



Instruction Manual

# poppy™ whirl

multi-mode stroller  
with 360° wheels

Weight: up to 50 lb. (22.7 kg)

Height: up to 45 in. (114.3 cm)

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## IMPORTANT!

Read all instructions before assembling and using the stroller.  
Keep instructions for future use.

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### Child Usage Requirements

This stroller is suitable for use with children who meet the following requirements:

Weight: up to 50 lb. (22.7 kg)

Height: up to 45 in. (114.3 cm)

## Warranty Information:

### Product Registration

Please fill in the information below. The model number and the date of manufacture are located on a label on the stroller frame. Fill out the prepaid registration postcard attached to the product and mail it today. To register your product online, please visit: <https://joiebaby.com/us/register-gear>.

**Model Name:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

**Date of Manufacture:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

register your  
product online



### Limited Warranty

We have purposely designed our high-quality products so that they can grow with both your child and your family. Because we stand by our product, our gear is covered by a custom limited warranty per product, starting from the day it was purchased. Please have the proof of purchase, model number and date of manufacture available when you contact us. For warranty information please visit: [www.joiebaby.com](http://www.joiebaby.com).

### Contact:

#### In the USA:

##### Joie Baby USA Consumer Service Contact Info.

Address: 70 Thousand Oaks Blvd., Morgantown, PA 19543

#### In Canada:

##### Joie Bébé Canada Consumer Service Contact Info.

Address: PO Box 96528 RPO Brunswick, Kirkland, Quebec H9H 5L4

Email: [info.us@joiebaby.com](mailto:info.us@joiebaby.com)

Phone: 1-866-798-7866

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## WARNING

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Failure to follow these warnings and instructions could result in serious injury or death.

- **NEVER** leave your child unattended.
- **Choking Hazard:** Keep small parts away from children. These components may pose a choking hazard.
- **Suffocation Risk:** Remove all plastic covers before using the stroller. Destroy these covers or keep them completely out of the reach of children.
- **Broken Stroller:** If the stroller becomes damaged or broken, stop using it immediately. A damaged stroller can be unsafe.
- **Modification Warning: DO NOT** modify the stroller in any way unless specified in the manual. Unauthorized changes can compromise safety.
- **Genuine Parts ONLY:** Use only genuine parts and accessories from Joie.
- **Overloading, incorrect folding, and using accessories other than those approved by Joie,** e.g., child seats, bag hooks, rain covers, buggy boards, baskets, etc., may damage or make the stroller unstable and unsafe.

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## WARNING

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Failure to follow these warnings and instructions could result in serious injury or death.

- **Weight & Height Limits:** This stroller is only suitable for children up to 50 lb. (22.7 kg) and 45 in. (114.3 cm) tall. Exceeding these limits can cause wear and tear, potentially leading to an unstable stroller.
- **Single Child Use:** This stroller is designed for one child only. **NEVER** transport more than one child at a time.
- **To prevent a hazardous, unstable condition, DO NOT** place more than 10 lb. (4.5 kg) in the storage basket and **NEVER** place purses, shopping bags, parcels, or other items on the handlebar or canopy.
- **DO NOT** use the storage basket as a child carrier.
- **Avoid serious injury from falling or sliding out.** **ALWAYS** use the harness. After fastening the buckles, adjust the belts to get a snug fit around your child.
- **Avoid Finger Entrapment:** Use care when folding and unfolding the stroller. Ensure that the stroller is fully erected and locked before allowing your child near the stroller.

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## WARNING

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Failure to follow these warnings and instructions could result in serious injury or death.

- **Strangulation Hazard: DO NOT** place items with a string around your child's neck, suspend strings from the stroller, or attach strings to toys.
- **DO NOT** let your child play with the stroller.
- **ALWAYS** keep your child in view while they are in the stroller.
- **NEVER** allow your child to stand on the stroller.
- **The brakes MUST be locked** when the stroller is stopped and when placing and removing your child.
- **Before locking the brakes**, ensure that whirl is deactivated and that the rear wheels are in the locked position.
- **Negotiate curbs and rough ground carefully.** Repeated impact could cause damage to the stroller.
- **The stroller is to be used ONLY at a walking speed** and is not intended for use while jogging, skating, etc.
- **ALWAYS** check that the ring adapter and infant car seat are correctly engaged before use.

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## WARNING

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Failure to follow these warnings and instructions could result in serious injury or death.

- **NEVER** use the stroller on stairs or escalators. You may suddenly lose control of the stroller or your child may fall out.
- **The stroller does not replace a crib or a bed.** Should your child need to sleep, they should be placed in a crib or sleeping area based on their requirements.
- **ALWAYS** allow the fabric to air dry away from direct heat.
- **DO NOT** leave the stroller near a strong heat source, i.e. a radiator or open fire.
- **DO NOT** store the stroller in a damp place.
- **To avoid burns, NEVER** put hot liquids in the cup holder.
- **To prevent a hazardous, unstable condition, DO NOT** place more than 1 lb. (0.5 kg) in the cup holder.
- **When using the stroller frame with a Joie infant car seat**, refer to the child usage requirements listed in the car seat instruction manual.

