

## ***Frequently Asked Questions & Answers for Nap Nanny Recall Website***

### **What product is being voluntarily recalled?**

Nap Nanny models including model numbers NN1010, NN1020, NN1030, NN1040, NN1050, NN1055, NN1060, and NN1070.

### **Why is the product being voluntarily recalled?**

The Consumer Product Safety Commission (“CPSC”) and Baby Matters, LLC, have received 22 reports of infants, primarily under 5-months-old, hanging or falling out over the side of the Nap Nanny, resulting in two reports of minor injuries and one death, despite most of the infants being placed in the harness.

The company and the CPSC are investigating a report of a 4-month-old female from Royal Oak, Michigan who died in a Nap Nanny<sup>®</sup> that was being used in a crib contrary to the product’s warnings and instructions. According to preliminary reports, the infant was found hanging over the side of the product, caught between the Nap Nanny and the crib bumper. Another infant suffered a bruise when he fell out the side of the product onto the floor. Another infant received a cut on his forehead when he fell out the side of the product and became entrapped between the Nap Nanny and the crib. Again, the Nap Nanny was being used in the crib contrary to the product’s warnings and instructions.

### **What is being done to correct the issue?**

If you are an owner of a first generation model Nap Nanny you should stop using the product and contact us for a voucher for discounted purchase (\$80 off plus free shipping) of a new unit. Older models were sold prior to August 15, 2009 and can be identified by a cover that is not anchored to the foam base in any way (absence of the plastic D-ring connectors in the foam).

If you are an owner of newer model nap nanny (one that was purchased after August 15, 2009 identifiable by Velcro straps inside the cover that secure to the foam by two D-ring straps), you are urged to view our new warnings and instructions video at [www.napnanny.com/recall](http://www.napnanny.com/recall) before continuing use.

### **How do I know that I’m using the Nap Nanny properly?**

The Nap Nanny should only be used on the floor. The Nap Nanny should never be used in a crib or play yard or on a table or elevated surface. Consumers should always secure the harness snugly around their infant and check to see that the Velcro straps are attached to the D-rings located inside the Nap Nanny cover.

### **Why can't I place my Nap Nanny in the crib/play yard?**

Infants can move to the side of the Nap Nanny and become entrapped between the Nap Nanny and crib, which may lead to suffocation. This could happen even if the infant is secured in the harness. The Nap Nanny should never be used near an adjacent wall or dresser; in a crib, bassinette, or play yard; or on a bed or couch where an infant can become entrapped.

### **The harness is connected, is my infant secure?**

Not necessarily. Did you connect the Velcro straps to the D-ring located on the foam structure? This must be done EVERY time you take off and replace the Nap Nanny cover.

### **Is anything going to change with the product because of this recall?**

Our first goal is to get the first generation Nap Nanny out of circulation, as well as educate the owners of our second generation Nap Nanny on how to use it properly and warn them of the hazards of misuse. In addition, any Nap Nanny manufactured after July 26, 2010, will have a warning label sewn onto the cover of the Nap Nanny so that the product warnings and instructions will be clearly visible.

### **Are you going to stop selling the Nap Nanny?**

We will proudly continue to sell the Nap Nanny and do our best to educate the consumer on how to use it properly and safely. Thousands of infants, and their parents, have enjoyed the benefits of the Nap Nanny and we believe, will continue to do so.

### **I didn't previously register my Nap Nanny. Am I too late to register? Am I still "eligible" for the recall?**

Yes, you can still register your Nap Nanny either online or via the registration card that came in the packaging. It is not too late.

### **Am I still able to use my Nap Nanny? Is it safe?**

Yes, if you own a Nap Nanny purchased after August 15, 2009 that contains a Velcro harness and D-rings attached to the foam base, please review [our new warnings and instructions](#) to ensure you are using it safely. If your Nap Nanny does not have the D-rings in the foam structure, you own the first generation and are eligible for an \$80 voucher plus free shipping for a new Nap Nanny.