

FAQ

Unit has stopped moving and/or LCD screen is flashing

An obstruction has occurred, blocking the movement of the mamaRoo. Clear the obstruction and press play to resume.

Unit is displaying obstruction error

Try plugging your mamaRoo into a different outlet; sometimes this can clear the error. The error may also be the result of use with a baby over the 25 pound weight limit or if the baby is able to sit unaided. Stop use immediately.

Unit will not play built-in sounds

The built-in sounds won't play when the MP3 cord is plugged into your device, so make sure the cord is unplugged. If that's not the issue, make sure the volume is not muted.

Unit is powered on but not moving

Please confirm you are using the original 4moms labeled power cord that came with the mamaRoo infant seat. Other power cords will allow the seat to power on and play music, but the seat will not move and may display an error message.

Unit will not play from music-playing device

Try adjusting the volume on the music playing device. If it still doesn't work, check to make sure the MP3 cord is plugged in completely on both ends.

Unit is sparking

The sparks you're noticing when plugging the mamaRoo power supply into a wall outlet or when connecting the power cord into the base of the seat are normal. The mamaRoo contains capacitors – electronic storage devices – that charge when first plugged in. The action of plugging in the power supply, draws a brief burst of power that can cause a momentary spark.

If you notice continuous sparking or smoke at anytime you should contact a certified electrician immediately to have your house and wall outlet inspected.

How to clean mamaRoo seat fabric

The seat fabrics (plush, classic and cool mesh) and the newborn insert are machine washable. We recommend washing them in cold water on the gentle cycle. Do not use bleach. Tumble dry separately on low heat and remove promptly from dryer.

General Usage

How to turn off the mamaRoo

Hold down the motion button for 3 seconds to turn the screen off.

How to insert and adjust toy bar

For the new mamaRoo4 and the 2015 model (see pictures of models below) the toy bar installs by inserting at a 90 degree angle, to the right or left of the seat, and rotating into place.

The toy bar on the 2012 to 2014 model installs by inserting backwards and rotating it into place.

The toy bar on the 2010 & 2011 models is designed to be loose-fitting for safety reasons (so it can't be used as a handle). If the toy bar begins to droop, simply remove it and bend it backwards to restore some spring.

Voltage specifications

The power supply for the mamaRoo will work between 100 and 240 VAC (or between 50 and 60 Hz.)

Is the mamaRoo® infant seat approved for overnight sleeping?

No. Since it is neither a flat surface (there is always a slight recline) or a firm surface, as recommended by pediatricians, we cannot recommend that it be used for overnight sleep.