



# fitbit ace 2



User Manual  
Version 1.3

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# Get started

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Build healthy habits as a family with Ace 2, the activity tracker designed for kids ages 6+.

Take a moment to review our complete safety information at [fitbit.com/safety](https://www.fitbit.com/safety). Ace 2 is not intended to provide medical or scientific data.

## What's in the box

Your Ace 2 box includes:



Tracker



Charging cable

The detachable band on Ace 2 comes in a variety of colors, sold separately.

## Set up Ace 2

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Install the Fitbit app on the primary phone or tablet your child will use with Ace 2. Open the Fitbit app, and follow the instructions in [the related help article](#) to set up your device.



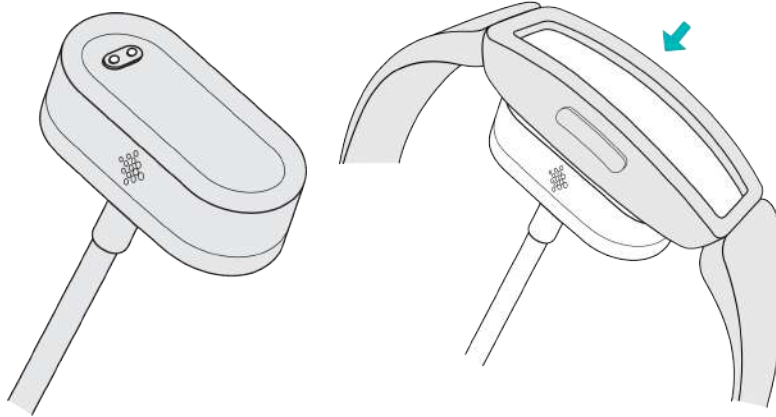
To set up an account, you're prompted to enter information such as your child's height and age to help calculate their activity.

## Charge your tracker

A fully-charged Ace 2 has a battery life of up to 5 days. Battery life varies with use and other factors; animated clock faces require more frequent charging.

To charge Ace 2:

1. Plug the charging cable into the USB port on your computer, a UL-certified USB wall charger, or another low-energy charging device.
2. Hold the other end of the charging cable near the port on the back of the tracker until it attaches magnetically. Make sure the pins on the charging cable align with the port on the back of your tracker.



Charging fully takes about 1-2 hours. While the tracker charges, you can press the buttons to check the battery level. A fully-charged tracker shows a solid battery icon with a smile.

## See your data in the Fitbit app

Open the Fitbit app on your phone to see your activity and sleep data, and more.

Each time you open the Fitbit app, Ace 2 syncs automatically when it's nearby. You can also use the **Sync Now** option in the app.

For more information, see [the related help article](#).

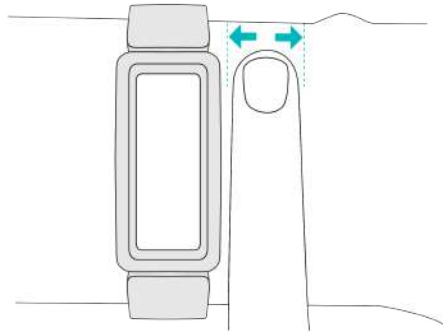
# Wear Ace 2

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Place Ace 2 around your wrist. If you purchased an accessory band, see the instructions in ["Change the band" on page 10](#).


## Placement

Wear Ace 2 a finger's width above your wrist bone.



## Handedness

For greater accuracy, you must specify whether you wear Ace 2 on your dominant or non-dominant hand. Your dominant hand is the one you use for writing and eating. To start, the Wrist setting is set to non-dominant. If you wear Ace 2 on your dominant hand, change the Wrist setting in the Fitbit app:

From the Today tab  in the Fitbit app, tap the icon in the top left > Ace 2 tile > **Wrist** > **Dominant**.

## Wear and care tips



- Clean your band and wrist regularly with a soap-free cleanser.
- If your tracker gets wet, remove and dry it completely after your activity.
- Take your tracker off from time to time.

