

# Fitness Tracker Frequently Asked Questions (FAQs)

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## **HPB Fitness Tracker - Collection**

### **Who is eligible to collect a new HPB Fitness Tracker?**

Anyone fulfilling all of these criteria is eligible for a HPB fitness tracker:

- (a) Singaporean or Permanent Resident of Singapore;
- (b) 17 years or older (based on birth year);
- (c) Did not collect a HPB fitness tracker model previously\*

\*Exceptions apply. You may check your eligibility on the Healthy 365 app by tapping “HPB Fitness Tracker” > “Collect a new HPB fitness tracker” on the Healthy 365 app.

Eligible users are entitled to collect 1 HPB fitness tracker each. For more information on how to collect a HPB fitness tracker, click [here](#).

### **Can Foreigners collect HPB fitness trackers?**

Only Singaporean citizens or Permanent Residents of Singapore, aged 17 years or older (based on birth year), are eligible to collect a HPB fitness tracker.

### **How do I know if I am eligible to collect a HPB fitness tracker?**

You may check your eligibility by tapping "HPB Fitness Tracker" > "Collect a new HPB Fitness" on the Healthy 365 app. If you are eligible to collect a HPB fitness tracker, you will be able to select your collection method.

### **Does HPB mail or deliver trackers?**

HPB does not provide mailing or delivery services. HPB fitness trackers may be collected through vending machines or at HPB appointed centres. For more information, click [here](#).

### **Where and how can I collect a new HPB Fitness Tracker?**

HPB fitness trackers may be collected through vending machines or at HPB appointed centres. For more information, click [here](#).

## HPB Fitness Tracker – Features and Usage Tips

### Which HPB fitness tracker models are currently supported on the Healthy 365 app?

The following HPB Fitness Trackers are supported by the Healthy 365 app:



Tempo 2 (HR)

Glide HR

Careeach (HR)

AxtoFit

AxtoFit 2

AxtoFit 3

AxtoFit 4



Tempo 3C

Tempo 4C

Tempo 5C

If your HPB fitness tracker is no longer supported by the Healthy 365 app, please check your [eligibility](#) to collect a new HPB fitness tracker.

### What features do the latest HPB Fitness Trackers have?

The latest HPB fitness trackers come with the following features:

1. Date/Time
2. Steps tracking
3. Heart rate tracking
4. Workout mode, including walking, running, cycling and others.
5. Blood Oxygen (SpO<sub>2</sub>) measurement SpO<sub>2</sub> measures the saturation of oxygen in blood, which represents the percentage of oxygen in your blood.
6. Sleep tracking



AxtoFit 3

AxtoFit 4

Tempo 4C

Tempo 5C

For more information on how to pair and sync your fitness tracker, please refer to your fitness tracker's user guide, or see the [step-by-step guide](#).

### **Do the HPB Fitness Trackers come with warranty?**

All HPB fitness trackers come with a warranty period of 12 months from the date of collection.

As stated within the user guide, the tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse, or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant overcharging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable, detachable straps and strap pins are also not covered within the warranty.

Click [here](#) for more information on how to exchange your faulty HPB fitness tracker.

### **How do I properly wear my HPB Fitness Tracker?**

Wear the HPB fitness tracker snugly on the wrist, at least 1 finger width away from the wrist bone.



Continue to wear the HPB fitness tracker as you go about your daily activities. The HPB fitness tracker will automatically track steps, heart rate and sleep duration based on changes in body movement.

Make sure the sensor of the HPB fitness tracker is in full contact with the skin. Consider wiping off perspiration, if any, from skin that is in contact with the tracker sensor for a better reading.

When not wearing the fitness tracker, place it with the screen facing down to avoid affecting the sensor on the back of the HPB fitness tracker.

### **How to pair and sync my HPB Fitness Tracker?**

Click here for a [step-by-step guide](#) on how to set up the HPB fitness tracker on the Healthy 365 app. Please note that fitness data on your tracker will only be recorded after pairing and carrying out a first sync on the Healthy 365 app.

To change your fitness tracking source, see [switching between different modes of tracking](#).

