

# Joywhale

## 24V RIDE ON TRUCK

- Suitable for 37-95 months
- Maximum user weight: 88lbs/ 40kg
- Adult assembly required

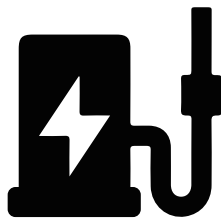




Please install this ride-on car according to the instruction and the installation video on the detail page of your purchased product.

## **Charge for 4-6 hrs before initial use.**

After initial charge, follow the normal recommended charging time.



# ① SAFETY

<b>NOTE</b>	For best performance, only use this vehicle on flat and hard surfaces
<b>AGE RANGE</b>	37-95 months
<b>WEIGHT CAPACITY</b>	88LBS(40KG) is the maximum weight for 2 riders

## **⚠ WARNING!**

- This product contains small parts. Keep children away during assembly. Make sure to remove all packaging material and parts from underneath the vehicle body.
- Never open the battery. Batteries contain lead and lead compounds(acids).
- Limbs, hair and clothing can get caught in moving parts. Always wear shoes, keep limbs away from moving parts and do not wear loose clothing while operating this vehicle.
- This vehicle does not have separate braking system. Do not leave a child unattended during operation. Do not use it in a location that may require emergency stop function as this could result in loss of control, which may cause serious injury or death.
- Use of this vehicle near streets, motor vehicles, steps, bodies of water, sloped surfaces, hills, wet areas, flammable vapors, in alleys, at night or in the dark could result in an unexpected accident.
- Use of this vehicle in unsafe conditions such as snow, rain, loose dirt, mud, sand or gravel may result in an unexpected accident such as tipping over and could damage the electrical system or battery.

- Do not operate this vehicle in an unsafe manner. Examples include but are not limited to:
  - Pulling the vehicle with another vehicle or similar device
  - Allowing more than two children to ride
  - Pushing the user
  - Traveling at an unsafe speed

## **WARNING!**

- Use of a battery or charger other than the supplied rechargeable battery and charger may cause a fire or explosion. Only use the supplied battery and charger.
- Use of the rechargeable battery and charger for any other product may result in overheating, fire or explosion.
- Never use the supplied rechargeable battery and charger with another product.
- Explosive gases are created during charging. Charge the battery in a well ventilated area. Do not charge the battery near heat or flammable materials.
- Contact between the positive and negative terminals may result in fire or explosion. Avoid direct contact between the terminals. Picking up the battery by the wires or charger can cause damage to the battery and may result in a fire. Always pick up the battery by its case or handles.
- Liquids on the battery may cause fire or electric shock. Always keep all liquids away from the battery and keep the battery dry. Contact or exposure to battery leakage (lead acid) may cause serious injury. If contact or exposure occurs immediately call your physician. If the chemical is on the skin or in the eyes, flush with cool water for 15 minutes. If the chemical was swallowed, immediately give the person water or milk. Do not give water or milk if the patient is vomiting or has a decreased level of alertness. Do not induce vomiting.
- Battery posts, terminals and related accessories contain lead and lead compounds(acid).

- Tampering or modifying the electric circuit system may cause a shock, fire or explosion and permanently damage the system. Exposed wiring and circuitry in the charger may cause electric shock. Always keep the charger housing closed.

## **⚠ WARNING!**

- Never leave a child unattended.
- Always sit in the seat when using this vehicle.
- Keep your hands, hair and clothes away from moving part.
- Always wear shoes when operating this vehicle.
- Children under 3 years of age cannot use the vehicle.
- Only drive on level ground.
- Do not go near swimming pools or other bodies of water, drop-offs or up and down steep inclines.
- Do not drive the vehicle into loose dirt, mud, sand, fine gravel or on wet surfaces.
- Do not drive the vehicle on streets or near cars.

Name	Specification
Battery	24V 7AH
Suitable age	37-95 months
Loading capacity	88lbs (40kg)
Product size	46.5*32.7*26.4 inches (118*83*67cm)
Speed	2.8-3.4mph (4.5-5.5km/h)
Charge/Use time	charge 8-12 hours / use 1-2 hours
Charger	Output: 24V
Motor	200W*2

The above parameters are selected by the customer, and the specific parameters shall be subject to the actual sample.

