



Single-to-Double Stroller Frame Reinforcement Kit

hellomockingbird.com

@hello_mockingbird

Warning

Please follow all of these instructions to ensure the safety of your children. Keep these instructions for future reference. Failure to follow these instructions could result in serious injury or death.

Choking Hazard

Adult assembly required. Keep (assembly parts) out of reach of children under 3 years old.

Caution

- Do not push the stroller if any parts are broken, damaged, or missing.
- Never push the stroller on stairways or escalators as doing so may damage the stroller.
- Never lift the stroller with a child in it.
- Do not use the stroller with children weighing more than 45 pounds in a double-seat configuration or more than 50 pounds in a single-seat configuration, as doing so may create a hazardous or unstable condition.
- The maximum weight that can be carried in the lower basket is 25 lbs (11.3 kg). Placing excessive weight in the unit or on the unit (e.g., purses, shopping bags, parcels, diaper bags, or accessory items) may change the balance of the stroller and cause hazardous/unstable conditions.
- To ensure the safety of your child, please refer to the manufacturer's instructions for the use of your Mockingbird Stroller.

Care & Maintenance

- Regularly inspect stroller for damage. Do not use if any parts are broken, damaged, or missing.
- If you are unable to securely attach this product to your Mockingbird Stroller, reach out to our Customer Experience Team at recall@hellomockingbird.com.
- To learn more about this recall, call us toll-free at (877) 274-3240.

To the members of our Mockingbird family:

Mockingbird was founded with the mission to support you through parenthood every step of the way and offer safe, well-designed, high-quality baby gear products. We're thankful to have been made aware of a rare issue some customers experienced with their Single-to-Double Stroller, and we appreciate you requesting a Frame Reinforcement Kit so we can help make your strolls even safer.

The Frame Reinforcement Kit includes two clamps that attach to your stroller frame and help prevent this issue from being able to occur. They have undergone extensive 3rd party testing, and have been reviewed and approved by the U.S. Consumer Product Safety Commission.

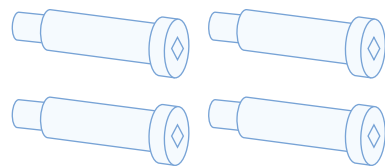
We know how disruptive it may have been to stop using your stroller while your Kit was on its way, and we greatly appreciate your understanding and patience. If you have any questions as you install it, our Customer Experience Team is here to help – just email us at kit.setup@hellomockingbird.com.

With love,
The Mockingbird Team

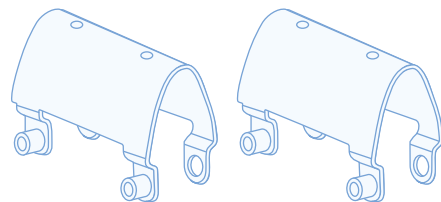
First, unpack the box and make sure you've got everything



Allen Key



4 Bolts



2 Frame Clamps

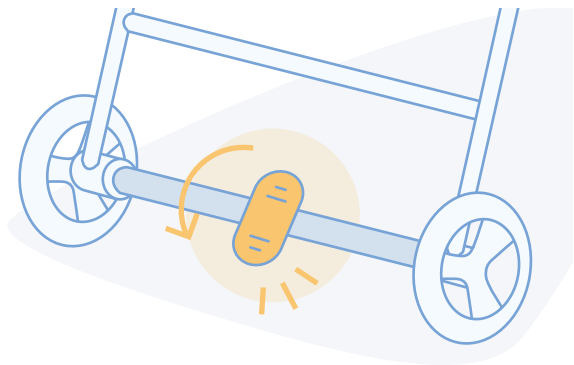


Watch our instructional video for a step-by-step tutorial here

Prepare your stroller

Engage the foot brake

Push down on the brake to lock your stroller in place.



Important!

Before you start, first inspect the lower sides of the stroller frame, between the front wheels and black circular joint (with the Mockingbird logo). If you see any visible cracks, please stop and contact our Customer Experience team for next steps.

Remove the seat(s)

If you have any seats or attachments, push the white buttons on both sides of the seat(s) and pull up to fully remove.