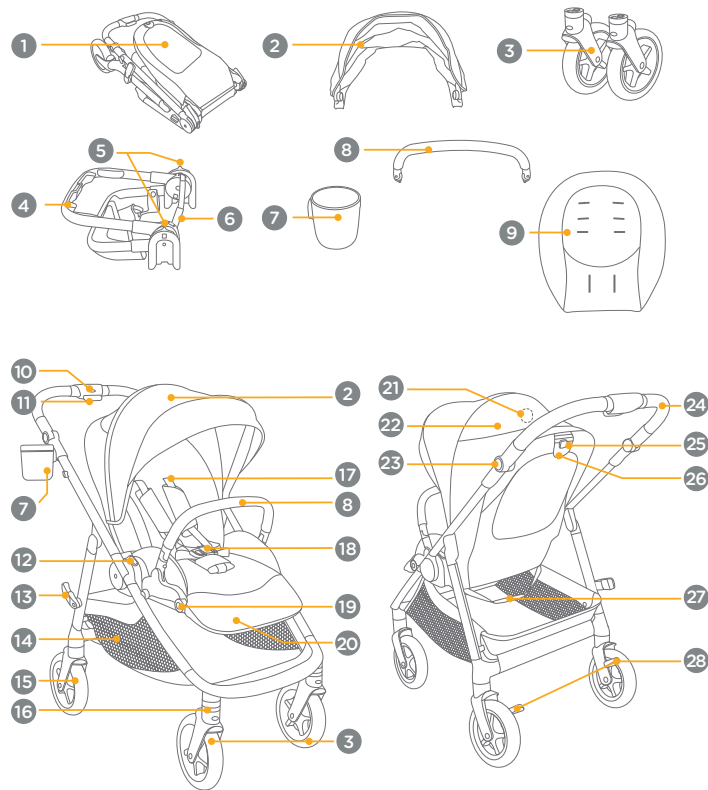


## Parts List:

Please make sure there are no missing parts. Please contact Joie Consumer Service if anything is missing.

- 1 Stroller Frame
- 2 Canopy
- 3 Front Wheel (x2)
- 4 Infant Car Seat Ring Adapter
- 5 Adapter Release Buttons
- 6 Adapter Folding Strap
- 7 Cup Holder
- 8 Arm Bar
- 9 Seat Pad Insert
- 10 Whirl Deactivation Button
- 11 Whirl Activation Button
- 12 Seat Release Button (x2)
- 13 Storage Latch
- 14 Storage Basket
- 15 Rear Wheel (x2)
- 16 Front Swivel Lock (x2)
- 17 Shoulder Harness
- 18 Restraint Buckle
- 19 Calf Support Adjustment Button (x2)
- 20 Calf Support
- 21 Tracking Device Pocket
- 22 Canopy Window Cover
- 23 Handlebar Adjustment Button (x2)
- 24 Handlebar
- 25 Seat Folding Button
- 26 Recline Lever
- 27 Stroller Folding Strap
- 28 Brake Levers

## Parts List:



## Opening Stroller:

- 1 - Separate the storage latch from the storage mount.
- 2 - Lift the handlebar upwards.
- 3 - Pull back on the seat and rotate until the seat clicks into place. A “clicking” sound will confirm that the stroller is completely open.

**IMPORTANT:** Check that the stroller is completely open by pushing down on the handlebar.

## Attaching & Detaching Front Wheels:

### 4 - Attaching the Front Wheels:

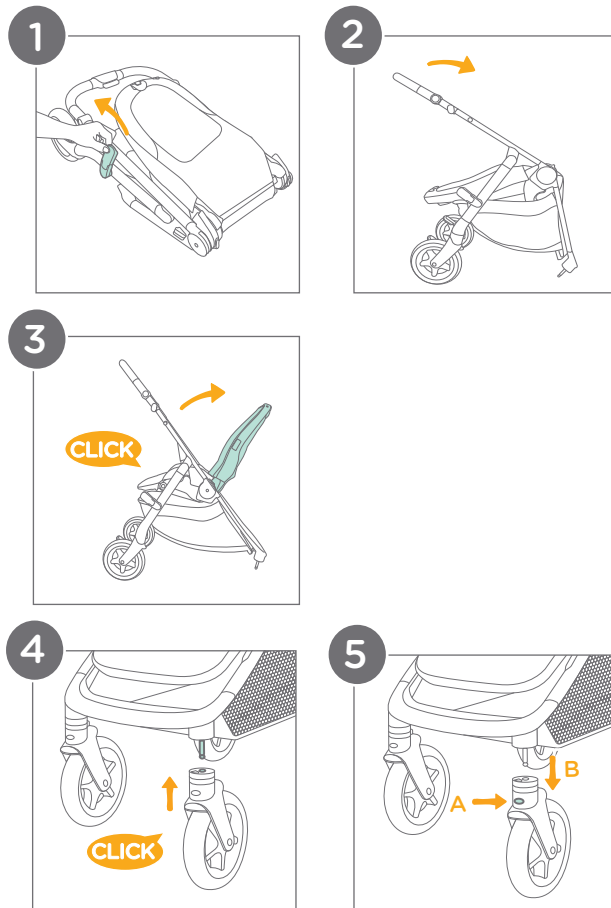
Insert the front wheels into the front legs.

A “clicking” sound will confirm that the wheels are properly locked in place.

