

Service  
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HX6711, HealthyWhite  
HX6730, HX6731 & HX6732,  
HealthyWhite  
HX6733, HealthyWhite with Sanitizer  
HX6780, HX6781 & HX6782,  
HealthyWhite ProDispense

Philips Domestic Appliance and Personal Care

# Service Manual

## SERVICE POLICY

Product will be serviced for 3 years after End of Life.

## PRODUCT INFORMATION

### Easy-start

The Easy-start feature will gently increase power over the first 14 brushings.

The Easy-start feature is active if you hear 2 beeps immediately after turning on your toothbrush.

Once you reach the optimal brushing power, after the 14<sup>th</sup> brushing, you will no longer hear the double beep at the beginning of the brushing routine.

Easy-start can also be switched off. To deactivate or reactivate the Easy-start feature, see directions for use.

### Smartimer

Automatically sets the brushing time to 2 minutes.

After these 2 minutes the product switches off automatically.

If you wish to pause, or stop brushing during the 2-minute cycle, press the on/off button. When you press the on/off button again, the Smartimer will pick up where you left off.

### Programmable brushing modes

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

Clean mode is the standard mode for superior teeth cleaning.

Sensitive mode provides gentle, yet thorough cleaning for sensitive gums and teeth.

Clean and White mode 2 minutes of Clean mode with an additional 30 seconds of White mode to focus on your visible front teeth. The White mode begins with a change in brushing sound and motion which is the signal to start brushing the upper

front teeth. After 15 seconds a beep and pause will alert the user to move to the bottom front teeth for the final 15 seconds.

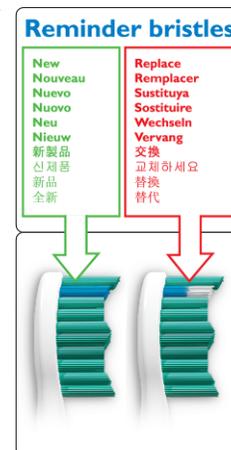
## Quadpacer

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. To deactivate and to reactivate the Quadpacer feature, see directions for use.

## 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.



## CHARGING YOUR SONICARE

### Charging Your Sonicare

Note: It takes at least 24 hours to fully charge the battery.  
Plug the charger into a live electrical outlet and place the handle on the charger. The battery indicator light located in the power on/off button flashes to indicate that the toothbrush is charging. When the Sonicare is fully charge, the battery charge indicator light will stop flashing

### Battery charger indicator

Indicates amount of charge left in battery.

#### Deluxe charge indicator

- Solid green LED: 50-100%
- Flashing green LED: 10-49%
- Flashing yellow LED: less than 10%

#### Standard charger indicator

- Solid green LED: 50-100%
- Flashing green LED: less than 50%

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.

When the handle is placed in the charger, the charge indicator LEDs will display the above patterns indicating the level of charge.

## SAFETY INFORMATION

- Consult your physician prior to using Sonicare if you have medical concerns.
- Sonicare has been tested and is compliant with safety standards for electromagnetic devices.
- Do not place or store the charger where it can fall or be pulled into a bathtub, sink or toilet.
- DO NOT plug the charger into an outlet with incorrect voltage. This product is designed to operate within a range of 100 to 240 volts. Voltage converters and plug adapters DO NOT guarantee voltage compatibility. Never force the plug into an outlet.
- This appliance

## TECHNICAL INFORMATION

### Toothbrush Handle

- Voltage : 4.05 Volts d.c. at full charge
- Power consumption : 2 watts
- Charging time : Empty-to-full: 24 hours
- Operating time : Full-to-empty: 40 minutes
- Battery type : Lithium Ion

### Travel Charger

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

## REPAIR INSTRUCTION

- Brush head  
In case of a defective brush head, the complete brush head must be replaced.
- Charging unit

In case of a defective charging unit or cordset, the complete charging unit must be replaced.

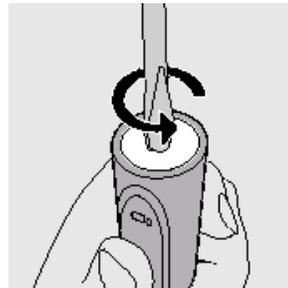
- Handle toothbrush  
The batteries inside cannot be replaced. In case of a defect, the complete unit must be replaced.
- Charging the handle  
The handle should be charged for at least 24 hours during the first few days of use.

## Environment

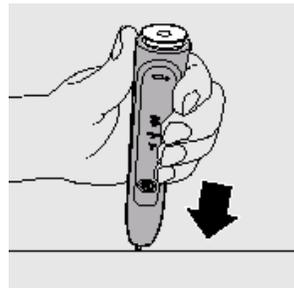
- The rechargeable battery inside your Sonicare cannot be replaced, but is easy to remove for recycling or proper disposal.
- If you have any recycling questions, contact your local waster management office.

## Removing the rechargeable battery

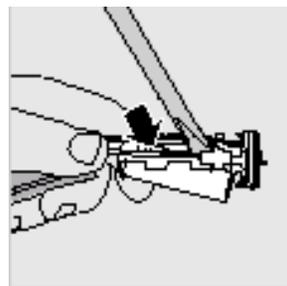
1. To deplete the rechargeable battery of any charge, remove the handle from the charger, turn on the Sonicare and let it run until it stops. Repeat this step until you can no longer switch on the Sonicare.



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.

