



Fitbit Sense and Versa 3 Smart Watches

Aspect	Details
Images	 Sense Versa 3
PSD Number	2509-0315
Product Type	Communication and media equipment – Smart Watches
Product Identifiers	Affected products were manufactured between August 2020 and September 2022 and sold between September 2020 and September 2023, but other distributors may have sold products beyond this date.
Product Description	GPS-enabled and fitness-oriented smartwatches, with tracking for various fitness activities, including running, biking, and hiking, as well as heart rate. The impacted products consist of a 'pebble' that contains the electrical components (which includes a rechargeable lithium-ion battery) which can be removed from the band (either sold by Fitbit or third parties to consumers).
Country of Origin	Taiwan
Counterfeit	No
Risk Level	Low
Risk Type	Burns
Risk Description	The product has been identified as presenting a risk of burns as the batteries may overheat during normal use. If this occurs while the watch is in use, the user may receive burns to the wrist. The product does not meet the requirements of the General Product Safety Regulations 2005.
Corrective Measures	This corrective action has been ongoing since January 2025. Fitbit LLC initiated a remote firmware update in January 2025. Consumers with impacted products received an email and notifications on the watch and in the Fitbit app when the firmware was available to install. The update reduced the risk of the battery overheating by reducing its capacity. Where consumers did not manually update the firmware, the device experienced a factory reset until the firmware update was completed. Consumers with impacted products may be eligible for an appeasement. Access the Fitbit Help Center for further information, and to access the Registration Page, at the following link: Sense and Versa 3 Battery Performance Program - Fitbit Help Center You do not need to contact Fitbit if: • You have already received an appeasement • Fitbit has already confirmed you do not have an impacted product
Notifier	Office for Product Safety and Standards