**IMPORTANT:** Safety Check: ALWAYS pull on the wheels after attachment to ensure that they are securely fastened.

### 5 - Detaching the Front Wheels:

To remove the front wheels, press the release button (A) on each wheel and pull the front wheel away from the front leg (B).



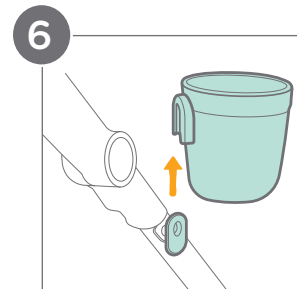
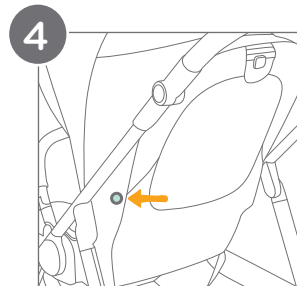
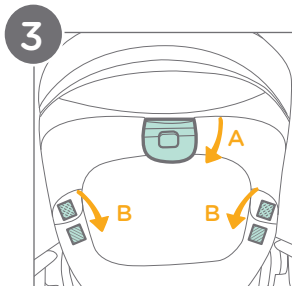
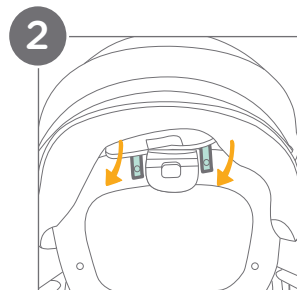
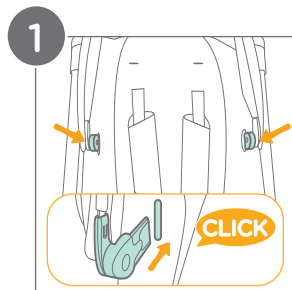
## Attaching & Detaching Canopy:

### Attaching the Canopy:

- 1 - Insert the canopy mounts into the slots on the stroller frame. A “clicking” sound will indicate that the canopy is properly locked in place.
- 2 - Attach the snaps on the top of the rear flap of the canopy to the corresponding snaps on the seat back.
- 3 - Align the top fabric opening around the recline lever (A). Attach the hook and loop fasteners on both sides of the rear flap of the canopy (B).

### 4 - Detaching the Canopy:

Detach the snaps from Steps 2 and 3 and unthread the recline lever from the canopy fabric opening. Press each canopy release button through the fabric, indicated with a circle. Pull the canopy off from the front.



## Attaching & Detaching Cup Holder:

### 5 - Attaching the Cup Holder:

Align the cup holder with the designated mount on the stroller frame. Slide the clip on the cup holder downward until it snaps over the mount. A “clicking” sound will indicate that the cup holder is properly locked in place.

### 6 - Detaching the Cup Holder:

Pull the cup holder upward to slide it off of the mount.

## Attaching & Detaching Arm Bar:

### 1 - Attaching the Arm Bar:

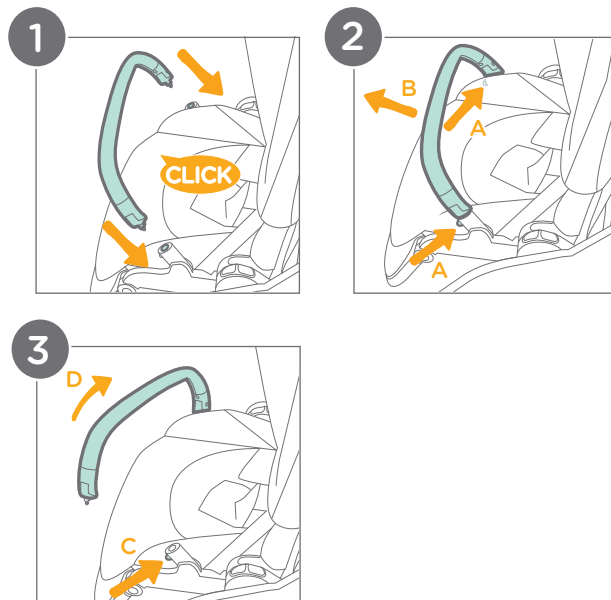
Insert both ends of the arm bar into the arm bar mounts. A “clicking” sound will confirm that the arm bar is properly locked in place.

### 2 - Detaching the Arm Bar:

To remove the arm bar, press the arm bar release buttons on both sides (A) and pull the arm bar out (B).

### 3 - Rotating the Arm Bar:

Press and hold one arm bar release button (C) while lifting up to remove one side of the arm bar. Rotate the arm bar at the arm bar mount on the other side of the stroller (D).



**IMPORTANT:** ALWAYS secure the child with the harness.

The arm bar is **NOT** a restraint device.

**DO NOT** lift the stroller by the arm bar. This can cause damage or injury.

**Use care** when attaching the arm bar onto the stroller with a child in the stroller.

**CAREGIVER MUST ALWAYS** help the child get into and out of the stroller.

## Securing Your Child:

### 1 - Releasing the Restraint Buckle:

Locate the button in the center of the restraint buckle and press it firmly to release the harness straps.