Attach the Frame Clamps

Position and align the Frame Clamp

Position the Frame Clamp so that the side with two open holes is on the outside of the stroller frame. Align the Frame Clamp over the lower frame post just below the black circular joint (that's the circle with the Mockingbird logo on it) so it straddles the black bracket on the frame as shown.



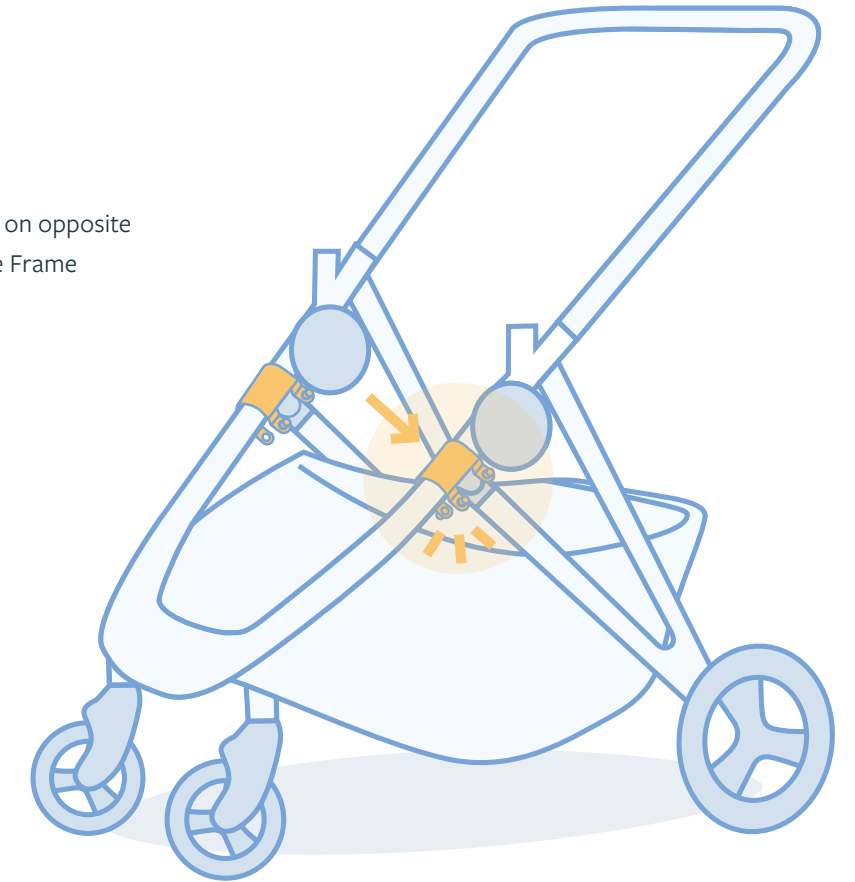
Attach the first Frame Clamp

Apply heavy pressure with your palm to attach the Frame Clamp onto the frame (it may take some force to attach). The Frame Clamp “CLICKS” on both sides once it's in the correct position.



Repeat on the other side

Align the second Frame Clamp over the lower post on opposite side of frame in same area. Apply pressure until the Frame Clamp “CLICKS”.

