Service
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Philips Consumer Lifestyle

Service Manual

PRODUCT INFORMATION

SC2000/00
Light based hair removal

Safety:
- Safety locking system wih 2 brushed aluminium clamps.
- This product meets the requirements regarding interference suppression on radio and TV.
- After the product has been repaired, it should function properly and has to meet the safety requirements as officially laid down at this moment.

ASSEMBLY & DISASSEMBLY ADVICE

- No specific issues

REPAIR INSTRUCTION

- No specific issues

OPTIONAL (accessories)

- No specific issues

TECHNICAL INFORMATION

- Rated voltage : 100 V - 240 V
- Rated frequency : 50 Hz - 60 Hz
- Rated input : 75 W
- Class : II
- Classification : Not classified
- Ingress of water : PXO

Operating conditions:
- Temperature : from +15 °C to +35 °C
- Relative Humidity : from 25 % to 75 %

Storage conditions:
- Temperature : from –30 °C to +70 °C
- Relative Humidity : from 5 % to 95 %

Lamp Intense pulsed light
- IPL Energy : from 2.1 J/cm² to 6.5 J/cm²
- Spectrum : from 570 nm to 1200 nm
- Pulse duration : from 1.95 ms to 1.55 ms

Lithium Ion battery
- Volt : 2 x 3.7 Volt
- mAh : 1100 mAh

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PHILIPS



Pos	Service code	Description
1	4203 035 86860	Recessed window
2	4203 035 86870	Pouch
3	4203 035 51810 4203 035 51900	Adapter WEu Adapter GB

PROBLEM	POSSIBLE CAUSE	SOLUTION
ADAPTER - CHARGING		
The charging light does not go on when I put the small plug in the appliance socket.	You have not put the adapter in the wall socket.	Insert the adapter in the wall socket.
	You have not put the adapter properly in the wall socket and/or the small plug properly in the applianc e socket.	Insert the adapter properly in the wall socket and/or the small plug properly in the appliance socket, by removing both and reinsert them.
	The wall socket is not alive.	Connect another appliance to the wall socket to check if the wall socket is live. If the wall socket is alive and if the adapter still does not charge, contact your Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
APPLIANCE		
The appliance does not work (the fan is not audible and no light is on).	The appliance does not work if the small plug is in the appliance.	Put the small plug out of the appliance.
	The rechargeable battery is empty.	Charge the appliance (see chapter `Charging`). If the appliance still does not charge, contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
The appliance suddenly switches off during use.	The rechargeable battery is empty.	Charge the appliance (see chapter `Charging`.)
I have switched on the appliance but cannot increase or decrease the light intensity.	The appliance has to be reset.	To reset the appliance, switch off the appliance and then switch it on again. If you still cannot adjust the light intensity, contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
The `ready to flash light` does not go on when I place the appliance on the skin.	You have not put the removable window with the safety ring properly on the skin.	Place the appliance perpendicularly onto the skin. Then check if the `ready to flash light` is on and press the flash button. If this does not work, place the appliance on a part of your body where it is easy to establish full skin contact, for example on your lower arm. Then check if the `ready to flash light` works. If the `ready to flash light` still does not go on when you place the appliance on the skin, contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
	The removable window is not attached on the appliance.	Attach the removable window, to be able to work with the appliance.
	The safety ring is dirty.	Clean the safety ring carefully. If you are unable to clean the safety ring properly, contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.

