Troubleshooting Guide
IQNITER HR Sensor - Chest Belt

IQNITER

Belt Issue

Does not show on leaderboard

- Check that the Sensor ID is correctly registered.
  IQNITER HR Smart Sensor 7 digits / Smart Sensor 10 digits
  → Check correct Sensor ID at my.iqniter.com or in IQNITER mobile app.

- Battery level is low.
  Note! Low battery indication on club screen when battery level is 20%.
  → Replace battery. Smart Sensor: **CR2025**; HR Sensor: **CR2032**
  Purchase new Service Kit (coverplate and new sealing ring).
  Note! Should always be replaced when replacing battery!

- Check correct placement of the strap on the body.
  Correct   Wrong

  → Moisture the strap before training.
  → Machine wash the strap to recover the elasticity.

Heart rate jumps up and down or is stuck at very low or high value

- Machine wash the strap to recover belt conductance
  (the strap should be washed every 2-3 times of use)
  [SMART Belt care video - How to take care of your belt](#)
  → Try a test strap from your fitness center or replace with a new strap.

- The strap is worn (invisible – having too high resistance).
  Check this video:
  [How to check heart-rate strap problems?](#)
  → Try a test strap from your fitness center or replace with a new strap.

- Moisture is inside the sensor → **No Warranty!**
  Avoided if the Service Kit is replaced with battery.
  → Buy a new sensor.

Strap is visibly damaged

- The strap has been over-stretched.
  Max stretch is 15%.
  → Check proper strap size and replace if needed.
  S = 56-82 cm; M = 70-110 cm; L = 96-160 cm.

Heart rate does not show on my mobile app

- The belt is not connected to the smartphone.
  → Connect to the smartphone (Bluetooth settings).
  Then restart the mobile app.
  If not connected, then contact the mobile app supplier.

Heart rate has delayed response or cuts out 30-40 sec, then comes back

- Issues related to the fitness center installation (typically also issue for other belts in the studio).
  → Request the fitness center to check their installation, see separate Installation Troubleshooting Guide
  https://iqniter.com/downloads/

Further info: https://iqniter.com/downloads/