushing mode button. Make sure the toothbrush is not on the charger when you turn it on.
- 4 Open the Sonicare app.
- 5 Follow the Sonicare app instructions displayed on your mobile device. The app automatically connects with the toothbrush. If the toothbrush does not connect, follow the troubleshooting steps provided in the app.

Note: For optimal data capture keep your mobile device close whilst brushing.

## Brushing instructions



- 1 Wet the bristles and apply a small amount of toothpaste.
- 2 Place the toothbrush bristles against the teeth at a slight angle (45 degrees), pressing firmly to make the bristles reach the gumline or slightly beneath the gumline.

Note: Keep the center of the brush in contact with the teeth at all times.

- 3 Press the power on/off button to turn on the Philips Sonicare.
- 4 Apply light pressure to maximize Philips Sonicare's effectiveness and let the Philips Sonicare toothbrush do the brushing for you. Do not scrub.
- 5 Gently move the brush head slowly across the teeth in a small back and forth motion so the longer bristles reach between your teeth. Continue this motion throughout the brushing cycle.
- 6 To clean the inside surfaces of the front teeth, tilt the brush handle semi-upright and make several vertical overlapping brushing strokes on each tooth.



Note: To make sure you brush evenly throughout the mouth, divide your mouth into 6 sections using the BrushPacer feature (see chapter 'Features').



- 7 Follow the Sonicare app's brushing guidance combined with the BrushPacer and begin brushing in section 1 (upper right teeth) and brush for 20 seconds before you move to section 2 (upper front teeth). Continue doing this for section 3 till 6 to ensure even brushing in all 6 segments of the mouth.

Note: When using the White mode, two additional 20 second intervals can be used for polishing your front teeth.

- 8 The Philips Sonicare app helps to address any missed spots by guiding you to spend 20 seconds in the areas you missed during brushing.



Your Philips Sonicare is safe to use on:

- Braces (brush heads wear out sooner when used on braces).
- Dental restorations (fillings, crowns, veneers).

Note: Ensure that braces or dental restorations are properly adhered and not compromised. If not, braces or dental restorations may be damaged when they come into contact with the brush head.

Note: When the Philips Sonicare is used in clinical studies, the default 2-minute Clean mode with high intensity must be selected. The handle should be fully charged and the Easy-start feature deactivated.

## Brushing modes

Note: When the toothbrush is switched on, you cannot toggle between modes.

- 1 Prior to turning on the Sonicare, press the mode button to toggle between modes.
  - The selected brushing mode illuminates.

- Once a brushing mode has been selected, it remains active until another brushing mode is selected.

Note: When the Sonicare is used in clinical studies, it must be used in the default 2-minute Clean mode at high intensity or in the Deep Clean mode at high intensity.

### **Clean mode**

Standard mode for superior teeth cleaning.

### **White mode**

2 minutes of Clean mode, with an additional 40 seconds of White mode to focus on your visible front teeth.

### **Deep Clean**

Provides an invigorating 3 minutes of alternating cleaning and massaging to deliver an exceptionally clean experience.

## **Intensity levels per mode**

- Low: 1 LED indicator light.
- Medium: 2 LED indicator lights.
- High: 3 LED indicator lights.

Note: to adjust the intensity level to the next higher or lower level, you can press the + button to increase intensity or the - button to decrease intensity at any time during the brushing cycle.

## **Pressure Sensor**

A change in vibration (and a slight change in sound) alerts you when you apply too much pressure while brushing. See chapter 'Features'.

## **Battery status (when handle is not on charger)**

- 1 yellow LED indicates a low charge.

- 3 green LEDs indicate a full charge.

Note: If you hear two sets of five beeps and the yellow LED of the battery level indicator flashes, your Sonicare will turn off until placed on the charger, where it will start to recharge.

Note: Your Sonicare will not be able to run a brushing routine until it is fully recharged.

Note: To keep the battery fully charged at all times, you may keep your Sonicare on the charger when not in use.

## Features

### Pressure Sensor

This Sonicare model comes with the Pressure Sensor feature activated. The Pressure Sensor works in all 3 modes and at all 3 intensity levels.

#### Activating or deactivating the Pressure Sensor feature

- 1 Attach the brush head to the handle.
- 2 Place the handle in the plugged-in charger or sanitizer.
  - To deactivate Pressure Sensor:  
Press and hold the power on/off and mode button for 2 seconds. You hear 1 beep to indicate that the Pressure Sensor feature has been deactivated.
  - To activate Pressure Sensor:  
Press and hold the power on/off and mode button for 2 seconds. You hear 2 beeps to indicate that the Pressure Sensor feature has been activated.

## Brush Pacer



- The BrushPacer is an interval timer that has a short beep and pause to remind you to brush the 6 sections of your mouth. Depending on the brushing mode or brushing routine you have selected, the BrushPacer beeps at different intervals during the brushing cycle. See the 'Brushing instructions' sections.

