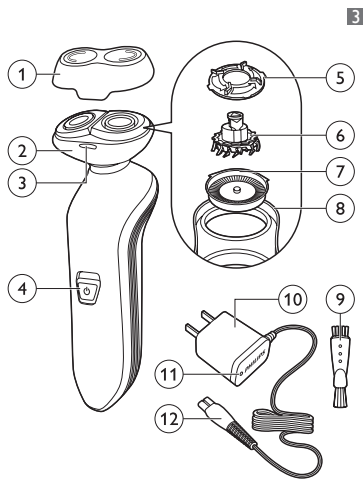




**PHILIPS**



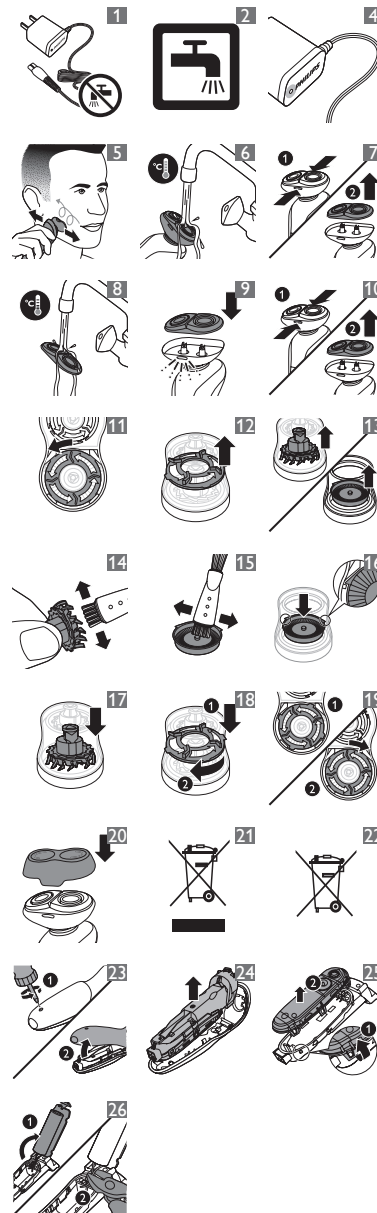
## PHILIPS

产品 : 飞利浦电动剃须刀  
型号 : RQ310, RQ311, RQ320, RQ328  
额定电压 : 220V~  
额定频率 : 50Hz  
额定输入功率 : 2W  
生产日期 : 请见产品本体  
产地 : 中国广东珠海

珠海经济特区飞利浦家庭电器有限公司  
中国珠海市三灶镇琴石工业区  
全国顾客服务热线: 4008 800 008

本产品根据国标 GB4706.1-2005, GB4706.9-2008  
制造

请妥善保管本使用说明书  
发行日期: 25/01/2013



## ENGLISH

### 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

Read this user manual carefully before you use the appliance and save it for future reference.

### Danger

- Make sure the adapter does not get wet (Fig. 1).
- The adapter contains a transformer. Do not cut off the adapter to replace it with another plug, as this causes a hazardous situation.

### Warning

- This appliance 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.
- Children should be supervised to ensure that they do not play with the appliance.
- Be careful with hot water when you clean the appliance. Always check if the water is not too hot, to prevent your hands from getting burnt.

### Caution

- Charge, use and store the shaver at a temperature between 5°C and 35°C.
- Always put the protection cap on the shaver to protect the shaving heads when you are travelling.
- The shaver and the accessories are not dishwasher-proof.
- Never use water hotter than 80°C to rinse the shaver.
- Only use the adapter supplied.
- Do not use the shaver or the adapter if it is damaged.
- If the adapter is damaged, always have it replaced with one of the original type in order to avoid a hazard.

- Water may leak from the socket at the bottom of the shaver when you rinse it. This is normal and not dangerous because all electronics are enclosed in a sealed power unit inside the shaver.

### Compliance with standards

- This shaver complies with the internationally approved safety regulations and can be safely cleaned under the tap (Fig. 2).
- This Philips appliance complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user manual, the appliance is safe to use based on scientific evidence available today.

### General

- The adapter transforms 100-240 volts to a safe low voltage of less than 24 volts.

