

Joie™

Instruction Manual

hazel™

stroller

Weight: birth up to 50 lb. maximum (22.7 kg)

Height: up to 45 inches (114.3 cm)



product
guide videos



IMPORTANT!

Read the instructions in this manual before use of the product.

Contents:

- 3 Warranty Information
- 4 Warnings
- 8 Parts List
- 10 Opening Stroller
- 10 Attaching & Detaching Front Wheels
- 12 Attaching & Detaching Rear Wheels
- 12 Attaching & Detaching Canopy
- 14 Attaching & Detaching Cup Holder
- 16 Attaching & Detaching Arm Bar
- 18 Securing Your Child
- 20 Adjusting Backrest
- 22 Adjusting Calf Support
- 22 Using Reclined Carriage Position
- 24 Using Front Swivel Lock
- 24 Using Brake
- 26 Using Canopy
- 26 Adjusting Handle
- 28 Adjusting Seat Height
- 30 Using Reversible Seat
- 32 Folding Stroller
- 34 Using Accessories
- 36 Care & Maintenance

Child Usage Requirements

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

Weight: up to 50 lb. maximum (22.7 kg)

Height: up to 45 inches (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-your-product>

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/us

Contact:

Joie Baby USA Consumer Service Contact Info

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

Email: info.us@joiebaby.com

Phone: 1-866-798-7866

WARNING

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

- **NEVER** leave 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 reach of babies and 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, etc., may damage or make the stroller unsafe.

WARNING

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 storage basket and never place purses, shopping bags, parcels or other items on the handle or canopy.
- **DO NOT** use storage basket as a child carrier.
- **Avoid serious injury from falling or sliding out.** ALWAYS use the harness. After fastening buckles, adjust straps to get a snug fit around your child.
- **Avoid Finger Entrapment:** Use care when folding and unfolding the stroller. Ensure the stroller is fully erected and locked before allowing your child near the stroller.

WARNING

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 in the stroller.
- **NEVER** allow your child to stand on the stroller.
- **The parking brake MUST be engaged** when the stroller is stopped and when placing and removing child.
- **Negotiate curbs and rough ground carefully.** Repeated impact could cause damage to the stroller.
- **The stroller is to be used only at walking speed** and is not intended for use while jogging, skating, etc.
- **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 your child's requirements.

WARNING

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

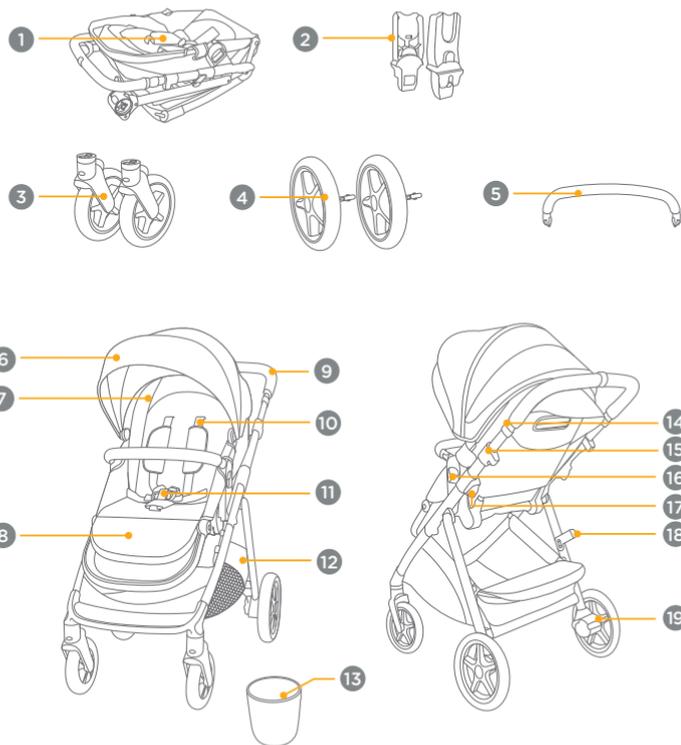
- **ALWAYS** allow the fabric to dry naturally away from direct heat.
- **DO NOT** leave the stroller exposed near a strong source of heat, i.e. a radiator or open fire, or store the stroller in a damp place.
- **To avoid burns,** never put hot liquids in the cup holder.
- **To prevent a hazardous, unstable condition,** DO NOT place more than 1 lb. (0.5 kg) in the cup holder.
- **When using the stroller frame with a Joie car seat,** refer to the child usage requirements listed in the car seat instruction manual.
- **Child may slip into leg openings and strangle.** NEVER use in reclined carriage position unless the calf support is raised to cover the front opening and the fabric flaps are snapped in place.