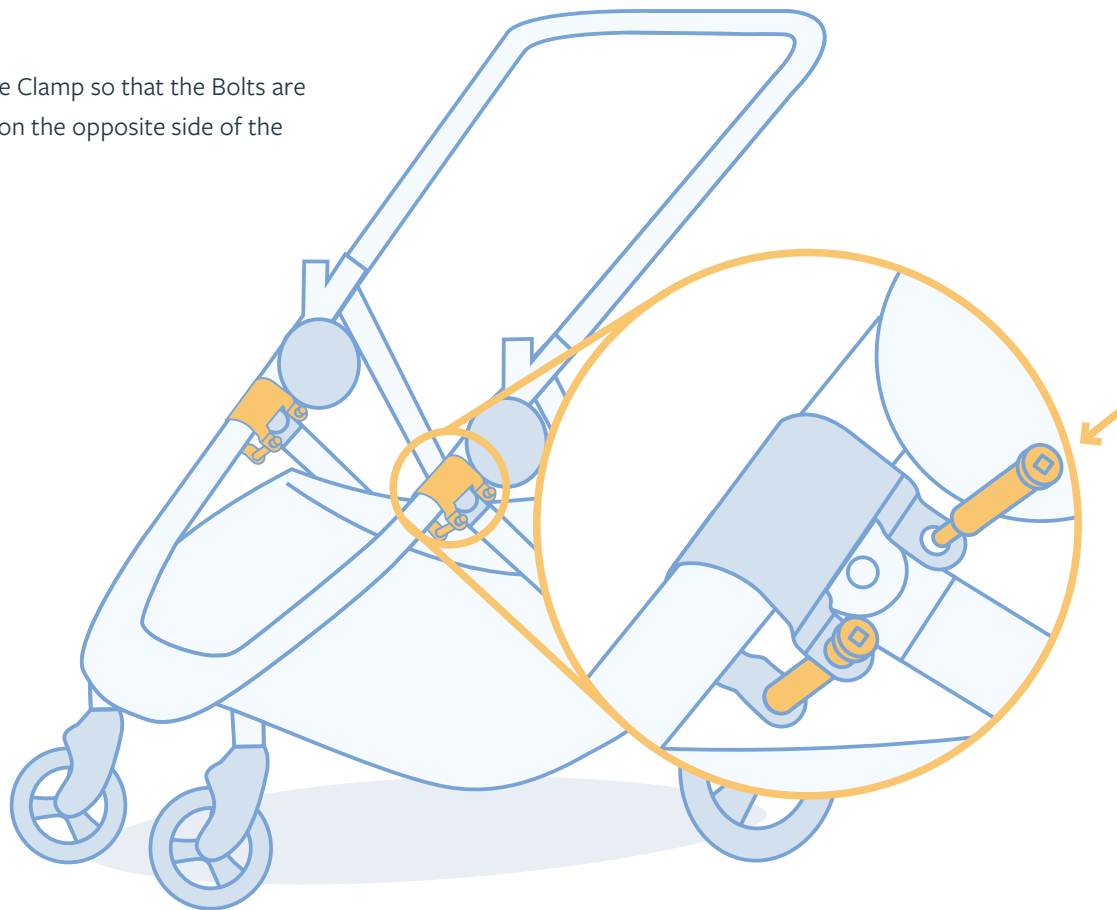


Important!
Once the Frame Clamps are attached to the stroller, they are not meant to be removed.

Add the Bolts

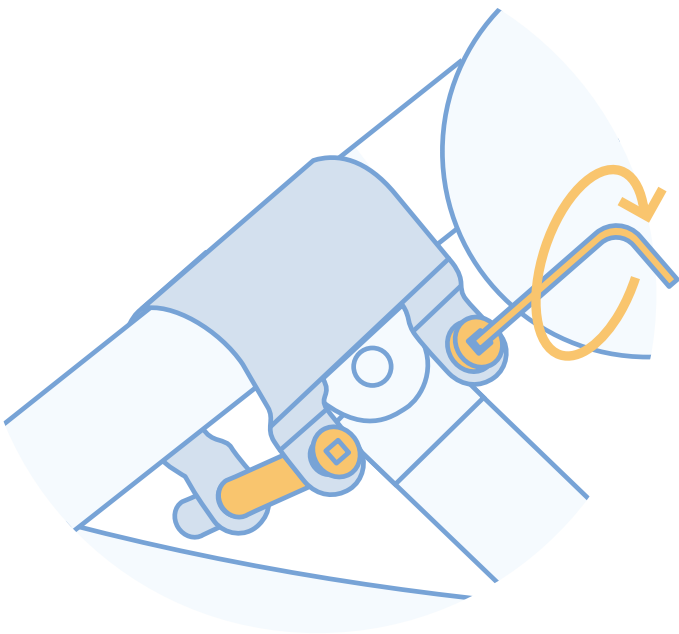
Insert the Bolts

Insert two Bolts into each Frame Clamp so that the Bolts are lined up with the two openings on the opposite side of the Frame Clamp.