### General description (Fig. 3)

- 1 Protection cap
- 2 Shaving unit with shaving head holder
- 3 Shaving head holder release buttons
- 4 On/off slide
- 5 Retaining ring
- 6 Cutter
- 7 Shaving guard
- 8 Shaving head holder
- 9 Cleaning brush
- 10 Adapter
- 11 Charging light
- 12 Small plug

### Charging

It takes approx. 10 hours to fully charge the battery.  
A fully charged shaver provides up to 20 shaving minutes.  
If you have a heavy beard, the shaver may provide less than 20 shaving minutes. The number of shaving minutes may also vary over time, depending on your shaving behaviour, cleaning habits and beard type.

### 'Charging' indication

- When the shaver is charging, the light on the adapter lights up (Fig. 4).

## Charging

### Do not charge the shaver in the packaging.

- 1 Switch off the shaver.
- 2 Put the small plug in the shaver.
- 3 Put the adapter in the wall socket.  
▶ The light on the adapter lights up to show that the shaver is charging.

*Note: The light on the adapter does not change colour and does not go out when the shaver is fully charged.*

## Using the shaver

*Note: You can use this shaver while it is connected to the mains. However, it does not operate from the mains when the battery is empty. In this case, first charge the shaver for at least 1 hour.*

## Shaving

### Skin adaptation period

Your first shaves may not bring you the result you expect and your skin may even become slightly irritated. This is normal. Your skin and beard need time to adapt to any new shaving system.

We advise you to shave regularly (at least 3 times a week) for a period of 3 weeks to allow your skin to adapt to the new shaver. During this period, use your new electric shaver exclusively and do not use other shaving methods. If you use different shaving methods, it is more difficult for your skin to adapt to the new shaving system.

- 1 Move the on/off slide upwards to switch on the shaver.
- 2 Move the shaving heads over your skin. Make both straight and circular movements (Fig. 5).
- 3 Move the on/off slide downwards to switch off the shaver.
- 4 Clean the shaver after every shave (see chapter 'Cleaning and maintenance').

## Cleaning and maintenance

Never use scouring pads, abrasive cleaning agents or aggressive liquids such as petrol or acetone to clean the shaver and its accessories.

- Clean the shaver after every shave.
- Clean the shaving heads frequently with Philips Shaving Head Cleaning Spray (HQ110) for optimal shaving performance.
- You can clean the outside of the shaver with a damp cloth. Do not clean the shaving unit with a cloth.

### Cleaning the shaving unit

Be careful with hot water. Always check if the water is not too hot, to prevent your hands from getting burnt.

- 1 Switch off the shaver.
  - 2 Rinse the shaving unit under a hot tap for some time (Fig. 6).
- Note: You can also clean the shaving unit with the cleaning brush supplied.*
- 3 After rinsing the appliance under the tap, hold it upright for 10-15 seconds to allow water to run out of the bottom.
  - 4 Press the release buttons on the shaving unit (1) and pull the shaving head holder off the shaving unit (2). (Fig. 7)
  - 5 Rinse the shaving head holder under a hot tap for 30 seconds (Fig. 8).

*Note: You can also clean the shaving head holder with the cleaning brush supplied.*

- 6 Carefully shake off excess water and let the shaving head holder dry.

Never dry the shaving head holder with a towel or tissue, as this may damage the shaving heads.

- 7 Reattach the shaving head holder to the shaving unit ('click') (Fig. 9).

### Extra-thorough cleaning method

- 1 Switch off the shaver.
- 2 Press the release buttons on the shaving unit (1) and pull the shaving head holder off the shaving unit (2) (Fig. 10).
- 3 To unlock the orange retaining ring, turn it in the direction of the arrows indicated in and on the retaining ring (Fig. 11).

- 4 Lift the retaining ring out of the shaving head holder. (Fig. 12)

- 5 Remove the cutter and the shaving guard (Fig. 13).