## Troubleshooting: pairing and syncing issues

Pairing and syncing issues can arise under the following conditions:

Problem	Solution
You have paired the tracker directly to your phone's Bluetooth (Android only).	Go to "Settings > Bluetooth > Select the connected fitness tracker > Proceed to Forget Device/Unpair" to unpair.
Your Healthy 365 app is not updated to the latest version.	Update your Healthy 365 app through the app store.
You did not turn on your phone's Bluetooth.	Activate your phone's Bluetooth through your phone's settings.
The fitness tracker is placed far away from the phone.	Place the tracker in close proximity of your phone.
The fitness tracker is paired to another account.	On the Healthy 365 app under "Account", "My Tracker", check if your tracker is currently paired to your account by verifying the Bluetooth Friendly Number (BFN) on your app against your fitness tracker. Check if the fitness tracker has been paired to your family or friend's Healthy 365 account.

If you can sync steps but not MVPA, check the following:

- Your tracking device is compatible and can measure heart rate.
- You have clocked  $\geq 10$ mins of continuous moderate-to-vigorous physical activity (MVPA) where heart rate is  $\geq 64\%$  of your maximum heart rate. Here is a formula to calculate your maximum heart rate:  $220 - \text{Age}$ .

Click here for a [troubleshooting guide](#), or contact our Customer Care Support at **1800 2231313**<sup>#</sup> or email to [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg) if you require assistance.

### Can I pair and sync fitness data on behalf of others?

Users may help their friends or family who do not have a compatible smartphone to sync their fitness records and redeem rewards by logging in to their account through the Healthy 365 app.

1. Log out of your account on the Healthy 365 app by selecting "Account" > "Settings" > "Log out".
2. Let your family or friend log into their account via your phone by following the onscreen instructions. For step-by-step instructions on how to log in, click [here](#).
3. Pair the compatible fitness tracking device and sync the fitness records to the user's Healthy 365 account.
4. Upon syncing, fitness records will be updated to the user's Healthy 365 account.

### How long does my HPB fitness tracker store my fitness data for?

The HPB fitness tracker can store up to 7 days of fitness data. To avoid losing fitness records, sync your fitness tracker with the Healthy 365 app at least once every 7 days.

<sup>#</sup>Airtime charges apply for mobile calls to 1800 service lines.

**How do I use the Heart Rate Tracking function on my HPB fitness tracker?**

The HPB fitness tracker automatically tracks heart rate throughout the day, as long as the tracker is turned on, has sufficient battery and is worn correctly on the wrist. Heart rate is measured in beats per minute (bpm). If you wish to monitor your heart rate more accurately in real-time, you may trigger the “Workout Mode” function manually.

To trigger the “Workout Mode” function, tap on the screen of the HPB fitness tracker where the touch sensor is located until the word “Workout” is displayed. Do a “long tap” (tap and hold) on the touch sensor to trigger the “Workout Mode” to view real-time heart rate tracking.

Do note that staying on “Workout Mode” for extended periods of time will drain the fitness tracker’s battery. Please remember to switch off the function after each exercise session to conserve battery power.

**How do I charge my HPB fitness tracker?**

The battery indicator is displayed on the home screen of your HPB fitness tracker. Charge when the indicator is low. The charging process takes approximately 2 hours.

Please refer to the charging instructions provided within the HPB fitness tracker user guide for more details. Do not over-charge the tracker as it will cause the battery performance to deteriorate over time. Any damage to the battery due to overcharging will not be covered under warranty for exchange.

**What can I do to conserve battery life on my HPB fitness tracker?**

The HPB fitness tracker battery depletes faster if “Workout Mode” is triggered (real-time heart-rate monitoring) and remains activated throughout the day.

The battery life might also deplete faster if it is charged incorrectly. Charge the tracker for no longer than 2 hours. Charging the fitness tracker overnight will cause the battery performance to deteriorate over time.

**How do I adjust the time on my HPB fitness tracker?**

To change the time on the fitness tracker, pair and sync your tracker to the Healthy 365 app. The Healthy 365 app follows the Singapore time-zone (GMT +8). The time on your fitness tracker will automatically be updated to Singapore time.