Parts List:

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

- 1 Stroller Frame
- 2 Car Seat Adapters
- 3 Front Wheels
- 4 Rear Wheels
- 5 Arm Bar
- 6 Canopy
- 7 Seat Pad
- 8 Calf Support
- 9 Handle
- 10 Shoulder Harness
- 11 Buckle
- 12 Storage Basket
- 13 Cup Holder
- 14 Handlebar Sliding Locks
- 15 Folding Release Tabs
- 16 Seat Release Button
- 17 Seat Height Adjustment Button
- 18 Storage Latch
- 19 Brake Lever

Parts List:



Opening Stroller:

- 1 - Separate storage latch from storage mount.
- 2 - Lift the handle upwards. A “clicking” sound will confirm that the stroller is completely open.
- 3 - For first use, press the footrest down to reset it (A), then connect the button under the calf support (B).

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

Attaching & Detaching Front Wheels:

4 - Attaching the Front Wheels:

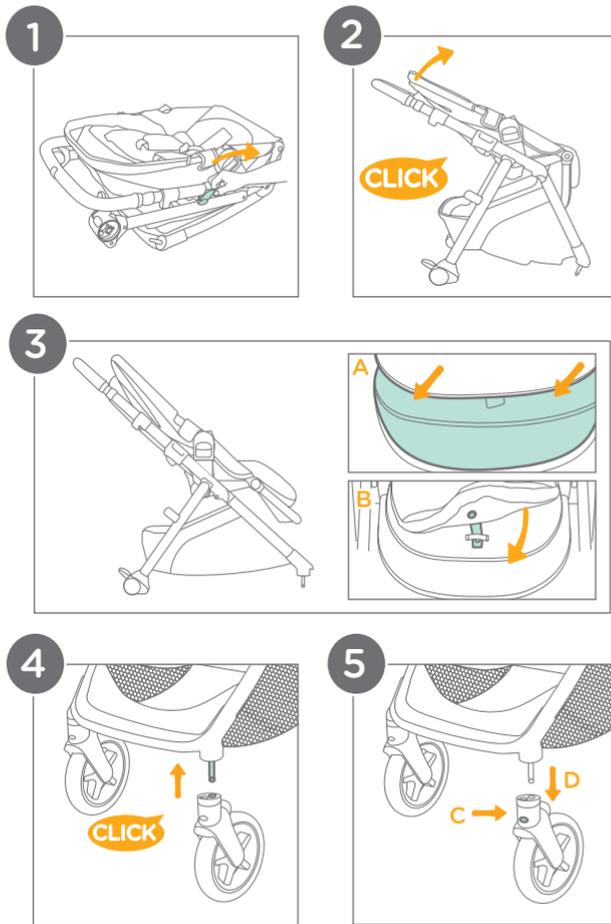
Insert the front wheels into the front legs.

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 they are securely fastened.

5 - Detaching the Front Wheels:

To remove the front wheel, press the release button (C) and then detach the front wheel from the front leg (D).



Attaching & Detaching Rear Wheels:

1 - Attaching the Rear Wheels:

Insert the rear wheels into the rear 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 they are securely fastened.