*Note: Do not clean more than one cutter and shaving guard at a time, since they are all matching sets. If you accidentally put a cutter in the wrong shaving guard, it may take several weeks before optimal shaving performance is restored.*

- 6 Clean the cutter with the cleaning brush supplied (Fig. 14).
- 7 Clean the inside of the shaving guard (Fig. 15).
- 8 After cleaning, place the shaving guard back into the shaving head holder. Make sure the two wings fit exactly into the recesses of the shaving head holder (Fig. 16).
- 9 Place the cutter back into the shaving guard with the cutter legs pointing downwards (Fig. 17).
- 10 Place the retaining ring back onto the shaving head holder (1). To reattach the retaining ring, turn it against the direction of the arrows indicated in and on the retaining ring (2) (Fig. 18).

*Note: Make sure the retaining ring is fixed properly. The four wings of the retaining ring have to be located exactly under the recesses of the shaving head holder (Fig. 19).*

- 11 Reattach the shaving head holder to the shaving unit ('click'). (Fig. 9)

*Note: If the shaving unit does not close smoothly, check if you have positioned the shaving heads properly and if the retaining rings are fixed properly.*

## Storage

*Note: Make sure the shaving unit is dry before you store the shaver.*

- 1 Put the protection cap on the shaver after use to prevent damage and to avoid dirt accumulation in the shaving heads (Fig. 20).

## Replacement

For maximum shaving performance, we advise you to replace the shaving heads every two years. Replace damaged shaving heads right away.  
Only replace the shaving heads with original RQ32 Philips shaving heads. See also chapter 'Ordering accessories'.

- 1 Switch off the shaver.
- 2 Press the release buttons on the shaving unit and pull the shaving head holder off the shaving unit (Fig. 7).
- 3 To unlock the orange retaining ring, turn it in the direction of the arrows indicated in and on the retaining ring (Fig. 11).
- 4 Lift the retaining ring out of the shaving head holder (Fig. 12).
- 5 Remove the shaving heads and place new ones in the shaving head holder.

Make sure the two wings of the shaving heads fit exactly into the recesses.

- 6 Place the retaining ring back onto the shaving head holder (1). To reattach the retaining ring, turn it against the direction of the arrows indicated in and on the retaining ring (2) (Fig. 18).

*Note: Make sure the retaining ring is fixed properly. The four wings of the retaining ring have to be located exactly under the recesses of the shaving head holder (Fig. 19).*

- 7 Reattach the shaving head holder to the shaving unit ('click') (Fig. 9).

*Note: If the shaving unit does not close smoothly, check if you have positioned the shaving heads properly and if the retaining rings are fixed properly.*

## Ordering accessories

To purchase accessories for this appliance, please visit our online shop at [www.shop.philips.com/service](http://www.shop.philips.com/service). If the online shop is not available in your country, go to your Philips dealer or a Philips service centre. If you have any difficulties obtaining accessories for your appliance, please contact the Philips Consumer Care Centre in your country. You find its contact details in the worldwide guarantee leaflet.

The following accessories are available:

- RQ32 Philips shaving heads
- HQ110 Philips Shaving Head Cleaning Spray

## Environment

- Do not throw away the appliance with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment (Fig. 21).
- The built-in rechargeable shaver battery contains substances that may pollute the environment. Always remove the battery before you discard or hand in the shaver at an official collection point. Dispose of the battery at an official collection point for batteries. If you have trouble removing the battery, you can also take the appliance to a Philips service centre. The staff of this centre will remove the battery for you and will dispose of it in an environmentally safe way (Fig. 22).

### Removing the rechargeable shaver battery

Only remove the rechargeable battery when you discard the shaver. Make sure the rechargeable battery is completely empty when you remove it.

Be careful, the battery strips are sharp.

- 1 Undo the screw in the back panel of the shaver with a screwdriver (1) and remove the back panel (2) (Fig. 23).
- 2 Bend the hooks aside and remove the power unit (Fig. 24).
- 3 Break the snap hooks (1) and remove the front panel of the power unit (2) (Fig. 25).
- 4 Take out the battery holder (1) and cut the battery tags with a pair of cutting pliers (2) (Fig. 26).
- 5 Remove the rechargeable battery.

Guarantee and service

If you need service or information or if you have a problem, please visit the Philips website at [www.philips.com/support](http://www.philips.com/support) or contact the Philips Consumer Care Centre in your country. You find its phone number in the worldwide guarantee leaflet. If there is no Consumer Care Centre in your country, go to your local Philips dealer.