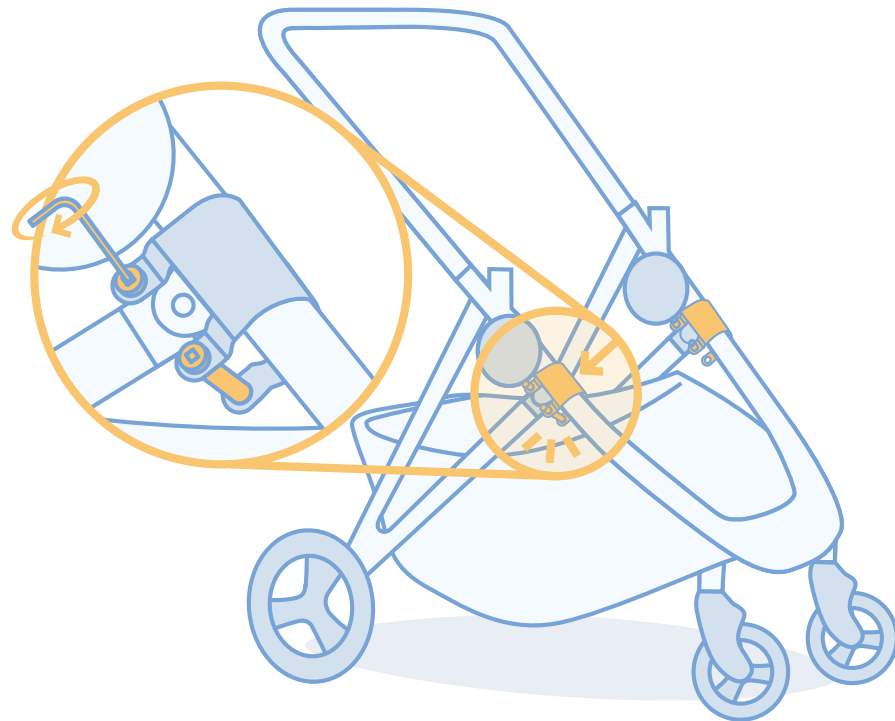
Tighten the Bolts

Tighten each Bolt with the provided Allen Key by turning clockwise until the Bolt is unable to be turned further. The Bolt should be snug and flush with the exterior of the Clamp without any visible gaps. You should not be able to wiggle the Bolt. Repeat with the second Bolt on the Frame Clamp.



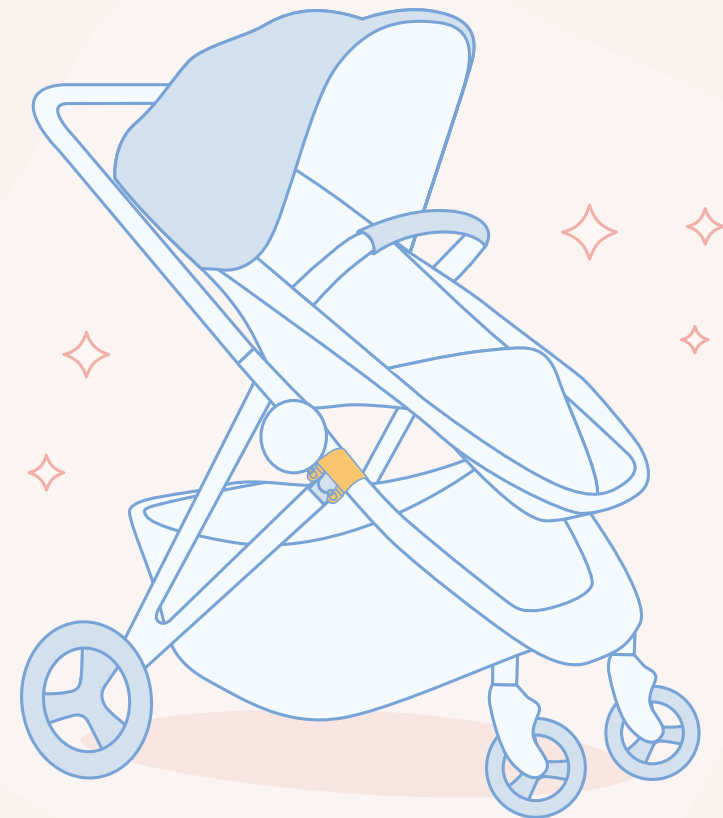
Repeat on the Other Side

Repeat process on the other side of the frame.



Done!

All set, you're ready to stroll!



Pro Tip

Stroller can still be folded with the Clamps attached.