2 - Detaching the Rear Wheels:

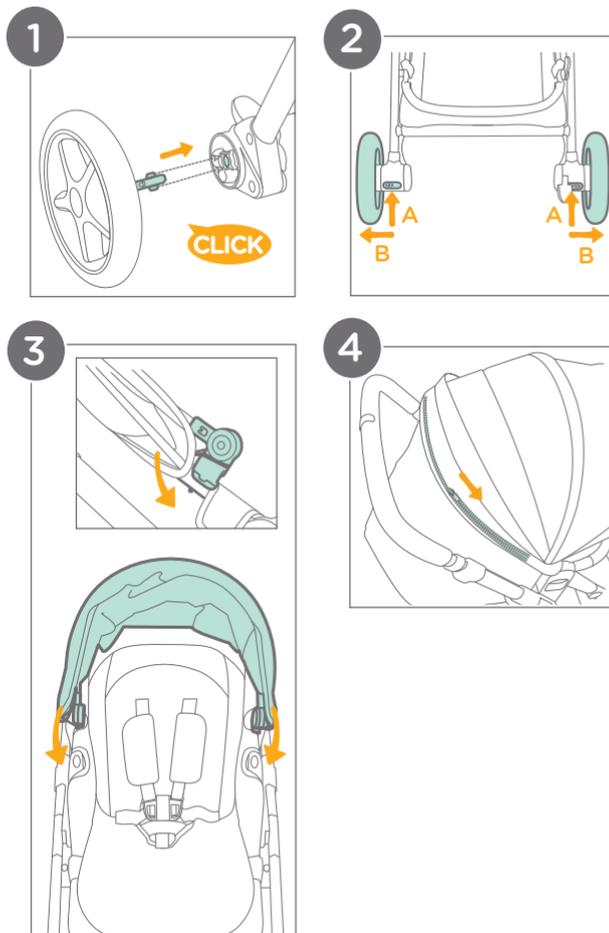
To remove the rear wheel, press the release button (A) and detach the rear wheel from the rear leg (B).

Attaching & Detaching Canopy:

3 - Fix the canopy mount to both sides of frame.

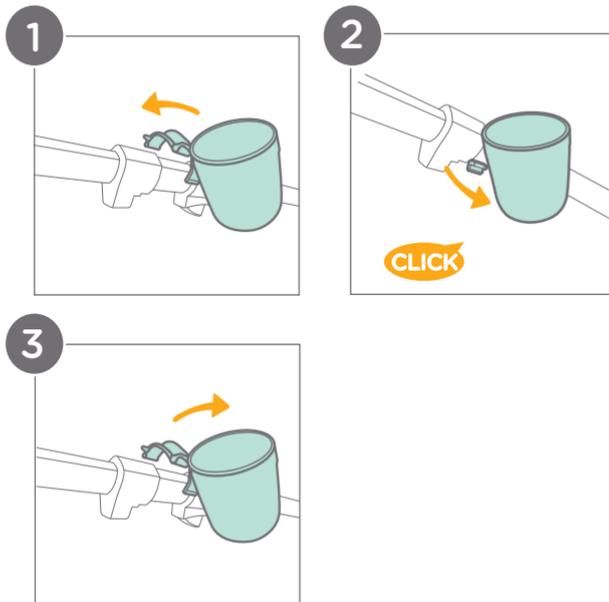
4 - Zip up the zipper on the rear flap of the canopy.

To detach canopy, reverse the above steps.



Attaching & Detaching Cup Holder:

- 1 - Wrap the cup holder clasp around the right side of stroller frame.
- 2 - A “clicking” sound will confirm that the cup holder is properly locked in place.
- 3 - To remove cup holder, unhook cup holder clasp from around stroller frame and remove.



Attaching & Detaching Arm Bar:

1 - Attaching the Arm Bar:

Align the arm bar ends with the arm bar mounts, and insert until it clicks into place. 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 (A) and pull the arm bar out (B).