## ② Parts List: ( Name and Quantity )



2 PERSON  
ASSEMBLY



APPROXIMATELY  
45 MIN ASSEMBLY



SCREWDRIVER  
(BRING YOUR OWN)

Car body



1 PCS

Windshield



1 PCS

Steering wheel



1 PCS

Front wheel



2 PCS

Rear wheel



2 PCS

Wheel cover



4 PCS

Seat



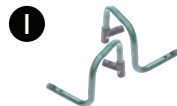
1 PCS

Steering plate



1 PCS

Iron handlebar



2 PCS

Exhaust pipe



2 PCS

Handlebar decoration



1 PCS

Seat plate



1 PCS

Rear fender



2 PCS

Motor



2 PCS

Small plastic cover



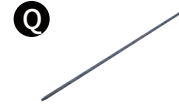
2 PCS

Spanner



2 PCS

Rear axle



1 PCS

Big washer



6 PCS

Nut



4 PCS

M4x14 flat screw



8 PCS

M4x30 flat screw



6 PCS

M6x12 screw and M6 nut



each 2 PCS

Remote control



1 PCS

Charger



1 PCS

Trunk fixing plate



1 PCS

Guide book



1 PCS

Small washer



1 PCS

Cotter pin

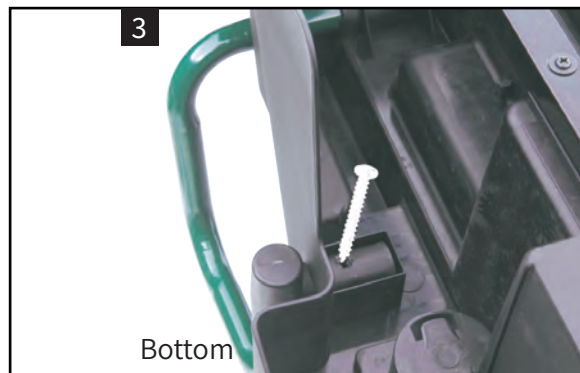
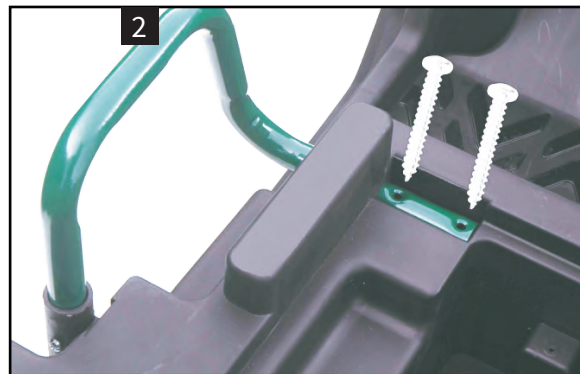
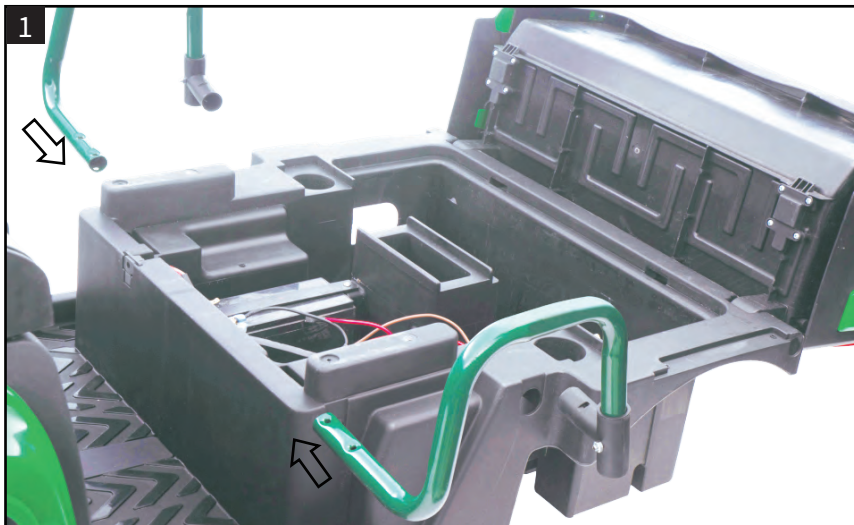


