EXHIBIT AH

Cardio Fitness Score is not updat   ✕   +

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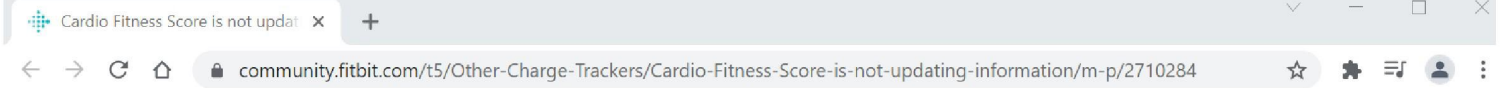
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Community › Product Help Forums › Other Charge Trackers › Cardio Fitness Score is not updating information

Cardio Fitness Score is not updating information   ⚙

PurpleTigga

Jogger

💬 2 ✔ 0 👍 0

05-13-2018 22:50 - last edited on 09-08-2020 18:54 by **MatthewFitbit**   •••

This year I've been tracking my cardio fitness score and have watched it go up from good to the upper end of the very good / excellent section. In the last couple of months I have lost a lot of weight and done a lot more exercise but the score just shows that I register at 30 (average) and it hasn't moved from that at all for at least 8 weeks. It hasnt budged from 30 either (so hasn't gone lower or higher) which suggests to me it isn't working rather than it reflecting an accurate score. Why would that be?

Another indication it might be broken is that it shoes my score as a single dot along the score line rather than the target circles it used to show but maybe this is an updated thing.

Labels: Charge 2

| 👍 0 Votes | Reply |

4 REPLIES

MarreFitbit

🛡

Fitbit Moderator

💬 38813 ✔ 3896
👍 11692

05-29-2018 09:44   •••

Welcome to the Fitbit Community @PurpleTigga, hope you're doing great today! 🙋 It is normal for your Cardio Fitness Score to change after a run of 10 minutes or more using Connected GPS. The app is designed to recalculate your fitness score based on the results of the run. Prior to the run, it used an estimated fitness score based on your profile information.

We can provide a more precise estimate of your score using the relationship between pace and heart rate during your runs. This is because individuals with higher VO2 Max have a lower heart rate while running at the same pace compared to individuals with lower VO2 Max. If you're able to run at a comfortable pace for at least 10 minutes, use multisport mode on your Charge 2 to track a run with GPS. We recommend running on flat terrain as much as possible since only the flat sections of your run count towards your score estimate. You may need to go on several runs that are at least 10 minutes in length to affect your score.

Said that, if your cardio fitness hasn't changed so far, it may be due to several factors including a stationary lifestyle, which could have negative effects on long term health like an increased risk for

The two ways to improve your score are exercise and healthy weight loss. Increased exercise may help you improve your score by up to 20 percent over a period of two to three months.

While an increase in moderate exercise can be helpful, including high-intensity intervals in your workouts if you're able can be an effective way to see noticeable improvement. Interval training includes any workout that alternates between intense bursts of activity followed by periods of lower intensity activity or rest. Both endurance training and interval training studies showed increases in participants' VO2 Max, but interval training yielded more significant improvements.

Additionally, healthy weight loss (primarily by lowering your body fat percentage) can contribute to an increase in your cardio fitness score. On the other hand, unhealthy weight loss (lowering your muscle mass) can have a negative effect on your score. If you've entered a healthy weight loss goal into your Fitbit profile, the graph shows the potential improvement to your score. If your weight loss goal would lower your Body Mass Index (BMI) into the underweight range, potential improvement to your score won't be displayed.

For the best estimate, try the following tips:

- Go for long runs (at least 10 minutes long) on flat terrain.
- Complete multiple runs to help improve accuracy.
- Run at a faster pace if you're able to do so. You don't have to run at maximum speed but higher-intensity runs provide a more accurate estimate.

Give it a try and let me know if your Fitness Score changes! 😊

Maria | Community Moderator, Fitbit

Was my post helpful? Give it a thumbs up to show your appreciation! Of course, if this was the answer you were looking for, don't forget to make it the Best Answer! Als...

👍 1 Vote   Reply

SallieS

Jogger
💬 2 ✔ 0 👍 2

09-03-2019 00:55   •••

I have the same problem. My fitness score is displayed as a 30, although it had been up to 42.

Thus has happened since the new firmware update. Everything else seems to be working fine.

So I think it's a technical issue. Any ideas Fitbit?

👍 2 Votes   Reply

JAM1984TX

Jogger

08-04-2020 19:54   •••

I am having this issue now.

👍 0 Votes   Reply

SallieS

Jogger

💬 2 ✔ 0 👍 2

08-05-2020 01:09   •••

My Fitbit was not functioning properly and a few weeks later lost the heart rate monitor function. It was nearly two year's old and was replaced under warranty.

Sent from Yahoo Mail on Android

👍 0 Votes   Reply

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