3 - Rotating the Arm Bar:

Arm bar can be opened on either side for easy seating and unseating of child.

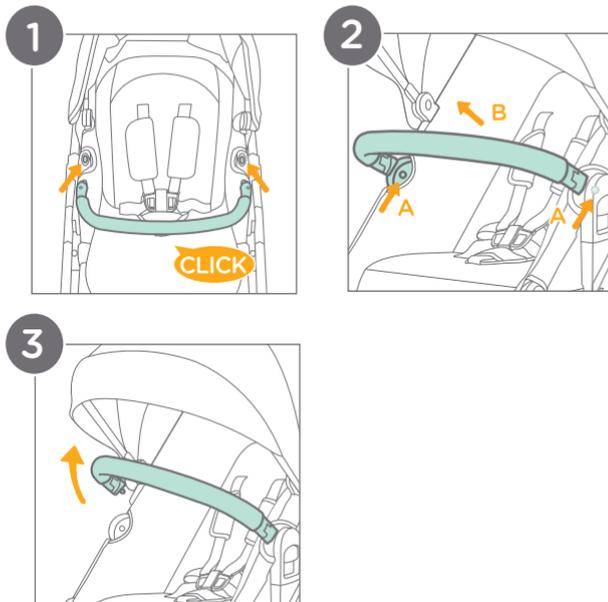
IMPORTANT: Always secure the child with the harness.

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 on the stroller with a child in the stroller.

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



Securing Your Child:

1 - Release Buckle:

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

2 - Lock Buckle:

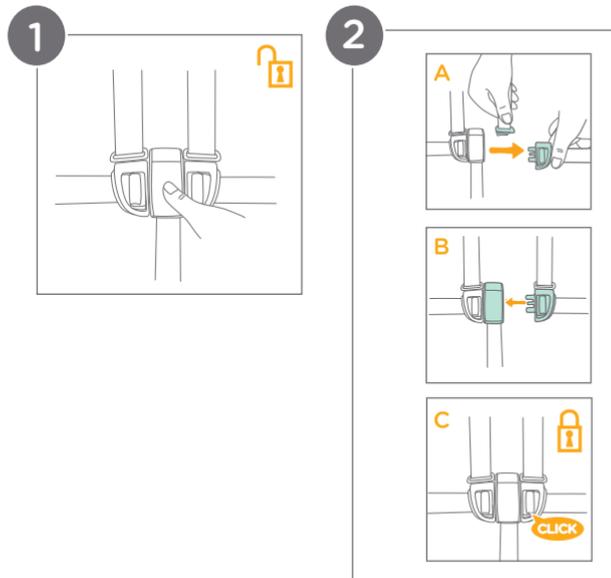
Slide the shoulder harness buckle into the lap belt buckle (A). Insert the combined buckles together into the center buckle (B). A “clicking” sound will confirm that the buckle is properly locked in place (C).

IMPORTANT: Always engage the parking brake: This is crucial whenever the stroller is stopped, especially when placing or removing your child. A parked stroller with a disengaged brake can roll away, posing a serious fall hazard.

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 the harness straps are snug but comfortable. You should be able to fit one finger between the harness and your child’s chest.

Shoulder strap positioning: Never cross the shoulder straps. Always keep them straight over your child’s shoulders to avoid putting pressure on their neck.

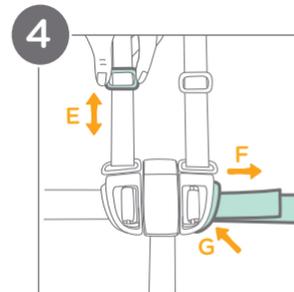
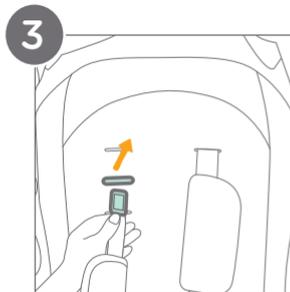
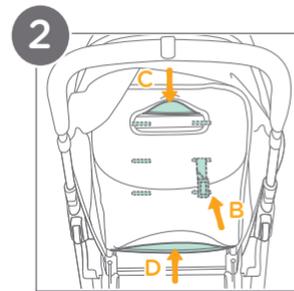
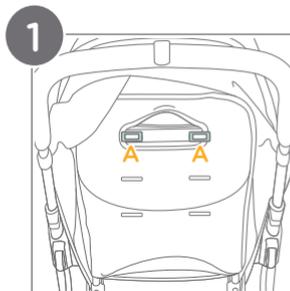


