



bugaboo donkey  
user guide





# hello

Thank you for buying the Bugaboo Donkey® and welcome to the world of modern mobility.

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At Bugaboo®, we help parents and children to discover the world. Our aim is to create a safe and comfortable journey, to help make the world accessible while recognizing the many different ways there are to get out and go.

The Bugaboo Donkey is Bugaboo's mono-duo-mono convertible stroller for kids and goods. Designed to grow and flow with your family. From newborns, to toddlers, to twins, to everyday goods, we created the Bugaboo Donkey with custom configurations in mind.

In few seconds the Bugaboo Donkey converts from a full-sized mono stroller to a full-sized side-by-side duo stroller and back again to a mono; this makes it suitable for your first child, your second child, or both at the same time, or for twins. Almost as important, the Bugaboo Donkey meets parents' needs for more flexible and multiple storage spaces.

Above all, the Bugaboo Donkey is designed to be the only stroller your family will ever need.

Please complete the product registration card included in the packaging or register online at [bugaboo.com/register](http://bugaboo.com/register). The information you provide will only be used to contact you in the event of a necessary upgrade of your Bugaboo stroller.

The Bugaboo Donkey complies with:

- CPN Number 8 of 2007 and AS/NZS 2088:2013 Prams and Strollers - Safety Requirements.

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## in the box

Take a minute to check the contents of your packages, depending for which family situation you have chosen your Bugaboo Donkey (the numbers below refer to the boxes of the Bugaboo Donkey). If something is missing, please contact your retailer.



1 2

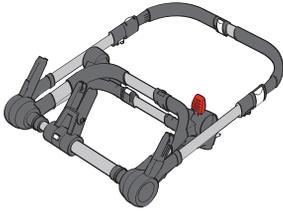


1 2 3 4

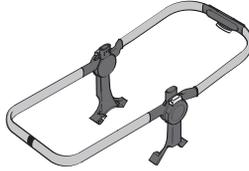


1 2 2 3 5

1



chassis



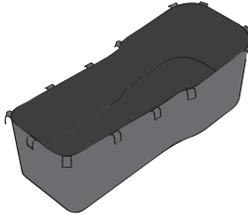
frame



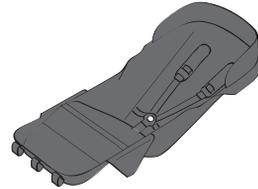
underseat basket



side luggage basket



carrycot



seat



swivel wheels



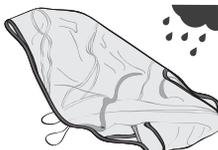
rear wheels



sun canopy wires  
and clamps



carry handle



raincover



air pump

2

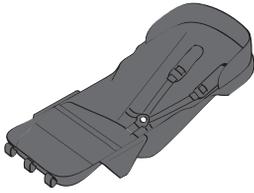


sun canopy

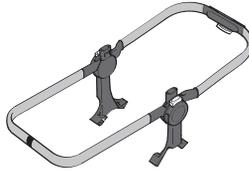


carrycot apron

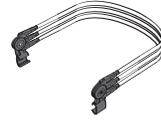
3



seat



frame



sun canopy wires  
and clamps



carry handle



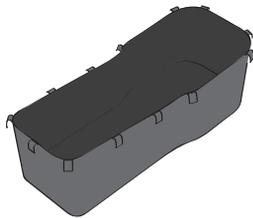
rain cover

4



sun canopy

5



carrycot

## user guide visual language

In this user guide we make use of a visual language. Below you can find the meaning of all visuals used.

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visual check OK



visual check wrong



audible click



movement in the indicated direction



instructions continue on next page

**3x**

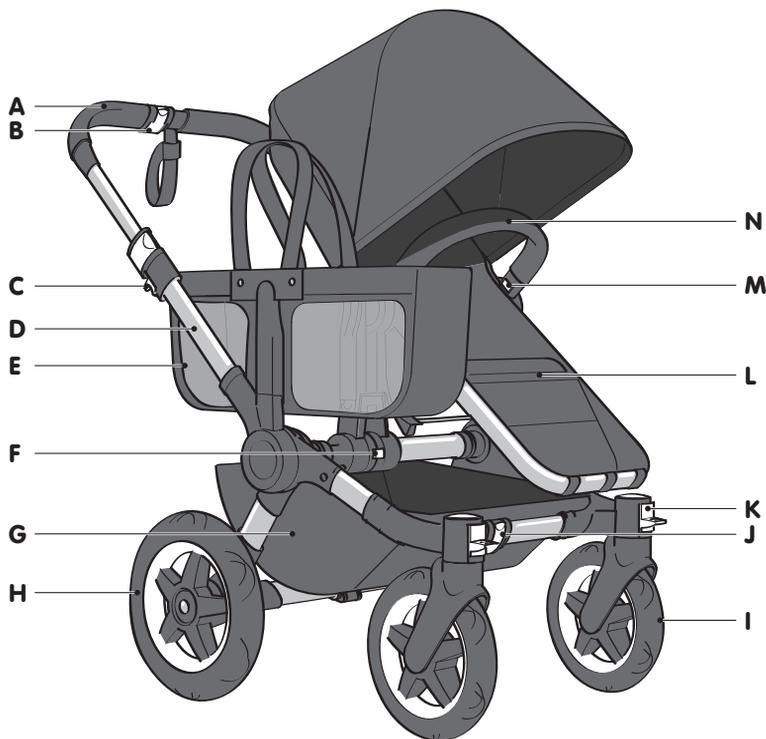
repeat action on similar part(s)



Some instructions require special attention for ensuring the safe use of the Bugaboo Donkey. When you see this symbol in the instructional part of the user guide, please refer to the warnings in the "WARNINGS" chapter.

## meet the bugaboo donkey

All the white parts of your Bugaboo Donkey are functional. They're the parts that allow you to adapt and change your Bugaboo Donkey.



- A. handlebar
- B. handlebar width adjustment clip
- C. folding lock
- D. chassis
- E. side luggage basket
- F. width adjustment button
- G. underset basket

- H. rear wheel
- I. swivel wheel
- J. front width adjustment clip
- K. swivel lock
- L. seat
- M. carry handle release button
- N. carry handle



- O. backrest adjustment handle
- P. folding lock with secondary lock
- Q. wrist strap
- R. apron
- S. carrycot
- T. carrycot wire

- U. brake
- V. rear width adjustment clip
- W. frame release button
- X. handlebar adjustment clip
- Y. sun canopy

# WARNINGS

## **I. general**

1. Read these instructions carefully before use and keep them for future reference. Your child's safety may be affected if you do not follow these instructions.
2. Failure to follow these warnings and conditions could result in serious injury or death.
3. **WARNING: TO AVOID INJURY OR DEATH:**
  - PUT ON ALL BRAKES WHENEVER YOU PARK THE STROLLER.
  - DO NOT LEAVE CHILDREN UNATTENDED.
  - SECURE THE CHILD IN THE HARNESS AT ALL TIMES.
  - DO NOT CARRY EXTRA CHILDREN OR BAGS ON THIS STROLLER.
  - MAKE SURE CHILDREN ARE CLEAR OF ANY MOVING PARTS IF YOU ADJUST THE STROLLER.
4. Do not use the Bugaboo Donkey if any part is broken, torn or missing.
5. This product is not suitable for running and skating.
6. Do not use your Bugaboo Donkey on the stairs or escalator.
7. Do not allow the Bugaboo Donkey to be used as a toy.
8. Ensure that all the locking devices are engaged before use.
9. Do not use the sun canopy in the extended position in combination with the rain cover. Suffocation hazard.
10. The seat cap serves as an important head barrier safety function. Always use the seat cap with the seat unit to avoid injury when using the Bugaboo Donkey.
11. To avoid danger of suffocation to babies and children dispose of plastic bags and packaging immediately.
12. **STRANGULATION HAZARD:** Child can strangle in loose restraint straps. NEVER leave child in carrier when straps are loose or undone. Strings can cause strangulation! do not place items with a string around a child's neck, such as hood strings or pacifier cords. Do not suspend strings over the bassinet/carry cot or cradle or attach strings to toys.
13. Do not use the Bugaboo Donkey near open flames or other sources of heat.

## **II. recommended weights**

14. The Bugaboo Donkey is suitable from birth and designed to accommodate your children from infant (0 months) to toddler (up to a weight of 17 kg (37.5 lb) per seat).

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- 15. Maximum weight for the side luggage basket is 5 kg (11 lb).
  - 16. Maximum weight for the underseat basket is 10 kg (22 lb).
  - 17. The product will become unstable if the manufacturer's recommended load is exceeded.
  - 18. Any load attached to the handlebar affects the stability of the stroller.
  - 19. Do not carry extra children or bags on this pram/stroller.
  - 20. Secure the child in harness at all times.
  - 21. Maximum weight for child in the carrycot is 9 kg (20 lbs).
  - 22. Maximum weight for child in the seat when used independently of the chassis is 9 kg (20 lbs)

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### III. using the carrycot or seat on the chassis

- 23. The carrycot is not intended for use by children older than 6 months or children who can sit unaided.
- 24. The carrycot is suitable only for a child who cannot sit unaided, roll over and cannot push itself up on its hands and knees. Maximum weight of the child: 9 kg (20 lb).
- 25. Do not use a mattress pad other than the one provided by Bugaboo.
- 26. Always use the crotch strap in combination with the waist belt.
- 27. The seat is not suitable for children under 6 months.
- 28. Avoid serious injury from falling or sliding out. Always use the harness.
- 29. Check that the seat unit attachment devices are correctly engaged before use.

### IV. using the carrycot independently of the chassis

- 30. Never use the carrycot or seat on a stand other than the Bugaboo stand (not available in every region). Refer to the Bugaboo Stand user guide.
- 31. Use only on a firm ground which is horizontal, level and dry. Never use on soft surfaces.
- 32. Do not let other children play unattended near the carrycot.
- 33. Never use the carrycot on an elevated surface: e.g. a table.
- 34. Never use the carrycot as a means to transport an infant in a motor vehicle.
- 35. SUFFOCATION HAZARD  
Infants have suffocated
  - In gaps between an extra pad and the side of the carrycot
  - On soft bedding. NEVER add a mattress, pillow, comforter, or padding.Use only the mattress pad provided by Bugaboo

### V. using the seat independently of the chassis

- 36. Use only on a firm ground which is horizontal, level and dry. Never use on soft surfaces.
- 37. Never use the seat on an elevated surface: e.g. a table.
- 38. The seat is not intended for prolonged periods of sleeping.

- 39. Always use the harness.
- 40. Do not use the seat for children heavier than 9 kg (20 lb).
- 41. Never use the seat as a means to transport children in a motor vehicle or bicycle.

**VI. using the two wheel position**

- 42. Always use the wrist strap when in two wheel position.
- 43. Do not use the carrycot/bassinet or car seat in the two wheel position.



Some instructions require special attention for ensuring the safe use of the Bugaboo Donkey. When you see this symbol in the instructional part of the user guide, please refer to the warnings in the "WARNINGS" chapter.