**Will my fitness data be counted if I go to a country with a different time zone?**

The Healthy 365 app follows the Singapore time-zone. If your mobile phone has been reset to the new time-zone, you may lose steps and MVPA duration clocked in the different time-zone. This applies to HPB fitness trackers.

Other compatible tracker/ tracking modes are subjected to the respective fitness tracker/ tracking mode’s algorithm.

**Is my HPB fitness tracker water-resistant?**

The HPB fitness tracker is water-resistant but not waterproof. Please do not swim or shower with the fitness tracker. Fitness trackers that have stopped functioning due to water seepage will not be covered by the product warranty.

**Why do different models of HPB fitness trackers appear to track my fitness data differently?**

Every tracking device has its own tracking algorithm and only serves as an estimate to the actual

step count, MVPA and sleep duration as it is affected by each individual's walking gait and arm swing. Hence, like all commercial fitness trackers, each model of HPB fitness tracker will have its own attuned sensitivity that may have varying degrees of accuracy in the steps/heart rate/sleep duration tracked.

To reduce occurrences of inaccurate readings, ensure that the tracker is worn properly on the wrist. For more information on how to wear your HPB fitness tracker, refer to [this section](#).

## **HPB Fitness Tracker - Exchange and Purchase**

### **My HPB fitness tracker is faulty. May I exchange it?**

The HPB fitness trackers come with a warranty period of 12 months from collection date. You can do a one-for-one exchange of your faulty tracker at our [HPB appointed centres](#) if:

- Your tracker is within 12 months of the warranty period from collection date.
- Fault falls within warranty conditions (i.e., manufacturer's defects and defects in materials and workmanship)
- Does not cover accessories such as charging cable and straps.

Please note that the tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant overcharging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable, detachable straps and strap pins are also not covered within the warranty.

Please read the user guide within the fitness tracker packaging carefully for a better understanding of how to use the HPB fitness tracker. Exchanges for damage arising out of misuse will not be facilitated.

You can book a tracker exchange appointment on the Healthy 365 app to exchange your faulty HPB fitness tracker. Please see [here](#) for more information.

### **How do I know if my tracker is still within the 12-month warranty period?**

Users with a HPB fitness tracker that is within the 12-month warranty period will be able to book an appointment on the Healthy 365 app to make a 1-for-1 exchange for their faulty HPB fitness tracker at our [HPB appointed centres](#).

If your tracker has exceeded the 12-month warranty period, you will not be able to proceed to book an exchange appointment.

To check if your HPB fitness tracker is still within the 12-month warranty period, go to 'Account' > 'My Fitness Tracker' in your Healthy 365 app. Please note that you should be paired to the HPB fitness tracker that you had collected to perform this check.

### **What do I have to do to get my HPB Fitness Tracker exchanged?**

Users may book an appointment on the Healthy 365 app to exchange their faulty HPB fitness trackers at our [HPB Appointed Centres](#). Please check [exchange conditions](#) before making an appointment. Do note that exchanges are by appointment basis only.

Click [here](#) for a step-by-step guide on how to exchange your HPB fitness tracker.

### **I have lost or disposed of my old HPB tracker. Can I collect a new tracker?**

If you have lost or disposed of your previous season's tracker and wish to obtain a new one, you can check your eligibility by tapping 'HPB Fitness Tracker' and then 'Collect a New HPB Fitness Tracker' in the Healthy 365 app.

### **Where can I purchase a HPB Fitness Tracker?**

Fitness trackers are available for purchase from our Authorised Service Providers. Please refer to our [authorised service provider list](#) for more information.

### **I purchased a HPB fitness tracker from an Authorised Service Provider. It became faulty. Can I exchange the faulty fitness tracker at HPB's Customer Care Centres?**

If you have purchased a HPB Fitness Tracker from an Authorised Service Provider and it becomes faulty, you can exchange it at the same Authorised Service Provider if the faulty tracker is within the warranty period. At the point of exchange, you will need to provide the faulty fitness tracker and purchase receipt. Please note that these faulty fitness trackers cannot be exchanged at HPB appointed centres.