1 PCS

## ③ Installation Order Diagram

### Part 1. Iron handlebar assembly

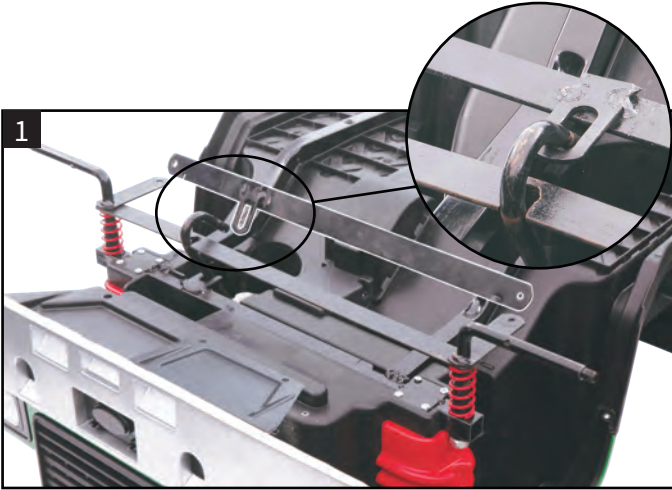
1. Insert iron handlebar into the reserved place on the car body according to the arrow.
2. Use 2pcs M4x30 flat screw to tighten. The same way for the other side.
3. Turn the car body over, use 1pcs M4x30 flat screw to tighten. The same way for the other side.



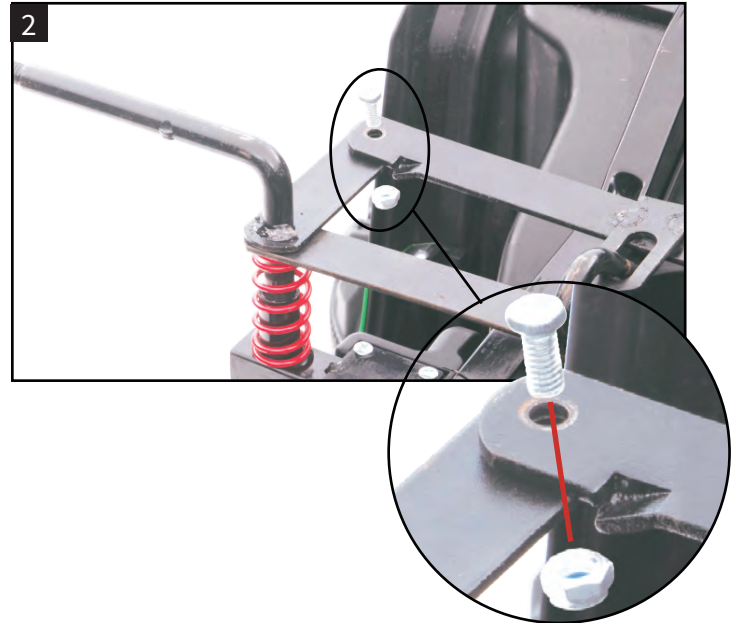


## Part 2. Steering plate assembly

1. Insert direction lever into the hole of steering plate, then add 1pcs small washer to the direction lever. At last, insert 1pcs cotter pin into the hole of direction lever to tighten.

