

## **Svan Chair – Frequently Asked Questions**

### **General Questions About The Svan® Chair**

#### **Q. What is the best feature of the Svan Chair that is not found with other chairs?**

The single best feature of the Svan Chair is its tremendous versatility. It can be used as a traditional high chair with a tray, but remove the tray and even a young infant can be seated up to the table for a meal with the family. Later on, the safety guard can be removed so your child can step up into the youth chair on their own and seat themselves at the table. It eventually becomes a full-size chair. Best of all, the style of the Svan Chair is never compromised through all of these stages.

#### **Q. I have seen several adjustable high chairs on the market. How are the Svan Chair adjustments different?**

The Svan Chair is the only adjustable high chair with a two dimensional seat space adjustment. The seat height and seat depth can be adjusted to properly fit your child. The footrest also features adjustable height and depth dimensions.

#### **Q. Why do I need to use an Allen key to make the adjustments to the high chair?**

The Allen key is necessary as a safety precaution. By using a key, you reduce the chance that a sibling or other person might adjust the chair in an unsafe manner or while it is in use with a child in place.

#### **Q. How long will my child benefit from sitting in the Svan Chair?**

Your child can use the Svan Chair even as an adult, but the primary benefit is that the adjustable foot support grows with them until their feet reach the floor in a regular chair. This is typically around 8 to 10 years of age. After this stage, the Svan Chair can be used as a full-sized chair.

#### **Q. What type of wood is used to make the Svan Chair?**

The Svan Chair is made of bent Birch wood. It is made with an environmentally-friendly process that is unique to European production processes.

#### **Q. What is the content of the Svan Cushions?**

All Svan Chair Cushions are filled with washable polyurethane foam and are covered in a Cotton/Polyester blend fabric that is easy to clean. The Svan Chair Cushions are also PBDE free.

#### **Q. Is my child ready to sit in the Svan Chair without the safety guard/infant kit?**

You know your child's abilities better than anyone. The signs that your child may be ready to sit in the Svan Chair without the safety guard are:

- Able to sit in a chair without assistance.
- Shows interest in climbing into the chair.
- Tries to climb out of their high chair.

#### **Q. How do you pronounce 'Svan' and what does it mean?**

Svan is pronounced like Swan with a 'v'. In fact, it is the Swedish word for swan because of the swan neck shaped curves of the main beam.

#### **Q. Who do I contact for customer service questions?**

Please email us at [Service@SCIchild.com](mailto:Service@SCIchild.com) or call 1.866.Svan.Baby (782.6222).

### **Safety and Warranty Information**

#### **Q. What does it mean to say the Svan Chair is safety-certified?**

The Svan Chair was designed around the rigorous safety standards in Europe and is certified in the U.S. to meet the American Society for Testing and Materials (ASTM) safety standards.

These standards are developed by industry members, the U.S. Consumer Product Safety Commission, consumer groups, and other interested parties.

**Q. Are the stain finish and glue used on the Svan Chairs harmful to my child?**

All materials used in the production of the Svan Chair meet US Federal Regulations for safety and are not harmful to your child.

**Q. Does the Svan Chair include a safety harness?**

All models of the Svan Chair include a three-point safety harness. Children up to 3 years of age should use this harness. When the harness is no longer needed, it can be removed by sliding it off the main beam with the backrest removed.

Although other high chairs include a five-point safety harness, the Svan Chair is specifically designed with a three-point harness in order to allow the ergonomic seating of your child and so not to inhibit their interaction with the family at the table.

**Q. What is the warranty period?**

Svan AB warrants its products to be free from substantial defects in workmanship and material under normal household use in accordance with the assembling instructions for two (2) years following date of purchase. Svan will, at its discretion, replace or repair any item requiring service. This warranty shall not apply to damages arising from neglect, accidental damage, or commercial use of the product. This is a limited warranty. Liability for consequential damages is expressly excluded. Proof of purchase is required. To make a claim under this warranty, please contact Scandinavian Child at 1-866-782-6222 to speak with a customer service representative. Please have the Model and Prod. No. ready. They can be found on the label on the side of the footrest base. You also can write to us at: Svan Product Support, c/o Scandinavian Child, Inc., P.O. Box 31243, Raleigh, NC 27622 or Email: [Service@SCiChild.com](mailto:Service@SCiChild.com)

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

**Q. Has my high chair ever been recalled?**

If you have a Svan High Chair, Prod. No. 0303, it may have been involved in a limited recall. Not all Svan Chairs are affected by the recall. Please refer to our [Safety Notices Page](#) for details.

**Frequently Asked Assembly Questions**

**Q. Where can I find assembly instructions**

Click here to download the assembly instructions for your product.

**Q. How do I fix a loose tray?**

It is mostly likely that screws on your tray clips are simply not screwed completely into place. Please check that these screws are as tight as possible, particularly the ones closest to the bend in the tray clip. Even a quarter of a turn of the screw makes a big difference.