PROBLEM	POSSIBLE CAUSE	SOLUTION
The `ready to flash light` does not go on when I place the removable window on my skin, but the cooling fan works.	The overheat protection has been activated.	When the overheat protection has been activated, the fan still works. Do not switch off the appliance and let it cool down for approx. 15 minutes before you continue to use it at environment temperature lower than 35° C. If the ready to flash light still does not go on when you place the appliance on the skin, contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
The `ready to flash light` is green but the appliance does not produce a flash when I press the flash button.	The appliance needs to be reset.	To reset the appliance, switch it off and on again. If the appliance still does not work, contact your Customer Care Centre, your Philips dealer or a Philips Service Centre.
The appliance becomes warm during use.	This is normal in an environment lower than 35 °C.	No action required.
The appliance does not show light intensity 1 when I switch it on (the fan is audible).	The appliance needs to be reset.	To reset the appliance, switch it off and on again. If the appliance still does not show light intensity 1, contact your Customer Care Centre, your Philips dealer or a Philips Service Centre.
The appliance produces a strange smell.	The light window and/or removable window is dirty.	Clean the light window carefully. If you are unable to clean the light window properly, contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre to replace the light window.
	You have not shaved the area to be treated properly. If there are hairs on the area to be treated, these hairs may get burnt when you use the appliance. As a result, you notice a strange smell.	Shave the area to be treated properly before you use the appliance.

PROBLEM	POSSIBLE CAUSE	SOLUTION
SENSATION of TREATMENTS		
The treatment is more perceptible than usual.	You used a too high light intensity.	Check if you have selected the right light intensity. If necessary, select a lower light intensity.
	You did not shave the areas to be treated.	Always shave the areas to be treated properly before you use the appliance and make it free from cosmetic products or grease.
	You stored the appliance in a dusty environment.	The strange smell disappears after a few flashes.
	The appliance and/or especially the filter glass in the light exit window are broken.	If the appliance and/or filter glass in the light exit window is broken, do not use the appliance anymore. Contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
I experience an unacceptable pain level when I use the appliance.	You did not shave the areas to be treated.	Always shave the area to be treated properly before you use the appliance.
	You treated an area for which the appliance is not intended.	Only use the appliance on the legs, underarms and bikini area.
	You used a too high light intensity.	Reduce the light intensity to a level that is comfortable for you. See chapter 'Preparing for use', section 'Setting the light intensity'.
	The appliance and/or especially the filter glass in the light exit window are broken.	If the appliance and/or filter glass in the light exit window is broken, do not use the appliance anymore. Contact the Consumer Care Centre in your country, your Philips dealer or a Philips service centre.
	The appliance is not suitable for your hair or skin colour.	Do not use the appliance if your body hair is light blond, red, grey or white. Do not use the appliance either if you have very dark skin.
SKIN REACTIONS		
The treated areas become red after the treatment.	Slight redness is harmless and normal and disappears quickly.	No action required. For more information see chapter
The skin reaction after the treatment lasts longer than usual.	You used a too high light intensity.	Select a lower light intensity the next time. See chapter 'Preparing for use', section 'Setting the light intensity'. If the skin reaction lasts longer than 3 days, contact your doctor.

PROBLEM	POSSIBLE CAUSE	SOLUTION
RESULTS		
The hair reduction results are not satisfactory.	How fast the effect becomes visible and how long the results last varies from person to person.	Use the appliance as described in the user manual.
	You used a too low light intensity.	Select a higher light intensity the next time in the recommended range, which should also be convenient.
	You did not let the appliance give enough flashes.	Make sure you let the appliance give enough flashes. See chapter 'Preparing for use', section 'Setting the light intensity'.
	You did not make enough overlaps when you used the appliance.	To obtain proper hair-removal results you have to make overlaps when you use the appliance. See chapter `Using the appliance`, step 7.
	You do not use the appliance often enough.	Use the appliance once every 2 weeks.
	The appliance is not suitable for your hair or skin colour.	Do not use the appliance if your body hair is light blond, red, grey or white. Do not use the appliance either if you have very dark skin.
	If the metallic part of the removable window or the filter glass is damaged the efficacy can be lower.	Clean the light window and the removable window carefully. If you are unable to clean it properly, contact the to replace the removable.
Hair starts to grow again on some spots of the treated areas.	You did not make enough overlaps when you used the appliance.	For proper hair removal results, you have to make overlaps when you use the appliance. See chapter 'Using the appliance'.
	Hair starts to grow again as part of the natural cycle of hair growth.	It is part of natural cycle of hair growth that hair starts growing again. The hairs that come back, however, tend to be softer and thinner.