

## CaddyTrek R2 Troubleshooting

### Handset will not sync with the cart

1. Ensure proper battery connection in the handset.
2. Ensure CaddyTrek is powered on and the power light is flashing green.
3. If all four lights are flashing, try resyncing the handset with the cart:
  - a. Power on handset
  - b. Power on cart
  - c. Press the STOP and FORWARD buttons simultaneously.

### Handset doesn't stop beeping

1. Check the handset battery charge level
  - a. Press and hold the STOP button for 2-3 seconds
2. Mute the sound of the handset
  - a. Press the DOWN arrow four (4) times, then press STOP
  - b. Repeat steps to disengage

### Handset returns to Standby (SB) from Follow (FL) mode for no reason

This can happen because of interference. Make sure there are no cell phones or power lines nearby.

1. Ensure you are standing 3.5 feet behind the unit.
2. Ensure the handset battery is fully charged.
3. Ensure proper battery connection inside the handset.
4. Ensure there are no obstructions present between the handset and sensors.
5. Ensure that the sensor bars are parallel to the ground.
6. Perform sensor test.
  - a. Lightly touch the sensor.
  - b. Sensor will faintly vibrate, indicating that it is working.
7. If the problem persists, contact customer support.

### Handset will not power on

1. Ensure that the handset battery is fully charged
  - a. To check the battery level, press and hold the stop button while the handset is on for two to three seconds.
2. Ensure the handset battery is properly inserted and connected to the handset.
3. Check the connection pin: remove the handset battery and see if the connection pin on the top right corner is damaged.
4. If the problem persists, you may need to replace the handset.

### **The cart loses connection and sometimes spins out**

There are two main causes for this:

1. Electronic Interference
  - a. Move yourself and the CaddyTrek from the interference pocket using RC Mode.
  - b. Move 25-50 feet from the interference pocket and attempt to use Follow Mode again.
2. Obstructions to Line of Sight
  - a. Make sure nothing is between the front face of the handset and the sensors on the unit.
  - b. Make sure the sensor bars are parallel to the ground.
3. ALWAYS ensure the handset remote is fully visible and parallel to sensor bars.

### **Main battery not fully charging**

1. Ensure the indicator light is RED when charging.
2. Allow the battery to charge for a full 6 hours before using.
3. Ensure everything is plugged in correctly.
4. Ensure all plugs are fully inserted into their designated port.

*Note: The charger must be plugged into the battery BEFORE plugging into an outlet.*

### **The cart will not power on (Battery)**

1. Check that the battery is properly installed.
2. Test battery voltage using a voltmeter or a multimeter.
  - a. Voltage will be between 25v – 29v.
  - b. Is the battery fully charged?
    - i. To check the battery level, press the RED button on top of the battery
    - 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)

### **The cart is beeping three long beeps, and won't stop (Battery)**

1. The charge level on the battery is low.
2. Charge the battery fully. About 6 to 8 hours.

### **The LED panel on the battery will not illuminate**

1. Check 30-amp and 5-amp fuses

### **The battery charger indicator light is not illuminating**

1. Unplug the charger from the battery and from the power supply (electrical outlet)
2. Plug the charger back into the battery FIRST, then plug the other end into the electrical outlet.
3. Note: Battery chargers can be tested by ensuring all plugs are inserted correctly into their respective ports and determining that a known "normal" battery can be properly charged.

### **Main Battery Testing**

1. Check the LED battery level indicators by pressing the adjacent button.
2. Charge the battery until it is full.
3. Carefully seat the battery into a functioning CaddyTrek unit.
  - a. Gently angle the battery so that the connection between it and the Ebox is aligned.
  - b. Gently press the battery downwards to secure it in place.
  - c. Operate the CaddyTrek unit and check that the behavior is normal.
4. If CaddyTrek loses its power supply path, check the following:
  - a. Broken power switch
  - b. Blown fuse
  - c. Bad battery
  - d. Bad battery connector

### **The cart only moves in circles (Motor)**

1. Test motors by switching them (refer to motor testing)
2. If the issue moves with the motor: Replace the motor.
3. If the issue does not move with the motor, it could be the electronics box.
4. If the problem persists, contact customer support.