### 2 - Locking the Restraint Buckle:

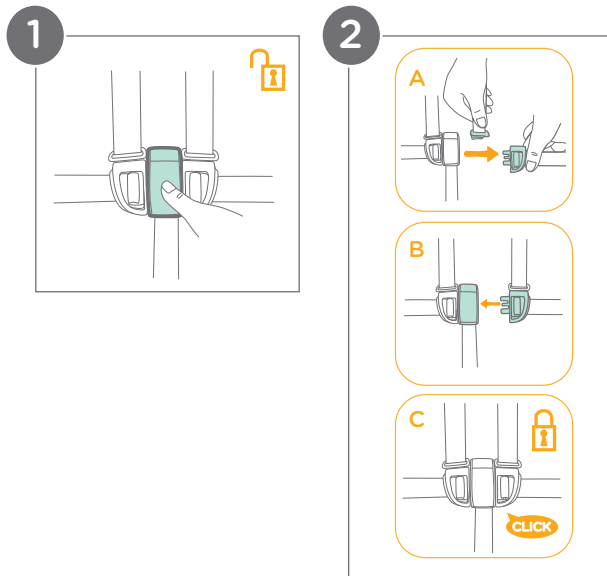
Slide the shoulder harness buckle into the waist belt buckle (A). Insert the combined buckles into the center buckle (B). A “clicking” sound will confirm that the restraint buckle is properly locked in place (C).

**IMPORTANT: ALWAYS lock BOTH brakes:** This is crucial whenever the stroller is stopped, especially when placing or removing your child. A parked stroller with unlocked brakes can roll away, posing a serious fall hazard. Before locking the brakes, ensure that whirl is deactivated and that the rear wheels are in the locked position.

**Secure your child with the harness: NEVER** leave your child unbuckled in the stroller. A secure harness is essential to prevent them from falling or sliding out.

**Proper harness adjustment:** Ensure that the harness straps are snug but comfortable. The space between the child and the harness straps should be about a 1/2 inch.

**Shoulder strap positioning: NEVER** cross the shoulder straps. **ALWAYS** keep them straight over your child's shoulders to avoid putting pressure on the child's neck.

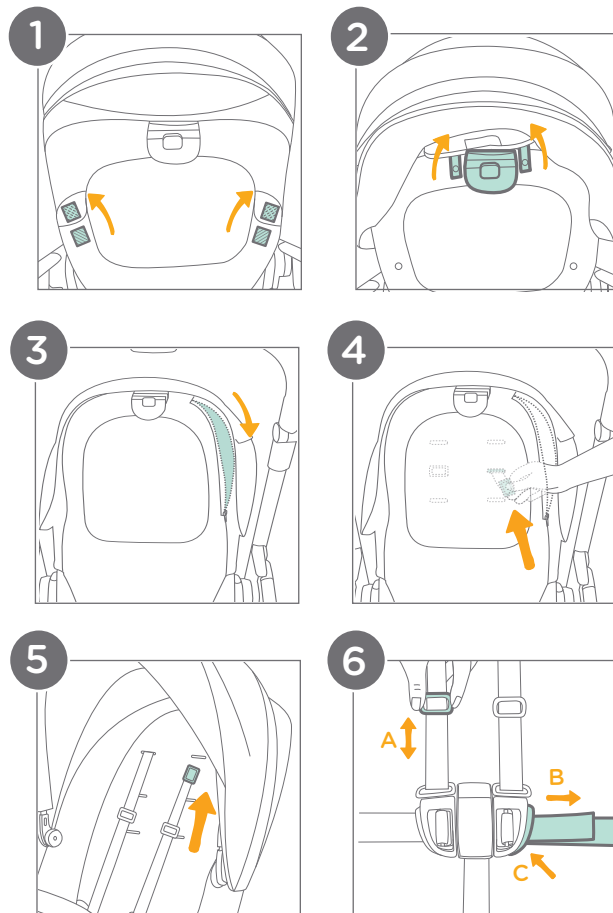


## Shoulder Harness Height Adjustment:

- 1 - Detach the hook and loop fasteners on both sides of the rear flap of the canopy.
- 2 - Detach the snaps on the top of the rear flap of the canopy and unthread the recline lever from the canopy fabric opening.
- 3 - Move the canopy fabric out of the way and unzip the zipper on the side of the seat back.
- 4 - Reach inside the seat back mesh and turn the harness anchor to be in line with the harness strap. Thread it through the shoulder harness slot from back to front.
- 5 - Rethread the harness anchor through the correct slot from front to back. Ensure that both sides are adjusted to slots at the same height. Rezip the zipper on the seat back and reattach the stroller canopy.
- 6 - Use the slide adjuster (A) to adjust the length of the shoulder harness straps. Pull the waist harness strap (B) to tighten the waist harness. Press the button (C) on the waist belt buckle and pull to loosen the waist harness strap (B).

**IMPORTANT:** DO NOT adjust the shoulder harness height with a child in the stroller.

Shoulder harness height should be at or slightly above the child's shoulders.