Guarantee restrictions

The shaving heads (cutters and guards) are not covered by the terms of the international guarantee because they are subject to wear.

Troubleshooting

This chapter summarises the most common problems you could encounter with the appliance. If you are unable to solve the problem with the information below, visit [www.philips.com/support](http://www.philips.com/support) for a list of frequently asked questions or contact the Consumer Care Centre in your country.

| Problem                                          | Possible cause                         | Solution                                                                                                                                          |
|--------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| The shaver does not shave as well as it used to. | The shaving heads are damaged or worn. | Replace the shaving heads (see chapter 'Replace-ment').                                                                                           |
|                                                  | The shaving heads are dirty.           | Clean the cutters and guards with the cleaning brush supplied (see chapter 'Cleaning and maintenance', section 'Extra-thorough cleaning method'). |

| Problem                                                             | Possible cause                                                                     | Solution                                                                                                                                          |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                     | Long hairs obstruct the shaving heads.                                             | Clean the cutters and guards with the cleaning brush supplied (see chapter 'Cleaning and maintenance', section 'Extra-thorough cleaning method'). |
| The shaver does not work when I switch it on.                       | The re-chargeable battery is empty.                                                | Switch off the shaver and recharge the battery (see chapter 'Charging').                                                                          |
|                                                                     | The temperature of the shaver is too high. In this case, the shaver does not work. | Let the shaver cool down. As soon as the temperature of the shaver has dropped sufficiently, you can switch on the shaver again.                  |
| The shaver does not work, even though it is connected to the mains. | The re-chargeable battery is empty.                                                | Switch off the shaver and recharge the battery (see chapter 'Charging').                                                                          |
| My skin is irritated after shaving.                                 | Your skin needs time to get used to the Philips shaving system.                    | Skin irritation during the first 2-3 weeks of use is possible. After this period, the skin irritation usually disappears.                         |

| Problem                                                                    | Possible cause                                                                                                                                                                                              | Solution                                                                                                                                        |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                            | The shaving heads are damaged or worn.                                                                                                                                                                      | Replace the shaving heads (see chapter 'Replace-ment').                                                                                         |
| The rotation speed of the shaving heads is lower than usual.               | Too much dirt has collected in the shaving heads.                                                                                                                                                           | Clean the shaving heads. See chapter 'Cleaning and maintenance'.                                                                                |
|                                                                            | The re-chargeable battery is low.                                                                                                                                                                           | Recharge the battery. See chapter 'Charging'.                                                                                                   |
| The shaving heads do not stay in place.                                    | You did not fix the retaining rings properly.                                                                                                                                                               | The retaining ring is fixed properly if the four wings of the retaining ring are located exactly under the recesses of the shaving head holder. |
| After fully charging the shaver, it provides less than 20 shaving minutes. | If you have a heavy beard, the shaver may provide less than 20 shaving minutes. The number of shaving minutes may also vary over time, depending on your shaving behaviour, cleaning habits and beard type. |                                                                                                                                                 |

简体中文

简介

感谢您的惠顾，欢迎光临飞利浦！为了您能充分享受飞利浦提供的支持，请在 [www.philips.com/welcome](http://www.philips.com/welcome) 上注册您的产品。

注意事项

使用本产品之前，请仔细阅读本使用说明书，并妥善保管以备日后参考。

- 危险**
- 确保电源适配器干燥。(图 1)
  - 电源适配器内含有一个变压器。切勿自行更换插头，否则将导致严重后果。
  - 电源软线不能更换，如果软线损坏，此器具(电源适配器)应废弃。

- 警告**
- 本产品不打算由肢体不健全、感觉或精神上有障碍或缺乏相关经验和知识的人（包括儿童）使用，除非有负责他们安全的人对他们使用本产品进行监督或指导。
  - 应照看好儿童，确保他们不玩耍本产品。
  - 清洁产品时要小心使用热水。切记先检查水温是否太高，以防手被烫伤。

