What should I do if the watch is not working?

Mari Opstad - 2026-03-26 - Comments (0) - Support and service

What should I do if the watch is broken?

In short:

If your watch is broken, please contact **Care Tracker Support** for assistance. They will determine whether the watch can be repaired or needs to be replaced.

Here's what to do:

1. Make sure the watch is **fully charged** and try turning it on again.
2. If the watch still doesn't work:
    1. Log in to **Subscription Management** – here.
    2. Check that the subscription for the watch is **active**.
3. Contact **Care Tracker Support** - here.
    1. Describe the issue as accurately as possible.
    2. Provide the watch's **ID number**, which can be found:
        1. in the **Care Tracker app**,
        2. in **Subscription Management**, or
        3. on **the back** of the watch.

Tip:

- In many cases, restarting or charging the watch can solve the problem if it has simply run out of power.
- If the watch needs to be sent in, you'll receive instructions on how to do so.

Note:

Your subscription will continue as normal while the watch is being repaired, unless you choose to pause it in Subscription Management.

Related Content

- How do I restart the watch?