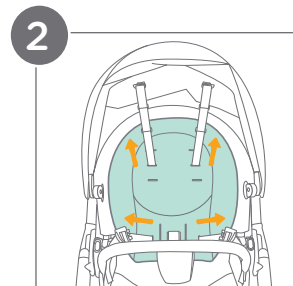
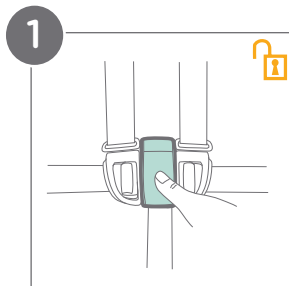


## Attaching & Detaching Seat Pad Insert:

- 1 - Release the restraint buckle and remove the shoulder harness covers (see pg. 28).
- 2 - To attach the seat pad insert, thread the shoulder and waist harness straps through their respective slots.

To detach the seat pad insert, repeat the above steps in reverse order.

**IMPORTANT:** Ensure that the shoulder harness straps go through the same level slot in both the seat pad and seat pad insert.



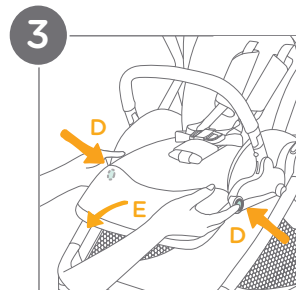
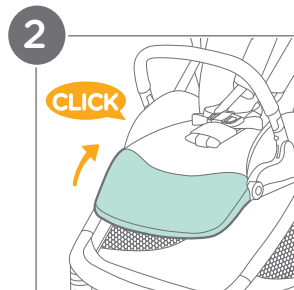
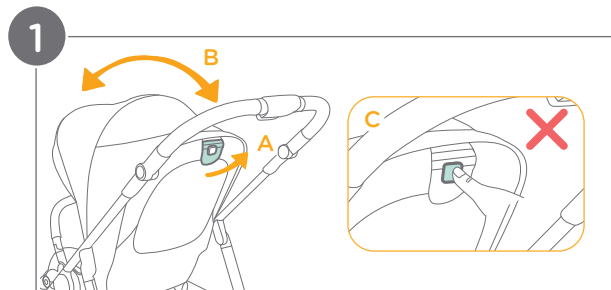
## Adjusting Recline:

There are 3 recline angles for the backrest.

- 1 - Pull the recline lever (A) on the back of the seat. Pull down to recline the backrest or push up to raise the backrest (B).

**DO NOT** press the seat folding button (C) in the middle of the recline lever when adjusting the angle for recline.

**IMPORTANT:** When making adjustments to the recline, make sure the child's head, arms, and legs are clear of moving seat parts and the stroller frame to prevent injury.



## Adjusting Calf Support:

There are 2 positions for the calf support.

- 2 - To raise the calf support, lift the calf support upwards. A "clicking" sound will indicate that it is properly locked in place.
- 3 - To lower the calf support, press the calf support adjustment buttons on both sides of the calf support (D) and rotate the calf support downwards (E).



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## Using Front Swivel Locks:

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### 1 - Locking the Wheels:

Ensure that the front wheels are positioned straight ahead, not angled to the side or turned around.

The swivel locks are located on the backside of each wheel.

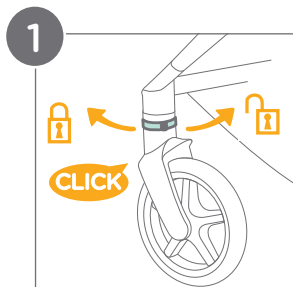
Rotate each swivel lock clockwise. A “clicking” sound will confirm that the wheels are properly locked in a straight position.

### Unlocking the Wheels:

Rotate each swivel lock counter-clockwise. The wheels will swivel freely again.



It is recommended to use the swivel locks on uneven surfaces.



## Using Brakes:

Before locking the brakes, ensure that whirl is deactivated and that the rear wheels are in the locked position.

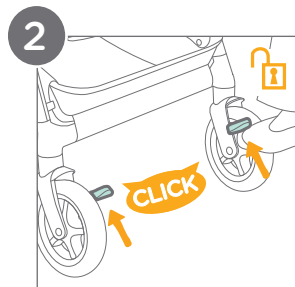
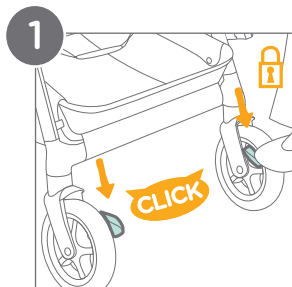
### 1 - Locking the Brakes:

Locate **BOTH** brakes on the rear wheels. Step firmly on each lever to lock them. A “clicking” sound will confirm that the brakes are properly locked.

### 2 - Unlocking the Brakes:

Lift **BOTH** brakes upwards to unlock them. A “clicking” sound will confirm that the brakes are fully unlocked.

**WARNING:** ALWAYS apply **BOTH** brakes whenever the stroller is stopped. Gently push the stroller to ensure that the brakes are securely locked.