## important information

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- Do not assemble or use the Bugaboo Donkey until you have read the user guide.
- Check the safety of the Bugaboo Donkey before each use. Ensure that the seat fabric, the brake and the harness are all working properly, the handlebar is locked and that the seat is fitted correctly to the chassis.
- Check to see if the Bugaboo Donkey is damaged. You should ensure that any damaged or worn parts are repaired immediately.
- To ensure complete safety for your child do not use the Bugaboo Donkey until any damaged or worn parts have been repaired or replaced.
- Only use authentic Bugaboo replacement parts and Bugaboo accessories or products approved by Bugaboo for use with the Bugaboo Donkey. It is unsafe to use products that are not approved by Bugaboo.
- The Bugaboo Donkey frame (no. 180202 or 180202ZW01) should only be used with the Bugaboo Donkey chassis (no. 184250 or 184250ZW01). Do not use Bugaboo Donkey parts or components with any non-approved stroller or any other Bugaboo product.
- Do not use the Bugaboo Donkey near open flames or other sources of heat. Avoid exposing the Bugaboo Donkey to extreme temperatures.
- The Bugaboo Donkey is not resistant to saltwater.
- Always use the safety features of your Bugaboo Donkey, including locking devices, brake, the harness and the wrist strap (see this user guide for additional information). Check and maintain all safety features frequently.
- Take your child or children out of the Bugaboo Donkey when going up or down stairs and around steep or unstable conditions. Also, take extra care when going up or down a curb or other uneven surfaces.
- This vehicle requires regular maintenance by the user.
- The warranty does not cover damage to the Bugaboo Donkey caused by overloading, incorrect folding or the use of non-original accessories.
- The Bugaboo Donkey is designed to carry up to two children in the duo position and a third child on the wheeled board, according to the usage instructions.
- Never pick up the Bugaboo Donkey and chassis by the carry handle while your child is lying or sitting in the carrycot or seat.
- Do not put more than 7.9 kg (17 lbs) in one car seat or each when two car seats are attached to the stroller.
- Keep children and appendages away from the adapter interface when attaching the car seat or car seats.
- Do not allow children heavier than 20 kg (44 lb) to stand on the wheeled board.
- Be aware of the risk of open fire and other source of strong heat, such as electric bar fires, gas fires, etc. in the near vicinity of the carrycot.
- Never use the Bugaboo Donkey without the underseat basket attached to the chassis.
- Take your child or children out of the stroller when travelling by bus or train.



## maintenance tips

After a few tough months on the streets the Bugaboo Donkey may begin to get a bit dirty. These tips will help you take care of your Bugaboo Donkey and keep a smooth ride.

- Clean the chassis with a soft towel and lukewarm water and wipe off any remaining water with a dry cloth.
- Use a soft brush to clean sand and dirt from the mechanisms and sliding tubes of the chassis. Take care to brush away from any sliding joints.
- Use a sponge, warm water and liquid soap to gently rub off any dirt on the handlebar foam. Wipe clean any soap residue left on the handlebar.
- Use a brush and water to clean dirt on the wheels. Periodically, remove the wheels from the chassis and brush off any dirt or sand in the inside axle of the wheel.
- Do not over-inflate the wheels; maximum wheel pressure is 2 bars (29 psi). Follow the instructions from the user guide on how to inflate the wheels.
- Store your Bugaboo Donkey and its accessories in a dry place and leave them unfolded when wet to prevent mould.

For more tips on how to maintain your Bugaboo Donkey, visit [bugaboo.com](http://bugaboo.com).

## cleaning the fabrics

The Bugaboo Donkey carrycot and seat fabrics are detachable and machine washable. When washing, don't forget:

- maximum temperature 30°C/85°F (cold wash)
- do not use bleach or aggressive detergents
- do not tumble dry
- do not iron
- do not dry clean
- always wash separately

The seat cap is detachable and can be hand-washed at 30°C. Always reattach the seat cap to the seat fabric after washing.

Always check the fabric label before washing.

The aerated inlay of the mattress can be washed at 60°C. The aerated inlay is placed on top of the thicker foam mattress and can be taken off by removing the mattress cover. After washing, ensure that all mattress parts are replaced in their original positions, with the aerated inlay placed on top of the foam mattress. Do not use the mattress without the aerated inlay.

The Bugaboo Donkey side luggage basket and the underseat basket are non-washable, but can be wiped clean with a damp cloth.

## manufacturer's warranty (for Australia and New Zealand only)

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*(For Australia only) Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

You should ask the retailer about these.

As the manufacturer, Bugaboo International BV, which has its principal place of business in Amsterdam ("Bugaboo"), supplies the Bugaboo stroller ("product") under warranty, subject to the following conditions:

1. Bugaboo's warranty period is 24 months, from the date of purchase as indicated on the sales receipt. The remaining warranty period for the original product will apply for a replacement part or product or a repaired product.
2. Bugaboo's warranty applies only in the region (USA and Canada or Europe or Russia or Australia and New Zealand or Asia) in which the product was purchased. Bugaboo warrants that the product will be in compliance only with the statutory provisions and/or government regulations that apply in the region in which the product was sold. Bugaboo reserves the right to apply a different warranty for other regions.
3. Bugaboo's warranty provides a right to repair unless Bugaboo is of the opinion that replacement or return of the product is necessary. Bugaboo will bear the expense and risk of transport from and to the retailer ("the retailer") where you purchased the product, if the repair is covered by manufacturer's warranty.
4. To claim under Bugaboo's warranty you must provide Bugaboo with the following:
  - a copy of the dated purchase receipt,
  - a clear description of the complaint and
  - the defective product and/or photographs of the defective part or product.
5. Bugaboo's warranty is not transferable and may therefore only be invoked by the first owner.
6. Bugaboo's warranty does not affect any statutory rights you may have, for example the right to hold the retailer accountable for defects.

## what is covered by the Bugaboo's warranty?

Bugaboo's warranty applies in respect of the product and covers the following:

- all manufacturing defects in the chassis, frame and the wheels;
- all manufacturing defects in the adapters (frame and car seat adapters);
- zippers;
- all parts of the harness of the product;
- seams in the covering;
- Velcro®; and
- colourfastness.

## Bugaboo's warranty will be void in the following circumstances:

- If you have made or arranged for modifications or repairs to be made without first having received written permission from Bugaboo or the retailer.
- Defects resulting from neglect or an accident and/or from any use or maintenance other than that indicated in the user guide.
- If the serial number has been damaged or removed.
- Damage to the product caused by normal wear and tear.
- Incorrect mounting or installation of third-party parts that are incompatible with the product.
- Inadvertent or unintentional damage, abnormal use or insufficient care.
- Improper storage / product care.
- Damage to push bars or upholstery due to normal daily use of the product.
- Holes or tears in the tires.
- Damage due to improper use or due to failure to follow user guide.
- Damage due to repairs carried out by unauthorized persons or due to improper disassembly of the product.
- Transport damage (during air transport or other modes of transport): carefully inspect your product after it was shipped by the airline (or other carrier) and in case of any damage immediately file a claim with the carrier.
- Customer dissatisfaction with the product in terms of fit, weight, functionality, colour or design.

## Bugaboo's warranty conditions for Bugaboo special edition

If you have purchased a special edition of the Bugaboo stroller, go to [www.bugaboo.com/customer-service/special-editions](http://www.bugaboo.com/customer-service/special-editions) for a complete overview of Bugaboo's warranty conditions. Your Bugaboo Special Edition may fall within the scope of other warranty conditions than the warranty conditions described in this user manual.

Bugaboo reserves the right to stop manufacturing a particular model, colour, fabric or accessory, in this case Bugaboo will replace a part with a similar part, colour or fabric during the manufacturer's warranty period.

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## important

Bugaboo's warranty period for this product is 24 months from the purchase date indicated on the sales receipt. Save the sales receipt in a safe place and make a copy of it. It is even easier if you register your product at bugaboo.com and/or by using the warranty card enclosed. If you submit a claim under Bugaboo's warranty you must first contact your retailer. If your retailer is unable to repair the defect or if Bugaboo was your retailer you can contact Bugaboo by sending an e-mail to [serviceau@bugaboo.com](mailto:serviceau@bugaboo.com) or dial 02 9091 0322 or by mail to Bugaboo Australia Pty Limited, Service Department Suite 2, Level 2 156 Edgecliff Road Woollahra NSW 2025 Australia. For complaints that arise outside Bugaboo's warranty period you must also contact the retailer or you can contact one of our service centres. You can find an up-to-date list of service centres at [bugaboo.com](http://bugaboo.com).

Bugaboo reserves the right to amend these warranty provisions. You can find the most up-to-date warranty provisions on our website: [www.bugaboo.com](http://www.bugaboo.com).

## replaceable parts

We pride ourselves on creating products based on high quality and standards. That's why only genuine Bugaboo parts or parts which have been approved by Bugaboo should ever be used in conjunction with the product. If you need to replace a part of your Bugaboo stroller, please contact your retailer, or visit [bugaboo.com](http://bugaboo.com) for an extensive list of retailers near you.