- 注意**
- 必须在 5 摄氏度至 35 摄氏度之间的温度下充电、使用和存放剃须刀。
  - 旅行携带时，应确保将保护盖放在剃须刀上，以保护剃须刀头。
  - 剃须刀及附件不能用洗碗机清洗。
  - 切勿使用温度高于 80 ° C 的热水冲洗剃须刀。
  - 只能使用随附的适配器。
  - 如果剃须刀或适配器已损坏，请勿再使用。
  - 如果适配器已损坏，则务必更换原装型号适配器，以免发生危险。
  - 冲洗产品时，水可能从剃须刀底部的插口漏出。这是正常的，而且没有危险，因为所有的电子线路都密封在剃须刀内的一个密封壳内。

- 符合标准**
- 本剃须刀符合国际认可的安全标准，可放心在自来水龙头下清洗。符号注释：适合用在打开的水龙头下进行清洗。(图 2)

- 这款飞利浦产品符合关于电磁场 (EMF) 的相关标准。据目前的科学证明，如果正确使用并按照本用户手册中的说明进行操作，本产品是安全的。

- 概述**
- 电源适配器可将 100-240 伏的电压转换为 24 伏以下的安全低电压。

基本说明 (图 3)

- 1 保护盖
- 2 剃须刀头部件（带剃须刀头支架）
- 3 剃须刀头支架释放钮
- 4 开/关滑钮
- 5 固定环
- 6 刀片
- 7 网罩
- 8 剃须刀头支架
- 9 清洁刷
- 10 适配器
- 11 充电指示灯
- 12 小插头

充电

电池充满电需要约 10 小时。充满电的剃须刀可提供多达 20 分钟的剃须时间。如果您的胡须非常浓密，则剃须时间就可能不足 20 分钟。剃须时间还可能因您的剃须方式、清洁习惯和胡须类型而异。

“正在充电”指示

- 剃须刀充电时，适配器上的指示灯会亮起。(图 4)

充电

切勿在包装中为剃须刀充电。

- 1 关闭剃须刀。
- 2 将小插头插入剃须刀。
- 3 将电源适配器插入电源插座。  
▶ 适配器上的指示灯亮起，表明剃须刀正在充电。

注意：剃须刀充满电后，适配器上的指示灯不会改变颜色及熄灭。

使用剃须刀

注意：此剃须刀可接电使用。但是，当电池电量耗尽时，其无法接电操作。在此情况下，先至少为剃须刀充电 1 小时。

## 剃须

### 皮肤适应期

前几次剃须可能不会带给您预期效果，并且您的皮肤可能会受到轻度刺激。这是正常的。您的皮肤和胡须需要时间适应新的剃须系统。建议在 3 周时间内定期剃须（至少每周 3 次），以便让您的皮肤适应新的剃须刀。在此期间，请仅使用新的电动剃须刀，不要使用其他剃须方法。如果您使用不同的剃须方法，那么您的皮肤会更难适应新的剃须系统。

- 1 向上移动开/关按钮以打开剃须刀。
- 2 将剃须刀头在皮肤上移动。作直线和迂回动作。(图 5)
- 3 向下移动开/关按钮以关闭剃须刀。
- 4 每次剃须后均应清洁剃须刀（见“清洁和保养”一章）。

### 清洁和保养

切勿使用钢丝绒、研磨性清洁剂或腐蚀性液体（例如汽油或丙酮）来清洁剃须刀及其附件。

- 每次剃须后均应清洁剃须刀。
- 经常使用飞利浦剃须刀头清洁喷雾剂 (HQ110) 清洁剃须刀头，以获得最佳剃须效果。
- 您可以用湿布清洁剃须刀的外侧。切勿用布清洁剃须刀头部件。

### 清洁剃毛刀头部件

使用热水时一定要小心。切记先检查水温是否太高，以防烫手。

- 1 关闭剃须刀。
  - 2 在热水龙头下冲洗一会儿剃须刀头部件。(图 6)
- 注意： 您也可以使用随附的清洁刷清洁剃须刀头部件。
- 3 在水龙头下冲洗本产品后，将其竖直握住 10-15 秒钟，使水从底部流出。
  - 4 按剃须刀头部件 (1) 上的释放钮并将剃须刀头支架从剃须刀头部件 (2) 中抽离。(图 7)
  - 5 将剃须刀头支架在热水龙头下冲洗 30 秒。(图 8)