Shoulder Harness Height Adjustment:

- 1 - Locate the shoulder harness anchors (A) on back of seat.
- 2 - Turn the shoulder harness anchor (B) to face forward, aligning it with the front of the stroller. Thread the anchor through the shoulder harness slot from back to front.

Tip The position of the shoulder belt anchor can be adjusted from above opening (C) or below pocket (D).

- 3 - Re-thread the anchor through the slot closest to your child's shoulder height.
- 4 - Use the slide adjuster (E) to adjust the length of the shoulder harness straps. Pull the waist harness strap (F) to tighten the waist harness. Press the button (G) on the slide adjuster and pull to loosen the waist harness strap (F).



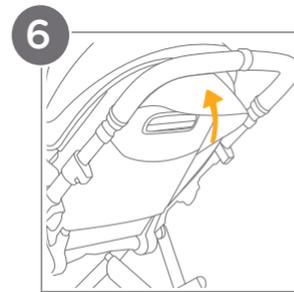
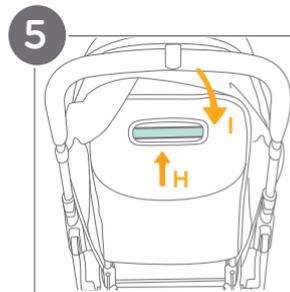
Adjusting Backrest:

5 - Recline Backrest

Squeeze the recline handle on the back of the seat (H), pull down on the backrest (I).

6 - Raise Backrest

To raise the backrest, push up. Make sure the recline is set properly for use.



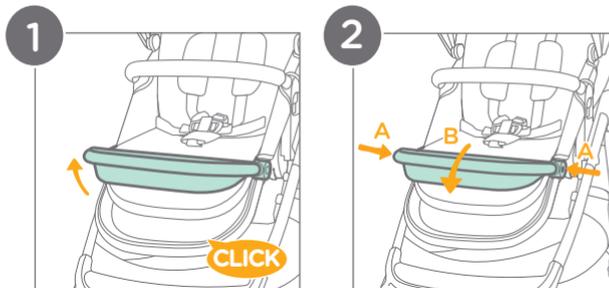
Adjusting Calf Support:

1 - Raising the Support:

Lift the 2-position calf support upwards. A “clicking” sound will indicate that it is properly locked in place.

2 - Lowering the Support:

Press the adjustment buttons on both sides of the calf support (A), and rotate the calf support downwards (B).



Using Reclined Carriage Position:

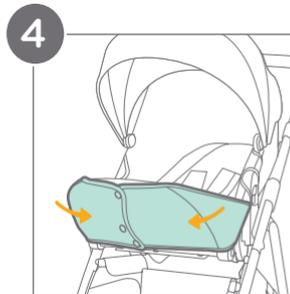
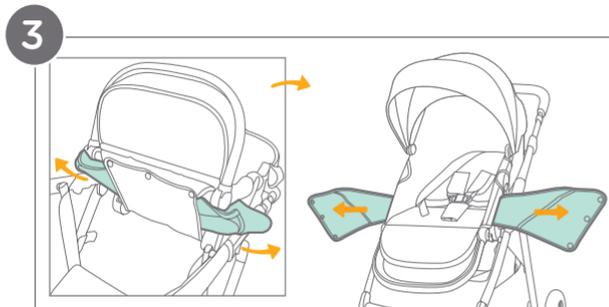
WARNING: When stroller seat is fully reclined, fabric flaps **must be used** to prevent child from slipping into leg openings and strangling.