For more information, visit the [Fitbit Wear & Care page](#).

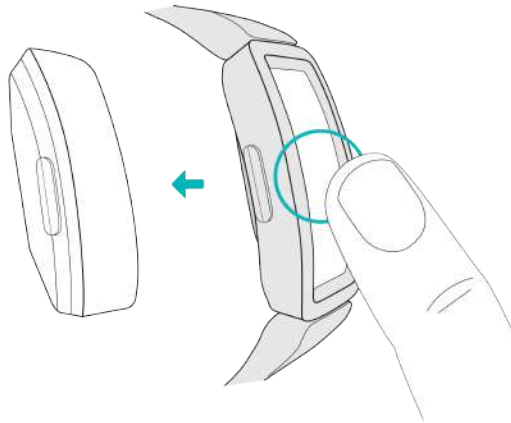
## Change the band

---

Ace 2 comes with a kid's band attached. The band can be swapped with accessory bands, sold separately on [fitbit.com](https://www.fitbit.com). For band measurements, see "Band size" on [page 27](#). Note that for larger sizes or different styles, Ace 2 is compatible with Inspire and Inspire HR classic accessory bands.

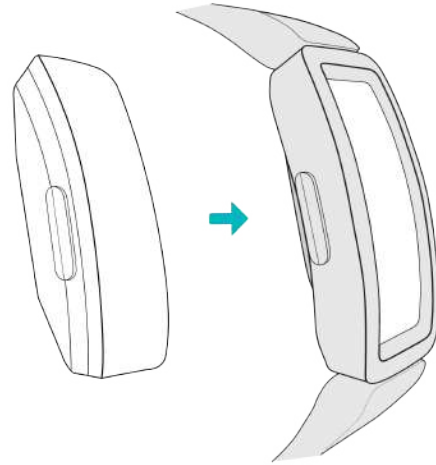
### Remove a band

1. Hold the tracker with the screen facing you and the button on the left.
2. Gently push the top of the tracker through the back opening in the band.



### Attach a new band

1. Hold the tracker with the back facing you and the button on the right.
2. Hold the band with the back opening facing you and the button insert on the right.
3. Place the top of the tracker into the flexible band opening and gently push the bottom of the tracker into place. Ace 2 is secure when all edges of the band lie flat against the tracker.



# Basics

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Learn how to navigate, check the battery level, and care for your tracker.

## Navigate Ace 2

Ace 2 has an OLED touchscreen display and 1 button.

Navigate Ace 2 by tapping the screen, swiping up and down, or pressing the buttons. To preserve battery, the tracker's screen turns off when not in use.

### Basic navigation

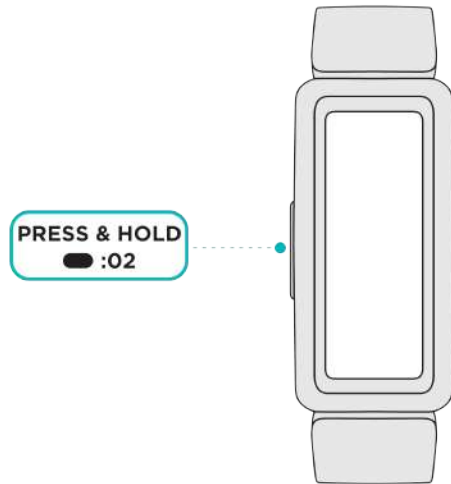
The home screen is the clock.

- Swipe down to scroll through the apps on Ace 2. Tap an app to open it.
- Swipe up to see your daily stats.



## Quick settings

Press and hold the buttons on Ace 2 for a faster way to access certain settings. Tap a setting to turn it on or off. When you turn off the setting, the icon appears dim with a line through it.



