

TROUBLESHOOTING QUESTIONS AND ANSWERS

Handset

- 1. Handset will not sync with cart**
 - a. Ensure proper battery connection in handset.
 - b. Remove handset battery cover. Is there room to move?
 - i. If yes, try to slide the battery down enough to make handset power off.
 - ii. Place tape on the end of the battery to create a stronger connection.
- 2. Handset will not beep or will not stop beeping**
 - a. Check the handset battery charge level
 - i. Press and hold the STOP button for 2-3 seconds
 - b. Mute the sound of the handset
 - i. Press DOWN, DOWN, DOWN, DOWN, STOP
- 3. Handset will return to SB (Standby) mode randomly during FL mode**
 - a. Ensure handset battery is fully charged.
 - b. Ensure proper battery connection in handset.
 - c. Ensure no obstructions are present between handset and sensors.
 - d. Perform sensor test (refer to section Basic Component Testing).
- 4. Handset will not switch to RC (Remote) or Follow mode.**
 - a. Contact customer support.
- 5. Handset will not power on**
 - a. Ensure that the handset battery is fully charged.
 - b. Ensure battery is properly inserted and connected in handset.
 - c. Press and hold the power button on the handset firmly for two to three seconds.
- 6. Broken handset button**
 - a. Confirm the rest of the handset is working to confirm this issue.

Sensors

- 1. Sensor is damaged**
 - a. Confirm if sensor is damaged.
 - b. Check the wire and sensor head.
 - c. Make sure the sensor head is intact and firmly secured to the sensor arms
- 2. FL mode will not follow correctly/or at all**
 - a. Follow handset troubleshooting procedures.
 - b. If not applicable, inspect for sensor damage.
 - c. Perform sensor test.
 - i. Lightly touch the sensor.
 - ii. Sensor will faintly vibrate indicating that it is working.

3. No Signal

- a. Perform sensor test.
 - i. Lightly touch the sensor.
- ii. Sensor will faintly vibrate indicating that it is working.
- b. Ensure handset pairing is functional.
 - i. If paired, the handset will beep and the (SB) LED will flash.
- a. Test RC mode functionality.
 - i. Hold down the left button to engage (RC) mode.

4. Handset will return to SB mode from FL mode immediately

- a. Perform sensor test.
 - i. Lightly touch the sensor.
- ii. Sensor will faintly vibrate indicating that it is working.
- b. Perform handset test.
 - i. Power on the unit
 - ii. Press and hold the power button on the handset.
 - iii. If successfully paired, the handset will peep and the (SB) LED will flash.
 - iv. If all four LEDs flash simultaneously, the handset will need to be manually paired by pressing and holding the stop button while simultaneously pressing the "UP" button.
 - v. The handset will beep and the (SB) LED will flash when pairing is successful.

Caster Wheel

1. Cart wobbles when moving

- a. Ensure caster joint is tightened correctly.
- b. Ensure no debris is hindering caster / joint.
- c. Ensure wheel is tight while allowing 5 full rotations with one spin.

2. Cart will have a clanking sound (similar to a loose joint)

- a. Ensure caster joint is tightened correctly.

3. Cart will make a squeaking noise

- a. Ensure no debris is hindering caster wheel / joint.
- b. Instruct on use of spray lubricant for caster wheel bearings.
- c. Use spray lubricant nozzle attachment to get as close as possible to the wheel bearing.
- d. Wipe away excess.

4. Caster wheel will not move

- a. Caster wheel bearing seized.

Fifth Wheel

1. Wheel has fallen off

- a. Submit support ticket if under warranty.

b. Out of warranty? Purchase replacement caps from our website.

2. Wheel is seized

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

3. Bracket has broken

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

4. Wheel makes a squeaking noise

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

Upper Joints

1. Joint will not tighten / loosen

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

2. Upper handle has broken loose

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

3. Golf bag support bar has broken loose

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

4. Bungee straps have broken loose

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

Lower Joints

1. Joint will not tighten / loosen.

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

2. Joint has broken where it mounts to body

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

3. Joint will not prevent movement beyond fully extended

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

End Caps

1. Body end cap(s) is missing or damaged.

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement caps from our website.

Main Battery

1. Carrying handle is broken.

- a. Submit support ticket if under warranty.
- b. Out of warranty? Purchase replacement handle from our website.

2. LED panel will not illuminate

- a. Contact customer support.

