



**Service information**

**Reference no.: SDA\_86597**

**Symptom**

The Sonicare handle or charger has yeast or mold growing on it that appears to be burn marks or melted plastic.

**Cure**

Mold and yeast growing on the bottom of the handle or the top of the charger could give the appearance of melted plastic or burn marks. This is due to allowing wet toothpaste and saliva to accumulate around the bottom of the handle or on the charger. Without routine cleaning and drying of the surfaces, mold and yeast have the opportunity to grow.



Cure: Follow the cleaning routine per the DFU to minimize toothpaste and saliva build up and thoroughly dry handle and charger or allow to air dry.