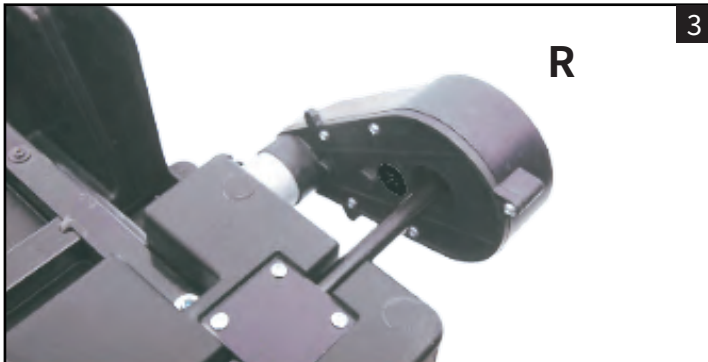
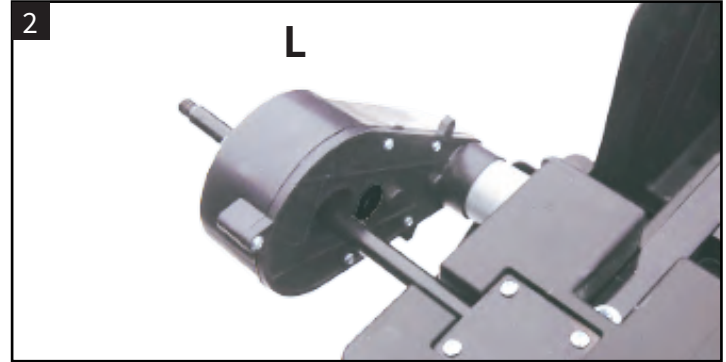
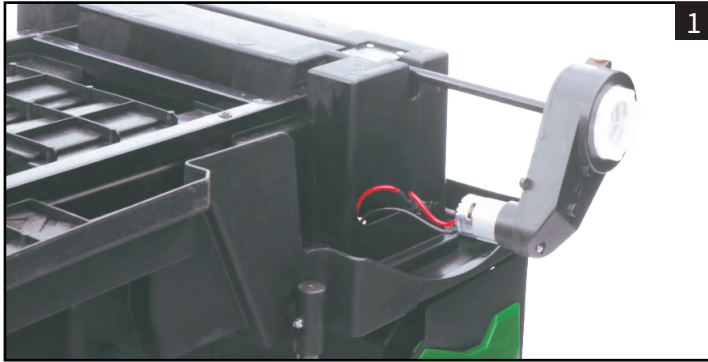


2. Use 2pcs M6×12 screw and 2pcs M6 nut to tighten the steering plate.



## Part 3. Motor assembly

Insert the rear axle into the body, then install the motor correctly according to L/R label on the motor and on car body.



## Part 4. Rear wheel assembly

Add rear wheel, 1pcs washer one by one, then use spanner to tighten the nut. At last, insert wheel cover into the rear wheel. The same way for the other side.



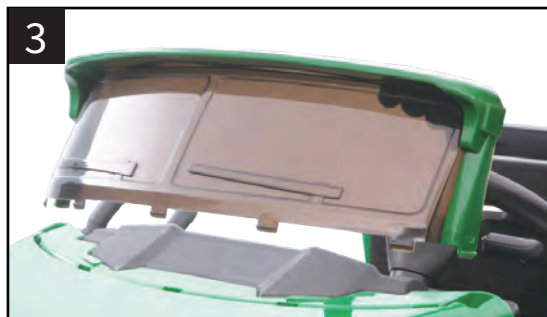
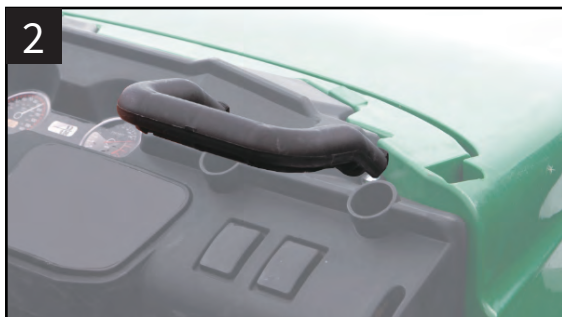
## Part 5. Front wheel assembly

Add 1pcs washer, front wheel, 1pcs washer one by one, then use spanner to tighten the nut. At last, insert wheel cover into the rear wheel. The same way for the other side.