注意： 您也可以使用随附的清洁刷清洁剃须刀头支架。

- 6 小心甩干多余的水，然后使剃须刀头支架干燥。

不要用毛巾或纸巾擦干剃须刀头支架，因为这样可能会损坏剃须刀头。

- 7 将剃须刀头支架重新装回剃须刀头部件中（可听到“咔哒”一声）。(图 9)

### 超彻底清洁方法

- 1 关闭剃须刀。
- 2 按剃须刀头部件 (1) 上的释放钮并将剃须刀头支架从剃须刀头部件 (2) 中抽离。(图 10)
- 3 要打开橙色固定环，请按其内和其上所示的箭头方向转动固定环。(图 11)
- 4 将固定环从剃须刀头支架中提起并取出。(图 12)

- 5 取下刀片和网罩。(图 13)

注意： 不要同时清洁多组刀片和网罩，因为它们都是相互匹配的。如果不小心将刀片装到了错误的网罩上，则需要数周时间才能恢复产品的最佳剃须性能。

- 6 用随附的清洁刷清洁刀片。(图 14)
- 7 清洁网罩的内侧。(图 15)
- 8 清洁后，将网罩装回剃须刀头支架。确保两个翼状物正好插入剃须刀头支架的凹槽。(图 16)
- 9 将刀片重新装回至网罩，刀片柄朝下。(图 17)

- 10 将固定环置于剃须刀头支架 (1) 上。要重新安装固定环，请逆着其内和其上所示的箭头方向转动固定环 (2)。(图 18)

注意： 确保正确固定固定环。固定环的四个翼状物必须正好位于剃须刀头支架的凹槽下方。(图 19)

- 11 将剃须刀头支架重新装回剃须刀头部件中（可听到“咔哒”一声）。(图 9)

注意： 如果剃须刀头部件关闭不畅，请检查剃须刀头的放置是否正确，固定环是否正确固定。

### 存储

注意： 确保剃须刀头部件是干燥的，然后再存放剃须刀。

- 1 使用后请盖上剃须刀保护盖，以防止损坏剃须刀头并避免其内积聚灰尘。(图 20)

### 更换

为获得最佳剃须效果，建议您每隔两年更换一次剃须刀头部件。损坏的剃须刀头应立即更换。剃须刀头仅可使用原装 RQ32 飞利浦剃须刀头进行更换。另请参阅“订购附件”一章。

- 1 关闭剃须刀。
- 2 按剃须刀头部件上的释放钮并将剃须刀头支架从剃须刀头部件中抽离。(图 7)
- 3 要打开橙色固定环，请按其内和其上所示的箭头方向转动固定环。(图 11)
- 4 将固定环从剃须刀头支架中提起并取出。(图 12)
- 5 取下剃须刀头，将新刀头放入剃须刀头部件。

确保剃须刀头的两个翼状物正好插入凹槽。

- 6 将固定环置于剃须刀头支架 (1) 上。要重新安装固定环，请逆着其内和其上所示的箭头方向转动固定环 (2)。(图 18)

注意： 确保正确固定固定环。固定环的四个翼状物必须正好位于剃须刀头支架的凹槽下方。(图 19)

- 7 将剃须刀头支架重新装回剃须刀头部件中（可听到“咔哒”一声）。(图 9)

注意： 如果剃须刀头部件关闭不畅，请检查剃须刀头的放置是否正确，固定环是否正确固定。

### 订购附件

要购买本产品的附件，请访问我们的在线商城 [www.shop.philips.com/service](http://www.shop.philips.com/service)。如果您的国家/地区没有在线商城，请联系您的飞利浦经销商或飞利浦服务中心。如果您购买产品的附件有困难，请联系您所在国家/地区的飞利浦客户服务中心。可在全球保修卡中找到其详细联系信息。可选配以下附件：