Arm bar needs to be removed when used in full recline. See page 16 for removal instructions.

3 - Pull out the fabric flaps from pocket underneath the stroller seat.

4 - Wrap the fabric flaps around the underside of calf support. Join the two ends by attaching the corresponding snaps to each other.

When not in use, flaps can be stored in pocket underneath the stroller seat.



Using Front Swivel Lock:

1 - Locking the Wheel:

Ensure the front wheel is positioned straight ahead, not angled to the side.

Look above the front wheel for the lock tab.

Rotate the lock tab clockwise (towards the right side of the stroller). A “clicking” sound will confirm that the wheel is properly locked in a straight position.

Unlocking the Wheel:

Rotate the wheel lock tab counter-clockwise (towards the left side of the stroller). The wheel should swivel freely again.

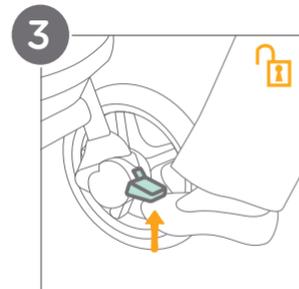
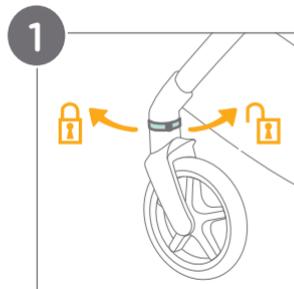
Tip It is recommended to use swivel locks on uneven surfaces.

Using Brake:

2 - To lock the rear wheels, press the brake lever downwards.

3 - To unlock the rear wheels, lift the brake lever upwards.

WARNING: Always apply the parking brake whenever the stroller is stopped. Gently push the stroller to ensure the brake is securely engaged.



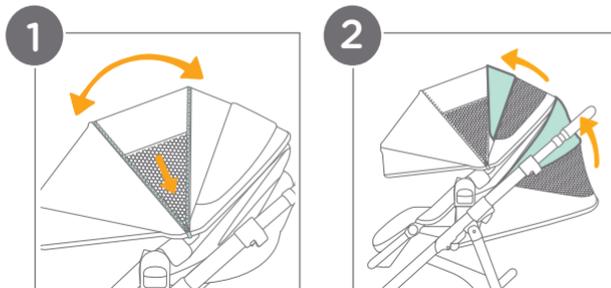
Using Canopy:

1 - Opening and Closing the Canopy:

To open, pull the canopy forward towards the front of the seat. For full sun protection, unzip the zipper, then pull forward fully. To close, push the canopy back until it reaches the desired position.

2 - Ventilation:

For additional airflow, flip up the canopy window cover.



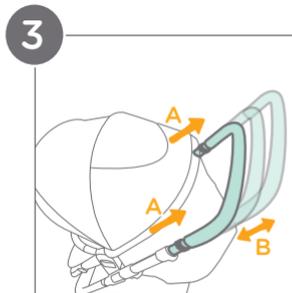
Adjusting Handle

3 - Locate the handlebar sliding locks just below the grip (A).

Pull the handlebar sliding locks upward on both sides of the handle and pull or push the handle to adjust the height to the desired position (B).

Release the handlebar sliding locks to lock the handlebar in position.