**Q. Why does my crotch bar not attach to the guard?**

First, make sure that the seat is no more than 1 inch down from the highest position. Then, double check that you are attaching the crotch bar properly. The end with the hole should connect with the inside edge of the guard and the end with the groove should go under the seat.

**Q. Why is my tray sloping?**

First, make sure that the seat is near the top position. It should be within one inch of the top of the upper groove in the main beam. Then adjust the connection between the U-bar and the Crotch Bar so the top of the U-bar is parallel to the floor.

**Q. Will I ever need to tighten the hardware?**

Your chair hardware may loosen up after assembly. This is a result of the natural materials maturing. Please be sure to tighten your hardware about a month after initial assembly and check for any looseness periodically, particularly after transporting the chair.

**Q. Can I Remove the Harness?**

The harness can be removed for children over 3 years of age or for cleaning by removing the chair back and sliding the harness off the main beam. Please always replace the harness when using the Svan Chair for children younger than 3 years of age.

**Q. How Do I Adjust The Svan Chair To Properly Seat My Child?**

The following are the ideal adjustments for the Svan Chair:

1. Seat depth is set so the safety guard fits snugly against the child’s body to provide both support and safety. For older children, the depth should be set so the child’s back is supported by the backrest.
2. Seat height is adjusted so the child’s arms are bent at a 90-degree angle to the table.
3. Footrest height is set the child’s knees are bent at a 90-degree angle.

**Svan Chair Care and Cleaning Questions**

**Q. How do I clean my Svan Chair?**

You can use a damp cloth with mild soap or other cleanser that is suitable for wood furniture. Treat the wood finish as you would any other piece of wooden furniture in your home. Never submerge it in water and always dry thoroughly after cleaning and spills.

**Q. How do I wash my Svan Chair Cushion? Can it be washed in the washing machine?**

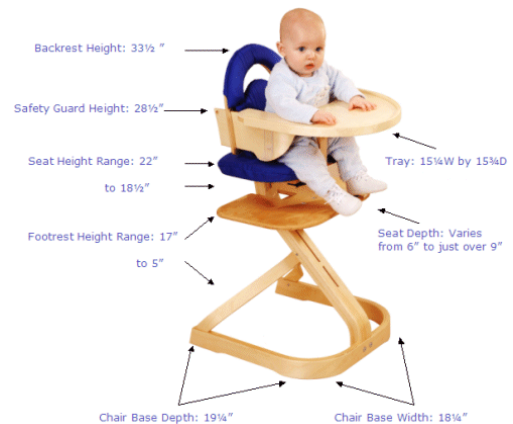
The Svan Cushion can be washed off with a damp cloth. It also can be washed in the delicate cycle of your washing machine.

**General Use Questions**

**Q. What are the dimensions of the Svan Chair?**

The Svan Chair is about the size of a typical kitchen chair. It is designed to sit up to a standard height table (30" high). The dimensions are:

- Chair Base: 18" by 19"
- Height to Top of Backrest: 33½ "
- Height to Top of Safety Guard: 28½"
- Seat Height Range: 18½" to 22"
- Seat Depth (child) 6" to 9+"
- Footrest Height Range: 5" to 17"
- Tray: 15¼w by 15¾d



**Q. What are the weight limits for the Svan Chair?**

The Svan Chair is safety certified for average children up to 3 years old. As it adjusts, the chair can seat an adult up to 250 pounds.

**Q. I have heard that the Svan Chair is small and portable. Can it be carried in a car?**

The Svan Chair is designed to be a solid piece of furniture in your home. However, its compact design can be transported in the car. It can be stored upside down without the tray in a regular car seat or trunk. If you do transport the chair this way, be sure to check and tighten the hardware before use to make sure nothing became loose in transit.

**Q. Can the Svan Chair adjust to the height of my countertop bar?**

The Svan Chair was designed to sit up to the height of an average table, typically 30 inches high. This allows the adult to sit in a regular chair to feed a young child and for the child to sit right up to the table with the family. The Svan Chair is not designed to sit up to a countertop or bar-height table.

**Q. How much does the Svan Chair weigh?**

The complete Svan High Chair (with infant kit and cushion) weighs less than 20 pounds.

**Q. When is my child ready for Solid Food?**

The Academy Medical Association and the American Academy of Pediatrics recommends that children start eating solid foods around 4-7 months of age. It is important that your child is seated upright to eat, not in a reclined position.

**Q. How do I know if my child is ready to eat in the Svan High Chair?**

The Svan Chair is designed to provide upright support for children who are able to sit up on their own to eat. If your child is not able to sit upright unassisted, you may want to use a carseat, bouncer seat or similar seat until they can sit upright, typically around 6 months.