## Using Canopy:

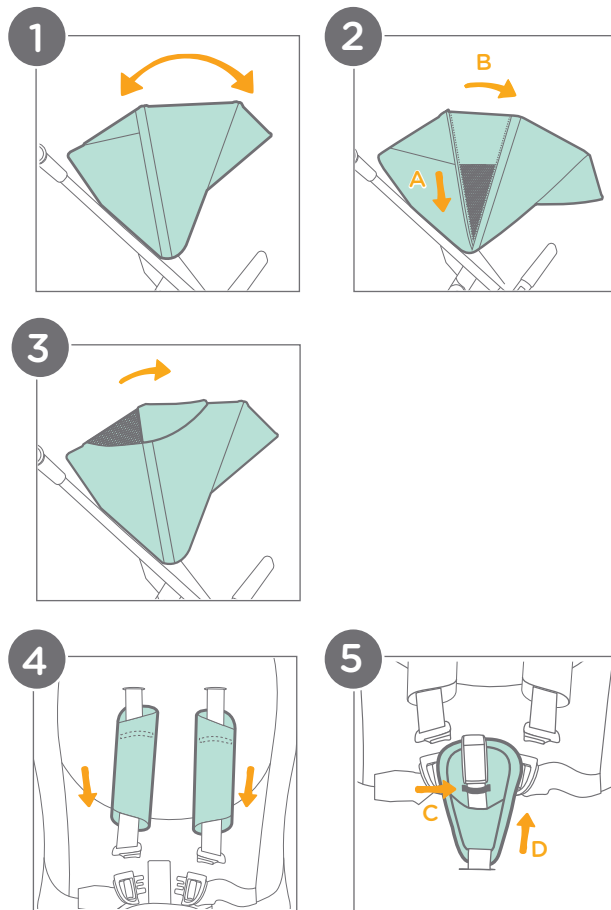
### Opening and Closing the Canopy:

- 1 - To open, pull the canopy forward toward the front of the seat. To close, push the canopy back.
- 2 - For extended canopy coverage, unzip the canopy zipper (A) and pull the canopy fully forward (B).

### Ventilation:

- 3 - For additional airflow, flip the canopy window cover up.

 A tracking device may be added to the pocket inside the canopy window cover.



## Removing Harness & Buckle Covers:

### 4 - Removing the Shoulder Harness Covers:

Release the restraint buckle and slide the shoulder harness buckles out of the waist belt buckle. Unthread the shoulder harness straps from the elastic on the inside of the shoulder harness covers. Slide the harness covers off of the straps by pulling them down.

### 5 - Removing the Crotch Buckle Cover:

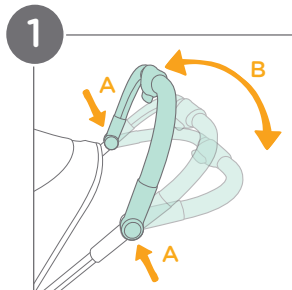
Unbuckle the harness straps. Unthread the center buckle from the elastic (C) on the inside of the crotch buckle cover. Lift the crotch buckle cover up to remove it (D).

**28** To reattach the covers, repeat the above steps in reverse order.

## Adjusting Handlebar

There are 3 positions for the handlebar.

- 1 - To adjust the handlebar, press the left and right handlebar adjustment buttons at the same time (A), and rotate the handlebar to the desired position (B).



## Using Whirl Wheels:

Use the whirl wheels for easier navigation through tight spaces.

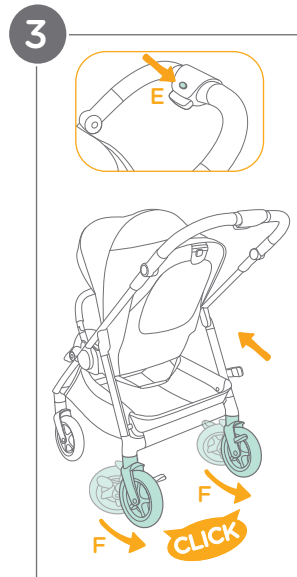
- 2 - Press the whirl activation button (C) and the rear wheels of the stroller can be fully rotated (D).

**IMPORTANT:** Before using whirl, ensure that the front swivel locks and both brake levers are **NOT** locked. This will ensure that all wheels can freely swivel.

Ensure that the rear wheels are not in whirl mode before traveling on uneven or unlevel surfaces or mounting a curb.

- 3 - To stop using whirl, press the whirl deactivation button (E) and push the stroller forward for a short distance for the rear wheels to re-lock (F).

A “clicking” sound will confirm that the wheels are fully re-locked.

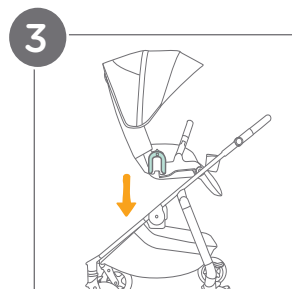
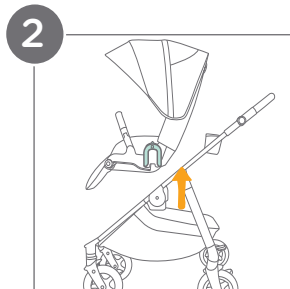
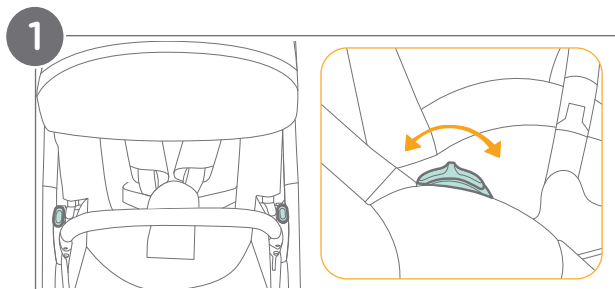


## Using Reversible Seat:

The seat is reversible, so your child can face rearward or forward.

