

# FAQ

- **If my car is not included in the vehicle list, I can't install my car seat then?**

Our car seats are approved according to ECE R44/04 standard, which is a universal approval. So, if the car seat fits your car, it's possible to use it. We are constantly working on upgrading our vehicle list. However, we can't guarantee how good the car seat will fit, it depends on how big the car is, how much tilt or legroom you need for your child and how much space you need in the seat in front. Important: Never place a car seat in front of an active airbag.

- **Where can I find the manual for my Axkid product on your website?**

A manual as a PDF can be found on the product page for your product, see [www.axkid.com](http://www.axkid.com)

- **Where can I find the manual for my car seat?**

Infant carrier: The manual is inside the infant carrier when buying.

Car seat: Underneath the car seat.

Booster seat: Inside the back of the seat.

Booster cushion: The manual lays in the plastic bag when buying.

- **Should I always use the support leg when I install the car seat rear-facing?**

Yes, when using the car seat rear-facing, you must always install the seat with the support leg. That's how the car seat is tested and approved.

- **Do I need to use the tether straps on Axkid Duofix even if I attach it with ISOFIX?**

Yes, you must always use the tether strap when attaching it with ISOFIX. The Axkid Duofix car seat is also approved to be installed with the vehicle's three-point belt, rear-facing up to 25 kg, but then you must also use the tether straps.

- **When I install my car seat, the belt clips are very difficult to get tight, should it be like that?**

Yes, it should be hard to put together the belt clips. They are so hard to tighten because the three-point belt needs to be tightened as hard as possible due to safety.

- **How do I know that the angle is correct on my car seat?**

A recommended angle for small children is about 30-35 degrees. A slight angle for larger children is between 5-15 degrees. The "Compass" app in an iPhone has a built-in water pass that you can measure the angle with. The angle should always suit the child, but the general recommendations says that the child should sit as upright as possible.

- **How far out of the seat in the car, can I install my Axkid Minikid/Axkid Move/Axkid Wolmax?**

You can install Axkid Minikid/Axkid Move/Axkid Wolmax with the heel outside the edge of the seat, there is a mark on the heel that shows how far out you can install the car seat.

- **How high up in the seat can I install my rear-facing car seat?**

Our rear-facing car seats can be placed as high as possible in the seat, if the child does not need any legroom.

- **If the belt clip has become loose and does not tighten the belt anymore, what should I do?**

Then you need to contact your retailer where you bought your car seat.

- **Can I install a car seat from Axkid touching the seat in front of it?**

Yes, you can do that, just make sure to install the car seat – without touching the seat in front of it first. Once you have finished it and the car seat is installed, you can push back the seat in front and let it touch your car seat.

- **Can I install a car seat from Axkid without touching the seat in front?**

Yes, that's ok.

- **How long life length has a car seat?**

We recommend a lifespan of 8 years from start of use and installed. It can therefore be in store for example 2 years and then used for 8 years. Infant carriers have a lifespan of 6-7 years in use. The plastic parts are more sensitive to differences in temperatures when installed in the car, but also because the tests are changing continuously.

- **Where do I see how old the car seat is?**

Underneath the car seat, there are two clocks that show year and month when the car seat was produced.

- **How can I reduce the angle of the car seat?**

All our car seats have tilt functions in the front. Try to use these first to get a better angle on the car seat. If this does not help, but you still need more angle, we recommend our accessory "Angle adjusting wedge". See more on our website [www.axkid.com](http://www.axkid.com)

- **How should the headrest be positioned to protect the child best?**

It's good if half the ear is inside the headrest. This gives your child a suitable head protection.

- **Is it okay to use the seven fixed heights on the headrest all the time while using the car seat rear-facing?**

Yes, that's fine. When the child is a bit older, you can, with advantage, use the car seats unique function: the headrest automatically adjusting to the child's length.

- **How tight should the harness be against the child's body?**

It should be so tight that you get maximum 2 fingers between the child's body and the harness.

- **Can I take off the cover?**

Yes, you can! Please look at our movie on how to put on and off the clothes if you are unsure how to do it or take a look in the manual for your product.

- **Can I wash the cover in a washing machine?**

Yes, you can wash it in a 30° or 40° program. Preferably a gentle wash.

- **Is it possible to get as much tilt on Axxkid Wolmax/Move as for Axxkid Minikid?**

Yes. The lowest and highest angle of Axxkid Minikid should be the same as the two positions that Axxkid Wolmax/Move has.

- **Can I use an old Axxkid Babyfix Base for a new Axxkid Babyfix infant carrier and vice versa?**

Yes, it works, if any of the parts are not older than 8 years old. Then we recommend that you recycle the seat and/or the base.

- **For how long can I use the baby cushion?**

You can use the baby cushion for as long as you/your child wants and enjoy it. However, we recommend removing it when the child grows longer, to free up space in the car seat so that your child can go rear-facing for a long long time.

- **Do you have an adapter so I can put my Axxkid Babyfix infant carrier on my stroller?**

Yes, we have an adapter for Axxkid Babyfix, that's compatible with Maxi Cosi. First, you need the adapter that is compatible for Maxi Cosi and then our adapter on the top of it. There will be adapter on adapter.

- **Can I buy more tether straps for my car seat?**

Yes, you can buy tether straps as an accessory from our retailers.

- **What age is it appropriate for the child to sit rear-facing?**

The safest solution for the child is to travel rear-facing for as long as possible; At least to 5 years of age, but preferably longer. It's 5 times safer to travel rear-facing than forward-facing.

- **How long can my child be and still be able to sit in your rear-facing car seat?**

In our rear-facing car seats, you can sit up to 25 kg, approximately 6 years, and up to about 125 cm.

- **Can I use my car seat in the rear middle seat of my car?**

Yes, you can use our car seats on all seats with approved three-point belt.

- **Can I start using a child seat 9-25 kg before my child weighs 9kg?**

Yes, you can start using Axxkid Minikid before your child weighs 9 kg if you have a newer Axxkid Minikid approved from 0 kg. However, it is very important that the child can sit without support before you change. We always recommend using an infant carrier until the child is able to sit for himself, as the smallest babies sit better and get better support and protection. However, we cannot recommend changing before 9 kg if you have a 9 kg approved car seat.

- **If the car seat has been in a crash, big or small, what should I do then?**

We always recommend replacing the car seat with the smallest plate damage on the car. Better to be on the safe side. Always contact your insurance company, first of all. In

Sweden, they usually never hesitate to replace your car seat to a new one in case of an accident.

- **When is the car seat outgrown?**

The rear-facing car seat is outgrown when the child weighs more than the car seat is approved for, or when the tip of the child's ears reaches the top of the head rest.

- **Which of your car seats are Plus tested?**

Axkid Minikid, Axkid Rekid and Axkid Move (former Axkid Wolmax). Combination seats cannot be approved because they cannot be tested forwards, even if they pass the test rear-facing. Therefore, Axkid Duofix and Axkid Kidzone are not approved. And the Plus test does not apply to baby car seats or forward-facing booster seats, so none of our other products are tested and approved.

- **Will ECE R44/04 approved car seats stop to be produced due to the I-size regulations?**

No, as it looks now, we will not stop producing car seats approved according to ECE R44/04.