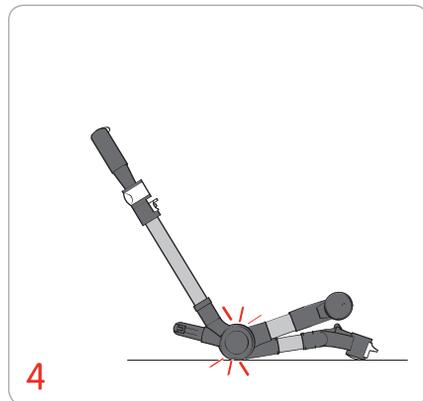
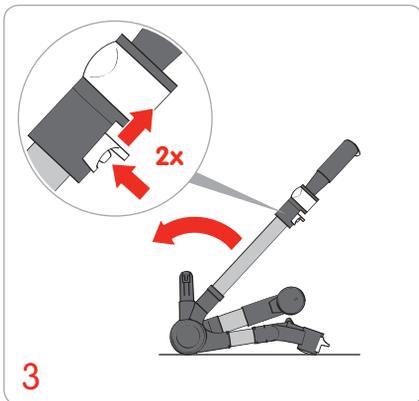
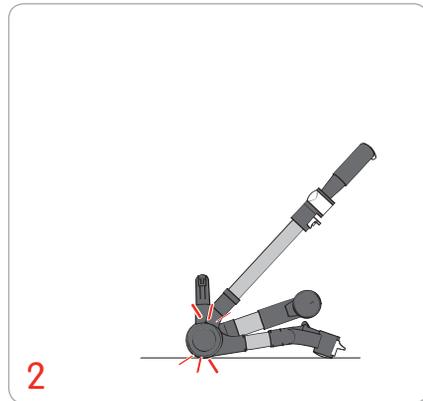
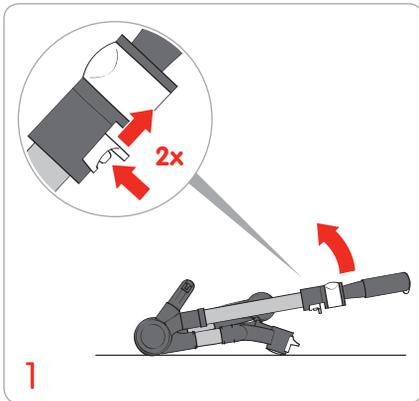
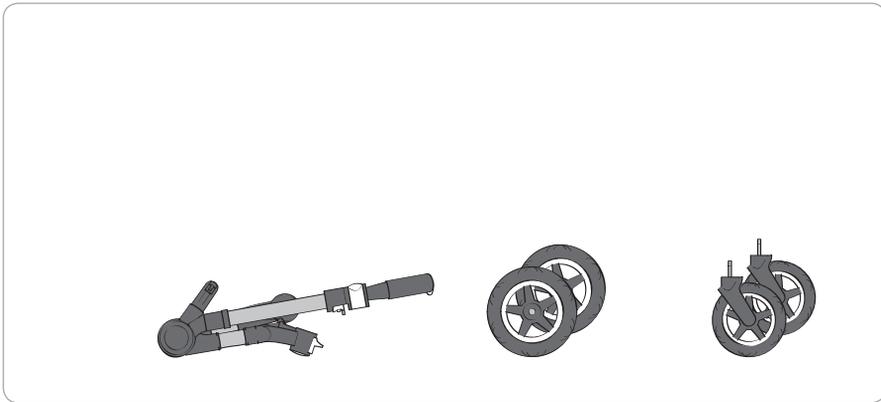
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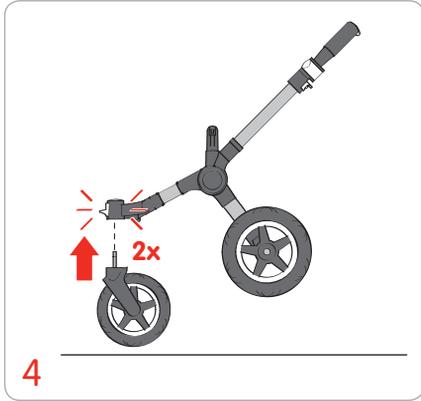
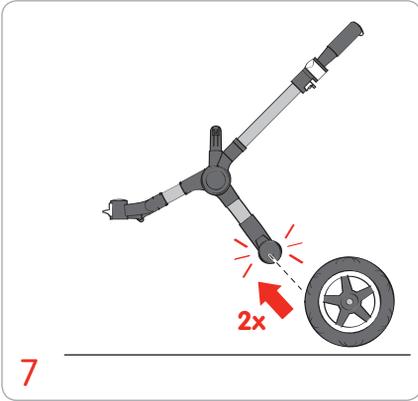
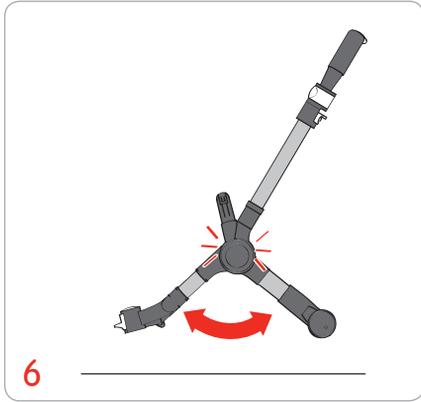
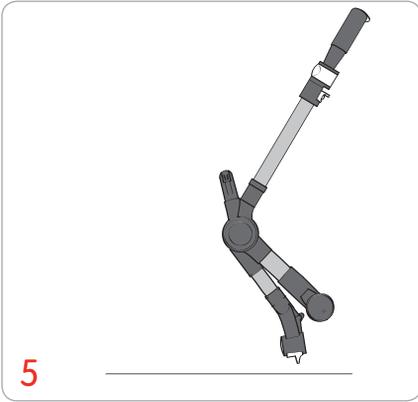
Before you start using your Bugaboo, make sure you fill out the product registration form on line at [bugaboo.com](http://bugaboo.com).

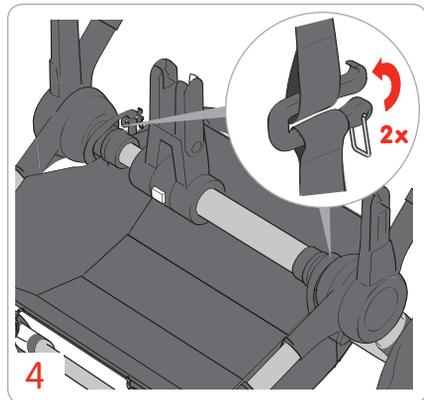
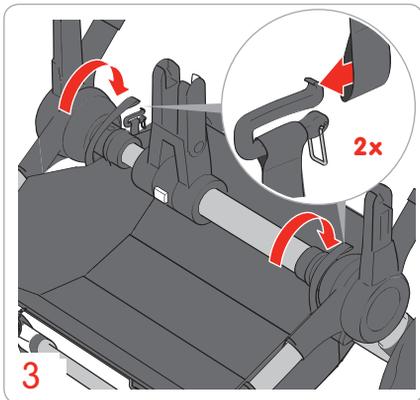
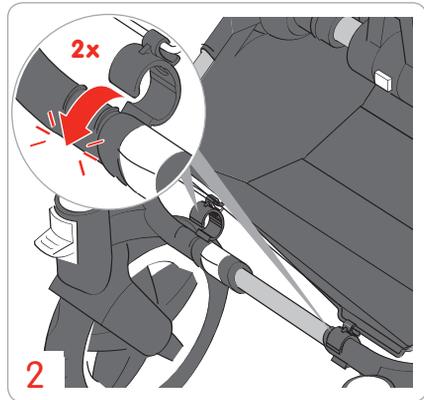
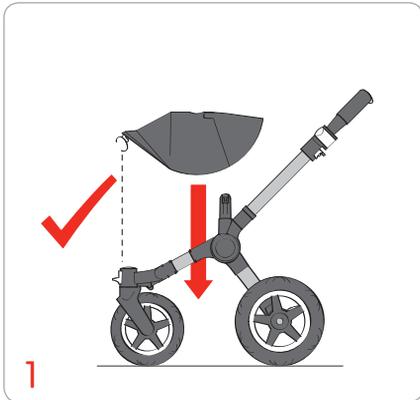
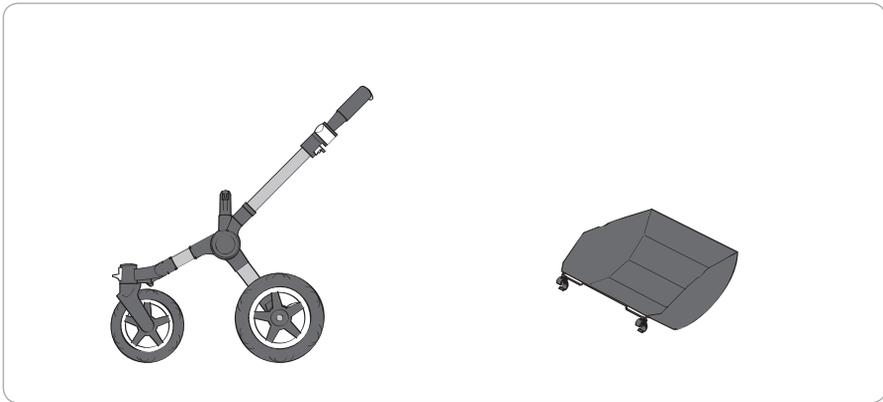
We are always interested in your feedback and would like to hear your comments on the Bugaboo stroller or any other Bugaboo product. Please send us an email at [service.au@bugaboo.com](mailto:service.au@bugaboo.com), or visit our web site at [bugaboo.com/](http://bugaboo.com/) register to create your personal account and sign up to participate in Bugaboo consumer research and receive the Bugaboo online newsletter.

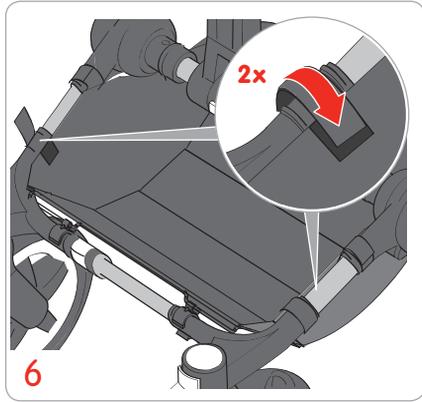
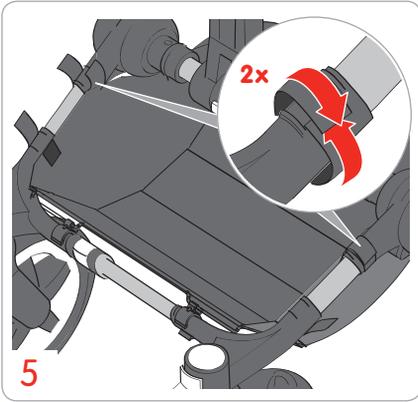


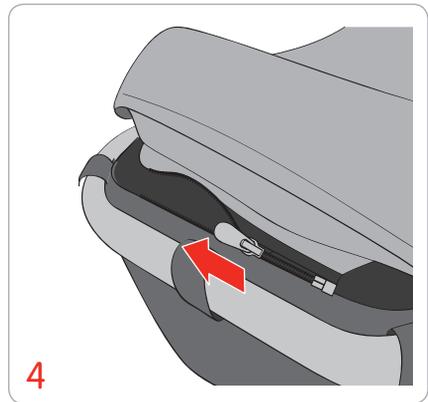
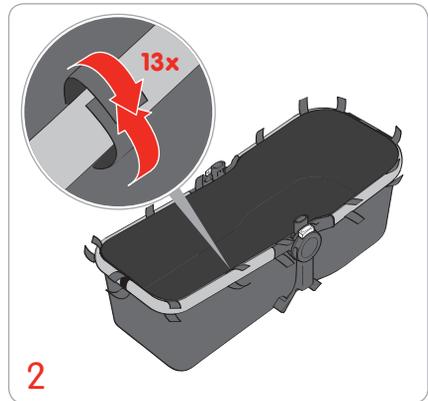
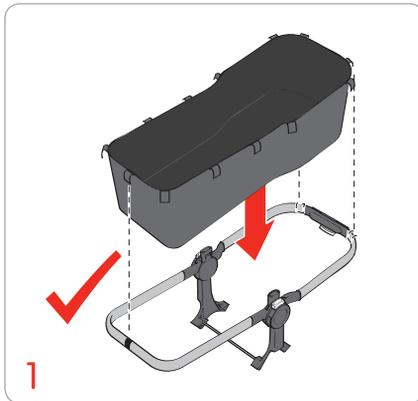
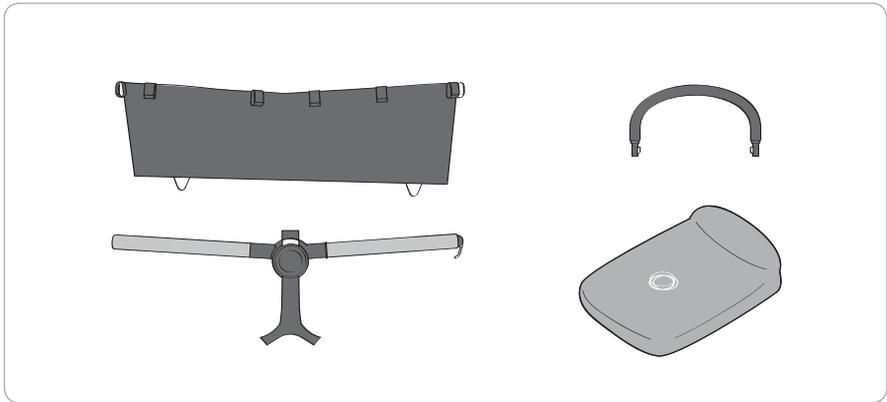