To deactivate or reactivate the BrushPacer feature:

- 1 Place the handle with a brush head attached in the plugged-in charger.
- 2 Press and hold the mode button until:
  - a You hear 1 beep to indicate the BrushPacer has been deactivated.
  - b You hear 2 beeps to indicate the BrushPacer has been activated.

## Smartimer

The Smartimer indicates that your brushing cycle is complete by automatically turning off the toothbrush at the end of the brushing cycle.

Dental professionals recommend brushing no less than 2 minutes twice a day.

## Easy-start

This Sonicare comes with the Easy-start deactivated.

The Easy-start feature gently increases the power over the first 14 brushings to help you get used to the brushing with the Philips Sonicare.

**Note:** Each of the first 14 brushings must be at least 1 minute in length to properly advance through the Easy-start ramp-up cycle.

## Activating or deactivating the Easy-start feature

- 1 Attach the brush head to the handle.
- 2 Place the handle in the plugged-in charger or sanitizer.
  - To activate Easy-start:  
Press and hold the power on/off and mode button for 2 seconds. You hear 2 beeps to indicate that the Easy-start feature has been activated.
  - To deactivate Easy-start:  
Press and hold the power on/off and mode button for 2 seconds. You hear 1 beep to indicate that the Easy-start feature has been deactivated.

Note: Using the Easy-start feature beyond the initial ramp-up period is not recommended and reduces Philips Sonicare effectiveness in removing plaque.

Note: Each of the first 14 brushings must be at least 1 minute in length to properly move through the Easy-start ramp-up cycle.

## Sanitizing



- With the UV sanitizer you can clean your brush head for optimal cleanliness.

Note: The UV sanitizer is not a replacement for rinsing your brush head with water, but is additive to rinsing with water.

Unplug the sanitizer, discontinue use and call Consumer Care if:

- The UV light bulb remains on when the door is open.
- The window is broken or missing from the sanitizer.

- The sanitizer gives off smoke or a burning smell while it is operating.

Note: UV light can be harmful to the human eye and skin. This device should be kept out of reach of children at all times.

- 1 After brushing, rinse the brush head and shake off excess water.

Warning: Do not place the travel cap on the brush head during sanitization.



- 2 Place your finger in the door recess on top of the sanitizer and pull open the door.



- 3 Place the brush head on one of the 2 pegs in the sanitizer with the bristles facing the light bulb.

Note: Only clean Philips Sonicare snap-on brush heads in the sanitizer.

- 4 Make sure the sanitizer is plugged into a live outlet of appropriate voltage.
- 5 Close the door and press the green power on/off button once to select the UV clean cycle.

Note: You can only turn on the sanitizer if the door is properly closed.

Note: The sanitizer stops if you open the door during the sanitizing cycle.

Note: The sanitizer cycle runs for 10 minutes and then automatically shuts off.

- The sanitizer is in operation when the light glows through the window.

## Cleaning

**Warning: Do not clean the brush head, handle, travel charger or the UV sanitizer in the dishwasher.**

### Toothbrush handle

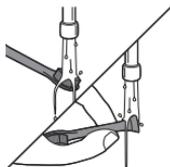


- 1 Remove the brush head and rinse the metal shaft area with warm water. Make sure you remove any residual toothpaste.

**Caution: Do not push on the rubber seal on the metal shaft with sharp objects, as this may cause damage.**

- 2 Wipe the entire surface of the handle with a damp cloth.

### Brush head



- 1 Rinse the brush head and bristles after each use.
- 2 Remove the brush head from the handle and rinse the brush head connection with warm water at least once a week.

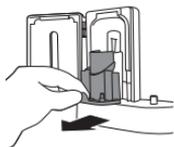
### Charger

- 1 Unplug the charger before you clean it.
- 2 Wipe the surface of the charger with a damp cloth. Make sure you remove any toothpaste or other residue from the charger surfaces.

### Sanitizer

**Warning: Do not immerse the sanitizer in water or rinse it under the faucet.**

**Warning: Do not clean the sanitizer when the UV light bulb is hot.**



For optimal effectiveness, it is recommended to clean your sanitizer weekly.

- 1 Unplug the sanitizer.
- 2 Pull the drip tray straight out. Rinse the drip tray and wipe it clean with a damp cloth.
- 3 Clean all interior surfaces with a damp cloth.



- 4 Remove the protective screen in front of the UV light bulb.

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

- 5 Remove the UV light bulb.

To remove the light bulb, grasp it and pull it out of the metal clasp.

- 6 Clean the protective screen and the UV light bulb with a damp cloth.

- 7 Reinsert the UV light bulb.

