



June 17, 2019

Subject: Clek Liing Infant Seat Base Customer Satisfaction Notice

Dear Clek Customer,

We would like to thank you for purchasing a Clek Liing infant seat and for being an early-adopter of this new model. We are extremely proud of its unrivaled safety performance and are committed to delivering best-in-class safety throughout the life of this product and as your child grows into subsequent Clek child seats.

We have recently determined that in rare cases, the Clek Liing infant seat carrier may become stuck on the Clek Liing infant seat base when exposed to high humidity. This issue has no impact on the safety performance of your child seat, but may impact the convenience of being able to easily remove the carrier from the base.

This potential issue may affect products manufactured before May 19, 2019. To locate the manufacturing date of your product, you will need your Clek Liing infant seat carrier and infant seat base.

If your Clek Liing has a manufacturing date on either the carrier or the base that is after May 19, 2019, your model is NOT affected by this notice.

The date of manufacture for the carrier is located on the underside of the carrier, as shown in the first image.

The date of manufacture for the base is located on the underside of the base, as shown in the second image.



Underside of Carrier



Underside of Base

If your product is affected by this notice, you may continue to safely use the seat with the base. If the carrier were to ever get stuck on the base, video instructions to remove the carrier from the base can be found at <https://clekinc.com/liingcsn>. Should this ever happen, please contact our Customer Service Department at (866) 656-2462 or by email at customerservice@clekinc.com and a replacement base will be sent to you immediately at no charge.

If installing the infant seat without the base until such time that your replacement base arrives, please follow the instructions in the manual for installing/removing car seat without base.

Sincerely,
Clek Inc.