

Fitbit Ionic Smartwatch Due to Burn Hazard

Recall Date: 03 March 2022

Description:

This recall only involves the Fitbit Ionic Smartwatch. It was sold with a polyurethane band and has a 1.4-inch color LCD screen. The watches were sold in slate blue/burnt orange, charcoal/smoke gray, blue gray/silver gray, and a special edition co-branded with Adidas in ink blue/silver gray. The smartwatch tracks activity, heart rate, and sleep. Only the following models and colors are included in this recall. For the Ionic device, the model number (FB503) is on the back of the device near where the band attaches. Fitbit is printed on the front of the Ionic Smartwatch.

Product Description	Model #	UPC
Slate Blue/Burnt Orange	FB503CPBU	816137026062
Charcoal/Smoke Gray	FB503GYBK	816137026024
Blue Gray/Silver Gray	FB503WTGY	816137026451

Hazard:

) The lithium-ion battery in the Ionic smartwatch can overheat, posing a burn hazard.

Remedy:

) Consumers should immediately stop using the recalled Ionic smartwatches and contact Fitbit to receive pre-paid packaging to return the device. Upon receipt of the device, consumers will be issued a refund of \$299. Fitbit will also provide participating consumers with a discount code for 40% off select Fitbit devices.

Incidents/Injuries:

) Fitbit has received at least 115 reports in the United States (and 59 reports internationally) of the battery in the watch overheating with 78 reports of burn injuries in the United States including two reports of third-degree burns and four reports of second-degree burns (and 40 reports of burn injuries internationally).

Sold at:

) Best Buy, Kohl's, Target and other stores nationwide and online at Amazon.com and Fitbit.com from September 2017 through December 2021 for between \$200 to \$330. Fitbit stopped production of Ionic in 2020.

Consumer Contact:

) Visit help.fitbit.com/ionic or call Fitbit toll-free at 888-925-1764, available 24 hours a day, 7 days a week.

Manufactured In:

) Taiwan

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