

FAQs

What ages and sizes are the Kidz Gear Headphones recommended for?

The Kidz Gear Headphones are made to be extremely adjustable as well as comfortable for a variety of ages from 11mo. on up. Of course, all children are unique and will embrace the headphones in their own way. We do have customers from as young as 10mo to as old as, well let's just say even adults can wear them!

What is the difference between Volume Control and Volume Limiting with the KidzControl Volume Limit Cable?

All Kidz Gear "WIRED" headphones model CH68KGXX come with both a Volume Control Function as well as a Volume Limit Cable (KidzControl Volume Limit Cable). Controlling the level and Limiting the maximum level are two separate functions.

Is there an "inline" Volume Control on these headphones?

Yes; however, please note that Volume CONTROL is different from Volume LIMITING. Imagine a car with a speed governor. The governor is the LIMITER - it stops you from going too fast, or in our case, getting too loud. The CONTROL is the 0 - 100MPH. With the use of the KidzControl Volume Limit Cable (provided FREE with the Kidz Gear Headphones), the MAXIMUM "Speed" or "Volume Level" you will have is between 80dB – 90dB. This is considered a SAFE level by listening experts.

Is the KidzControl™ Volume Limit Technology a separate function? Can it be turned off or on?

Yes, Kidz Gear was the first company (and still the only one) that offers volume limiting through an external solution. The KidzControl Volume Limit Cable is attached, or detached to the headphone cable depending on the background environment of the listener. Models with "always-on" limiting are severely limited when used for example on an airplane. In other words, the limiting is too much and actually the volume needs to be louder. With the Kidz Gear KidzControl Cable option, the headphones are perfect for any listening environment.

Do the Kidz Gear Standard and Boom Microphone Wired Headphones have a "knob" or "slider" Volume Control?

All Standard and Boom Microphone Wired Headphones have a Volume Control (this is in addition to the KidzControl Volume LIMIT Cable that is also included). However, some of the "older" models had a "knob" adjustment and now the "newer" models have a "slider" adjustment. Other than this difference, the models are the same between "older" and "newer".

FAQs

Do the Kidz Gear Wired Headphones work with my iPad, Kindle, Nintendo?

All Kidz Gear Wired Headphones support the STANDARD 3.5mm (1/8") audio headphone jack format. This size audio jack is present on the majority of audio products in the market today including those manufactured by Apple, Amazon, Nintendo and others. Please check with the device manufacture that they support this particular size headphone jack.

Do the Kidz Gear Wired Headphones work with a laptop computer?

Well, the short answer is yes they do. If you are using the Standard Wired Headphones (CH68KGXX/CH116KGXX), then plugging them into the 3.5mm (1/8") standard headphone jack is all that is necessary. If you are using the Boom Microphone version (MH68KGXX), then an adapter may be required. Some laptop computers (and desktop computers) separate the "microphone" function from the "headphone" function. The adapter takes the single connection from the Boom Microphone Headphone and "separates" it into two connectors that will allow use in a system as described. If there is only one "combined" connection to your laptop/desktop, then just plug away and everything should work fine.

How long is the cord on the Standard Wired Headphones?

The cord length of the Standard KidzControl™ Volume Limited Wired Headphone is 1.5m or about 4.25ft.

Do the Kidz Gear Wired Headphones work on an airplane?

All Kidz Gear Wired Headphones support the STANDARD 3.5mm (1/8") audio headphone jack format. You will need to check with your individual airline for exact specifics; however, we know that a very large percent of our customers (and thus airlines) use the products on their airline trips (over 75%).

Do any of the Kidz Gear Headphones contain Latex?

No, all Kidz Gear KidzControl Volume Limit Headphones do NOT contain nor are made with any products that contain Latex.

What type of plastics are used in the making of the Kidz Gear Headphones?

All plastics used in the making of our headphones are ABS (Acrylonitrile Butadiene Styrene).

FAQs

What type of foam is used in the Ear-pads?

The foam material of all Ear-pads in the Kidz Gear line of headphones is PU (Polyurethane)

What Regulatory Bodies and Standards are the Kidz Gear Products tested and follow?

All Kidz Gear Headphones have been tested to meet all regulatory approvals for:

- CPSC - Consumer Products Safety Commission (www.cpsc.gov/en/.../childrens-products/)
This is the governing body that regulates all safety protocols for children's products designed, sold and shipped in the USA.
- CPSIA - Consumer Product Safety Improvement Act (<http://www.cpsc.gov/en/Regulations-Laws-Standards/Statutes/The-Consumer-Product-Safety-Improvement-Act/>)
The Consumer Product Safety Improvement Act (CPSIA) and covers safety regulations for restricted substances, flammability, physical/mechanical properties and other safety related regulations. Compliance with this regulation is compulsory and is strictly enforced by the Consumer Product Safety Commission.

All Kidz Gear products **meet or exceed limit regulations** set by the CPSC/CPSIA. In addition, we also test our products under the following regulations as well: CE, RoHS, FCC, ASTM, Prop 65 and others.

Where do you ship to and how much does it cost?

We ship to anywhere in the world directly from our website: www.gearforkidz.com. We offer a variety of shipping methods *all* at different costs as you can imagine. You can review all of the shipping options pre-checkout in the shopping cart. Nothing is charged until you confirm the order.

Please note: There are of course additional Duty / Customs Charges that vary by country.

How long does shipping take?

Well, unfortunately there is NOT an exact answer to this question. The answer depends on the following:

- Class of Service Chosen
- Location of Destination
- Time for Customs Processing (if it is an International order)

It is this last issue that is the \$Million\$ dollar question. You may wish to visit the chosen Postal Carrier's website for more information.

What can be said, is that the orders are processed same day (if placed before 1PM PST and the next day for orders placed later than this).

FAQs

In what scenarios does the Bluetooth Signal remain working (i.e. paired with an audio device)?

Here is are the scenarios:

1. Bluetooth Headphones are turned ON with switch and PAIRED with your device
 - a. Bluetooth Signal Is ON
2. Bluetooth Headphones are turned ON with switch and PAIRED with your device; but connected with the aux cable directly to the device
 - a. Bluetooth Signal REMAINS ON
3. Bluetooth Headphones are turned OFF with switch and connected with the aux cable directly to the device
 - a. Bluetooth Signal is OFF
4. Bluetooth Headphones batteries are DEAD; however, the headphones are connected with the aux cable directly to the device
 - a. Bluetooth Signal is OFF

How do I place a Warranty Claim?

We are sorry that you have had a problem with your Kidz Gear Product.

Please visit the Kidz Gear Website directly to place your Warranty Claim (www.gearforkidz.com).

On the HOME page you will find a tab for SUPPORT - click this tab.

On this SUPPORT page you will see a “link” to the Warranty Claim Form – click this link.

Choose SUBMIT FORM at the bottom to begin the Warranty Claim Process.

Once received, we will begin processing your claim as soon as possible.

Here is a direct link to the Warranty Claim Form: <http://gearforkidz.com/warrantyclaim2.html>

Does Kidz Gear offer large quantity discounts?

Kidz Gear has a Gear Up For Education! purchase program for schools and libraries. Please email the Sales Team at sales@gearforkidz.com.