- 1 - Use your thumbs to pull both seat release buttons towards you while holding onto the underside of the seat.
- 2 - Lift the seat off.
- 3 - Turn the seat to the reverse direction and reinsert the seat onto the seat mounts.
- 4 - A “clicking” sound will confirm that the seat is properly locked in place.

**IMPORTANT: Safety Check: ALWAYS** pull up on the seat to ensure that it is securely attached.



## Folding Stroller:

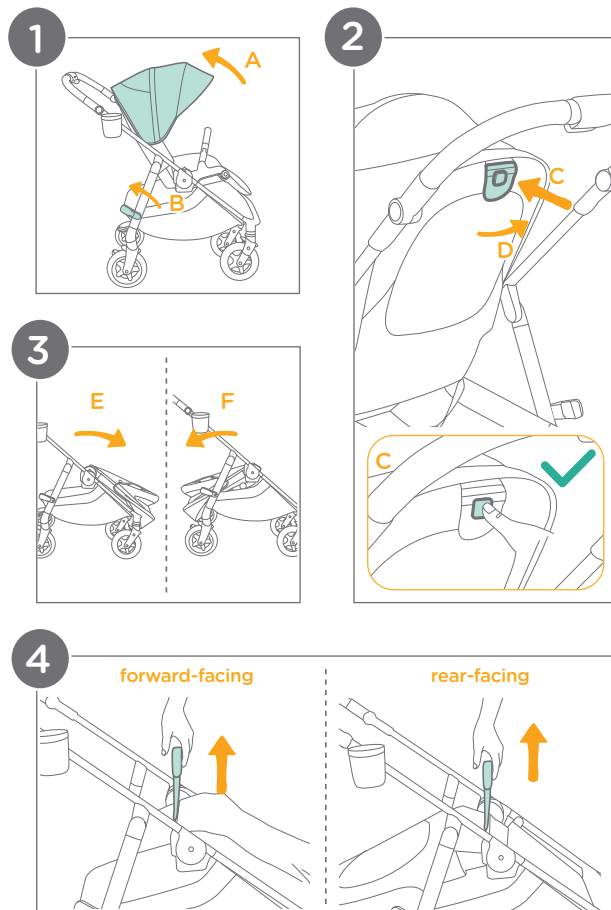
The stroller can be folded with the seat rear-facing, with the seat forward-facing, or with the infant car seat ring adapter attached.

**Before folding the stroller,** ensure that whirl is deactivated and the front wheels are rear facing with the front swivel locks disengaged.

### Folding the stroller with the seat attached:

- 1 - Close the canopy (A). Ensure that the storage latch is pointing towards the back of the stroller. If it is not, rotate it counterclockwise (B).
- 2 - Press the seat folding button (C) in the middle of the recline lever and pull the recline lever (D).
- 3 - Fold the seat toward the calf support. The seat will collapse on itself and pivot down into the storage basket. The stroller can be folded when forward-facing (E) or rear-facing (F).
- 4 - Pull up firmly on the stroller folding strap.

(Folding Stroller continued on pg. 36)




## Folding Stroller: (cont.)

- 5 - The storage latch will automatically hook onto the storage mount. A “clicking” sound will confirm that the stroller is completely folded and locked.

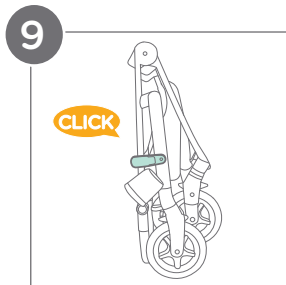
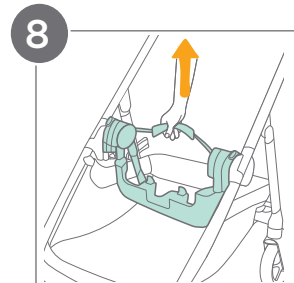
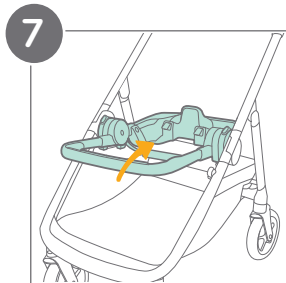
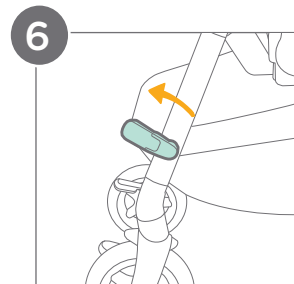
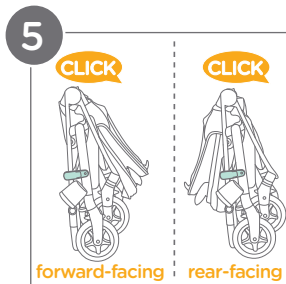
**IMPORTANT:** ALWAYS close the canopy before folding the stroller. This prevents damage to the canopy fabric.

**DO NOT** fold the stroller with the front swivel locks engaged.

 **The stroller can stand** when folded with the handlebar in the middle position.

### Folding the stroller with the infant car seat ring adapter attached:

- 6 - Ensure that the storage latch is pointing towards the back of the stroller. If it is not, rotate it counterclockwise.
- 7 - Pull up on the head-end bar of the ring adapter. Keep rotating until the adapter is folded down into the storage basket. A “clicking” sound will confirm that the adapter is completely folded.
- 8 - Pull up firmly on the adapter folding strap.
- 9 - The storage latch will automatically hook onto the storage mount. A “clicking” sound will confirm that the stroller is completely folded and locked.