On the quick settings screen:


|               |   |
|---------------|---|
| Battery       | Check the battery level.  |
| Screen Wake   | When the screen wake setting is on, turn your wrist toward you to turn on the screen.   |
| Notifications | When the notifications setting is on, Ace 2 displays notifications from your phone when your phone is nearby. For more information, see <a href="#">"Notifications from your phone" on page 16.</a> |

## Change the clock face

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The Fitbit Gallery offers a variety of clock faces to personalize your tracker.

Choose from several kid-friendly clock faces. Note that animated clock faces require more frequent charging.

1. From the Today tab  in the Fitbit app, tap the icon in the top left > Ace 2 tile.
2. Tap **Gallery** > **Clocks** tab.
3. Browse the available clock faces. Tap a clock face to see a detailed view.
4. Tap **Install** to add the clock face to Ace 2.


# Notifications from your phone

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Ace 2 can show call notifications from your phone to keep you informed. Keep your tracker within 30 feet of your phone to receive notifications.

## Set up notifications

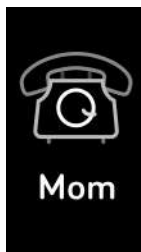
Check that Bluetooth on your phone is on and that your phone can receive notifications (often under Settings > Notifications). Then set up notifications:

1. From the Today tab  in the Fitbit app, tap the icon in the top left > Ace 2 tile.
2. Tap **Notifications**.
3. Follow the on-screen instructions to pair your tracker if you haven't already. Call notifications are turned on automatically.

For more information, see [the related help article](#).

## See incoming notifications

When your phone and Ace 2 are within range, a call causes the tracker to vibrate. The name or number of the caller scrolls once. Press the buttons to dismiss the notification.





## Turn off notifications

Turn off notifications in quick settings on Ace 2:

1. Press and hold the button on your tracker to reach the quick settings screen.
2. Tap **Notifications** to turn them off.


Note that if you use the do not disturb setting on your phone, you don't receive notifications on your tracker until you turn off this setting.

# Timekeeping

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Alarms vibrate to wake or alert you at a time you set. Set up to 8 alarms to occur once or on multiple days of the week. You can also time events with the stopwatch or set a countdown timer.

## Set an alarm

Set and delete alarms in the Fitbit app. Turn alarms on or off directly on Ace 2 in the Alarms app .

For more information, see [the related help article](#).




## Dismiss or snooze an alarm

When an alarm goes off, the tracker vibrates. To dismiss the alarm, press the buttons. To snooze the alarm for 9 minutes, swipe down.

Snooze the alarm as many times as you want. Ace 2 automatically goes into snooze mode if you ignore the alarm for more than 1 minute.



## Use the timer or stopwatch

Time events with the stopwatch or set a countdown timer with the Timers app  on your tracker. You can run the stopwatch and countdown timer at the same time.

For more information, see [the related help article](#).

# Activity and Wellness

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Ace 2 continuously tracks a variety of stats whenever you wear it. Data automatically syncs with the Fitbit app throughout the day.

## See your stats

From the clock face, swipe up to see your daily stats, including:

- Steps taken
- Active minutes
- Steps taken this hour and the number of hours you met your hourly activity goal
- Sleep duration

Find your complete history and other information detected by your tracker in the Fitbit app.

## Track a daily activity goal

Ace 2 tracks your progress toward a daily activity goal of your choice. When you reach your goal, your tracker vibrates and shows a celebration.

### Choose a goal

To begin, your goal is to take 10,000 steps per day. Choose to change the number of steps, or pick a different activity goal.

For more information, see [the related help article](#).

Track progress toward your goal on Ace 2. For more information, see "[See your stats](#)" above.

## Track your hourly activity

Ace 2 helps you stay active throughout the day by keeping track of when you're stationary and reminding you to move.

Reminders nudge you to walk at least 250 steps each hour. You feel a vibration and see a reminder on your screen at 10 minutes before the hour if you haven't walked 250 steps. When you meet the 250-step goal after receiving the reminder, you feel a second vibration and see a congratulatory message.

Turn on reminders to move in the Fitbit app.



For more information, see [the related help article](#).

