

## **Troubleshooting Questions and Answers**

### ***Handset will not sync with cart***

1. Ensure proper battery connection in handset.
2. Remove handset battery cover. Is there room to move?
  - a. If yes, try to slide the battery down enough to make handset power off.
  - b. Place tape on the end of the battery to create a stronger connection.

### ***Handset will not beep or will not 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
  - b. Press DOWN, DOWN, DOWN, DOWN, STOP

### ***Handset will return to SB (Standby) mode randomly during FL mode***

1. Ensure handset battery is fully charged.
2. Ensure proper battery connection in handset.
3. Ensure no obstructions are present between handset and sensors.
4. Perform sensor test (refer to section Basic Component Testing).

### ***Handset will not power on***

1. Ensure that the handset battery is fully charged.
2. Ensure battery is properly inserted and connected in handset.
3. Press and hold the power button on the handset firmly for two to three seconds.

### ***No Signal***

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

### ***Handset not fully charged***

1. Allow battery to charge for a full 4 hours.
2. Ensure all plugs are fully inserted into their designated port.

***Main battery not fully charged***

1. Allow battery to charge for a full 6 hours before using.
2. Ensure everything is plugged in correctly.
3. Ensure all plugs are fully inserted into their designated port?

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

***Main battery charger not illuminating / changing color.***

1. Unplug charger from battery and from power supply (electrical outlet).
2. Plug charger back into the battery FIRST then plug the other end into electrical outlet.

***Handset will return to SB mode from FL mode immediately***

1. Perform sensor test.
  - a. Lightly touch the sensor.
  - b. Sensor will faintly vibrate indicating that it is working.
2. Perform handset test.
  - a. Power on the unit
  - b. Press and hold the power button on the handset.
    - i. If successfully paired, the handset will peep and the (SB) LED will flash.
    - ii. 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.
    - iii. The handset will beep and the (SB) LED will flash when pairing is successful.

***Cart is beeping three long beeps and it won't stop.***

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

***Cart still beeps 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.

**Note: The beeping may continue for a short while until the battery has accumulated some power.**

***Cart will not power on***

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

### ***Can't operate cart 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.

### ***CaddyTrek 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 Remote Mode.
  - b. Move 25-50 feet from the interference pocket and attempt to use Follow Mode again.
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.

### ***Cart wobbles when moving***

1. Ensure caster joint is tightened correctly.
2. Ensure no debris is hindering caster / joint.
3. Ensure wheel is tight while allowing 5 full rotations with one spin.

### ***Cart makes a clanking sound (similar to a loose joint)***

1. Ensure caster joint is tightened correctly.

### ***Cart makes a squeaking noise***

1. Ensure no debris is hindering caster wheel / joint.
2. Instruct on use of spray lubricant for caster wheel bearings.
3. Use spray lubricant nozzle attachment to get as close as possible to the wheel bearing.
4. Wipe away excess.

### ***Caster wheel will not move***

1. Caster wheel bearing seized.

### ***Cart makes a vibration noise***

1. Determine location of sound/noise.
2. Ensure (Ebox) mounting clamps are secured (located on the bottom of the Ebox)
3. Ensure all movable parts are mounted securely.
4. Inspect for damage to any moving parts (caster wheel assembly, motors, and joints).