- RQ32 飞利浦剃须刀头
- HQ110 飞利浦剃须刀头清洁喷雾剂

### 环保

- 弃置产品时，请不要将其与一般生活垃圾堆放在一起：应将其交给官方指定的回收点。这样做有利于环保。(图 21)
- 内置充电电池含有可能会污染环境的物质。丢弃剃须刀时，一定要将电池取出，或将剃须刀送到官方指定的回收站。到官方指定的电池回收站处理电池。如果您在取出电池时遇到问题，您也可以将剃须刀送至飞利浦维修中心。维修中心的员工会帮您取出电池，并以环保的方式处理它。(图 22)

### 卸下剃须刀的充电电池

只有在丢弃剃须刀时才可取下充电电池。请确保在取下充电电池时电量已完全耗尽。

注意，电池带非常锋利。

- 1 用螺丝刀 (1) 拧下剃须刀后面板中的螺钉，并卸下后面板 (2)。(图 23)
- 2 将钩子向外掰，取出电源部件。(图 24)
- 3 脱开安全钩 (1)，取下电源部件 (2) 的前面板。(图 25)
- 4 取出电池舱 (1)，用一把钢丝钳 (2) 剪下电池标签。(图 26)
- 5 卸下充电电池。

### 保修与服务

如果您需要服务或信息，或者有任何疑问，请访问飞利浦网站：[www.philips.com/support](http://www.philips.com/support)。您也可与您所在国家/地区的飞利浦客户服务中心联系（可从全球保修卡中找到其电话号码）。如果您所在的国家/地区没有飞利浦客户服务中心，请与当地的飞利浦经销商联系。

### 保修条款

由于剃须刀头（刀片和网罩）属于易磨损物品，因此不在国际保修条款的涵盖范围之列。

### 故障种类和处理方法

本章归纳了使用本产品时最常见的一些问题。如果您无法根据以下信息解决问题，请访问 [www.philips.com/support](http://www.philips.com/support) 查阅常见问题列表，或联系您所在国家/地区的客户服务中心。

| 问题             | 可能的原因       | 解决方法                                      |
|----------------|-------------|-------------------------------------------|
| 剃须刀的剃须效果没有以前好。 | 剃须刀头已损坏或磨损。 | 更换剃须刀头（见“更换”一章）。                          |
|                | 剃须刀头很脏。     | 用随附的清洁刷清洁刀片和网罩（请参阅“清洁和保养”一章中的“彻底清洁方法”部分）。 |

过长的胡须堵塞了剃须刀头。

用随附的清洁刷清洁刀片和网罩（请参阅“清洁和保养”一章中的“彻底清洁方法”部分）。

| 问题              | 可能的原因                 | 解决方法                                     |
|-----------------|-----------------------|------------------------------------------|
| 启动剃须刀后，剃须刀无法工作。 | 充电电池的电量已耗尽。           | 关闭剃须刀并为电池充电（请参阅“充电”一章）。                  |
|                 | 剃须刀的温度过高。此时，剃须刀无法工作。  | 让剃须刀冷却。一旦剃须刀降到足够低的温度，便可重新打开剃须刀。          |
| 剃须刀不工作，即使已连接电源。 | 充电电池的电量已耗尽。           | 关闭剃须刀并为电池充电（请参阅“充电”一章）。                  |
| 我在剃须后出现皮肤过敏。    | 您的皮肤需要一定的时间来适应飞利浦剃须刀。 | 在前 2-3 周的使用过程中，可能会出现皮肤过敏。在此之后，皮肤过敏通常会消失。 |
|                 | 剃须刀头已损坏或磨损。           | 更换剃须刀头（见“更换”一章）。                         |
| 剃须刀头的转速比平时慢。    | 剃须刀头中积聚了太多的灰尘。        | 清洁剃须刀头。请参阅“清洁和保养”一章。                     |
|                 | 充电电池的电量不足。            | 给电池充电。见“充电”一章。                           |
| 剃须刀头未固定到位。      | 未正确固定固定环。             | 固定环的四个翼状物正好位于剃须刀头支架的凹槽下方时，才能固定好固定环。      |

| 问题                        | 可能的原因                                                   | 解决方法 |
|---------------------------|---------------------------------------------------------|------|
| 完全充电后，剃须刀提供的剃须时间不足 20 分钟。 | 如果您的胡须非常浓密，则剃须时间就可能不足 20 分钟。剃须时间还可能因您的剃须方式、清洁习惯和胡须类型而异。 |      |