

## Frequently Asked Questions

### On baby safety & comfort:

#### **Some parents say that the Heetee pushchair can help the baby fall asleep?**

In walk mode 1, with the power system on, the pushchair generates a sound like an electric car. This sound can provoke the so-called “white noise” as it can help the baby calm down and fall asleep by just listening and relaxing to it.

#### **Some people say that heat isn't good for your child, are there any problems here?**

Heat or cold stress can often do harm to a young infant. Paediatricians recommend that the child should remain in comfortable ambient temperatures of around 22 degree Celsius and indoor temperatures should be above 19 degree Celsius. Our Smart Heat technology autoregulates the seat temperature to provide optimal body comfort and has been tested on climate cameras to make sure that keeps the body temperature between 21-23 degree Celsius depending on outside temperatures.

It is also important to highlight that our seat delivers heat onto the back and buttock, and never directly to the head.

In order to reach an optimal body temperature, the studies made on climate camera have been made with the heated seat at different warmth levels and always with the footmuff which allows to cover the body helping reach the desired body temperature without restricting the flow of fresh air which is so important for the baby.

#### **Is it necessary to use the footmuff with the heated seat?**

Without the footmuff, the heated seat would not work as efficiently. It would be like driving a convertible in winter with the heated seats on. You will feel warm on the back, but probably feel cold as nothing is covering you on the front.

#### **Is there any risk associated with using the Smart Heated Seat and the energy generation?**

Absolutely no risk. The power generated is so small that is not harming for the human body. It is like the heated seat in your car. Even through, the heating pads, which are the parts providing the heat and in contact with the child can be wet without problems while functioning.

#### **If the child urinates and wets the heating pad, would there be any problem?**

No problem at all. There is no problem with the pads getting wet even if they are connected and working. The only trouble that you may have is, if after washing, you try to connect the pads straight away with the connectors still wet, in that case, you will need to wait for them to dry, but once connected there is no problem.

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### On technology:

#### **How does the Smart Heated Seat work?**

It is an intelligent seat, it autoregulates to provide a comfort sensation at all times. It is not like a sauna where the child would be sweating, it is just about providing the optimal body temperature for the child. We invest heavily in R&D and we have tested our Smart Heated Seat in special labs in climate chambers and with baby dummies that include temperature sensors to make sure that our technology is efficient in different scenarios and your child will feel warm regardless of the outside temperature.

#### **How does the energy generation work?**

It is an intelligent system which permits recharging of the integrated batteries with the movement of the wheels. Our patented technology has been awarded in Germany, where we won the most innovative product of the year award.

The pushchair has a 3-position lever with a button on the right side. Pressing the button triggers the brakes on immediately. Then there are 2 walking modes, lift up the lever to walk mode 1 and engage the power system to generate clean energy, lift up one more time to walk mode 2 and free up the system ridding as a normal pushchair. In walk mode 2, you can still use all tech. features.

#### **How does the Smart Heat Bottle Warmer work?**

The Bottle Warmer is not a microwave, it only keeps the bottle at prime temperature, and even if it provides heat to the bottle, it will not heat it at high temperatures. So, it will only keep the temperature and maybe just increase it a little bit.

If you introduce the bottle at room temperature in the Bottle Warmer, this will probably warm it up, but it won't reach to prime temperature to feed, so the best for you to do is heating up the feeding bottle at around 40 degrees Celsius and keep that optimal temperature stable with the Smart Heat Bottle Warmer. Note that breast feeding milk is at around 35-36 degree Celsius.

#### **Is the battery removable?**

Yes, you can remove it, but it won't be easy. The battery is located in the lowest part of the pushchair. If you need removing it, the fastest is to help yourself with something that can act as a lever, you should push the 2 buttons and pull out at the same time that you make a soft lever on the left side and it will be removed straight away. It is not hard, but isn't easy.

#### **Can the battery be carried into an airplane?**

Yes, there is no problem. You can leave it on the pushchair and it would not be problem, or you can just extract it and carry it with you in the hand luggage. The battery does not exceed the power allowable limits to travel with it, although your airline will need to issue you with a certificate to indicate the battery power so that you can carry it with you. Before checking in any luggage, go to the airline information offices with the battery and they will fill out and issue the certificate for you to carry it in your hand luggage. The battery is at the bottom of the pushchair.

#### **What are the heating pads?**

It is the heating element. It covers the seat with the advantage that it is heated. There is a pad for the seat and another for the carrycot so your child can be warm from day one, and there is a wide variety of colours for you to customise as you like.