3. Charging port pin alignment

- a. If damaged or bent submit support ticket.
- b. Provide pictures of pin alignment.

4. Battery will not charge

- a. Confirm everything plugged in fully.
- b. Plug the charger into the battery BEFORE plugging charger into wall outlet.

5. Cart will not power on

- a. Is the battery properly installed?
- b. Test battery voltage using volt meter or a multi-meter.
 - i. Voltage will be between 25v – 29v.
- c. Is the battery fully charged?
 - i. To check battery level, press the **RED** button on top of the battery (see photo).
 - ii. Three green lights = battery is fully charged.
 - iii. Two green lights = battery is 50-75% charged (recommend charging before use)
 - iv. One green light = battery is less than 50% charged (must be charged before use)

Battery Charger

1. Main battery not fully charged

- a. Allow battery to charge for a full 8 hours before use.
- b. Are all plugs fully inserted into their designated port?
- c. The charger must be plugged into the battery BEFORE plugging into an outlet.

2. Handset not fully charged

- a. Allow battery to charge for a full 4 hours.
- b. Ensure all plugs are fully inserted into their designated port.
- c. Follow Handset troubleshooting section if problem persists.

3. Main Battery charger not illuminating / changing color.

- a. Completely unplug the charger from battery and from power supply. Plug charger back into the battery FIRST then the other end into electrical outlet/power supply.

- b. If that doesn't fix the problem, call customer support.

Motor

2. Cart will only move in circles

- a. Switch motors.
- b. If issue moves with motor, then motor needs to be replaced.
- c. If issue does not move with motor, then contact customer support.

3. Cart jitters but does not move

- a. Cycle power switch.
 - i. Put cart in RC mode and attempt to use
 - ii. Check for continued jitter.

4. Cart makes weird grinding noise

- a. Determine location of noise.
- b. During this period, check for excessive heat and/or odd noises.

5. Cart stops and won't move again

- a. Motor seized.
- b. Submit support ticket

Electronics Box

1. Cart will not move

- a. Ensure both motors are functioning correctly (refer to motor troubleshooting).
- b. Ensure no obstructions / interferences are nearby.

2. Cart will not stop

- a. Test unit in an isolated area for functionality.
- b. If problem persists, contact customer support.

3. Cart will lock up

- a. Contact customer support.

4. Cart will not allow movement even if powered off.

- a. Contact customer support.

5. Cart will make a noise/vibration

- a. Ensure electronics box (Ebox) mounting clamps are secured (located on the bottom of the Ebox)
- b. Ensure all movable parts are mounted securely.
- c. Inspect for damage to any moving parts (caster wheel assembly, motors, and tooth connector joints).

Frequently asked questions and answers:

How come I can't operate my CaddyTrek or engage any of the functional modes?

1. Power off the CaddyTrek and the handset.
2. Remove the battery from the handset and wait five to ten seconds.
3. Reinsert the battery into the handset.

4. Power on the CaddyTrek and then the handset.
 - a. If your cart and handset do not sync automatically hold down the "Stop" button and press the "Up" button multiple times until the handset beeps.
 - b. Syncing is signified by two short beeps coming from the handset.
 - c. Once the sync has been established, you are now able to operate the unit.

Why won't my CaddyTrek turn on?

1. Check that the battery is properly installed.
2. Check to see if battery is fully charged by pressing the RED button on top of the battery.
3. Assure that you have completely pressed down the power button on CaddyTrek.

How do I know if my CaddyTrek is turned on?

1. The cart beeps.
2. The green LED is visible on the power button.
3. Wheels are locked.

My CaddyTrek is beeping three long beeps and it won't stop.

The charge level on the battery is low. Charge the battery.

My cart is still beeping three long beeps after charging the battery.

1. Ensure that the connection between CaddyTrek and the charging adapter is secure.
2. Ensure that the plug is securely connected to the power outlet.

This should resolve the issue. Keep in mind the beeping may continue for a short while until the batteries have accumulated some power.

Why does my CaddyTrek sometimes spins out or loses connection?

There are two main causes for this:

1. Electronic Interference
 - a. Move yourself and the CaddyTrek from the interference pocket using Remote Mode.
 - b. Move 25-50 feet from the interference pocket and attempt to use the Follow Mode once more.
2. Obstructions to Line of Sight
 - a. When using Follow Mode make sure there is nothing between the front face of your handset and the sensors on the unit.