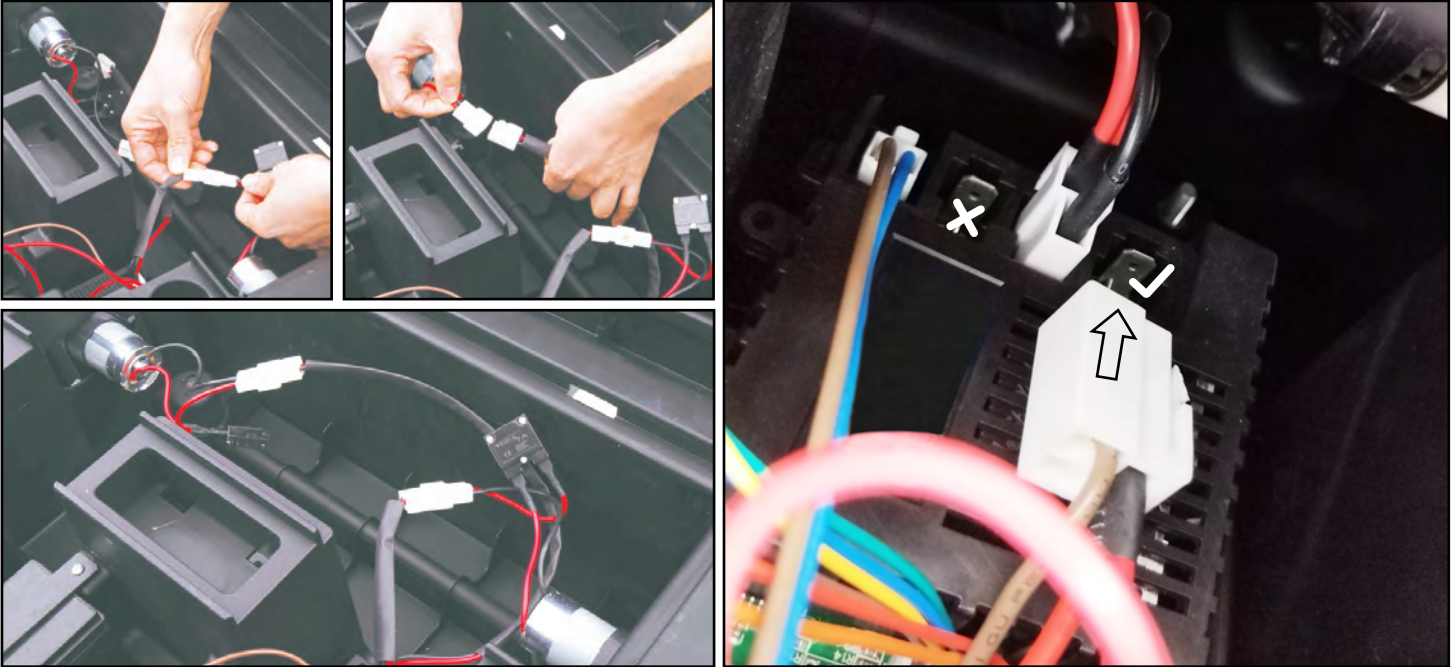
## Part 6. Steering wheel, Handlebar decoration, windshield assembly

1. Turn the car body over. Unscrew the steering wheel and insert it into the direction lever, then use screw and nut to tighten.
2. Insert the handlebar decoration into the reserved hole on the platform.
3. Insert the windshield into the reserved hole on the car.



## Part 7. Motor line, receiver connection

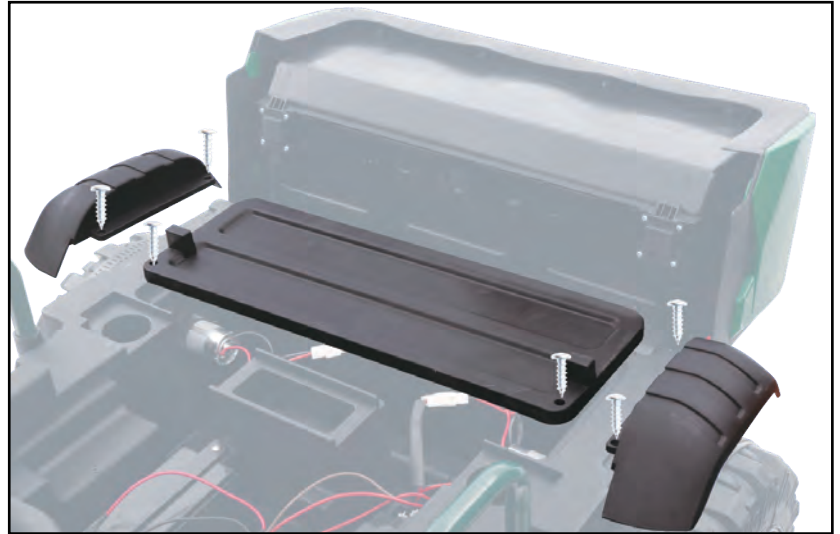
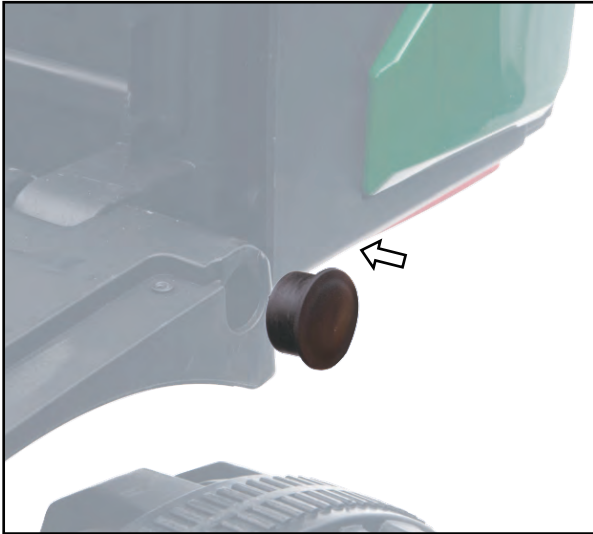
1. Connect the motor line connector. (No need to distinguish L/R)
2. Insert the white plug into the corresponding position. (As shown in the picture)