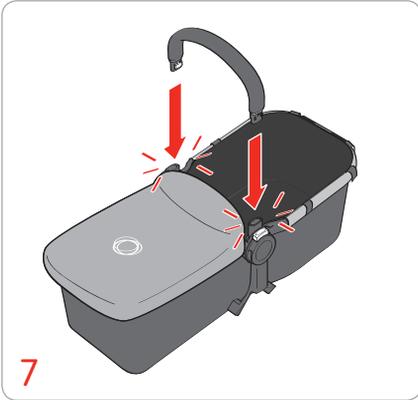
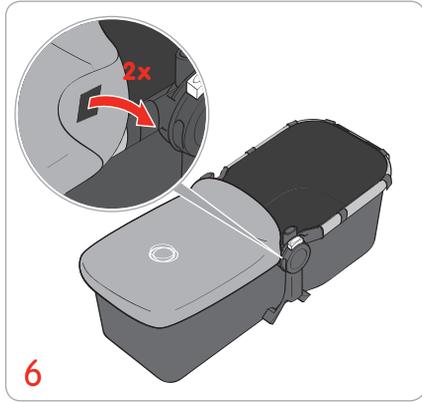


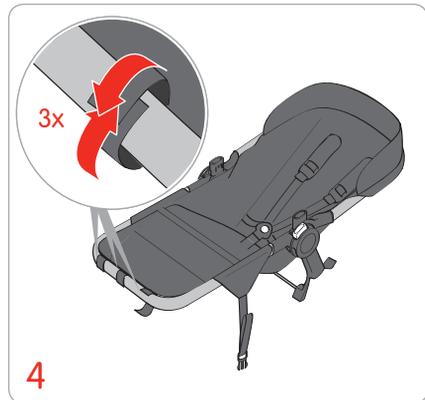
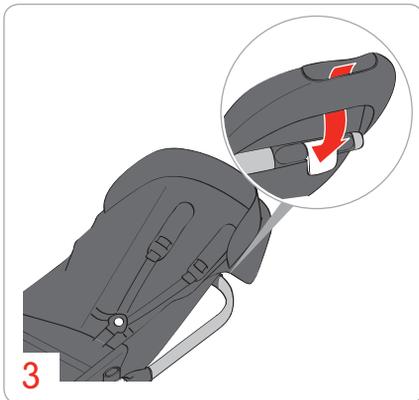
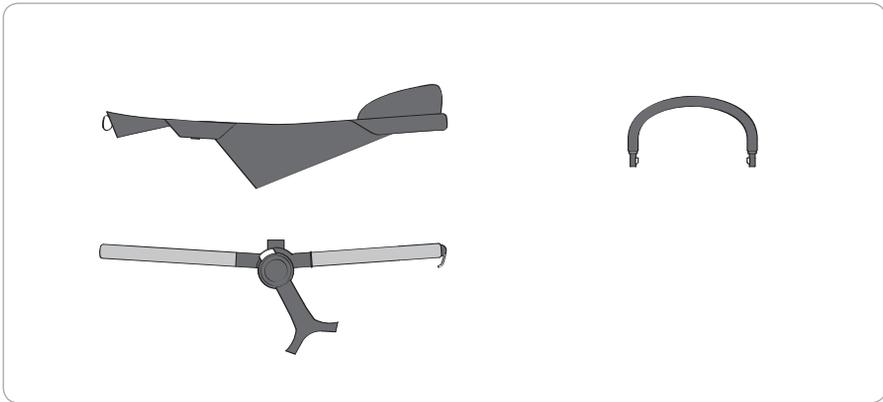


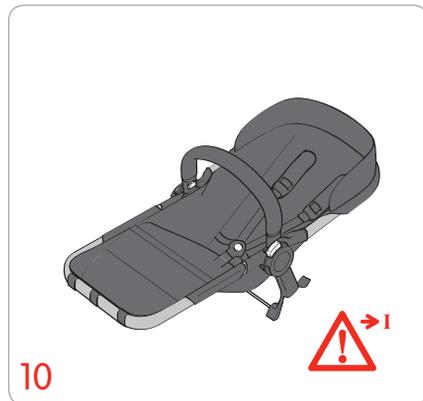
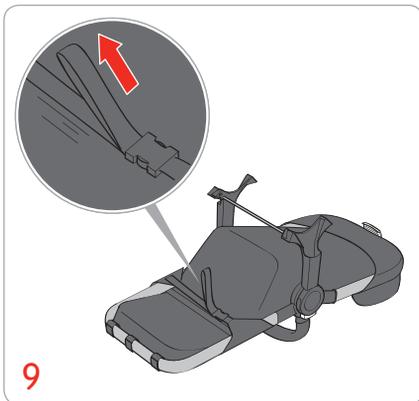
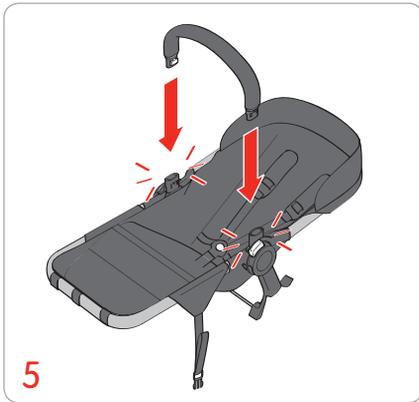


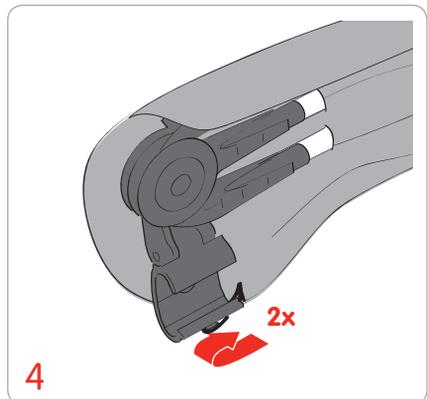
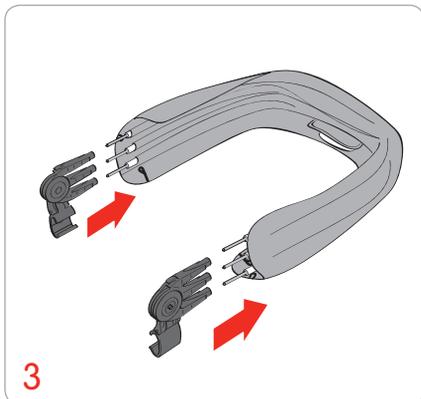
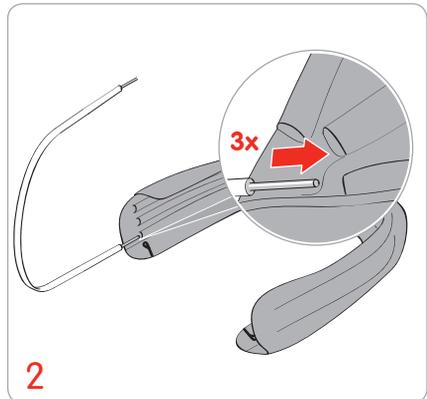
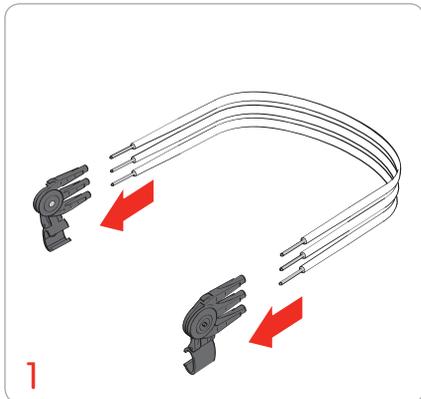
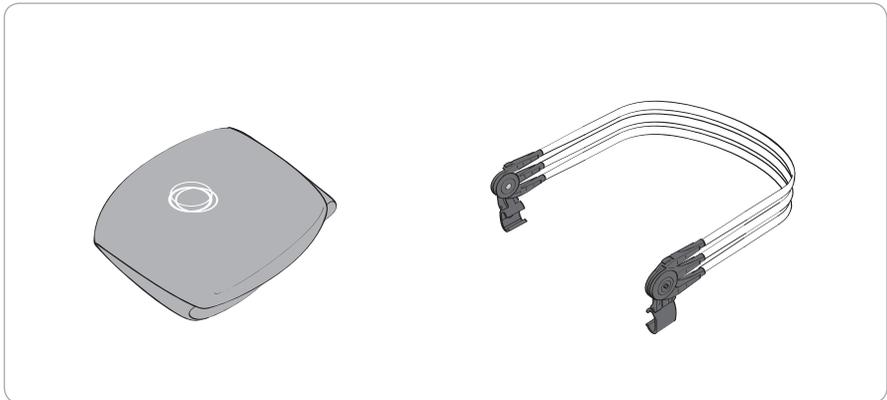


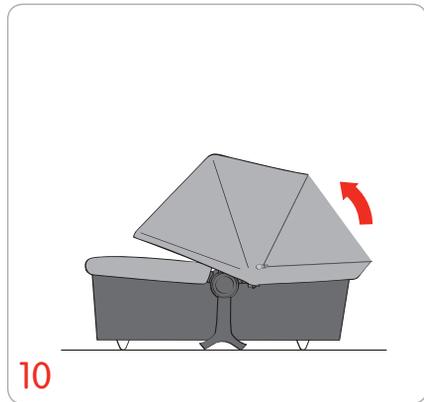
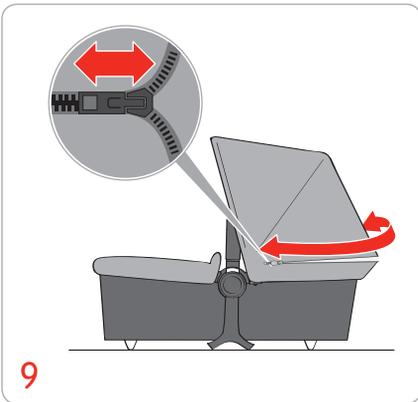
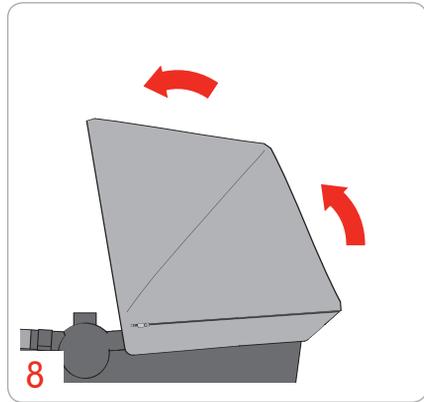
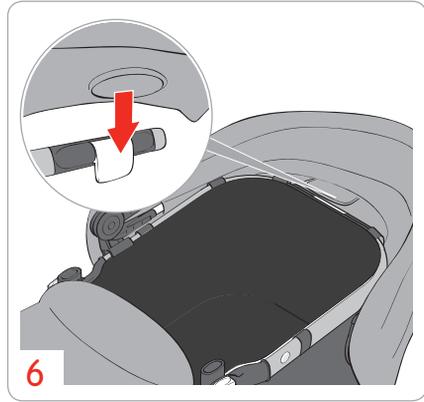
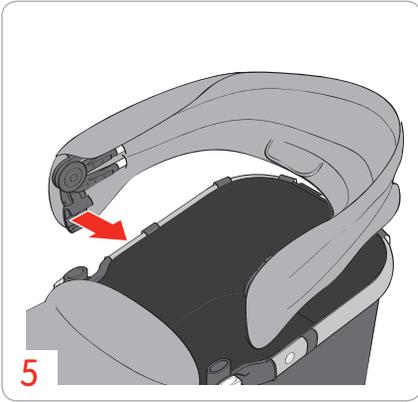