### **On general specs.:**

#### **What is the width between wheels?**

57cm, the shortest of its category. It is also the most compact as with the handle at its lower position setting, its length is just 75cm. You can enter small lifts and go through narrow corridors without problems. Normally, 2-piece pushchairs like the Mayfair (those which you can use from birth) are usually 62-63cm wide.

#### **What are the dimensions of the pushchair?**

The dimensions are:

<b>Folding setup</b>	<b>L x W x H</b>	<b>Comments</b>
<b>Unfolded</b>	(75-96) x 57 x (92-109)	Highest in the market (height-adjustable handle).
<b>Folded without seat</b>	89 x 57 x 43	Possibility to fold with seat forward facing.
<b>folded without seat or rear wheels</b>	90 x 47 x 38	Quick-release rear wheels.
<b>Folded with seat</b>	92 x 57 x 49	Possibility to fold with seat forward facing
<b>Folded with seat &amp; without rear wheels</b>	93 x 47 x 42	Quick-release rear wheels.

#### **What is the weight of the pushchair?**

The chassis weights 10.7Kg, and the total weight with seat is 14kg. The lightest pushchair on this category weight around 12.5kg or 13kg, but they don't include any type of technology for parents and children like Heetee Mayfair.

There are a lot of pushchairs without any technology which weight between 16kg and 18kg, that's why pundits in the sector have praised such well achieved weight balance considering all the technology the pushchair includes.

We have to highlight its manoeuvrability, how it turns and how flexible in general the Mayfair is, which makes it very easy to push. This is quite an important aspect when walking with a pushchair not to end up with fatigued arm for continuous pushing. There is no other pushchair with such manoeuvrability.

Finally, it is necessary to clarify that this is a 2-piece pushchair (seat & carrycot), so it can be used from birth. There are other models in the market with lower weights, but those are buggies which cannot be used from birth and are more unstable and fragile.

**How much weight does the seat withstand?**

22kg, the legal safety standards state min. of 15kg.

**How much weight does the basket withstand?**

7Kg, the legal standard state min. of 4Kg. The capacity is 25 litres. This is a XL shopping basket with plenty of capacity and easy access as there are no bars hindering in between.

**Are the wheels removable?**

Yes, very easy to remove, you only need to press the button in the centre in any of the rear wheels and remove the wheel. To put back the wheels, press again in the centre button and insert the wheel. In the case of the front wheels, you may need to press the side button in any of the wheels and remove it.

**Does the pushchair folds with the carrycot?**

No, it doesn't, you should remove the carrycot before folding it, but it does allow folding with the seat. The seat should be looking forward and on its upright position.

**Does the pushchair folds with the seat?**

Yes, it does, but not in every position, the seat should be looking forward and on its upright position.

**Is the pushchair compatible with car seat? Which ones?**

Yes, it is. We have car seat adaptors which are compatible with various brands. The brands we are compatible with are: Maxixosi, BeSafe, Cybex, Nuna and Swandoo.

**What is the price of the pushchair?**

We recommend you to revise our official website for the latest pricelist on normal and special or limited editions. We are a premium brand, and considering all the features and benefits of our products, our prices could be considered in line with the prices of the premium market segment.

**Are the seat and the carrycot included in the purchase price?**

Yes, it does include seat and carrycot. The seat frame is the same for the seat and the carrycot and you can change both very easily thanks to the high quality YKK zippers. You can begin using the seat unit when the child can sit unaided, approximately with 6 months of age. From that moment you can use the seat unit and store the carrycot away.

**Are the pads included in the purchase price of the pushchair?**

Yes, both pads (seat and carrycot) are included as well as the Smart Heat Bottle Warmer.

**Are the raincover and the mosquito net included in the price?**

No, those are accessories. The mosquito net can be built in the pushchair, both seat and carrycot have a pocket with a snap button to link the net to the pushchair so you can keep it in the pocket when you finish using it. The mosquito net is compatible with both seat and carrycot.

The raincover comes in 2 pieces, one to cover the seat or the carrycot and another to cover the hands and the bag. Looks like no one thought about it before, but hands and bags also get wet.

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**On technical specs.:****What is the pushchair autonomy?**

3.5hrs uninterrupted with everything on at the same time (Heated Seat, Bottle Warmer and USB), and if you are in walk mode 1 (generating clean energy), you can enjoy an extra hour of autonomy, totalling 4.5hrs.

If, for example, you are only using the heated seat at max. power, the autonomy can reach to 10hrs in walk mode 2 and 17hrs in walk mode 1.

There are many variants depending what tech. feature and what walking mode you are using at the time. The best for you to do, is review the user manual where you can find a consumption table with all the possible variants.

