

QBIT RECALL: FREQUENTLY ASKED QUESTIONS

What products and models are being recalled?

The gb Qbit Lightweight Stroller (“Qbit”) is being recalled. Impacted Qbit model numbers include:

- 10AW1G-AQU2U aqua
- 10AW1G-RAS2U raspberry
- 10AW1G-WHT2U white
- 10AW1G-CHA4U charcoal
- 10AW1G-CIR5U citrus

Why is the Qbit being recalled?

There are two potential issues with the Qbit:

1) A gap in the stroller’s folding side hinge can pinch a caregiver’s hand during unfolding, posing a laceration hazard. This can occur if the caregiver’s hand is placed on the area above the stroller’s lower hinge while holding the stroller.

2) While strolling, the gear inside the fold hinge of select Qbit units can begin to shift and slightly disengage, causing the stroller to fold unexpectedly. This can pose an injury and fall hazard to the caregiver and child.

Have there been any injuries because of these issues?

In April 2016, the company reported to the Consumer Product Safety Commission (CPSC) four adult hand cuts associated with the lower hinge creating a pinch point. Since that time there has been one other report of an adult hand cut due to the pinch point. No child has been injured in connection with this concern. At the time of that April report, Aria Child was not aware of a reportable issue with the Qbit inadvertently folding.

As of October 20, 2016, however, the company had received numerous reports of minor bumps and bruises to children and adults as a result of the stroller inadvertently beginning to fold. After a recent report of an adult falling and fracturing her wrist and elbow, the company initiated an in-depth investigation of the inadvertent fold issue and informed the CPSC of the complaints. The design of the stroller with its internal restraint does not allow a restrained child to fall out of the unit.

How can I tell if I have an affected Qbit model?

Consumers can find their Qbit model number on the white sticker located on the rear leg of the stroller, directly above the wheels, next to the basket. The model numbers impacted are:

- 10AW1G-AQU2U aqua
- 10AW1G-RAS2U raspberry
- 10AW1G-WHT2U white
- 10AW1G-CHA4U charcoal
- 10AW1G-CIR5U citrus

Were any affected Qbits sold in Canada?

No affected Qbit models were sold in Canada.

What are the dates of manufacture for the impacted Qbit strollers?

March 25, 2015 to March 9, 2016.

Can I return my Qbit for a refund or replacement? You can register for an upgraded replacement stroller, the Qbit LTE, by contacting Aria Child at <http://ariachildsafety.com> or 1-888-591-5540 from 8:00 a.m. to 5:00 p.m. EST. To receive your replacement stroller, you must disable the recalled Qbit. When you register, you will have two options to demonstrate that your Qbit has been rendered unusable: (1) take two photos as shown in the online instructions and video and email them to Qbitrecall@ariachildsafety.com; or (2) have a return kit mailed to you that will contain instructions on disabling your Qbit and a prepaid envelope for returning parts of the stroller to Aria Child. When you register for the recall, you will select one of these options. Once Aria Child has received your acceptable photos or the mail-in return, the company will send your replacement stroller. You can expect to receive your replacement stroller within 1 to 2 weeks.

How do I speak “live” with Aria Child’s customer service team?

Please contact Aria Child’s customer service center at 1-888-591-5540 from 8:00 a.m. to 5:00 p.m. EST.

How many Qbits are affected by this recall?

Approximately 29,400 Qbits are affected by the recall.

When was the Qbit first introduced to the U.S. market?

The Qbit was first sold in the United States in May 2015.

How is Aria Child notifying consumers of the recall?

Aria Child is taking the following steps to notify customers:

- Establishing a recall website at <http://ariachildsafety.com> with information about the recall, replacement registration, helpful FAQs and a video to help consumers disable and return parts of their recalled stroller to Aria Child.
- Sending a notice via U.S. Mail to all registered consumers
- Issuing a press release in collaboration with the CPSC's announcement of the recall
- Posting updates on social media
- Sending a letter and a store poster to retailers

Are any impacted Qbit strollers for sale at retail or online right now?

No, we have requested that our retailers stop sale of the affected products.

How is the Qbit LTE different from the affected Qbit?

The Qbit LTE was modified to (1) eliminate the very small, hairline opening above the lower hinge that created the pinch point that posed the laceration hazard and (2) change the shape of the upper hinge bracket and the type of rivet assembly used so that the teeth of the gear inside engage fully to prevent an inadvertent fold to occur. The new design is the Qbit LTE, which has been qualified to meet all applicable U.S. safety standards, as well as Aria Child's internal specifications and testing to validate that the design changes address these concerns.

How do I order my replacement Qbit? You can register for an upgraded replacement stroller, the Qbit LTE, by contacting Aria Child at <http://ariachildsafety.com> or 1-888-591-5540 from 8:00 a.m. to 5:00 p.m. EST. To receive your replacement stroller, you must disable the recalled Qbit. When you register, you will have two options to demonstrate that your Qbit has been rendered unusable: (1) take two photos as shown in the online instructions and video and email them to Qbitrecall@ariachildsafety.com; or (2) have a return kit mailed to you that will contain instructions on disabling your Qbit and a prepaid envelope for returning parts of the stroller to Aria Child. When you register for the recall, you will select one of these options. Once Aria Child has received your acceptable photos or the mail-in return, the company will send your replacement stroller. You can expect to receive your replacement stroller within 1 to 2 weeks.

When can I expect my replacement Qbit to arrive?

Upon receipt of the returned Qbit parts, whether online or via the mail-in option, Aria Child will send consumers a replacement stroller, the Qbit LTE, within approximately 1-2 weeks.

Is it safe to use my Qbit while I wait for the return kit?

Aria Child recommends discontinuing use of the recalled Qbit stroller until a replacement is received.