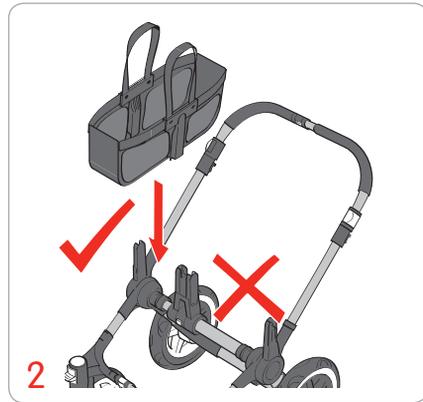


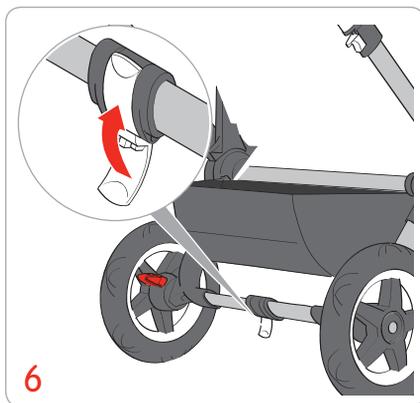
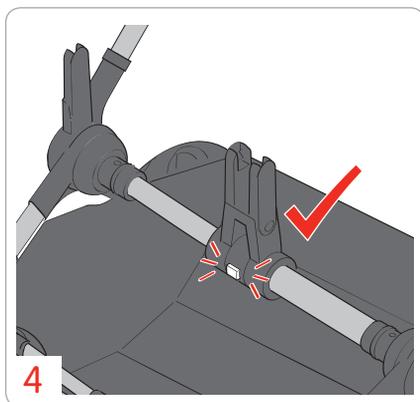
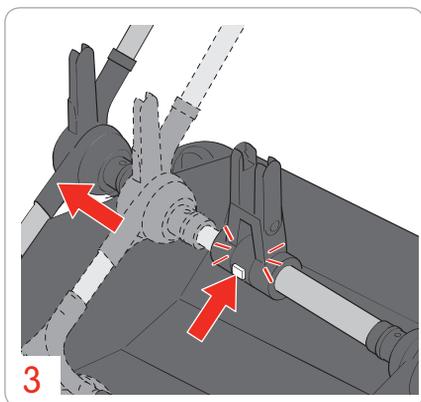
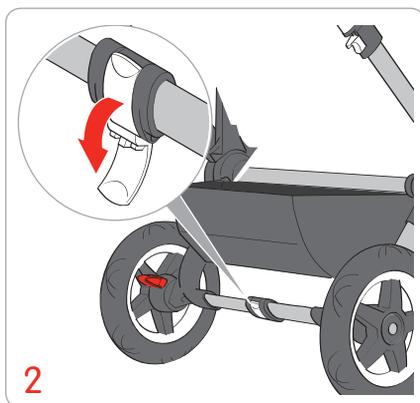


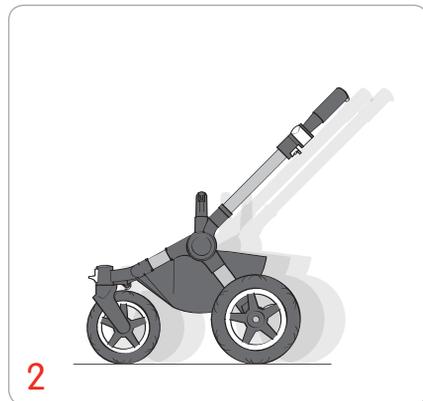
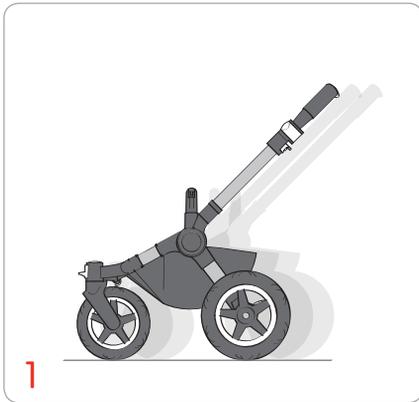


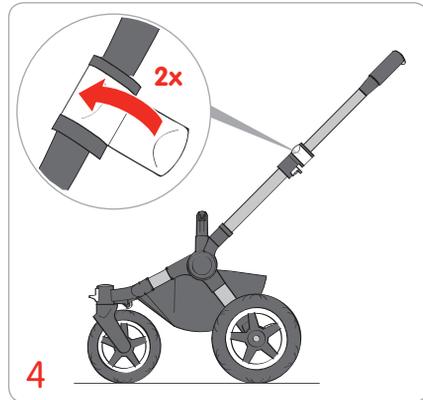
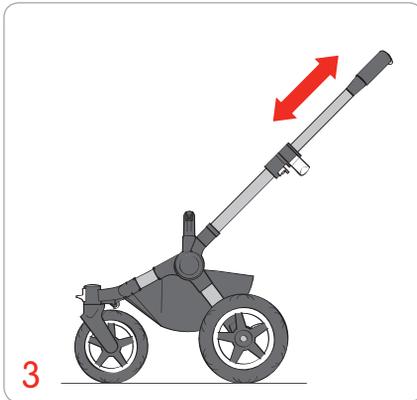
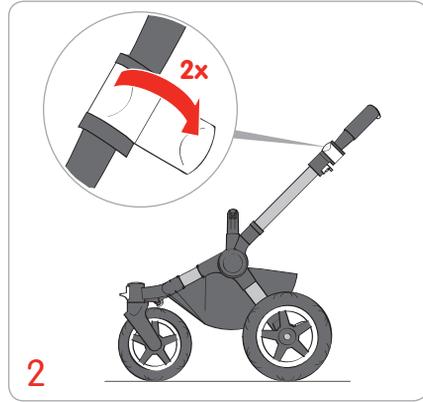
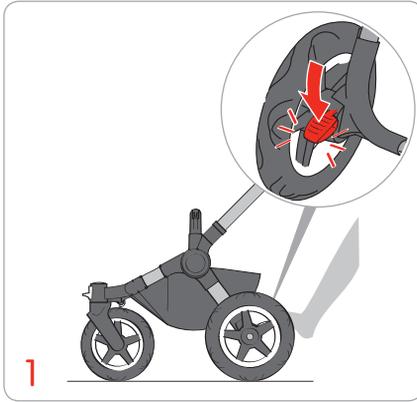


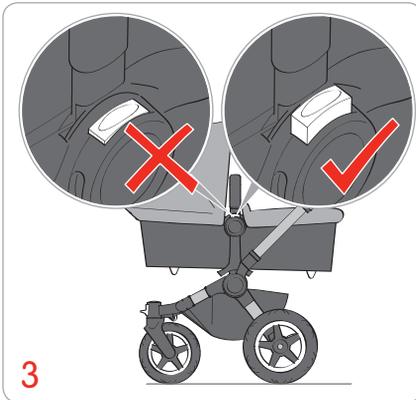
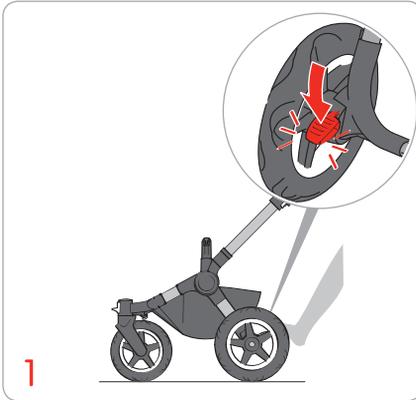


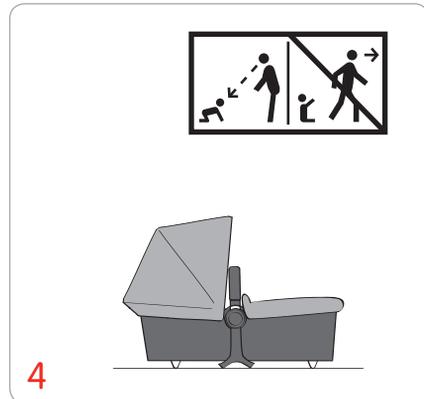
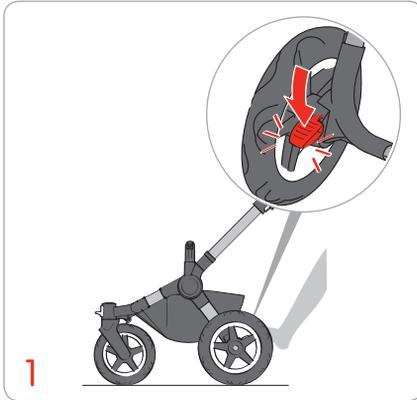


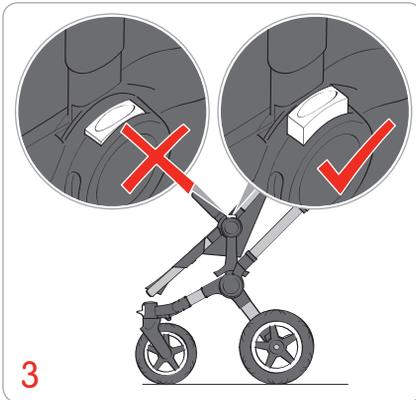


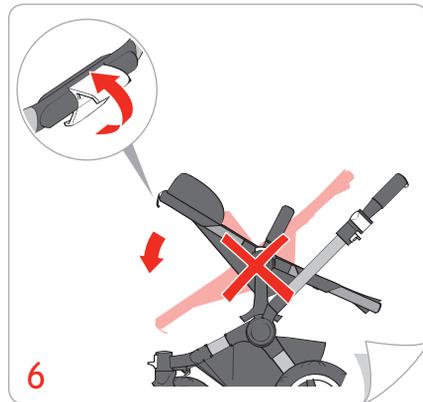
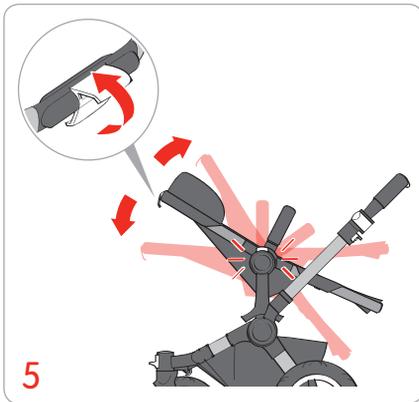
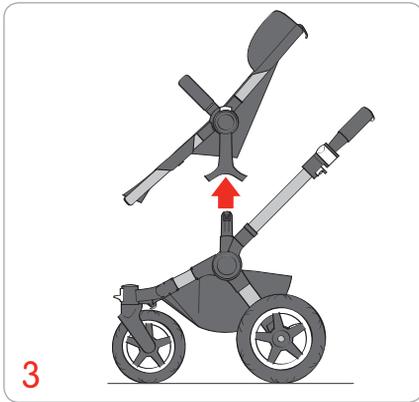
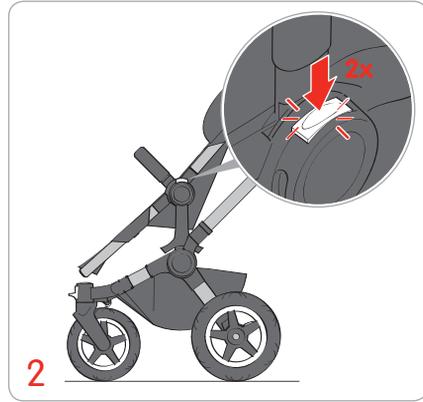