## Using Accessories:

For information about using your Joie infant car seat, refer to the instruction manual included with the infant car seat.

### Using the stroller with a Joie Infant Car Seat:

First, remove the stroller seat by following Steps 1 and 2 on pg. 32.

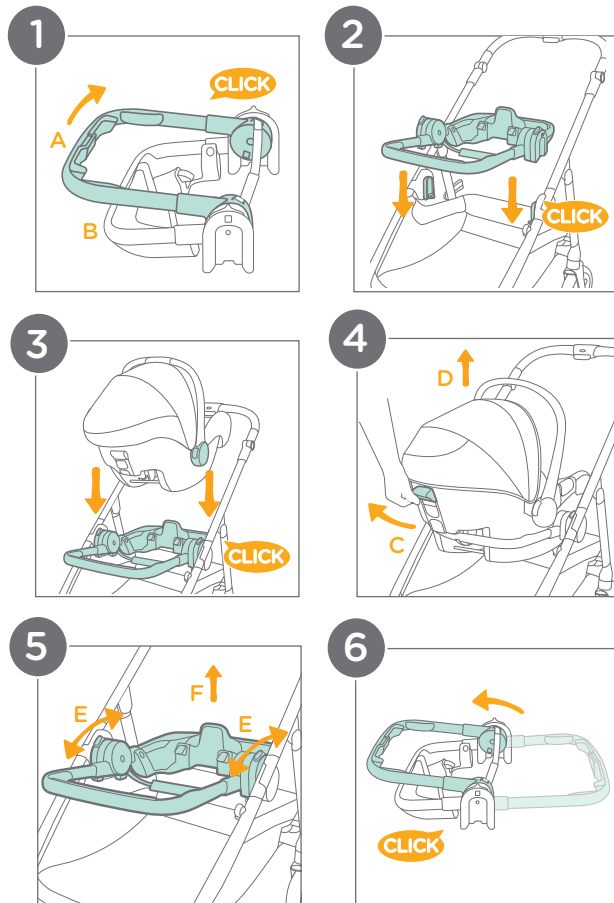
- 1 - Open the included infant car seat ring adapter by rotating the head-end bar (A) while holding down the foot-end (B). A “clicking” sound will confirm that the adapter is fully open.
- 2 - Attach the ring adapter to the seat mounts. A “clicking” sound will confirm that the adapter is properly locked in place.
- 3 - Attach the infant car seat by placing the car seat onto the adapter. A “clicking” sound will confirm that the car seat is properly locked in place.
- 4 - To remove the infant car seat, press the car seat release lever (C) and lift the car seat upwards (D).
- 5 - To remove the ring adapter, slide the adapter release buttons in either direction (E) and lift the adapter upwards (F).
- 6 - To fold the ring adapter for storage, rotate the head-end bar towards the foot-end. A “clicking” sound will confirm that the adapter is fully closed.

**IMPORTANT: Fall Hazard: ALWAYS** check that the infant car seat is securely attached to the stroller by pulling up on the car seat.

**Strangulation Hazard:** Keep the car seat adapter out of the reach of children when it is not installed on the stroller.

**ALWAYS** secure your child with the car seat harness when using the car seat.

**ONLY** use Joie infant car seats with the stroller.





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## Care & Maintenance:

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### Cleaning:

**Seat pad:** Spot clean with a sponge and soapy water.

**Stroller frame:** Wipe clean with a solution of warm water and mild household soap. Avoid bleach and harsh detergents.

**Plastic parts:** Periodically wipe clean with a damp cloth.

**Metal parts:** After contact with water, thoroughly dry the metal parts to prevent rust.

### Maintenance:

**Regular inspection:** Check the stroller regularly for loose or missing parts. Discontinue use if parts are loose or missing.

**Worn parts:** Replace any worn or damaged parts. Use only Joie replacement parts.

**Torn material or stitching:** Repair or replace torn fabric or stitching. Use only Joie replacement fabrics.

### Contact Joie Consumer Service at:

Email: [info.us@joiebaby.com](mailto:info.us@joiebaby.com) • Phone: 1-866-798-7866

### Storage:

**Extreme weather exposure:** Avoid excessive sun or heat exposure to prevent fading or warping of parts. Avoid storing outside or in cold conditions.

**Drying after use:** If the stroller gets wet, open the canopy and allow it to dry completely before storing.

### Wheel Maintenance:

**Squeaking wheels:** Apply a light coat of lubricating oil (e.g., silicone spray, anti-rust oil, or sewing machine oil) directly to the axle and wheel assembly to eliminate squeaking.

### Beach Use:

**After beach use:** Thoroughly clean the stroller to remove sand and salt from the mechanisms and wheels. This helps to prevent rust.

### Cup Holder:

Use mild detergent and warm water.

For a more thorough cleaning, remove the cup holder (see pg. 12).

The cup holder can be placed on the top rack of your dishwasher for convenient cleaning.





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Helping parents be their best  
with worry-free baby gear.