

Troubleshooting Guide- Trimmers

My Trimmer is not working- New Product

- Your Trimmer is not charged

Rechargeable Model: Before you start using a new trimmer, please make sure that you have charged it for the required duration depending on the model.

Battery Operated Model: Please make sure that you are using a charged battery. Try to replace the battery with new ones and see if the trimmer is working

My Trimmer is not working- In use product

- Your trimmer is not charged

Rechargeable Model: It is possible, that the battery has drained out. Please charge the trimmer and try using it.

Battery Operated Model: Please make sure that you are using a charged battery. Try to replace the battery with new ones and see if the trimmer is working

- Your trimmer is dirty

It is possible that your Trimmer does not turn on or move because it is dirty. There can be hair or dirt particles stuck inside it, causing the cutting unit to be blocked.

To fix this problem, properly clean your Trimmer. If the model supports, remove the cutting unit and clean your Trimmer from the inside as well. For detailed cleaning instructions, refer to your user manual.

My Trimmer is making strange noise

- Trimmer is not assembled properly

It can be that your Trimmer has not been assembled properly, which is causing it to make a strange noise. We advise you to take off the attachments and reattach them as instructed in the user manual.

- Trimmer is dirty

Your Trimmer requires regular cleaning to function properly. Stuck hair in the device can affect its performance and can cause a strange sound. Please clean your Trimmer according to the instructions in the user manual. While cleaning make sure you remove the cutter, as some hair can be collected under it.

- Trimmer is not charged

If your Trimmer is running low on battery, then the struggling noise of the machine may sound odd to you. Please fully recharge your device before any further use.

- Trimmer is not oiled (certain models)

If your Trimmer stops working, runs slowly, or makes noise, please place a drop of oil on the cutter. When your Trimmer is cleaned very well, it may need a drop of oil to work properly. Please, note: for an optimal performance, lubricate the cutting element teeth with a drop of the oil every 6 weeks.