## Track your sleep

Wear Ace 2 to bed to automatically track your time asleep and movement during the night to help you understand your sleep patterns. Sync your tracker when you wake up and check the Fitbit app to see your sleep stats, including when you go to bed, how long you're asleep, and how long you spend awake or restless.

For more information, see [the related help article](#).

### Set a sleep goal

To start, you have a sleep goal of 9 hours of sleep per night. Customize this goal to meet your needs.

For more information, see [the related help article](#).

# Update, Restart, and Erase

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Learn how to update, restart, and erase Ace 2.

## Update Ace 2

Update your tracker to get the latest feature enhancements and product updates.

When an update is available, a notification appears in the Fitbit app. After you start the update, follow the progress bars on Ace 2 and in the Fitbit app until the update is complete. Keep your tracker and phone close to each other during the update.

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Updating Ace 2 takes several minutes and may be demanding on the battery. We recommend plugging your tracker into the charger before starting the update.

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For more information, see [the related help article](#).

## Restart Ace 2


If you can't sync Ace 2, don't see your stats, or your tracker is unresponsive, restart your device:

1. Connect Ace 2 to the charging cable. For instructions, see "[Charge your tracker](#)" on page 6.
2. Press and hold the buttons on your tracker for 5 seconds. Release the buttons. When you see a smiley face and Ace 2 vibrates, the tracker restarted.

Restarting your tracker doesn't delete any data.

## Erase Ace 2

If you want to give Ace 2 to another person or wish to return it, first clear your personal data:

1. Connect Ace 2 to the charging cable. For instructions, see "[Charge your tracker](#)" on page 6.
2. On Ace 2, open the Settings app  > **Clear User Data**.
3. When prompted, press the screen for 3 seconds, then release. When Ace 2 vibrates and you see the clock screen, your data is erased.

Note: If you don't see the option to Clear User Data, close the Settings app and reopen it while Ace 2 is connected to the charger. The option should appear.



# Troubleshooting

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If Ace 2 isn't working properly, see our troubleshooting steps below.

## Unresponsive device

If you experience any of the following issues, restart your tracker:

- Won't sync
- Won't respond to taps, swipes, or button press
- Won't track steps or other data
- Won't show notifications

For instructions, see "[Restart Ace 2](#)" on page 23.

# General Info and Specifications

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## Sensors and Components

Fitbit Ace 2 contains a MEMS 3-axis accelerometer, which tracks motion patterns.

## Materials

The housing on Ace 2 is plastic. The Ace 2 classic band is made of a flexible silicone similar to that used in many sport watches and includes a plastic buckle.

## Wireless technology

Ace 2 contains a Bluetooth 4.0 radio transceiver.

## Haptic feedback

Ace 2 contains a vibration motor for alarms, goals, notifications, and reminders.

## Battery

Ace 2 contains a rechargeable lithium-polymer battery.

## Memory

Ace 2 stores your data, including daily stats, sleep information, and activity history, for 7 days. See your historical data in the Fitbit app.

## Display

Ace 2 has an OLED display.

## Band size

The band size is shown below. Note that accessory bands sold separately may vary slightly.

|               |  |
|---------------|--|
| One-size band | Fits a wrist between 4.6 and 6.6 inches (116 mm - 168 mm) in circumference |
|---------------|--|

## Environmental conditions

|                            |   |
|----------------------------|---|
| Operating temperature      | 14° to 113° F<br>(-10° to 45° C)  |
| Non-operating temperature  | -4° to 14° F<br>(-20° to -10° C)<br><br>113° to 140°F<br>(45° to 60° C) |
| Water resistance           | Water resistant up to 50 meters   |
| Maximum operating altitude | 28,000 feet<br>(8,534 m)  |

## Learn more

To learn more about your tracker, visit [help.fitbit.com](https://help.fitbit.com).

## Return policy and warranty

Find warranty information and the fitbit.com return policy on [our website](#).

