

Servicing Your Polar Product – Troubleshooting Checklist

If your Polar product is not working as it should, read through the following before contacting your closest Polar Service Centre:

1. Are you wearing the transmitter belt correctly?
The belt should be worn flat against the skin, with the Polar logo right side up.
2. Are the electrodes on the transmitter wet?
3. Are the transmitter / WearLink straps clean?
Clean the transmitter frequently with mild soapy water then dry it. Wash the WearLink strap regularly in a washing machine 40°C/104°F or at least after every fifth use. Keeping the transmitter/WearLink strap clean will ensure reliable measurement and maximizes the life span of the transmitter. Unclip the WearLink module before washing and after use.
4. Is the wrist unit within one meter / 3.3 feet range from the transmitter?
5. Are the heart rate signals unusually high or otherwise abnormal?
Relocating the wrist unit may help. For a list of possible sources of disturbance, please see user manual.
6. If you have a non-coded transmitter, make sure that there are no other transmitters within one meter / 3.3 feet radius.
7. Has the battery been changed by an unauthorised party?
Unauthorised repair services may unintentionally damage the product.
8. Have the buttons been pressed under water?
Pressing buttons under water may cause leaking and internal damage. For more on Polar products in water, see the user manual.
9. Is the unit display frozen?
If your unit display has frozen, try resetting it (see the user manual for instructions).
10. Have you worn the product in, or near seawater or a swimming pool?
Seawater as well as chemicals in some swimming pools may affect the ECG signal reception.
11. Does the ECG signal strength vary?
The ECG signal strength varies depending on the individual's tissue composition. You can also try asking another person to use the product to see if they experience the same readings. The percentage of people who experience difficulties in heart rate measuring is higher in a water environment than in normal use.

If the above information did not help, please contact your local Polar Service Centre.

Australian Polar Service Centre:

Fitness Maintenance
PO Box 7178, Hutt Street SA 5000
Tel: (08) 8271 8211
Fax: (08) 8271 8233
E-Mail: service@fitnessmaintenace.com.au

When your Polar Heart Rate Monitor and accessories need a battery replacement or service, we recommend sending them to the Polar Service Centre. Please download and fill out the [Australian Polar Service Return Form](#) which includes sending instructions. Your product will normally be serviced within two working days of receiving your unit.

Mailing Instructions:

1. Pack the product carefully to avoid damage. We recommend using the original Polar case/package or bubble wrap the components.
2. Include all the parts of the Polar Heart Rate Monitor. All parts will be tested.
3. Include proof of purchase (a receipt or photocopy) if the product is under warranty.
4. Include a precise detailed description of the problem.
5. Include your name, return address and daytime telephone number.

Polar Service Procedure

The following standard service procedure is followed by our trained staff at our Polar Service Centre, and is included in the costs of all service events:

THE TRANSMITTER BELT

1. Visual inspection of the transmitter belt
2. Check the transmission range
3. Check the battery voltage
4. Check the electrode conductivity
5. Wash and clean if necessary and

THE WRIST RECEIVER

1. Visual inspection of receiver
2. Water resistance and operational test
3. Check and clean casing
4. Re-assemble with new seal
5. Water resistance and operational test
6. Set time and date