This sheet is only applicable to claims related to IQNITER Smart Sensors. Before issuing a claim, the [Heart Rate Belt Guide](https://iqniter.com/wp-content/uploads/2018/06/iQniter-Belt-User-Guide.pdf) and the [Heart Rate Belt Troubleshooting Guides](https://iqniter.com/wp-content/uploads/2019/11/Troubleshooting-Guide-iQniter-Belt.pdf) (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](https://iqniter.com/wp-content/uploads/2019/11/Troubleshooting-Guide-iQniter-Belt.pdf) 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 |  |
| Fitness center email |  |
|  |  |
| Sensor Id |  |
| Sensor purchase date |  |
| Sensor purchase place |  |
| Name of sensor owner |  |
| Phone number |  |
| Email registered for the belt |  |
| Detailed description of the issue |  |

Please follow the [Heart Rate Belt Troubleshooting Guide](https://iqniter.com/wp-content/uploads/2019/11/Troubleshooting-Guide-iQniter-Belt.pdf) carefully and mark checked items. Have you:

|  |  |
| --- | --- |
| Checked | Troubleshooting Action |
|  | checked correct Sensor Id at my.iqniter.com or in AdmiQ |
|  | moistured the strap before training |
|  | checked correct strap size and correct placement of the strap on the body |
|  | The HR strap is washed according to the following advice:The advice is to wash strap with all other sports gears in machine after each training session, or at least ones per second week, to make sure that HR strap will work properly. |
|  | tried a test strap from your fitness center |
|  | tried a new strap |
|  | replaced battery including new battery cover (Battery Service Kit) |
|  | requested the fitness center to check their installation |
|  | The fitness center has checked the installation according to the Installation Troubleshooting Guide |