# Regulatory and Safety Notices

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Notice to the User: Regulatory content for select regions for FB412 can also be viewed on your device. To view the content: Settings > Device Info.

## USA: Federal Communications Commission (FCC) statement

Model FB412

FCC ID: XRAFB412

Notice to the User: The FCC ID can also be viewed on your device. To view the content:

Settings > Device Info

Unique Identifier: FB412

### Responsible Party – U.S. Contact Information

199 Fremont Street, 14th Floor  
San Francisco, CA  
94105  
United States  
877-623-4997

[www.fitbit.com](http://www.fitbit.com)

### FCC Compliance Statement (for products subject to Part 15)

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

### FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.

## Canada: Industry Canada (IC) statement

Model/Modèle FB412

IC: 8542A-FB412

**Notice to the User: The IC ID can also be viewed on your device. To view the content:**

**Settings > Device Info**

## Paramètres > Informations sur l'appareil

This device meets the IC requirements for RF exposure in public or uncontrolled environments.

Cet appareil est conforme aux conditions de la IC en matière de RF dans des environnements publics ou incontrôlée

IC Notice to Users English/French in accordance with current issue of RSS GEN:

This device complies with Industry Canada license exempt RSS standard(s).

Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise à Les deux conditions suivantes:

1. cet appareil ne peut pas provoquer d'interférences et
2. cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif

## European Union (EU)

Model FB412

### Simplified EU Declaration of Conformity

Hereby, Fitbit, Inc. declares that the radio equipment type Model FB412 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: [www.fitbit.com/safety](http://www.fitbit.com/safety)

### Vereinfachte EU-Konformitätserklärung

Fitbit, Inc. erklärt hiermit, dass die Funkgerätypen Modell FB412 die Richtlinie 2014/53/EU erfüllen. Der vollständige Wortlaut der EU-Konformitätserklärungen kann unter folgender Internetadresse abgerufen werden: [www.fitbit.com/safety](http://www.fitbit.com/safety)

#### **Declaración UE de Conformidad simplificada**

Por la presente, Fitbit, Inc. declara que el tipo de dispositivo de radio Modelo FB412 cumple con la Directiva 2014/53/UE. El texto completo de la declaración de conformidad de la UE está disponible en la siguiente dirección de Internet: [www.fitbit.com/safety](http://www.fitbit.com/safety)

#### **Déclaration UE de conformité simplifiée**

Fitbit, Inc. déclare par la présente que les modèles d'appareils radio FB412 sont conformes à la Directive 2014/53/UE. Les déclarations UE de conformité sont disponibles dans leur intégralité sur le site suivant : [www.fitbit.com/safety](http://www.fitbit.com/safety)

#### **Dichiarazione di conformità UE semplificata**

Fitbit, Inc. dichiara che il tipo di apparecchiatura radio Modello FB412 è conforme alla Direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: [www.fitbit.com/safety](http://www.fitbit.com/safety)



Argentina

Model FB412:



**RAMATEL**

C-22555

## Australia and New Zealand



## China

Regulatory content can also be viewed on your device. To view the content:

Settings > Device Info

### Model FB412:

Frequency band: 2400-2483.5

Transmitted power: Max EIRP, 6.3dBm

Occupied bandwidth: 2MHz

Modulation system: GFSK

CMIIT ID displayed: On packaging

**CMIT ID: 2018DJ9012**



China RoHS

| 部件名称<br>Part Name           | 有毒和危险品<br>Toxic and Hazardous Substances or Elements |            |           |                 |               |                      |
|-----------------------------|--|------------|-----------|-----------------|---------------|----------------------|
|                             | 铅<br>(Pb)  | 水银<br>(Hg) | 镉<br>(Cd) | 六价铬<br>(Cr(VI)) | 多溴化苯<br>(PBB) | 多溴化二苯<br>醚<br>(PBDE) |
| Model FB412                 |  |            |           |                 |               |                      |
| 表带和表扣<br>(Strap and Buckle) | ○  | ○          | ○         | ○               | ○             | ○                    |
| 电子<br>(Electronics)         | --   | ○          | ○         | ○               | ○             | ○                    |
| 电池<br>(Battery)             | ○  | ○          | ○         | ○               | ○             | ○                    |
| 充电线<br>(Charging Cable)     | ○  | ○          | ○         | ○               | ○             | ○                    |