## **Other Healthy 365 Compatible Tracking Devices and Apps**

### **What other fitness tracking devices/apps are compatible with the Healthy 365 app?**

Aside from using the fitness trackers issued by HPB, you may also track your steps and MVPA duration using other trackers or mobile applications that are compatible with the Healthy 365 app.

Compatible fitness tracking devices and mobile apps:

- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app with any Fitbit tracker
- Garmin Connect™ mobile app
- HUAWEI Health mobile app
- Polar Flow mobile app
- Samsung Health mobile app

If you are using one of the above compatible fitness tracking devices or fitness mobile apps, your device needs to be able to track heart rate to contribute towards the MVPA category.

#### **Apple Health**

Apple Health can be paired to multiple tracking devices. Please note that the Healthy 365 app only draws steps and heart rate data from Apple Watch and the phone.

#### **HUAWEI Health**

HUAWEI Health can be paired to multiple devices. Please note that the Healthy 365 app only draws steps and heart rate data from compatible wearables paired to HUAWEI Health and the phone.

#### **Samsung Health**

Samsung Health can be paired to multiple devices. As Healthy 365 draws steps and heart rate from a single tracking device on Samsung Health, please ensure that your preferred tracking device is selected when pairing to the Healthy 365 app. If you are using a Samsung tracker, please ensure that exercise mode is manually activated when clocking MVPA.

### **How do I pair and sync compatible fitness tracking devices/apps with the Healthy 365**

## app?

Click [here](#) for a step-by-step guide on how to set up other tracking sources.

Please ensure that:

- Both the Healthy 365 app and compatible fitness app have been updated to the latest version.
- All permissions for the Healthy 365 app to access the relevant fitness data have been enabled.
- The compatible fitness app is reading and displaying fitness data from your preferred tracking device.
- You have synced your fitness data to the respective tracking app before syncing to the Healthy 365 app. For example, Fitbit users are required to launch the Fitbit mobile app first to sync their fitness records, then launch the Healthy 365 app. This allows the Healthy 365 app to pull the latest fitness records from Fitbit.

Click [here](#) for a troubleshooting guide or contact our Customer Care Support at **1800 2231313#** or email to [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg) if you require assistance.

### **How do I switch between different sources of tracking?**

Click [here](#) for a step-by-step guide on how to switch between different modes of tracking.

To prevent loss of fitness data, please ensure that you have synced your existing fitness data before changing your tracking mode.

### **I lost my fitness data. How did it happen?**

Loss of fitness data can occur under the following conditions:

- [Changing tracking sources](#)
- [Clocking fitness data in a different time-zone from Singapore](#)
- [Syncing your tracking device or app after 8 or more days](#)
- Changing your phone without syncing your fitness data

For more information on how to prevent the loss of fitness data, please click on the respective scenarios above.

### **Why is there a difference between the fitness data shown on my Healthy 365 app and other fitness apps?**

The Healthy 365 app has its own internal logic and algorithm for retrieving and calculating fitness data from other tracking apps, such as Apple Health or Samsung Health. This may result in a difference in the number of steps or MVPA duration reflected on the Healthy 365 app when compared to other fitness apps.

For example, you might be paired to multiple fitness tracking devices on Samsung Health. While your Samsung Health app will reflect the total number of steps and heart rate clocked by various devices, only fitness data retrieved and calculated by the Healthy 365 app will be synced across.

If you face issues trying to sync your fitness data, you may check our [troubleshooting guide](#) or contact our Customer Care Support at **1800-223-1313#** or via email at [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg).

#Airtime charges apply for mobile calls to 1800 service lines.

## What should I do if I encounter problems with my tracking device or app?

Please contact your respective authorised service provider if you encounter problems with your tracking devices.

For issues related to Healthy 365 app, such as set-up of fitness tracking mode, pairing of devices, or syncing of fitness data, you may contact our hotline at **1800 2231313<sup>#</sup>** or email us at [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg).

## Customer Care Support

### Customer Care Channels

We are here to assist. You may reach out to our Customer Care hotline at 1800 2231313<sup>#</sup> or email us at [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg). Our hotline operating hours are from Monday - Friday, 8am to 6pm **excluding** weekends and public holidays.

\*Airtime charges apply for mobile calls to 1800 service lines.