

Polar FAQ

1.) What do you do if you lose your device or charger?

You may purchase a new charger or device via payroll deduction from a Wellness Coordinator. Email sweet.rewards@mckee.com letting them know you need a new one and a coordinator will contact you for replacements.

2.) Can I still use Polar Beat?

We encourage new participants using the Polar Verity Sense to only use Polar Flow, not Polar Beat. Polar Beat is better suited for older Polar devices and not fully optimized for new ones.

3.) How often do I have to charge my Polar Verity Sense?

With a 20 hour battery life, most users will only need to charge their devices once per week. When storing your device, make sure it is in a room temperature and dry condition. We do not recommend storing your Polar device in your car, bottom of your gym bag or swim bag, or with other wet items.

4.) Why is my heart rate not connecting?

This is a common question. There is a chance your Polar device may be connected to your phone's bluetooth, not Polar Flow. If this is the case, go to your phone's settings > select bluetooth > find the Polar Verity Sense > tap Disconnect or "Forget device". From here, re-pair your Polar Verity Sense with Polar Flow using the steps on Page 9.

5.) What to do if your Polar exercise activity is not syncing with Sweet Rewards?

If you are having syncing issues with your activity, check out our troubleshooting video linked here: [Polar Help](#)

If you are still unable to sync your activity, please email us at sweet.rewards@mckee.com. Our wellness coordinators are trained to quickly identify issues and will work with you to recover any lost or missing exercise sessions.

For more questions, email us at sweet.rewards@mckee.com or check out the Benefits Portal: [HERE](#)