Troubleshooting Charging Problems on Your Reebok Stride

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If your Reebok Stride is not charging properly, follow these steps.

1. Clean the Charging Contacts

Dirt or oil on the charging contacts can prevent the watch from charging correctly.

Use a soft, dry cloth to gently clean the metallic charging pins on the watch and the charger.

2. Make Sure Everything Is Dry

Before connecting the charger, make sure the watch and charging contacts are completely dry.

Never attempt to charge the watch when it or the charging cable is wet.

3. Check the Charger Alignment

The magnetic POGO pins on the charging cable must align with the metal charging contacts on the back of the watch.

When correctly positioned, the watch should vibrate and display a charging icon.

If the charging icon does not appear, disconnect the charger and reposition it.

Important Safety Information

Do not charge your Reebok Stride in a wet environment or with wet hands. Moisture around the charging contacts can cause a short circuit or damage the device.

If the watch still does not charge after cleaning and correctly aligning the charger, contact support for assistance.