My Reebok Smartwatch Won't Charge or the Battery Drains Quickly. What Should I Do?

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If your Reebok smartwatch isn't charging properly or its battery is running out faster than expected, check the charging connection and review your battery settings.

If Your Watch Won't Charge

Try these steps:

1. **Check the charging equipment:** Use the original charging cable and compatible charging cradle supplied with your watch.
2. **Clean the charging contacts:** Make sure the contacts on both the watch and charger are free of dirt and debris.
3. **Check the alignment:** Position your watch correctly so the charging pins make proper contact.
4. **Check the power source:** Make sure the charger is connected securely. If possible, try another compatible USB power source.
5. **Look for the charging indicator:** Check the watch screen to confirm that charging has started.

If Your Battery Drains Too Quickly

Some features use more battery power than others. Try the following to reduce battery consumption:

- Reduce screen brightness.
- Adjust your Always-On Display settings or turn AOD off when you don't need it.
- Reduce unnecessary notifications.
- Review background health monitoring settings.
- Enable Power Saving Mode, if available on your model.

Battery life can vary depending on your settings, features, and usage.

Still Having Trouble?

If your watch still won't charge or its battery continues to drain unusually quickly, contact our support team at **support.reebok@vitalist.ca**.

Please include your watch model and a description of the issue so we can assist you.