

CHiP - Product Issues + fixes

For **stuck legs/stuck dog**: we developed and released a firmware update to reduce motor load. These firmware adjustments are already being pushed to users through the CHiP app. If a CHIP is in stuck position and cannot be updated, WW customer service will replace the unit.

For **one wheel does not turn /motor problem**: we do not have a fix, but we will continue to replace any CHIP that has this problem.

For **charging problems**, directly plugging CHIP in with the adapter, and then performing a software update via the chip app solves this problem. If it does not, WW customer service replaces the unit.

For **voice recognition issues**: we created a video tutorial on how to record your child's voice in the chip app, in order to help CHIP better understand and respond to the child's voice, which greatly improves the voice recognition experience.