**PARTS LIST AND EXPLODED VIEW**

Pos	Service Code	Description	Comments
1	4235 010 06902	TRAVEL CHARGER - US, CANADA	Available as a Service part. Warranty claims should be routed to Call Centers.
	4235 010 06912	TRAVEL CHARGER - EURO, UAE, SOUTH AFRICA	
	4235 010 07102	TRAVEL CHARGER – UK	
	4235 090 02571	TRAVEL CHARGER – HONG KONG, UK, SINGAPORE, PHILIPPINES, MALAYSIA	
	4235 090 02541	TRAVEL CHARGER - JAPAN KOIZUMI	
	4235 090 02591	TRAVEL CHARGER - JAPAN YOSHIDA	
	4235 090 02551	TRAVEL CHARGER - KOREA	
	4235 090 02561	TRAVEL CHARGER - TAIWAN	
	4235 090 02531	TRAVEL CHARGER - CHINA	
	4235 090 02581	TRAVEL CHARGER - AUSTRALIA	
	4235 090 00971	TRAVEL CHARGER - RUSSIA	
2	4235 010 07481	CHARGER AND BRUSHHEAD HOLDER - US, CANADA	Available as a Service part. Warranty claims should be routed to Call Centers.
	4235 010 07822	CHARGER AND BRUSHHEAD HOLDER - EURO, UAE, SOUTH AFRICA,	
	4235 010 07841	CHARGER AND BRUSHHEAD HOLDER - UK	
	4235 090 02361	CHARGER AND BRUSHHEAD HOLDER - HONG KONG, UK, SINGAPORE, PHILIPPINES, MALAYSIA	
	4235 090 02331	CHARGER AND BRUSHHEAD HOLDER - JAPAN KOIZUMI	
	4235 090 02511	CHARGER AND BRUSHHEAD HOLDER - JAPAN YOSHIDA	
	4235 090 02341	CHARGER AND BRUSHHEAD HOLDER - KOREA	
	4235 090 02351	CHARGER AND BRUSHHEAD HOLDER - TAIWAN	
	4235 090 02321	CHARGER AND BRUSHHEAD HOLDER - CHINA	
	4235 090 02371	CHARGER AND BRUSHHEAD HOLDER - AUSTRALIA	
N/A	CHARGER AND BRUSHHEAD HOLDER - RUSSIA		
3	4235 010 07151	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - US, CANADA	Available as a Service part. Warranty claims should be routed to Call Centers.
	4235 010 07162	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - EURO, UAE, SOUTH AFRICA	
	4235 010 07172	DELUX CHARGER (TRAVEL CHARGER WITH DECO) – UK	
	4235 090 02491	DELUX CHARGER (TRAVEL CHARGER WITH DECO) – HONG KONG, UK, SINGAPORE, PHILIPPINES, MALAYSIA	
	4235 090 02461	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - JAPAN KOIZUMI	
	4235 090 02511	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - JAPAN YOSHIDA	
	4235 090 02471	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - KOREA	
	4235 090 02481	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - TAIWAN	
	4235 090 02451	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - CHINA	
	4235 090 02501	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - AUSTRALIA	
	N/A	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - RUSSIA	

**PARTS LIST AND EXPLODED VIEW**

Pos	Service Code	Description	Comments
4	8816 011 60540	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - US	Available as a Service part. Warranty claims should be routed to Call Centers.
	8816 011 21520	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - CANADA	
	8816 011 05030	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - EURO, SOUTH AFRICA, UK, RUSSIA	
	8816 011 05550	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - HONG KONG, SINGAPORE, PHILIPPINES, MALAYSIA	
	8816 012 05460	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - KOIZUMI	
	8816 012 05460	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - YOSHIDA	
	8816 011 05570	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - KOREA	
	8817 001 05860	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - TAIWAN	
	8817 01 05810	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - CHINA	
	8816 013 05340	PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - AUSTRALIA	
4	8816 021 62540	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - US	Available as a Service part. Warranty claims should be routed to Call Centers.
	8816 021 21530	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - CANADA	
	8816 021 05030	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - EURO, SOUTH AFRICA, UK, RUSSIA	
	8816 012 05550	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - HONG KONG, SINGAPORE, PHILIPPINES, MALAYSIA	
	TBD	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - YOSHIDA & KOIZUMI	
	8816 021 05570	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - KOREA	
	8816 021 05860	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - TAIWAN	
	8816 021 05570	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - CHINA	
	TBD	MINI PRO RESULTS BRUSH HEAD, REMINDER BRISTLES - AUSTRALIA	

**PARTS LIST AND EXPLODED VIEW**

Pos	Service Code	Description	Comments
5	4235 020 37361	UV SANITIZER BULB GUARD	
6	4235 020 37381	UV SANITIZER DRIP TRAY	Available as a Service part. Warranty claims should be routed to Call Centers.
7	4235 010 06921	CHARGER COVER AND BASE	
8	4235 020 20971	TRAVEL CASE	
9	4235 010 07151	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - US, CANADA	Available as a Service part. Warranty claims should be routed to Call Centers.
	4235 010 07162	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - EURO, UAE, SOUTH AFRICA	
	4235 010 07172	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - UK	
	4235 090 02491	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - HONG KONG, UK, SINGAPORE, PHILIPPINES, MALAYSIA	
	4235 090 02461	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - JAPAN KOIZUMI	
	4235 090 02511	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - JAPAN YOSHIDA	
	4235 090 02471	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - KOREA	
	4235 090 02481	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - TAIWAN	
	4235 090 02451	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - CHINA	
	4235 090 02501	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - AUSTRALIA	
	N/A	DELUX CHARGER (TRAVEL CHARGER WITH DECO) - RUSSIA	
10	4235 090 02071	HANDLE ONLY - US, CANADA, EURO, UK, UAE, SOUTH AFRICA	Not available as a Service Part. Only available as warranty. Handle warranty claims must be routed to Call Centers for replacement.
	4235 090 02241	HANDLE ONLY - CHINA	
	4235 090 02231	HANDLE ONLY - REST OF ASIA	

**PARTS LIST AND EXPLODED VIEW**