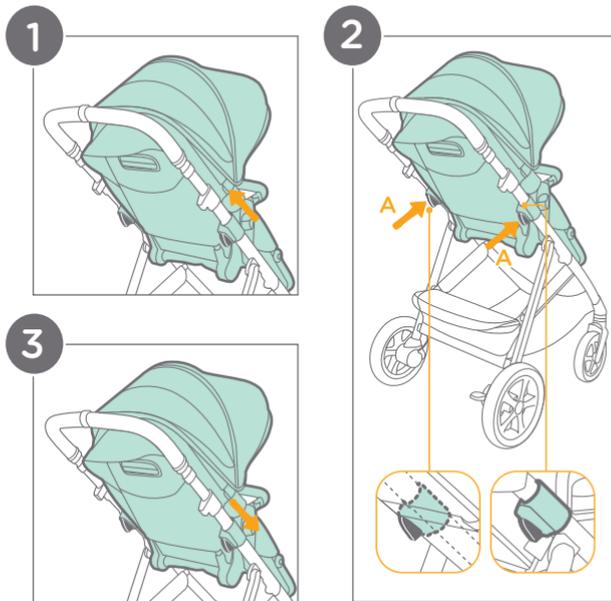
The handle must always be in the locked position during use to ensure safety. A “clicking” sound will confirm the handle is completely locked.



Adjusting Seat Height:

3-Position Seat:

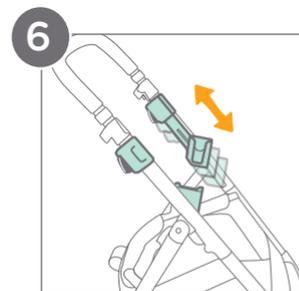
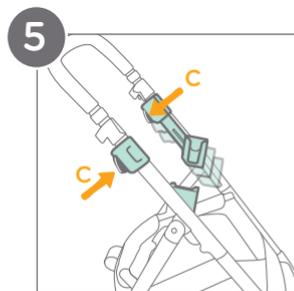
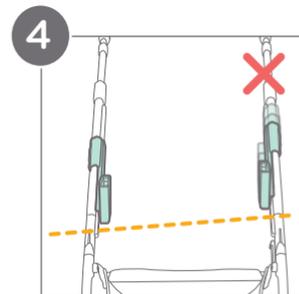
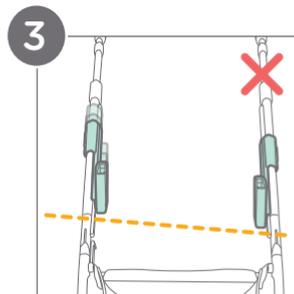
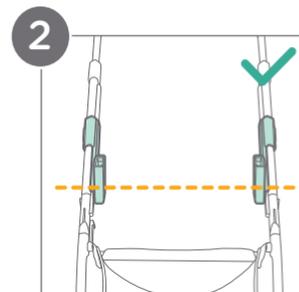
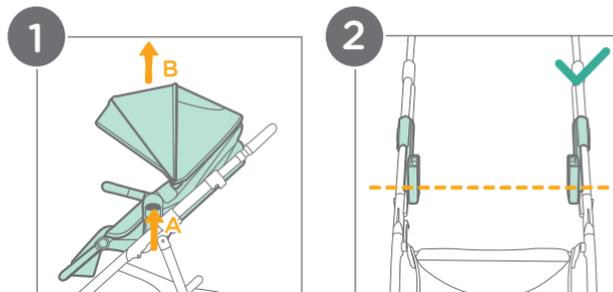
- 1 - To raise seat height, pull up on seat.
- 2 - To lower seat height, locate the seat height adjustment buttons (A).
- 3 - While squeezing and holding the seat height adjustment buttons, push down on the seat. Lock the seat in position by releasing the height adjustment buttons.



Using Reversible Seat:

The Seat is Reversible so the Child can Face Rearward or Forward.

- 1 - Squeeze the seat release buttons (A) while lifting the seat (B). Turn the seat to reverse direction and then reinsert the seat into the seat mounts.
- 2 - Both seat mounts must be level for the seat to attach to the frame.
- 3, 4 - If the mounts are uneven:
- 5 - Squeeze and hold the seat height adjustment buttons (C) to unlock the seat height mount.
- 6 - Pull up or push down on the mount to adjust to the same seat height. Lock the seat mount in position by releasing the height adjustment buttons.