To reinsert the light bulb, align the bottom of the light bulb with the metal clasp and push the bulb into the clasp.

- 8 Reinsert the protective screen.

To reinsert the screen, align the pegs on the screen with the slots on the reflective surface near the UV light bulb. Push the screen straight into the slots on the sanitizer.

## Storage

If you are not going to use the product for a long time, unplug it, clean it (see chapter 'Cleaning') and store it in a cool and dry place away from direct sunlight. You can use the integrated cord wrap to

store excess cord of the UV sanitizer in an organized manner.

## Replacement

### Brush head

- Replace Philips Sonicare brush heads every 3 months to achieve optimal results.

Note: The Sonicare App will tell you when it is time to replace your brush head. (See in-app Help section)

- Use only Philips Sonicare replacement brush heads.

### UV light bulb

- Replacement UV bulbs are available through your Philips Sonicare Consumer Service Center in North America by calling 1-800-682-7664. Outside North America, contact your local Philips Consumer Care Center.

## Disposal



- This appliance contains a rechargeable battery which must be disposed of properly.
- Contact your local town or city officials for battery disposal information. You can also call 1-800-8-BATTERY or visit [www.rbrc.com](http://www.rbrc.com) for battery drop-off locations.
- For assistance, visit our website [www.philips.com/support](http://www.philips.com/support) or call 1-800-243-3050 toll free.

### Removing the rechargeable battery

Warning: Only remove the rechargeable battery when you discard the appliance. Make sure the battery is completely empty when you remove it.

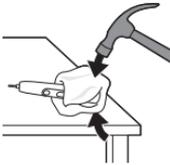
**Warning: Please note that this process is not reversible.**

To remove the rechargeable battery, you need a towel or cloth, a hammer and a flat-head (standard) screwdriver. Observe basic safety precautions when you follow the procedure outlined below. Be sure to protect your eyes, hands, fingers, and the surface on which you work.

- 1 To deplete the rechargeable battery of any charge, remove the handle from the charger, turn on the Philips Sonicare toothbrush and let it run until it stops. Repeat this step until you can no longer turn on the Philips Sonicare toothbrush.
- 2 Remove and discard the brush head. Cover the entire handle with a towel or cloth.

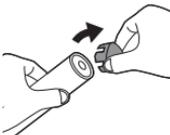


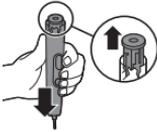
- 3 Hold the top of the handle with one hand and strike the handle housing 0.5 inch above the bottom end. Strike firmly with a hammer on all 4 sides to eject the end cap.



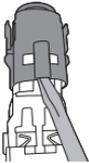
Note: You may have to hit on the end several times to break the internal snap connections.

- 4 Remove the end cap from the toothbrush handle. If the end cap does not release easily from the housing, repeat step 3 until the end cap is released.

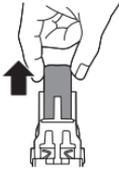




- 5** Holding the handle upside down, press the shaft down on a hard surface. If the internal components do not easily release from the housing, repeat step 3 until the internal components are released.

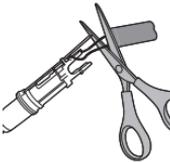


- 6** Remove the inner assembly from the housing by fully inserting a small flat-head screwdriver into the slot opposite the circuit board and pry until it comes apart.



- 7** Grab the battery and pull it out of the internal assembly.

**Caution:** Be aware of the sharp edges of the battery tabs so as to avoid injury to your fingers.



- 8** Cut the battery wires from the circuit board close to the battery.
- 9** Cover the battery contacts with tape to prevent any electrical short from residual battery charge. The rechargeable battery can now be recycled and the rest of the product discarded appropriately.

## Warranty and support

Philips warrants its products for two years after the date of purchase. Defects due to faulty materials and workmanship will be repaired or replaced at Philips' expense provided that convincing proof of purchase in the qualifying period is provided. Philips recommends use of genuine Sonicare

brush heads for optimal performance. Use of other brush heads may damage your Sonicare toothbrush and limit your warranty protection. Contact our Consumer Care Center at 1-800-682-7664 (North America), outside North America contact your local Philips Consumer Care Center. Internet information: **www.sonicare.com** (North America) or **www.philips.com/support** (outside North America).

## WARRANTY EXCLUSIONS

What is not covered under warranty:

- Brush heads.
- Damage caused by use of unauthorized replacement parts or unauthorized brush heads.
- Damage caused by misuse, abuse, neglect, alterations or unauthorized repair.
- Normal wear and tear, including chips, scratches, abrasions, discoloration or fading.
- UV light bulb.

## IMPLIED WARRANTIES

ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES SET FORTH ABOVE. IN SOME STATES LIMITATIONS ON DURATION OF IMPLIED WARRANTIES DO NOT APPLY.

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