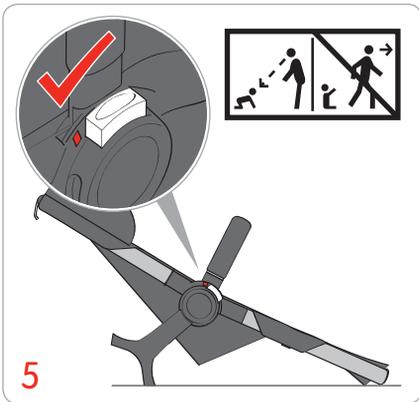
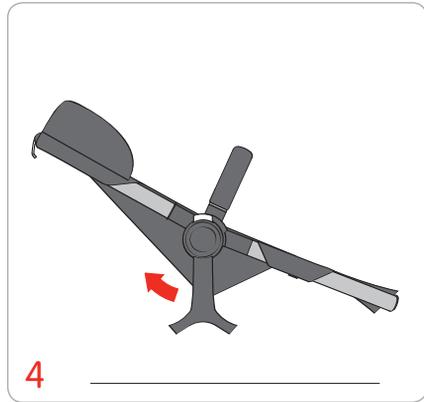
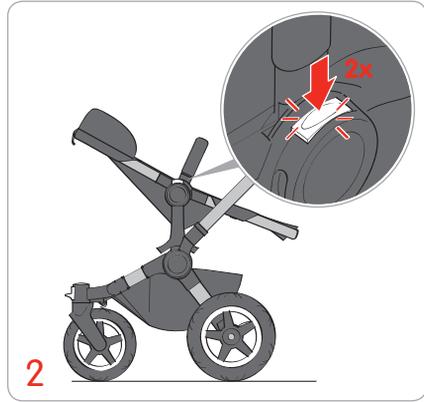


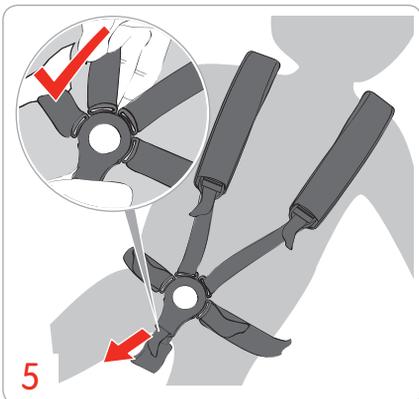
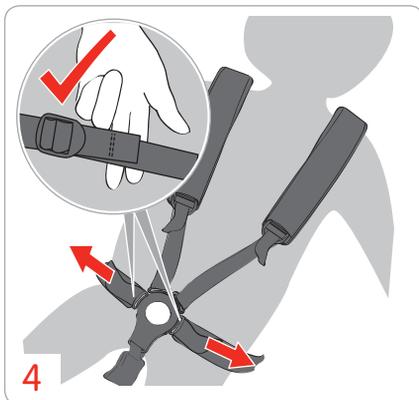
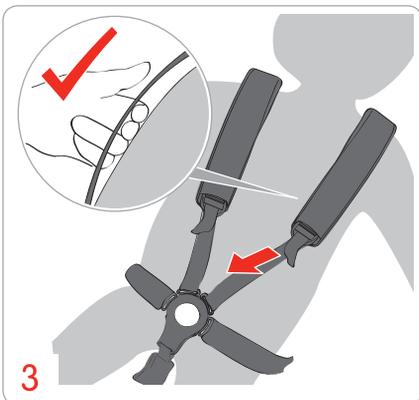
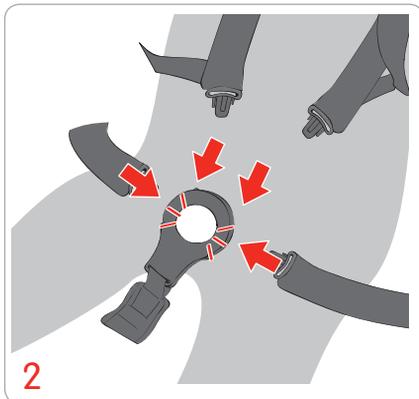
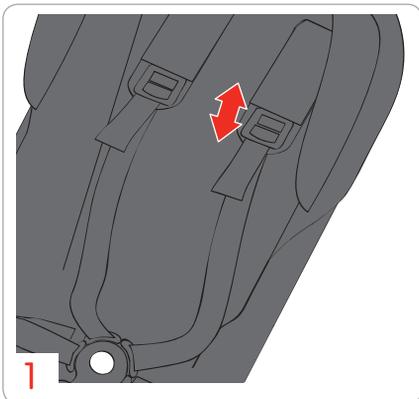


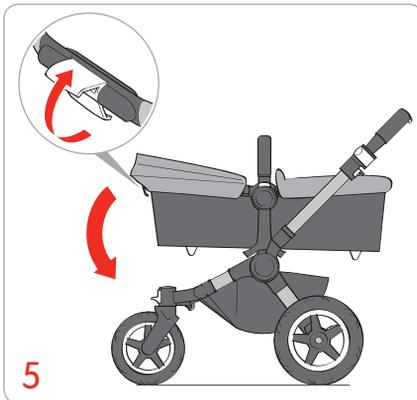
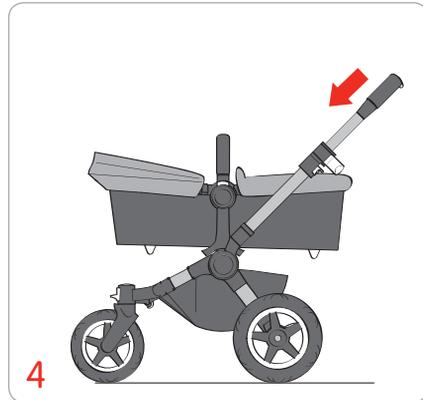
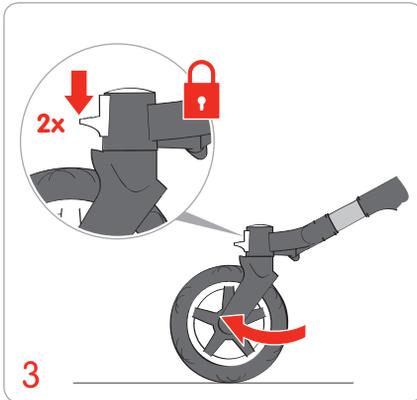


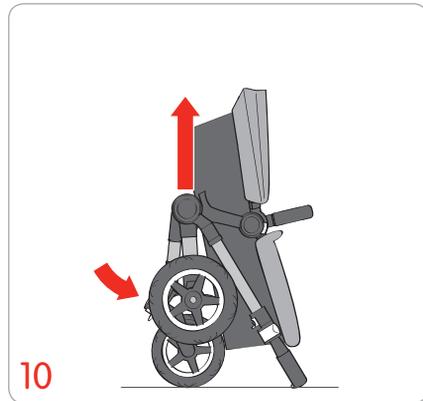
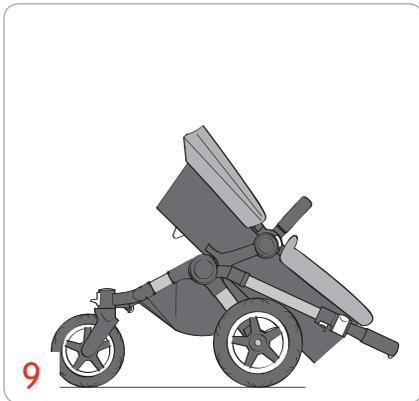
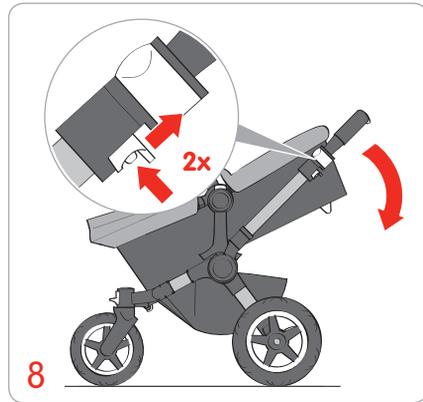
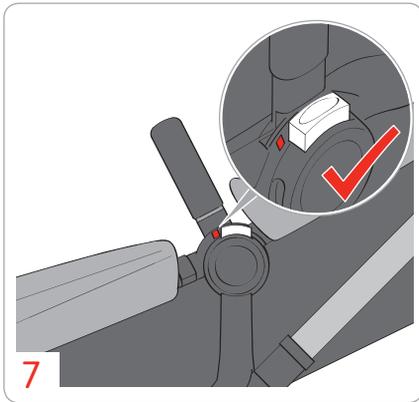


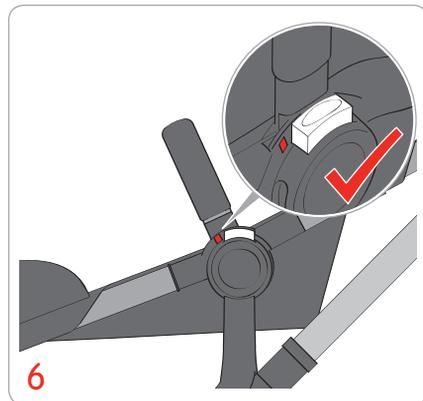
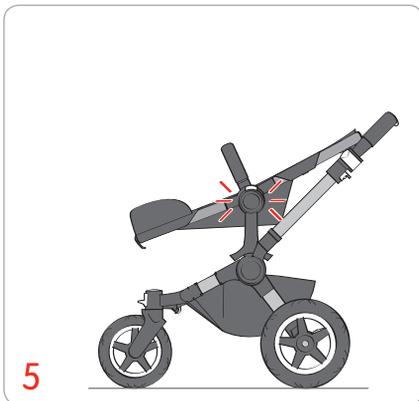
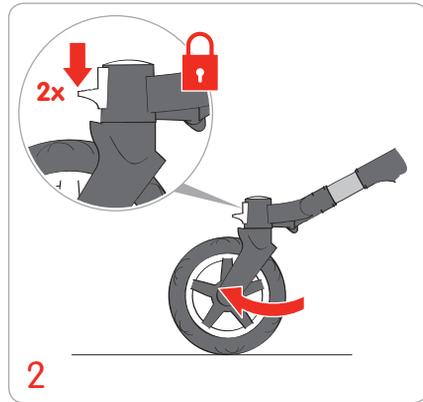