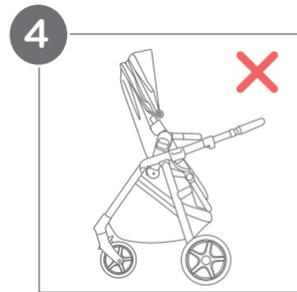
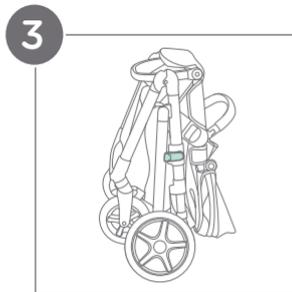
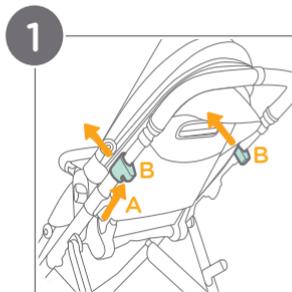
Folding Stroller:

Before folding, make sure canopy is completely closed and seat is in forward-facing position. For directions on switching the direction of the seat, see page 30.

- 1 - Press in the lock button located on the left stroller folding release tab (A). Pull upwards on both tabs (B) simultaneously to fold the stroller.
- 2 - Push down on handle to fold stroller. If the seat is in the lowest position, it will slide upward.
- 3 - The fold latch will engage automatically when the stroller is fully folded.
- 4 - Do not fold the frame with the seat rear-facing.

IMPORTANT: Do not fold the frame with the front wheels locked.

Tip The stroller can stand when the handle is in the middle position.



Using Accessories:

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

IMPORTANT: Do not fold the stroller when the car seat is still attached.

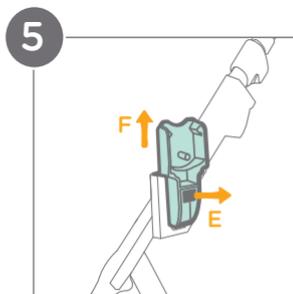
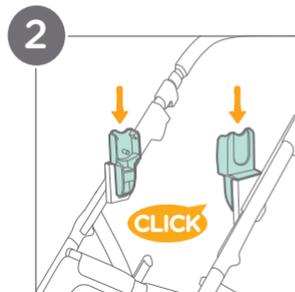
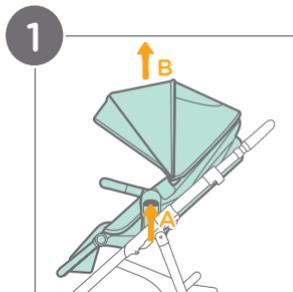
Fall Hazard: Always check that the car seat is securely attached to the stroller by pulling up on the car seat.

Always secure your child with the infant car seat harness when using the car seat.

Use stroller only with Joie car seats.

Using with Joie Car Seat

- 1 - To use with a Joie car seat, first remove the stroller seat. Squeeze the seat release buttons (A) while lifting the seat (B). See page 30 for more detailed instructions.
- 2 - Attach the included car seat adapters to the seat mounts. A “clicking” sound will confirm that the adapters are properly locked in place.
- 3 - Attach the car seat by placing the car seat onto the adapter posts. A “clicking” sound will confirm that the car seat is properly locked in place.
- 4 - To remove the car seat, first press car seat release buttons (C), and then lift car seat upwards (D).
- 5 - To remove adapter, pull out the release tabs (E) then lift the adapter upwards (F).



Care & Maintenance:

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 frame to prevent rust.

Maintenance:

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

Loose screws: Tighten any loose screws you find.

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 • Phone: 1-866-798-7866

Storage:

Sun and heat exposure: Avoid excessive sun or heat exposure to prevent fading or warping of parts.

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 prevent rust and ensure smooth operation.

Cup Holder:

For a more thorough cleaning, remove the cup holder following the instructions on page 14.

Use mild detergent and warm water.

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

Joie™

Effortlessly happy.

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