### **The cart wobbles when moving (Caster Wheel)**

1. Ensure the caster joint is tightened correctly.
2. Ensure the wheel is tight while allowing 5 full rotations with one spin.

### **The cart will have a clanking sound (Caster Wheel)**

1. Ensure the caster wheel fork is tightened correctly.

### **The cart will make a squeaking noise (Caster Wheel)**

1. Ensure no debris is hindering the caster wheel/joint.
2. Try spraying lubricant on the caster wheel bearings.
3. Use a spray lubricant nozzle attachment to get as close as possible to the wheel bearing.
4. Wipe away excess.
5. Ensure motor o'ring is not broken.

### **Follow mode will not follow correctly or at all (Sensor)**

1. Ensure you're standing in the correct position about 3.5 feet behind the cart.
2. Ensure nothing is obstructing the view between the handset and sensor bars.
3. Ensure sensor bars are parallel to the ground.
4. If the problem persists, contact customer support.

### **Wheel Clicking**

1. It's not coming from the Motor; it's coming from the large rear tire.
2. Loosen the six (6) screws that hold the tire to the motor, roll back and forth on concrete, then retighten the screws in a star pattern.

### **No Signal (Sensor)**

1. Test Sensors (refer to sensor testing below)
2. Ensure the handset is paired with the unit. You may need to repair the handset again.
3. Test RC mode functionality.
4. If RC mode functions correctly, contact customer support.

### **The cart will not move (E-box)**

1. Ensure the power light is flashing green.
2. Ensure both motors are functioning correctly (refer to motor troubleshooting).
3. Ensure no obstructions or interferences are nearby.
4. If the problem persists, contact customer support.

### **The cart will make a noise/vibration (E-box)**

1. Ensure electronics box mounting clamps are secured (located on the bottom of the E-Box).
2. Ensure all movable parts are mounted securely.
3. Inspect moving parts for damage (caster wheel assembly, motors, joint connectors).
4. If the problem persists, contact customer support.

### **The cart locks up and will not move (Motor or E-Box)**

1. This could either be related to the motor or the E-box.
2. Contact customer support.

## **Special Issues**

### **Water Damage**

1. Solid GREEN light
2. The unit frequently stops.
3. Contact customer support.

### **Bad GCB**

1. The unit does not beep when turned on.
2. Replace the GCB board and install new firmware.

### **Bad BLCD**

1. Wheels push free when the unit is on.
2. One wheel or the other pushes freely when the unit is on.
3. Wheels are locked when the unit is off.
4. One wheel is locked when the unit is off.
5. Test BLDC board (refer to BLDC testing below)
6. If the BLDC board is found to be bad, replace it and install new firmware.
7. If the problem persists, contact customer support.

### **BLDC (Motor Board) Testing**

1. Power on the unit and the handset.
2. Confirm that the power light is on and flashing.
3. Try pushing the unit
  - a. If the unit can be pushed, the BLDC board is bad.
  - b. If the unit cannot be pushed, the BLCD is good.

### **Motor Testing**

1. Detach both motors.
  - a. Loosen the bolt on the motor bracket with an Allen wrench.
  - b. Slide it aside and remove the Phillips head screw, which is now exposed.
  - c. Pull the motors away from the unit.
2. Inspect the motor wires (for damage)
  - a. Disconnect the motor wire connection points.
  - b. Reinstall the motors (to a properly functioning Ebox.
  - c. Align the arrows on the motor wires with the Ebox connection points and press them together.
  - d. Reinsert the screw from step one and cover it with the motor bracket, which can be secured by tightening the bolt with an Allen wrench.