本表格依据 SJ/T 11364 的规定编制

○ = 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572规定的限量要求以下 (indicates that the content of the toxic and hazardous substance in all the Homogeneous Materials of the part is below the concentration limit requirement as described in GB/T 26572).

X = 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572规定的限量要求 (indicates that the content of the toxic and hazardous substance in at least one Homogeneous Material of the part exceeds the concentration limit requirement as described in GB/T 26572).



## India

Model FB412

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

**Settings** > **Device Info**

## Israel

Model FB412

התאמה אישור 55-01198

המוצר של המודולארי בחלק טכני שינוי כל לבצע אין.

## Japan

Model FB412

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

**Settings** > **Device Info**



201-180693

## Mexico

Model FB412



La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada

## Morocco

Model FB412

AGREE PAR L'ANRT MAROC

Numéro d'agrément: MR 18210 ANRT 2018

Date d'agrément: 11/12/2018

## Nigeria

Model Name FB412

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

## Oman

Model FB412

D090258

TRA/TA-R/6790/19

# Pakistan

Model No.: FB412

TAC No: 9.6044/2018



**Model: FB412**

**Serial No: Refer to retail box**

**Year of Manufacture: 2018**

# Philippines

Model FB412



# Serbia

Model FB412



South Korea

Model FB412



클래스 B 장치 (가정 사용을 위한 방송 통신 기기): EMC 등록 주로 가정용 (B 급)으로하고, 모든 지역에서 사용할 수 있습니다 얻을이 장치.

**\* 해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다.\***

Taiwan

Model FB412



CCAF19LP0010T1

低功率警語:

依據 低功率電波輻射性電機管理辦法

#### 第十二條

經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能

#### 第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾時方得繼續使用。

前項合法通信,指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾

Translation:

Low power warning:

According to the management method of low power radio wave radiating motor.

Article 12

Low-power RF motors that have passed the type certification are not allowed to change the frequency, increase the power or change the characteristics and functions of the original design without permission.

Article 14

The use of low-power RF motors shall not affect flight safety and interfere with legal communications; if interference is found, it shall be immediately deactivated and improved until no interference is required.

Legal communication in the preceding paragraph refers to radio communications operating in accordance with the provisions of the Telecommunications Act. Low-power RF motors must withstand interference from legitimate communications or radiological electrical equipment for industrial, scientific, and medical use.

使用過度恐傷害視力」

使用30分鐘請休息10分鐘。2歲以下幼兒不看螢幕，2歲以上每天看螢幕不要超過1小時。

Translation:

“Excessive use may cause damage to vision”

Rest for 10 minutes after every 30 minutes.

Children under 2 years old should stay away from this product. Children 2 years old or more should not see the screen for more than 1 hour.

電池警語：

此裝置使用鋰電池。

若未遵照下列準則，則裝置內的鋰離子電池壽命可能會縮短或有損壞裝置、發生火災、化學品灼傷、電解液洩漏及 / 或受傷的風險。

Translation:

Battery warning:

This device uses a lithium-ion battery.

If the following guidelines are not followed, the life of the lithium-ion battery in the device may be shortened or there is a risk of damage to the device, fire, chemical burn, electrolyte leakage and / or injury.

## United Arab Emirates

Model FB412

TRA Registered No.: ER68013/18  
Dealer No: 35294/14

Zambia

Model FB412



ZMB / ZICTA / TA / 2019 / 1 / 3

## Safety Statement

This equipment has been tested to comply with safety certification in accordance with the specifications of EN Standard: EN60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013 & EN62368-1:2014 + A11:2017.



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