



The watch that knows
your heart rate

Battery Troubleshooting Guide

Many observed problems with your MIO Heart Rate Monitor Watch can be fixed by properly installing a new battery. We recommend that you take your watch to a certified jeweler for battery change to avoid subsequent problems.

Signs that your MIO Heart Rate Monitor Watch may require a battery change:

- ◆ **Inability to obtain a heart rate reading (only see flashing heart)**
- ◆ **Irregular or abnormally high heart rate reading**
- ◆ **A shrill, constant beep or hum**
- ◆ **Screen is fading out, especially after activating the light**
- ◆ **Frozen in one mode**
- ◆ **Changing modes is slow, sluggish**
- ◆ **Screen is completely blank**

If after following this guide, you are still experiencing difficulties with your MIO heart rate monitor watch, please email Customer Service at customerservice@miowatch.com.

CONTACT INFO

1 (877) 770 – 1116
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Common Problems after Changing Your Battery:

EUROFIT Models

1. Your Watch is dead after the Battery is changed

- This is generally caused by replacing the battery upside down.
- The battery (CR 2032) must be replaced positive (+) side up.

2. Problems with Heart Rate Function after the Battery is changed

- Your watch is unable to read your heart rate after a battery change. The screen changes to the 'bpm' screen (with the flashing heart) when the sensors are pressed, but a heart rate reading never appears.

Causes of Problem: This problem is usually caused by the incorrect reassembly of your watch after the battery change. Specifically, it could be because the spring(s) inside of the watch are not making the necessary electrical contact. The most common reason for this is:

- The clear plastic insulator has not been replaced properly

Solution: Checking the Insulator

- Check to make sure that the clear plastic sheet is sitting on top of the battery so that the sensor can make contact with the metal back plate. The insulator should lay flat once it has been replaced. If it is incorrectly positioned you will **not** be able to get a heart rate reading. If your insulator is missing, please contact our Customer Service Team.

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3. Moisture has gotten into the Display of your Watch

- The rubber gasket that seals the perimeter inside of your watch must be kept securely in place for the watch to retain its water resistance. If the gasket has been removed, your watch may no longer be water resistant. If your gasket is missing or damaged, please contact our Customer Service Team.



1. Place a coin into the depression on the back and rotate counter clockwise until the battery hatch pops out.
2. Lift the round plastic insulator and remove the old battery. Place the new battery in with the positive (+) side facing out. Make sure the round plastic insulator sits on top of the battery positive (+) side.
3. Place the battery hatch over the battery and close it by rotating the plate clockwise.

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All Other Models

1. Your Watch is dead after the Battery is changed

- This is generally caused by replacing the battery upside down.
- The battery (CR 2032) must be replaced positive (+) side down.

2. Problems with Heart Rate Function after the Battery is changed

- Your watch is unable to read your heart rate after a battery change. The screen changes to the 'bpm' screen (with the flashing heart) when the sensors are pressed, but a heart rate reading never appears.

Causes of Problem: This problem is usually caused by the incorrect reassembly of your watch after the battery change. Specifically, it could be because the spring(s) inside of the watch are not making the necessary electrical contact. The two most common reasons for this are:

- The metal back plate may have been put back on upside down (see solution 1).
- The clear plastic insulator has not been replaced properly (see solution 2).

Solution 1: Fixing the Metal Back Plate

- Check to make sure the metal back plate is right side up. The metal back plate should be oriented so that the MIO logo is right side up corresponding to the time display on the watch face. If the back plate is upside down you will **not** get a consistent heart rate reading.

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Solution 2: Checking the Insulator

- Check to make sure that the spring beneath the sensor is fitted through the hole in the clear plastic sheet so that the sensor can make contact with the metal back plate. The insulator should lay flat once it has been replaced. If it is incorrectly positioned you will **not** be able to get a heart rate reading. If your insulator is missing, please contact our Customer Service Team to have a replacement shipped to you.

3. Moisture has gotten into the Display of your Watch

- The rubber gasket that seals the perimeter inside of your watch must be kept securely in place for the watch to retain its water resistance. If the gasket has been removed or repositioned incorrectly after the battery is changed, your watch may no longer be water resistant. If your gasket is missing or damaged, please contact our Customer Service Team to have a replacement shipped to you.

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TO CHANGE MIO'S BATTERY

1. Place watch face down on a table, with MODE/LAP and STOP switches on left side and SET/START and LIGHT switch on right side.
2. Remove the 4 screws from back plate. (Diagram A)
3. Remove back plate. (Diagram B)
4. Release latch holding battery in place by inserting small screwdriver into groove. Bend it gently away from you to release the latch. (Diagram C)
5. Release battery by inserting small screwdriver into slot at the bottom left or right side of battery and popping up. (Diagram D)
6. Take out the battery. (Diagram E)
7. Put in the new battery. Positive (+) side must face down. (Diagram E)
8. Snap latch back into original position by gently pushing down with finger. (Diagram F)
9. Replace backplate in original positioning with lettering upright.
10. Screw in the four screws holding the back plate. (Diagram A)



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