

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	
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](#) 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