**When you run out of battery, how much and for how long do you need to push to recharge the battery?**

It will be quite difficult to recharge the battery from zero by only pushing the pushchair. Nonetheless, if you need to use any of the features of the pushchair, you can plug it in to the mains directly and fast-charge your pushchair for

10 minutes which will give you 30 minutes of autonomy to use the Smart Heated Seat at max. power or 10 minutes autonomy to use everything (seat, bottle and usb).

#### **Can the heating pads be washed?**

Any time you need to clean the pads, you will need to dry-clean them.

There is no problem if the pads get wet, although if the connectors are wet, make sure you don't connect them to the pushchair straight away and wait for them to dry. Wet connectors won't work and may damage the life of the product.

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### **On reliability & customer care:**

#### **How reliable is the pushchair?**

It is the most reliable. We have several dyno tests where we road test our pushchairs 24 hours a day to guarantee an optimal function and reliability in different riding scenarios to detect and assess possible failure modes and durability. We use the most advance tech. and although it is not usual that our pushchairs fail, if any failure happened, we will take care immediately through our Premium Personalised Care Service. Depending on the failure mode, our customer care team will issue any necessary spare part, replace your product for a new one, or issue a courtesy chassis while repairing the failure.

#### **What is the material of the wheels?**

We use rubber wheels. Rubber wheels are the highest quality wheels. Wheels can be made from EVA, air or rubber. EVA wheels use the worst quality materials and get spoiled quickly and heavily, and air wheels suffer punctures and can be a hassle. All our wheels are rubber made.

#### **How long does the warranty cover? Is the technology covered under the warranty?**

The standard warranty covers you during 2 years. You can also extend the warranty period for an additional year if you register you Heetee online, so you will get your pushchair guaranteed for 3 years in total. Remember that you can only register the product and get the additional year of warranty 1 month from the purchase of the product. There is no need to register your product if you purchase it through the official Heetee website, and we will apply the additional year of warranty as we will already have all the data that we need including your pushchair serial number.

And, of course, the warranty also covers all the technological aspects. We recommend you to take a look at the warranty policy to see in detail what it covers and what it doesn't.

#### **How long I am going to wait after placing an order?**

If the pushchair is in stock, you can receive it within 2 or 4 days after having placed your order. If we do not have stock, we can take a max. of 2.5 months, and if for any exceptional event we foresee that we are going to take longer, we will communicate to you immediately and of course you will be able to cancel your order at no cost for you if the timing does not suit you.

#### **How is the customer service?**

By buying Heetee, you will access our Premium Personalised Care Service. If you have any question or spot a problem with your product you can call us directly without having to go back to the retailer and we will deal directly with you more efficiently without intermediaries.

If your product is faulty, we will assess the type of fault and our customer care team will either issue any necessary spare part, replace your product for a new one, or issue a courtesy chassis while repairing the failure.

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### **On upcoming products:**

#### **Are there any new releases regarding accessories? When would they be resealed?**

There are several accessories which we are working on at the moment:

- Parasol: We hope to have this accessory available within the coming months. This accessory sold out and taking the advantage we decided to make a redesign to improve its ergonomics and resistance. This sort of

design changes take longer time to be ready as our design team has to redesign the parts in a way that meets the quality and ease of use expectations.

- Tablet Friend: Same as with the parasol, we hope to have this accessory available within the coming months. We are making several durability tests to the product and in a redesign process to improve its ergonomics and resistance. This sort of design changes take longer time to be ready as our design team has to redesign the parts in a way that meets the quality and ease of use expectations as well as it has to fulfil the applicable legal standards where the product is sold.
- Board: We hope to have this accessory available by mid-2021. The accessory came without seat and after receiving feedback from our customers, which they prefer the board to have a seat so that the child can sit, we decided to delay the release to market of this accessory and redesign it to include the seat. This sort of design changes take longer time to be ready as our design team has to redesign the parts in a way that meets the quality and ease of use expectations as well as it has to fulfil the applicable legal standards where the product is sold.
- Twin seat: We do not have a set date for this accessory to be available. We had developed it fulfilling with the legal applicable standards, but the safety standards for twin units has changed and we had to come back to the drawing board almost starting from zero. Also, in our case, we have an added difficulty, which is the technology, as there are many variables to study, not only at engineering and structural levels, but also at user experience level, i.e., from the user standpoint on how is best to regulate the temperature of the second twin seat. This sort of design changes take longer time to be ready as our design team has to redesign the parts in a way that meets the quality and ease of use expectations as well as it has to fulfil the applicable legal standards where the product is sold.