## Part 8. Small plastic cover, truck fixing plate, rear fender assembly

1. Insert the small plastic cover into the reserved place on the car.
2. Remove the truck fixing plate from the truck, then insert it into the right place on the car, use 2pcs M4x14 flat screw to tighten.
3. Insert the rear fender into the reserved place on the car, then use 4pcs M4x14 flat screw to tighten.



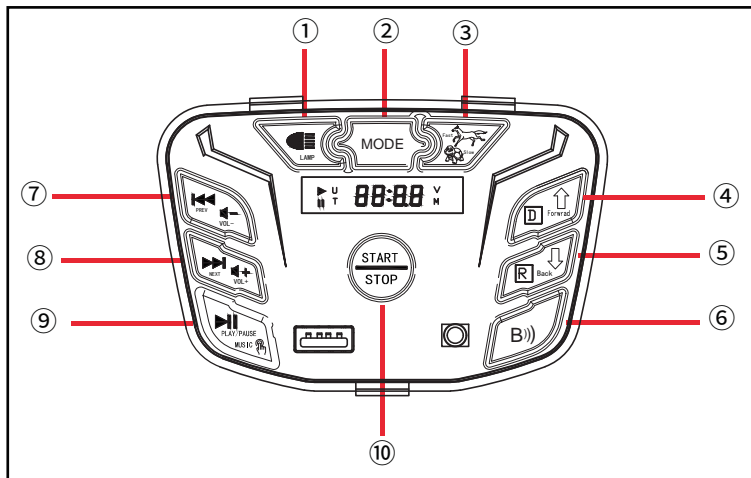
## Part 9. Seat plate, exhaust pipe, seat assembly

1. Insert the seat plate, exhaust pipe (distinguish L/R) into the reserved hole on the car.
2. Insert the seat into the right place on the car, then use 2pcs M4x14 flat screw to tighten.





## ④ Button function

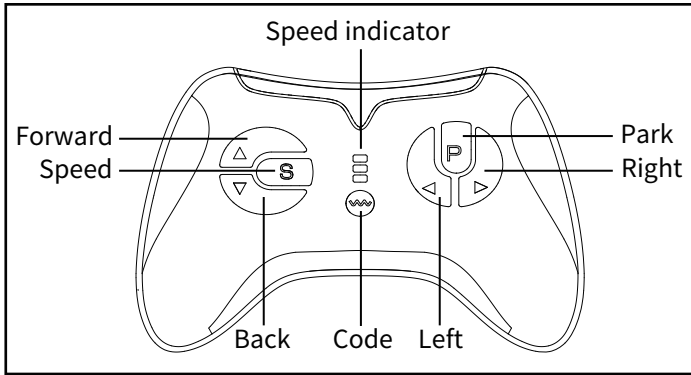



1. Light switch
2. Mode switch
3. High / low speed switch
4. Forward
5. Backward
6. Wireless connection: JR20
7. Music switch/Volume -
8. Music switch/Volume +
9. Music play / pause
10. Power switch





## ⑤ Remote control battery installation

Open the back cover of the remote control and insert two triple A batteries (AAA 1.5V). Please pay attention to the polarity. Close the back cover and tighten the screws when the LED light is on, indicating battery installed properly. Battery needs to be replaced when the LED light dims or blinks.

