My Vitalist Health Band Is Not Charging

Inas B. - 2026-11-13 - Troubleshooting

If your Vitalist Health Band does not appear to be charging, try the following checks.

1. Check the charging connection

- Make sure you are using the magnetic USB-C charging cable supplied with your band or a cable approved by Vitalist.
- Check that the magnetic connector is properly attached to the charging contacts on the underside of the band.
- Make sure the USB-C end is fully connected to the power adapter.
- Try a different USB-C power adapter if you have one. Some older adapters may not work correctly with the band.

2. Check the indicator light

When the band is charging, its light flashes red, yellow, or green to show the current battery level. When it is fully charged, the light turns solid green.

3. Check for moisture or damage

Make sure the charging contacts and cable are clean and completely dry. Do not charge the band if the band, cable, or charging contacts are wet, damaged, or corroded.

4. Give the band time to charge

A full charge takes approximately two hours. If the battery is completely empty, allow the band some time on the charger before checking whether it responds.

If the band still does not charge, contact Vitalist Support at **support@vitalist.ca**.