



# Product Safety Recall



## Do you own these products?

**Fitbit Sense and Fitbit Versa 3 smartwatches**

Model Numbers:

- Fitbit Sense: FB512
- Fitbit Versa 3: FB511

Dates sold: 1 August 2020 to 30 September 2023



**Why the product is recalled:** The battery may overheat. A firmware update was rolled out to affected Fitbit Sense and Fitbit Versa 3 devices, which Fitbit considers mitigates the risk of the battery overheating in those devices. Consumers do not need to return their devices to receive the firmware update.

**Hazard:** An overheating battery could pose a risk of burns to a user.



1. Submit a request [here](#) to find out if your device is impacted.
2. Check that your device has received this firmware update.
3. This issue does not affect all Versa 3 and Sense devices. If your device is impacted by the issue, the new battery management system will be activated. If your device is not impacted by the issue, the firmware update will have no impact on battery management and the device will perform the same as before.
4. You don't need to return your device. Once the firmware update has been installed, you can continue using your device.
5. You may be eligible for an appeasement from Fitbit. You can check your appeasement eligibility [here](#).

### Important message from the ACCC to consumers:

Consumers may exercise their rights to a remedy in accordance with the [consumer guarantees](#), which may entitle them to a refund or replacement.



Purchased from: Amazon, Big W, Bing Lee, Bsr Group, Catch Of The Day, David Jones, DigiDirect, Digital Imaging Express, Emacity (Onsport), Fitbit, Harvey Norman / Domayne / Joyce Mayne, JB HiFi, Kmart, LEG Group, Myer, Officeworks, Popink, Rebel, Retravision, Super Retail Group Services, Target, Telstra, The Good Guys, The Iconic

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See [productsafety.gov.au](https://productsafety.gov.au) for  
Australian product recall information