## ⑥ Instruction for 2.4G Remote Control



- ① Supply Voltage---DC 3.0V, Battery 2\*1.5V AAA (not included)
- ② Frequency 2.4GHz
- ③ Instructions
  - a. First time use need to match code, this product has memory function. Replace battery is unnecessary match code.
  - b. Hold down “” keys for 3 seconds start match code, the first LED flicker.
  - c. Turn on the car body power now, the first LED lit up, match code successfully.

d. Remote 10 seconds not run will be standby, press any key to wake up. Keys caption: “” Forward, “” Back, “” Left, “” Right Speed, “P” Park Press “S” key set up speed, 1 led lit up is low speed, 2 leds lit up is medium speed, 3 leds lit up is high speed. Back a car is only low speed Press “P” key hold the brake. All LED flicker.

## ⑦ Safety use

- Do not play in the street, road, slope or ditch.
- Do not change the line or add electric device to the car.
- Play the car in the dry area, not wet. Keep away from fire, or may damage the line.
- Maximum capacity is 88lbs (40kg).
- Turn power off if no use. If long time no use, unplug battery line. Check battery, charger and other spare parts regularly.
- If any problem, please fix it before playing.

## ⚠ WARNING!

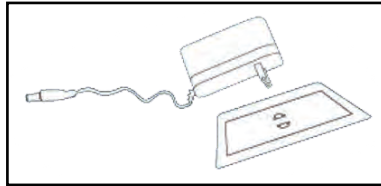
For children's safety, please read these carefully.

- Assembly and adjustment must be done by adults, keep children away. Keep children under 36 months away from small parts.
- Safe belt is a must when children playing. Do not be close to fire.
- Adult must teach how to play it and never leave children alone for playing. Do not stand up or play when children are stepping on foot pedal. Battery must be charged by adults only. Please charge it first before use.
- Keep children away from plastic bag, or suffocation may occur.
- Only use spare parts which provided by manufacturer.
- Charger is not a toy for playing.
- Maximum loading capacity is 88lbs (40kg). Do not overload.
- Suitable age: 37-95 months.

## ⑧ Charging notification

- For the first use, please charge 8-12 hours, or will damage the battery.
- Plug charger DC line into charge hole first, then plug charger into socket. Car can not be played when it charging.
- Every time it charged, do not charge more than 20 hours.
- It is normal that charger and battery warm (under 60°) during charging. Do not charge if plug is wet, or will occur short-circuited.
- Only use charger provided by manufacturer, or will damage charger and battery or occur short-circuited.
- If long time no use, please charge 1 time per month at least.

## ⑨ Charging steps are as follows



Step 1: The charging hole is under the seat.

Step 2: Put the charger plug into the plug hole.

Step 3: Connect the charger to the power socket.

### **⚠ WARNING!**

Car must be charged by adults only. Car is useless during charging

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## Maintenance and Service

- Check battery, charger and other spare parts regularly. If there is any problem, please fix it before playing.
- Use lubricating oil to care iron parts. Keep car away from fire and avoid long-time direct sunlight. Park it on the even place, do not reversal or gradient.
- Park it indoor and cover it with waterproof cloth.
- Keep car away from fire, like stove or heater, or plastic may
- Keep away from flammable things, or may occur fire accident.
- Charge it after use and must be done by adults only. If long time no use, please charge it 1 time per month, in order to maintain battery.
- Clean the vehicle with a dry cloth only. Do not use chemical solvent to wipe plastic parts. Do not wash it with water or play it when raining or snowing. Water will damage motor, electric system or battery.
- Please turn power off after each use.
- Only use charger provided by manufacturer.
- Do not change car's structure or electric line. Check job request some skills or under specialist's guidance.
- Joywhale recommend you ask professional advice from our technical team if you need maintenance or repair service. Official email address of Joywhale: **care@joywhale.com**

