

SNUGGLY RASCALS

Quick Start Guide

The sound is a bit quiet/I can't hear anything. What should I do?

If the volume seems low or you can't hear anything from the speakers, here are a few suggestions to try (although some suggestions sound obvious, they are mistakes easily made):

- Check the connection (3.5mm audio jack) between the headphones and the device (tablet/phone etc). Ensure it is properly clicked in, and there are no protective cases/covers stopping a secure connection.
- Check the positioning of the speakers within the headband. The speakers can be moved (and removed for washing purposes), so ensure the speakers are over the ear when the headband is worn.
- Double check the speakers are not facing the wrong way in the headband. There is a navy blue side and black side to the speakers. The navy blue side is where the audio comes out from; this should be facing towards the users head/ears.
- Try using other devices (tablets/phones) to test and put the volume on maximum. Some tablet devices designed for children are already volume limited, so this would reduce the volume of our headphones to lower than 85 decibels which would make them very hard to hear.

If there is still no audio coming from the headphones, then please email info@snugglyrascals.com and we can arrange a replacement set of speakers to be sent.

The sound is low, is this correct?

Our headphones are limited to 85 decibels. This is the recommended professional standard to protect a child's hearing when using headphones over a longer period of time. A child's hearing is much more sensitive than adult hearing, so should sound louder to a child than an adult. Adult headphones are generally around 110+ decibels.

Is the volume limited?

Our headphones are indeed volume limited to 85 decibels. This is the recommended standard to protect hearing over longer periods of usage.

Will the headphones be loud enough for an airplane?

Yes, Snuggly Rascals are ideal for long or short haul travel.

Can you remove the headphones to wash the band?

The headphones can be removed from the headband via the two openings on either side of the band. The headband can be washed, the washing instructions can be found inside the headband.

I have problems with the velcro fastening

There is a thin piece of material covering the curly part of the velcro fastening. This is there to protect the integrity of the velcro before usage. Please remove this thin material for the velcro fastening to work correctly.

Is there a particular way to wear the headphones/wire?

Feed the speaker wire(s) out of the headband and down the back of the head/neck, before connecting to your device.

What size head do the headphones fit?

There are large velcro pieces at each end of the headband which means they should fit any kids head (and most adults!). The size range is 38cm to 58cm and there's also a bit of give/stretch with the fabric if needed.

What ages are the headphones suitable for?

There's no upper age limit to who can enjoy Snuggly Rascals headphones. However, as with any set of headphones, the cord/wire is a potential strangulation hazard, so we recommend a lower age limit of 3+ years. However, we are aware that many customers have children of younger ages using our products. We always recommend adult supervision for children of all ages though.

Is it safe to sleep with these headphones on?

As with any set of wired headphones, although the risks are very small we would recommend that children do not sleep with the headphones on unless supervised by an adult.