

Water Flosser - General Troubleshooting FAQ

Handheld and countertop models | For distributors, service partners and end users

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This guide lists the issues most frequently reported for our water flosser range, together with the cause and the corrective action. Find your model type below, locate the symptom, and work through the corrective action in the order given.

Where the corrective action reads "Contact your dealer", the repair must be carried out by a qualified technician. Do not open or disassemble the unit yourself, as this will void the warranty.

1. Handheld Models

Ref.	Model	Symptom	Cause	Corrective Action
HH-01	Handheld Models	Water leaks at the nozzle / tip	The tip is not fully seated in the tip holder.	Push the tip in until it clicks into place.
HH-02			The sealing ring inside the tip holder is worn out.	Contact your dealer for service.
HH-03		Unit will not power on	The battery is fully discharged.	Recharge the unit promptly.
HH-04		Indicator lights up, but the motor does not run	The motor is jammed.	Contact your dealer for service.
HH-05			Defective solder joint on the motor lead wires.	Contact your dealer for service.
HH-06		Will not charge / charging is intermittent	No output from the adapter, or poor contact in the charging cable.	Replace the adapter or the charging cable.
HH-07			The unit cannot be charged with a cable that has USB-C connectors on both ends (this does not apply to models fitted with a figure-8 connector).	Use the charging cable supplied with the product, or a cable with a USB-A connector.
HH-08			The charging contacts are dirty or oxidized, causing poor contact.	Clean the contacts regularly and keep the charging port dry.
HH-09		No water comes out	On first use, or after a long period of storage, the valve plate has dried out and no longer seals properly.	Prime the pump: pour a small amount of water into the tip socket, then start the unit.
HH-10			The tip orifice is blocked by debris.	Clear the blockage or replace the tip.
HH-11			The silicone suction tube is cracked or split.	Replace the silicone tube, or contact your dealer for service.
HH-12			The filter screen at the suction tube connector is clogged with debris.	Remove the debris and clean the screen.
HH-13		Unit switches on by itself	Water has reached the main control board (water ingress inside the unit).	Contact your dealer for service.

HH-14		Unit switches off by itself	The unit has an automatic shut-off function.	This is normal. Switch the unit on again.
HH-15			The battery is fully discharged.	Recharge the unit promptly.
HH-16		Water leaks where the tank meets the body / when the tank is tilted	The sealing ring on the base of the main unit is deformed, damaged or was not fitted.	Contact your dealer to replace the base sealing ring.
HH-17		The water tank leaks	The tank base has faulty ultrasonic welding or adhesive sealing (new unit).	Contact your dealer for a replacement tank.
HH-18		The unit is noisy	Operating noise of up to 72 dB is normal.	No action required.

2. Countertop Models

Ref.	Model	Symptom	Cause	Corrective Action
CT-01	Countertop Models	No water / abnormal water output	The tank is not fully seated, so the inlet valve is not opened.	Press the tank straight down firmly until the bottom edge of the tank sits flush with the top of the main unit.
CT-02			The slide switch on the handle is not open.	Push the slide switch to the "ON" position.
CT-03			A new unit may take longer to produce the first spray. Air inside the tubing must be purged during initial use. This may take up to 15 seconds.	Turn the control knob clockwise to the highest setting and open the handle slide switch. Output within 15 seconds is normal.
CT-04		Unit does not operate / will not power on	The power plug is not fully inserted, or the wall outlet / power strip is faulty.	Push the plug in firmly, or try a different outlet.
CT-05		Water leaks where the hose meets the rear of the handle	Residual water inside the handle may drain from the rear of the handle.	Remove the tip. Point the handle downward and shake it to expel any water. Always insert the tip fully before turning on the unit. A properly seated tip prevents water from collecting inside the handle. Repeat this step after rinsing the handle.
CT-06		Water flows from the handle while the unit is switched off	The internal water system is a closed circuit. If the handle is held below the water level, pressure differences may cause water to seep out slowly.	This is normal. Place the handle on its holder or close the slide switch on the handle.
CT-07		Unit switches off by itself	All countertop models have a 3-minute automatic shut-off (except FC/NJ168 and FC/NJ188). The unit stops after 3 minutes of	This is normal. Turn the control knob counter-clockwise to "OFF", then clockwise to restart.

			continuous operation. To restart, turn the control knob to the OFF position, then switch it on again	
CT-08		Water spots on the body or the handle	Every unit is function-tested with purified water on the production line, and a small amount of residue may remain afterwards. This is not a previously used product.	Wipe the surfaces dry with a clean cloth.
CT-09		The unit is noisy	Operating noise of up to 75 dB is normal.	No action required.
CT-10		The handle leaks during operation, or the tip is pushed out by water pressure	The tip is not fully seated.	Push the tip in until it clicks into place.

3. Model-Specific Issues

Ref.	Model	Symptom	Cause	Corrective Action
MS-01	FC2520	The display shows "P" and the unit will not start	The batteries in the handle are depleted.	Fit new AAA batteries. See the user manual for the replacement procedure.
MS-02	FC188 / FC288	The UV sanitizing lamp does not light up	The UV switch is not on, or the accessory compartment is not fully closed (FC288).	Turn the control knob counter-clockwise to the "UV" position. On the FC288, closing the accessory compartment door triggers the microswitch, which powers the UV lamp.

4. Still Not Resolved?

If the problem persists after you have carried out the corrective actions above, please contact your dealer or authorized service partner for repair or replacement. Have the model number, the reference code (e.g. HH-09) and your proof of purchase ready when you get in touch - this helps us resolve the case on first contact.

Quick reference: normal operating noise is up to 72 dB on handheld models and up to 75 dB on countertop models. Noise within these limits is not a defect.