# TROUBLESHOOTING

Problem	Possible Cause	Remedy
Vehicle does not run	Battery low on power	Recharge battery (see Battery: Recharge Interval and Time)
	Thermal fuse has tripped	Let the vehicle rest for 5 to 10 minutes before continuing normal operation.
	Battery connector or wires are loose	Check that the battery connectors are firmly plugged into each other. If wires are loose around the motor, please contact customer service department by email: <b>care@joywhale.com</b>
	Battery is dead	Replace battery (Please contact customer service department by email: <b>care@joywhale.com</b> for further help)
	Electrical system is damaged	Please contact customer service department by email: <b>care@joywhale.com</b>
	Motor is damaged	Please contact customer service department by email: <b>care@joywhale.com</b>
Vehicle does not run very long	Battery is under charged	Check that the battery connectors are firmly plugged into each other when recharging
Loud grinding or clicking noises coming from motor or gear box	Motor or gears are damaged	Please contact customer service department by email: <b>care@joywhale.com</b>

Problem	Possible Cause	Remedy
Vehicle runs sluggishly or beeping occurs	Battery low on power	Recharge battery
	Battery is old	Replace battery (Please contact customer service department by email: <b>care@joywhale.com</b> for further help)
	Vehicle is overloaded	Reduce weight on vehicle (see User Requirements and Safety Warnings)
	Vehicle is being used in harsh conditions	Operate the vehicle level ground and firm surfaces (see User Requirements and Safety Warnings)
Vehicle needs a push to go forward	Poor contact of wires or connectors	Check that battery connectors are firmly plugged into each other. If wires are loose around the motor, please contact customer service department by email: <b>care@joywhale.com</b>
	“Dead Spot” on motor	A dead spot means the electric power is not being delivered to the terminal connection and the vehicle needs repair. Please contact customer service department by email: <b>care@joywhale.com</b>
24V Battery will not recharge	Battery connector or adapter connector is loose	Check that battery connectors are firmly plugged into each other
	Charger not plugged in	Check that battery charger is plugged into a working wall outlet
	Charger is not working (lights not glowing)	Please contact customer service department by email: <b>care@joywhale.com</b>
Battery bubbles or gurgles when charging	This is normal and not a cause for concern	
Charger feels warm when recharging	This is normal and not a cause for concern	

## CARING FOR YOUR RIDE-ON

- Park the vehicle indoors or cover it with a tarp to protect it from wet weather.
- Do not leave the vehicle in the sun for long periods of time or fading may occur. Store in shade or cover with tarp.
- Do not wash the vehicle with a hose.
- Do not wash the vehicle with soap.
- Charge battery at least once a month to prolong the life of the battery.

## CARING FOR YOUR RIDE-ON

If you have any questions about the steps of installing the product or if there are any problems with the product in use, please feel free to contact the customer service of your purchase platform by email.

### **WARNING!**

The battery on the vehicle is not replaceable.

- Do not mix old and new batteries.
- Do not mix alkaline, standard (carbon-zinc) or rechargeable batteries.
- Non-rechargeable batteries should not be charged.
- Rechargeable batteries should be charged under adult supervision only.
- Exhausted batteries should be removed.
- The supply terminals should not be short-circuited.
- Do not put batteries next to or in a heat source (fire, electronic heating device, etc.).
- Do not hit batteries against hard objects.
- Do not submerge batteries in water.
- Batteries should be inserted with the correct polarity.

### **IMPORTANT**

- Always charge battery for 4-6hrs the first time you use it.
- Always charge battery for 8-12hrs after each use.
- Charge the battery once a month, even if you are not using your vehicle.



**⚠ WARNING!**

- Protective equipment should be worn. Not to be used in traffic.
- The toy should be used with caution since skill is required to avoid falls or collisions causing injury to the user or third parties.
- To reduce the risk of injury, adult supervision is required. Never use in roadways, near motor vehicles, on or near steep inclines or steps, swimming pools or other bodies of water; always wear shoes, and never allow more than two riders.

**⚠ WARNING!**

CHOKING HAZARD-Small parts.  
Not for children under 3yrs.  
To reduce the risk of injury, adult supervision is required. Never use in roadways. Never motor vehicles, on or near steep inclines or steps, swimming pools or other bodies of water; always wear shoes, and never allow more than two riders.

**⚠ WARNING!**

ADULT ASSEMBLY REQUIRED

**⚠ WARNING!**

Not to be used in traffic

# CARING FOR YOUR RIDE-ON

## **Caution:**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

① This device may not cause harmful interference.

② This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following.

## **measures:**

—**Reorient or relocate the receiving antenna.**

—**Increase the separation between the equipment and receiver.**

—**Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.**

—**Consult the dealer or an experienced radio/TV technician for help.**