

Fitbit Legacy Device Policy

Sometimes we can all use a bit of a refresh, and your Fitbit device is no exception. That's why we occasionally release software updates for your device that provide feature enhancements or bug fixes, to help your device stay up and running whenever you're up and running.

Here is the scoop on Fitbit's legacy device policy:

Our devices typically receive software updates for at least two years after the device is last sold on Fitbit.com, but over time it will not run as smoothly as our newer devices. Eventually we must discontinue software updates, support and ability for our devices to pair with the Fitbit app.

Our [Customer Support team](#) is always happy to help you with any questions or issues, including our legacy device policies and practices. However, once a device is no longer receiving software updates, our team may no longer be able to provide in-depth support or troubleshooting for your device.

As a reminder:

Your legacy device may still be eligible for a warranty replacement even after it is no longer receiving software updates – please see our [Fitbit Limited Warranty](#) for additional information.

To use our devices and receive software updates, you must meet the Fitbit Set Up Requirements. As provided in those requirements, some devices and uses of Fitbit will require a Google account.

Legacy Devices

Device	Legacy Date
Fitbit Ultra	September 2018
Fitbit Classic	September 2018
Fitbit Charge	March 2020
Fitbit Charge HR	June 2020
Fitbit One	June 2020
Fitbit Flex	June 2020
Fitbit Surge	June 2020