

EXHIBIT AK

11/11/2021 1:30:18 PM

https://community.fitbit.com/t5/iOS-App/Cardio-fitness-score-suddenly-dropped/m-p/1802473

Solved: Cardio fitness score sudd x +

community.fitbit.com/t5/iOS-App/Cardio-fitness-score-suddenly-dropped/m-p/1802473

Community > Platform > iOS App > Cardio fitness score suddenly dropped

Cardio fitness score suddenly dropped ✔ ANSWERED

< 1 2 3 ... 6 > ▶

02-02-2017 05:15



Notfrench

Jogger 3 0 6

I am a religious user of my fitbit charge 2, and I noticed recently that my cardio fitness score had dropped like 6-8 points.

I have been frustrated with my score because it has not changed in the several months since I first set it. Now, it's even telling me you go on a 10 minute run to set my score like it did when first bought my device.

My theory is that the app has trouble calculating my score because my workouts are typically playing pick-up basketball or taking fitness classes - I rarely go on runs that I track with GPS. Improving my cardio score has been a goal, but not seeing any changes, then seeing it abruptly drop, has been frustrating. Has anyone else experienced this issue?

Answered! [Go to the Best Answer.](#)

4 Votes

Reply

1 BEST ANSWER

Best Answer

02-02-2017 07:24



Julia_G

Ultramarathon Racer 11823 1175 20829



✔ Hi, @Notfrench, Fitbit are very clear that the only way to calculate this accurately is if you do a 10 minute run using GPS on flat ground (ideally several times).

If you don't do that it will still attempt to estimate your score; however it may very well be inaccurate. It sounds to me like this is what has happened to you.

If you would like to have an accurate indication you will need to use it as designed, hopefully, as I mentioned, two or three times. Then you should have a baseline. After that you can repeat the exercise every few months to check on your progress. Quite probably the inbetween updates, if any, may not accurately reflect your actual score.

Julia | UK

Ionic, Blaze, Charge 2, Alta HR, Flex 2, One (retired Charge HR & Flex) - Windows 10; Windows Phone 10; iOS (iPad), sometimes, unhappily, Android

[View best answer in original post](#)

3 Votes

Reply

112 REPLIES

02-02-2017 07:24

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Julia_G

Ultramarathon Racer 11823 1175 20829



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[View best answer in original post](#)

Best Answer

3 Votes

Reply

02-02-2017 07:37

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Jogger 3 0 6

Okay, cool! Thanks for the response. I think this is probably my problem - I haven't gone on a run like that in a few months. Thanks, and I will try to factor that into my routine so I can get a more accurate score!

1 Vote

Reply

03-21-2017 15:25

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KarinJW

Jogger 3 0 39

I've had my Fitbit Charge 2 since last December and my Cardio Fitness Score was in the Very Good Range and was increasing within this zone. I've always run with it since purchase. This past week I've run several times. At first it dropped by 2 points and checking it tonight I've now dropped into the Good zone. I recorded one of my fastest runs this week and had a good steady 30 minute run this evening. It seems very inaccurate to me. As I'm getting fitter and faster my Cardio Fitness Score is decreasing.

19 Votes

Reply

03-25-2017 08:28

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Anayansi

Jogger 3 0 4

I am having the same problem. When I bought my charge 2 my fitness level was 45 and I improved running 4 miles every Saturday and 4 miles every Sunday to a 49 level. I was very happy. Now I started doing spinning three times a week for three weeks. I noticed my level dropped to 48 and today after my 4 miles run it dropped to 46. It's upsetting. I dont know what I'm doing wrong. I use my Fitbit all the time. I'm 46 years old and 5'10" weight 130 lbs. Any ideas ? 😞

2 Votes

Reply

04-20-2017 21:12

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Jaberino

Jogger 1 0 10

Mine just took a nose dive from 44 which is borderline excellent to 33 which is barely average. How can I run 2 miles, be well within my weight limit, and have a resting heart rate if 53? I don't know of any lower average person that can claim those

👍 10 Votes

↩ Reply

05-08-2017 15:53

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runtellyrun

Jogger 🗨 1 ✓ 0 👍 4

I've had the same thing happen- so also hoping for an answer.

👍 4 Votes

↩ Reply

06-13-2017 18:58

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Kendoll

Jogger 🗨 2 ✓ 0 👍 2

Did you figure this out?? Same thing happened to me and I work out ALL the time !

👍 2 Votes

↩ Reply

08-03-2017 05:48

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BreizhMad22

Jogger 🗨 1 ✓ 0 👍 3

Same this happened to me, from 44 to 36!! And I am exercising the same way as usual, I don't understand what happened! I am a female, 39 years old, average heart rate 64...

👍 3 Votes

↩ Reply

08-26-2017 06:04

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chayms

Jogger 🗨 1 ✓ 0 👍 1

Same thing happened to me, just noticed this - from 44 to 34, and resting heart rate at 63. Something's amiss.

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