

Wear & Care

We design and build our products with the goal that you never want to take them off. Even so, for the best experience, it is important to follow the guidelines outlined here as you wear and care for our products. It is important to get the right fit so that the sensors in our products can do their jobs. These guidelines, the materials used in our products, and our safety standards and protocols, have been chosen and developed in collaboration with leading experts in the field and our 10+ years of experience in building wearables. We select our materials through a rigorous evaluation and testing process beyond what existing regulations require. This is all in an effort to deliver you products that help you live an active, healthier life while keeping your wrist happy.



Give Your Wrist a Rest

- If you experience any discomfort or irritation, loosen the band, and if it persists give your wrist a break by taking your device off.
- In general, it is always important to give your wrist a rest on a regular basis by removing the device for an hour or so after extended wear. A great time to do this is while you are showering. Even though it is ok to shower with our water resistant products, not doing so reduces the potential for exposure to soaps, shampoos, and conditioners, which can cause long-term damage to the product and may cause skin irritation.
- Additionally, keep in mind that if you have eczema, allergies, asthma or other skin sensitivities, you may be

more likely to experience skin irritation from a wearable device.

- Remember, if you start to experience any skin irritation or other discomfort on your wrist or in your hand, such as redness, soreness, tingling, numbness, burning or stiffness, remove your device. If any of those symptoms persist, please contact our customer support and consider contacting a dermatologist.

Click [here](#) for more info on wearing our products.

Don't Wear It Too Tight

- Make sure your band isn't too tight. Wear the band loosely enough that it can move back and forth on your wrist. During exercise, try moving the band higher on your wrist (2-3 finger widths above your wrist bone) to get a better fit so it's secure, but not too tight. Our heart rate sensors work best when they maintain contact with your skin. Lower the band on your wrist and loosen it after exercise.
- As always, if you experience any discomfort, loosen the band, and if it persists give your wrist a break by taking it off.

Click [here](#) for more info on wearing our products.

Keep It Clean and Dry

- Regularly clean your band and wrist—especially after working out, sweating or washing your hands. Do not use hand soap, body soap, dish soap, hand sanitizers, cleaning wipes, household cleaners or other similar cleaning products to clean the band or device, as those are difficult to remove and could get trapped beneath the band and irritate your skin. Instead, only use fresh water and a soap-free cleanser (like Cetaphil) to clean the band. Furthermore, to minimize the potential for damage to your product and the chance for skin irritation, avoid any direct contact with sunscreen or insect repellent sprays. Always remove your device while applying these types of creams or sprays.

- Keep in mind that some of our accessory bands, like those made of leather, metal and woven materials, are only intended to be worn during normal daily activity (e.g., not during high-intensity workouts or sleep).
- Furthermore, while certain of our products may be water resistant or splash proof, it is always important to take it off after it gets wet and dry it well before putting it back on.

Click [here](#) for more info on how to keep our products clean

and [here](#) for more info on the water resistance of our products.

Skin Sensitivities

Despite all our efforts a small number of people may experience a reaction to certain materials. This is typically due to eczema, allergies, or other skin sensitivities, which can become worse when irritants like sweat or soap get trapped beneath the band and irritate the skin. If you know you have any skin sensitivities, be aware that our products may contain the following materials:

- Nickel. Our products may contain some nickel. However, they all fall below the strict nickel restrictions set by the European REACH regulation. Therefore, while nickel exposure is unlikely to cause a reaction, you should be aware of the possibility in case you're susceptible to nickel-related reactions.
- Acrylates. Our products may contain trace amounts of acrylates and methacrylates from adhesives used in those products. While these are found in many consumer products that come in contact with the skin some people may be sensitive to them. Therefore, we work to ensure our products adhere to rigorous design specifications and meet extensive test requirements so as to minimize the potential for reaction to these adhesives.

Third Party Accessory Bands

- Accessory bands from third parties may not fit properly and may contain materials that cause skin sensitivities or other health concerns. For best results, use only Fitbit branded or Fitbit authorized accessory bands.