

iQniter Smart Sensor Warranty & Troubleshooting



iQniter Smart Sensor
(Battery CR 2025)



iQniter Dual Belt
(Battery CR 2032)



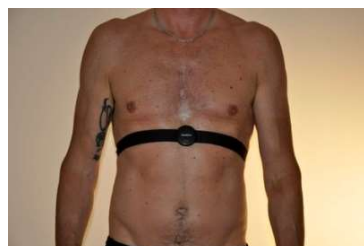
GENERAL

- The components of a Heart Rate belt are an elastic band and a transmitter module (iQniter Dual Belt or iQniter Smart Sensor).
- The belt sensor registers heart rate from body via the electrodes on the elastic band and transmits the heart rate to the Team Receivers connected to iQniter Cardio Training in the studio, or to a watch or mobile app (paired connection required). iQniter Cardio Training can receive heart rate while the belt sensor is connected to a watch or mobile app.
- During usage, the exerciser may experience, that the heart rate is not shown, or not shown correctly for up to 30 seconds – this is a well-known phenomenon regardless of brand. Synthetic shirt material may cause abnormal heart rate readings.
- The lifetime of the battery is estimated for 200 hours – please notice that when the heart rate belt is not in use, both ends of the elastic band should not be fastened to the transmitter module.
- In case there is a need for battery replacement, always use original Suunto Service Kit, which ensures proper sealing.
- Please ensure that the Heart Rate Belt is correctly placed on the body – that is just under the chest, properly tightened, and with a centered position of the transmitter module. Besides, it is important, that the text on the transmitter module is readable. It is our experience that more than 75% of all claims are related to incorrect positioning of the heart rate belt.

SIZE	CHEST (cm / inch)	
S	56 - 82 cm	22 - 32"
M	70 - 110 cm	28 - 43"
L	96 - 160 cm	38 - 63"



CORRECT



NOT CORRECT

- The belt must only be stretched 10-20%. Observe different sizes are available.
- The elastic band has 2 contact points, these will only active when they are moist. Sometimes it is needed to apply some gel to ensure the contact. In some cases, it may be necessary to move the strap a bit to get connected. The elastic band are allowed to be hand washed in lukewarm water.
- Please also see the iQniter Belt User Guide, and http://ns.suunto.com/Manuals/Smart_Sensor/Userguides/Suunto_SmartSensor_UserGuide_EN.pdf

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TROUBLE SHOOTING

For belt related trouble shooting please check the following:

- The belt is correctly placed on the body.
- The battery is loaded. The battery level can be read from the Movescount mobile app when the belt is connected to the app (Smart Sensor, only). It is highly recommended to replace the cover (use original Suunto Service Kit) when replacing the battery to ensure correct sealing.
- The electrodes on the elastic band are moistened and in proper contact with the body.
- The belt sensor has been used with a new elastic band.
- The sensor ID is correctly registered in AdmiQ.
- Other belts in use at the same time are working properly (try identify if the root cause is the belt or it is Cardio Training installation).
- Cardio Training related trouble shooting (consult the instructor or reception in the club), check:
 - The Padlock is open in Cardio Training.
 - Cardio Training has internet connection and connection to iQniter Cloud.
 - The iQniter Team Receiver is mounted and placed according to existing guidelines (see installation guide).
 - The Team Receiver is properly operating (see installation guide).
 - Cardio Training is updated to the latest software version.
 - The belt is within reach of the Team Receiver (see installation guide).
 - There are no blockings in the local network, firewall or router (see installation guide)
 - Cardio Training has been restarted, and the 'Find Participants' and 'Refresh Participants' buttons have been applied in Cardio Training.

WARRENTY

- The warranty period for the iQniter transmitter module is one (1) year.
- There is no warranty on the elastic band.
- The iQniter Heart Rate Belt is for individual usage only, in case the usage pattern holds multiuser application, the warranty will immediately lapse.
- When changing battery, we strongly recommend to use a new cover (original Suunto Service Kit).

CLAIM HANDLING

The claim handling is only applicable to iQniter belts and within the warranty period.

In case there is a claim, the iQniter Heart Rate Belt (elastic band + transmitter module) must be returned to your local distributor including the following information for each claim item:

- Date of purchase
- Sensor ID
- User name and email
- Club name, address, and club contact person
- Error description including filled-out trouble shooting checklist.