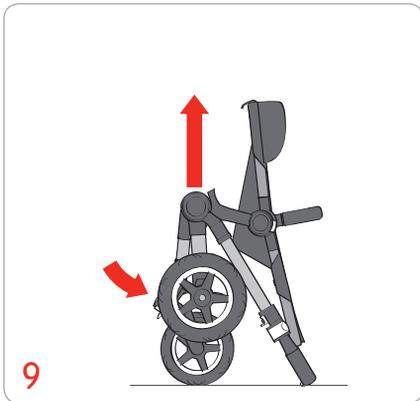
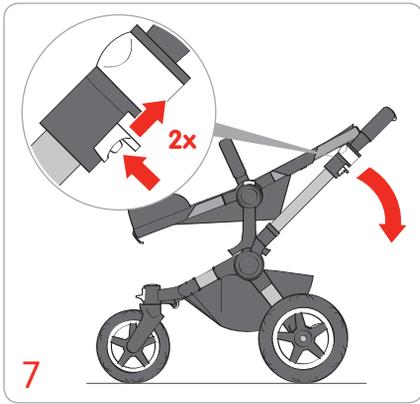


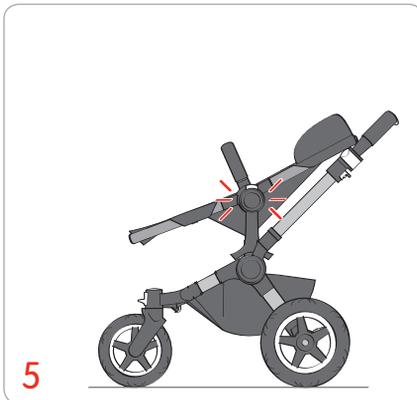
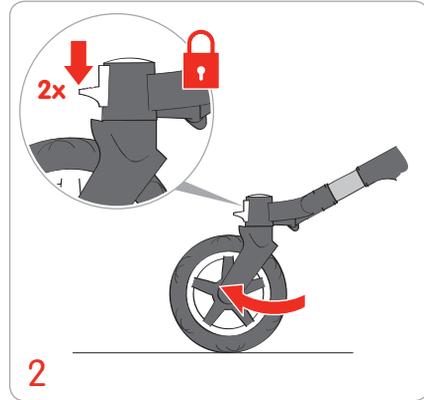


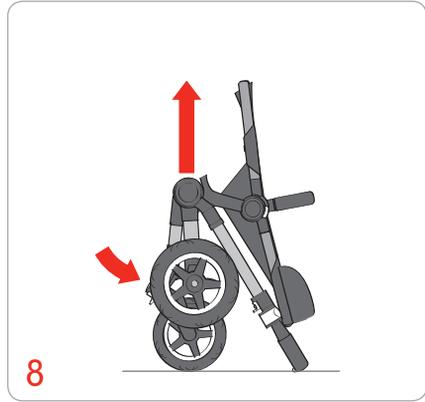
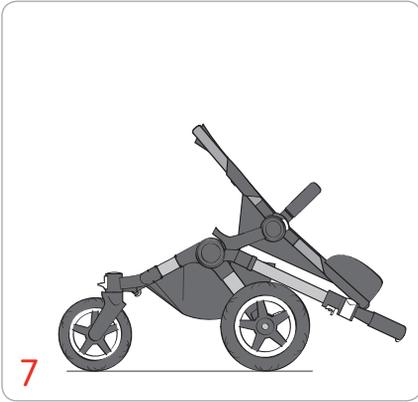


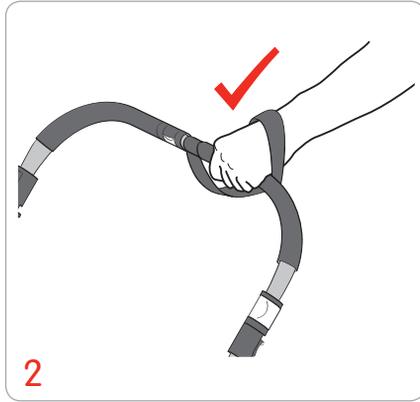
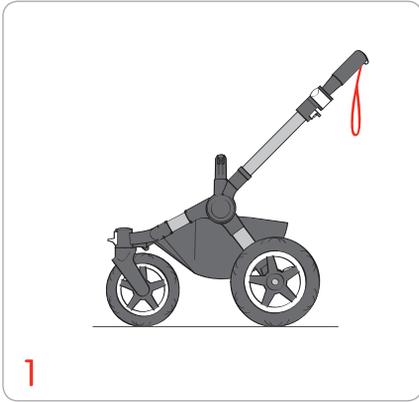


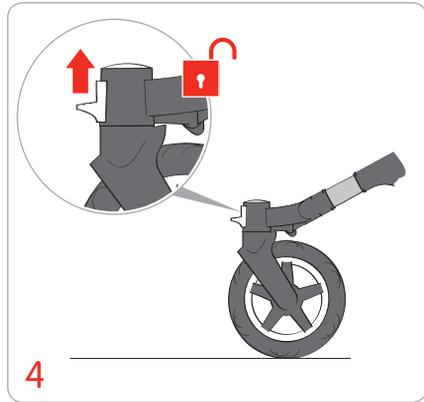
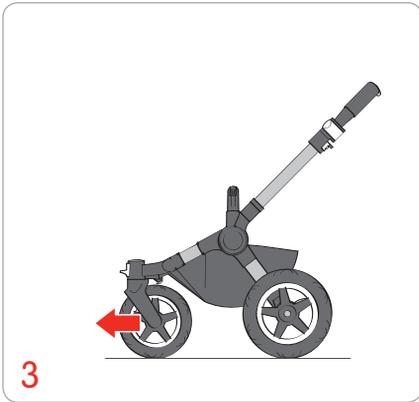
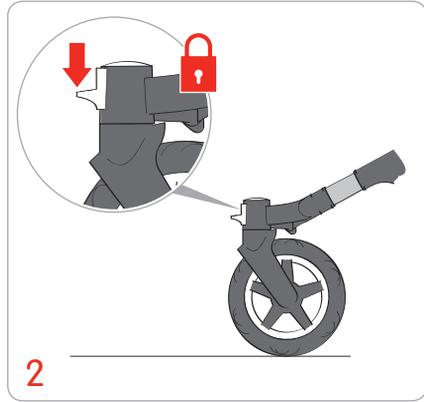
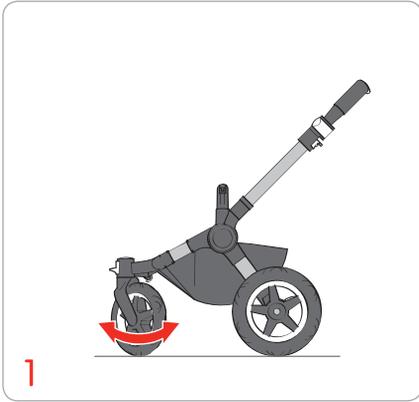


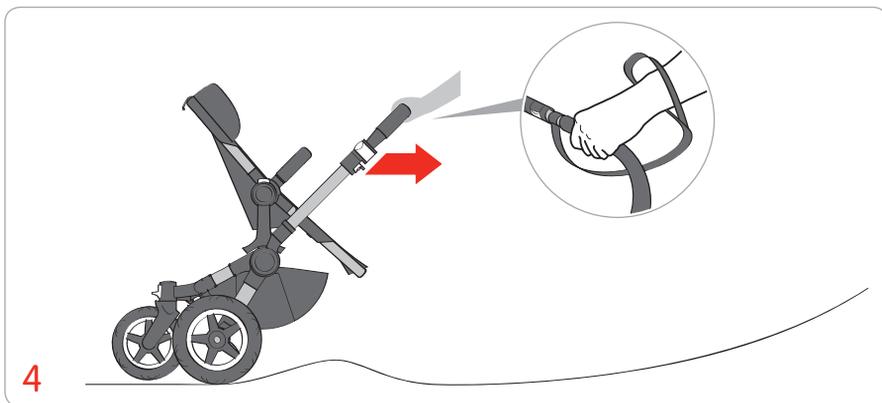
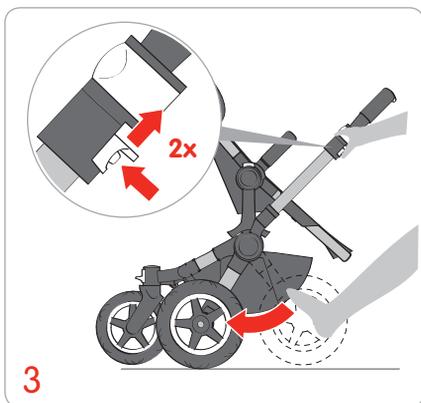
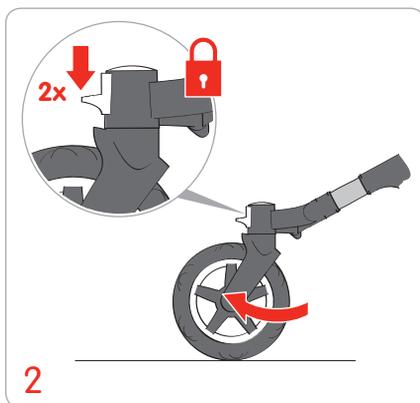




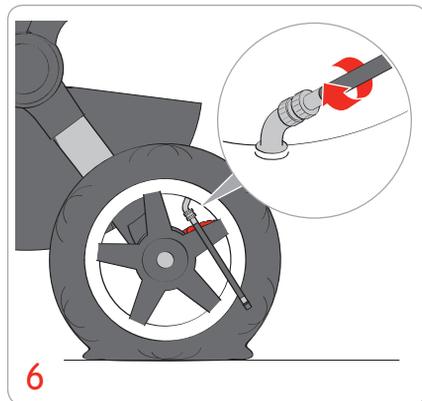
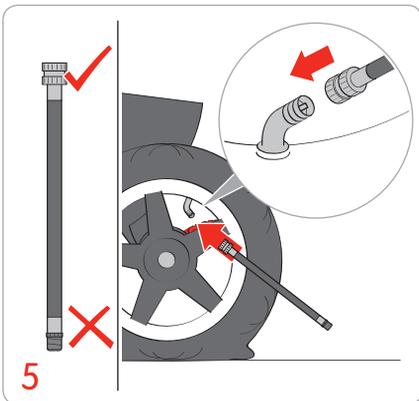
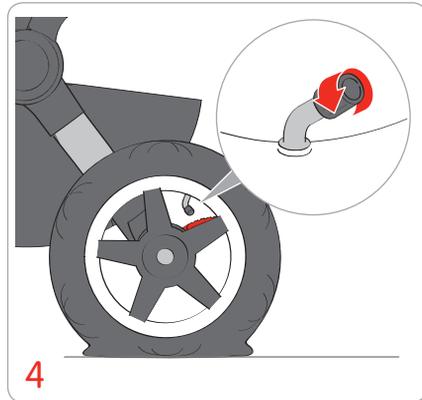
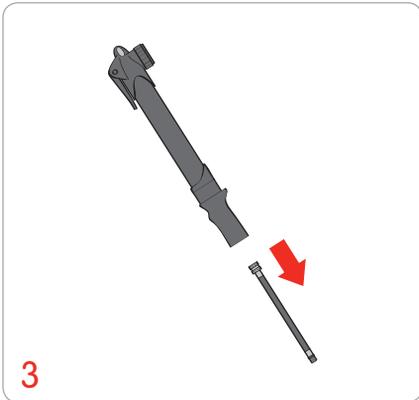
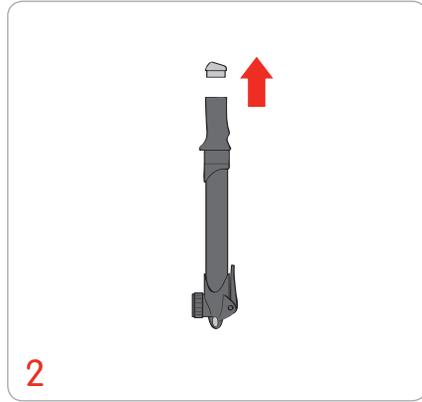
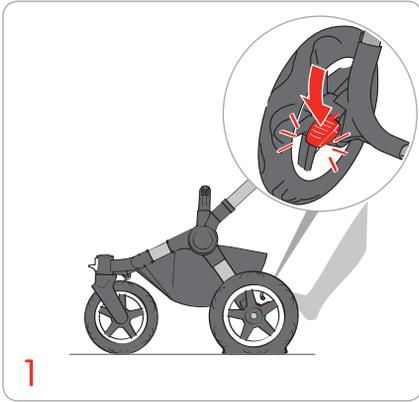


