

Service Sheet

iQniter Smart Sensor



This sheet is only applicable to claims related to iQniter Smart Sensors. Before issuing a claim, the [Heart Rate Belt Guide](#) and the [Heart Rate Belt Troubleshooting Guides](#) (see here https://iqniter.com/helpcenter_member/) should be carefully studied.

To be considered in the claim handling process at iQniter:

- the iQniter Smart Sensors must be within warranty
- the [Heart Rate Belt Troubleshooting Guides](#) has been applied
- the Service Sheet must be completed correct and in full
- the **completed Service Sheet** must be returned to support@iqniter.com.

*Note! iQniter may require the **claim sensor** INCLUDING the **failing strap** returned to iQniter for further analysis to complete the claim handling process.*

| Subject | Fill in |
|-----------------------------------|---------|
| Date (form completed) | |
| Name (form completed by) | |
| Fitness center name | |
| Address | |
| Country | |
| Sensor Id | |
| Sensor purchase date | |
| Sensor purchase place | |
| Name of sensor owner | |
| Email registered for the belt | |
| Detailed description of the issue | |

Please follow the [Heart Rate Belt Troubleshooting Guide](#) carefully and mark checked items

| Checked | Troubleshooting Action |
|---------|---|
| | Check correct Sensor Id at my.iqniter.com or in AdmiQ |
| | Moisture the strap before training |
| | Check correct placement of the strap on the body |
| | Wash the strap |
| | Try a test strap from your fitness center |
| | Replace with a new strap |
| | Check proper strap size and replace if needed |
| | Replace battery |
| | Connect to the smartphone (Bluetooth settings). Then restart the mobile app |
| | Requested the fitness center to check their installation |
| | Fitness center has checked the installation according to the Installation Troubleshooting Guide |