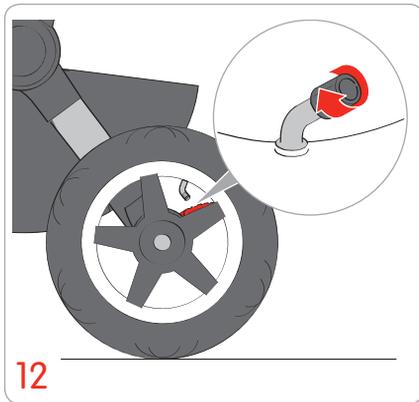
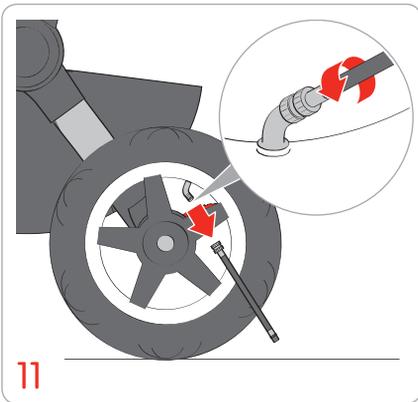
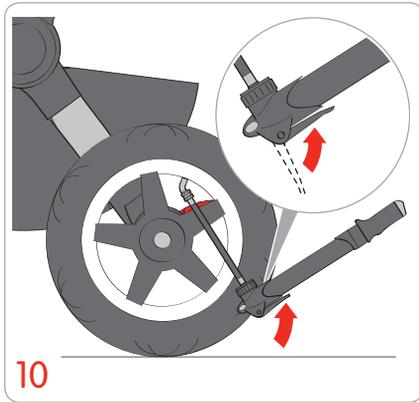
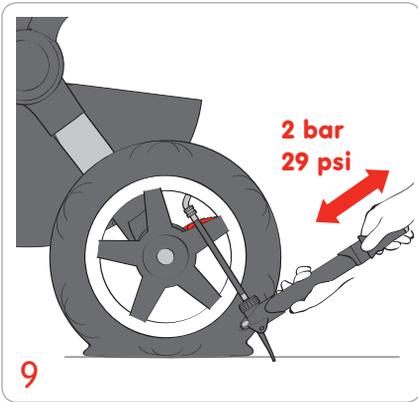
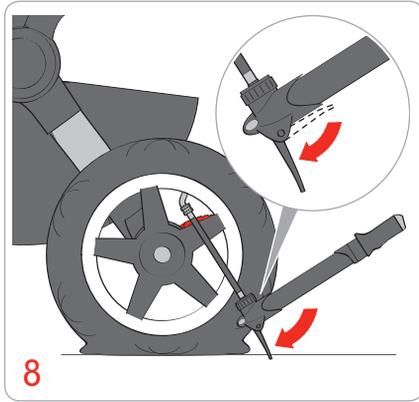
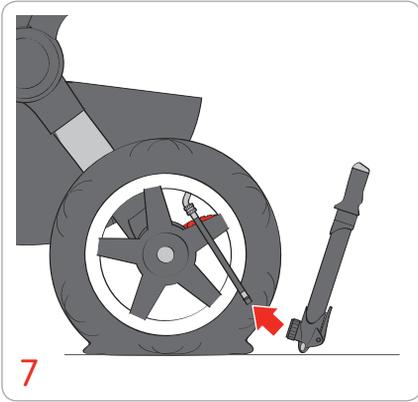


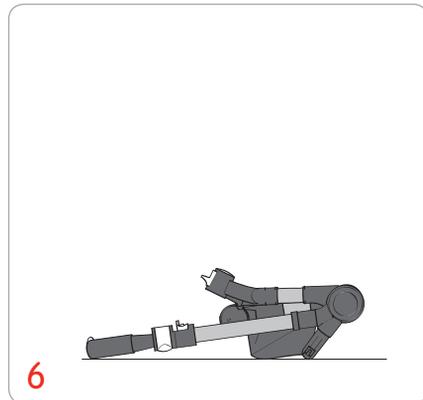
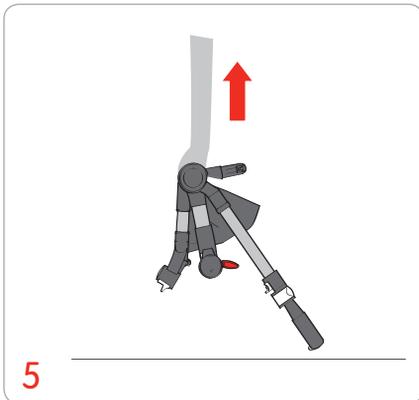
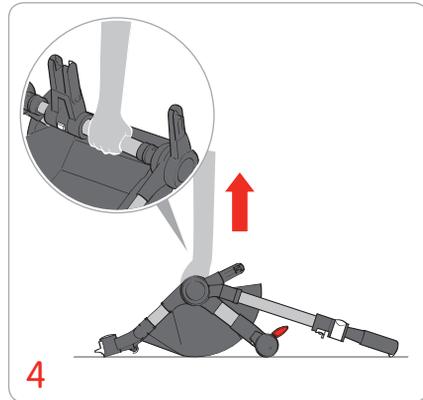
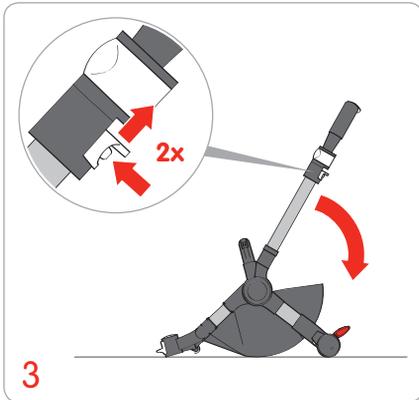
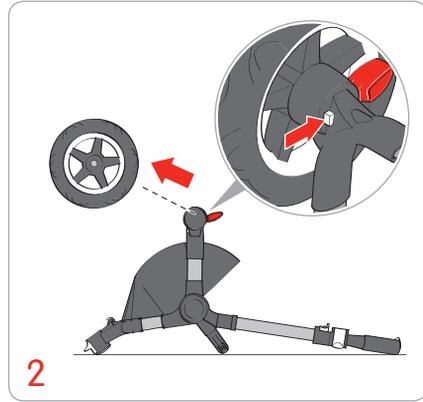
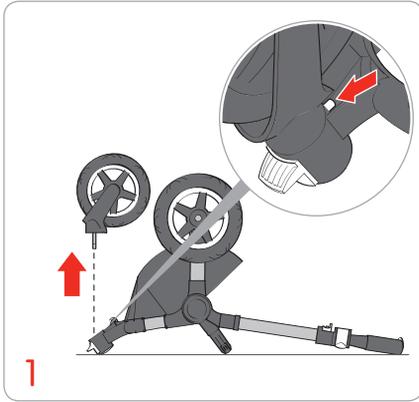


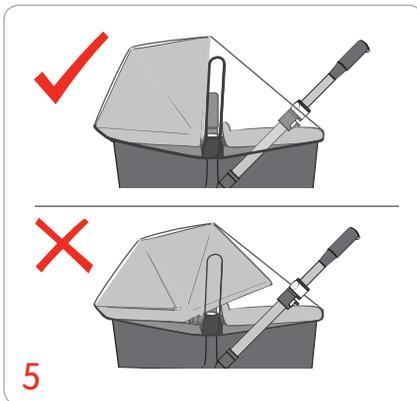
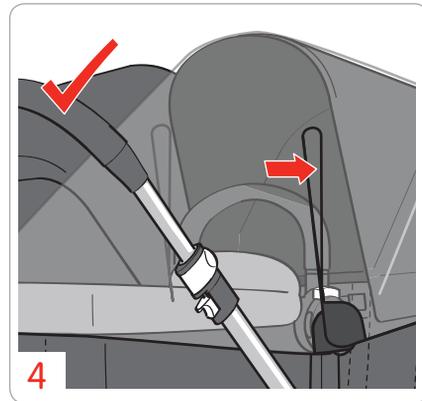
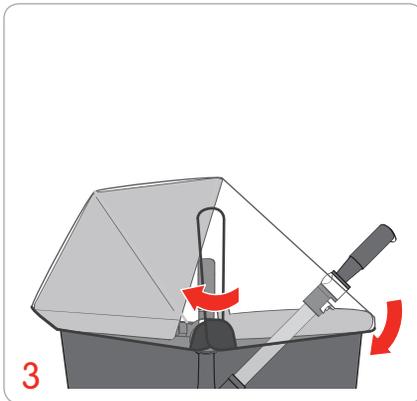
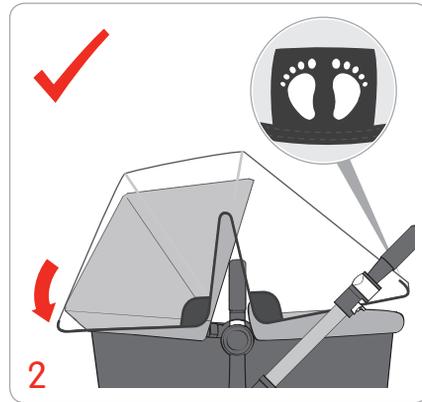
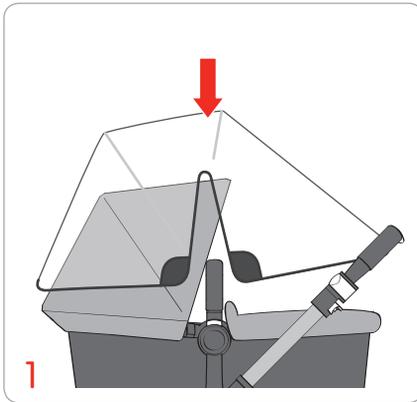
















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