

CaddyTrek[®]

User Manual





This symbol is to alert you to important safety information about the CaddyTrek Lithium-Ion battery. Please read carefully.

CAUTION

To prevent risk of fire or battery explosion, keep away from ignition sources, heat and flame. Avoid mechanical or electrical abuse.

Risks for fires and explosions can be reduced by following these tips:

- Only use the battery that is designed for the device.
- Only use charging cords that come with the device.
- Keep batteries at room temperature.
- Do not charge near anything that could possibly catch fire.
- Do not store in direct sunlight or anything flammable.
- Don't keep them in hot vehicles.

If your lithium-ion battery has any of the following signs, stop using it immediately, keep it away from flammable materials, and call 702-982- 6598 immediately.

- Strange odor
- Leaking
- Change in color or shape
- Excessive overheating
- Strange noises

Lithium-Ion batteries operate without any problems most of the time but because they store so much power, they can also explode or catch fire when they are used carelessly or improperly. It is important to be aware of the potential dangers of lithium ion batteries and follow good battery safety tips to prevent fires or explosions.

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GETTING STARTED

What's included with the CaddyTrek?

The CaddyTrek is shipped with the following items:

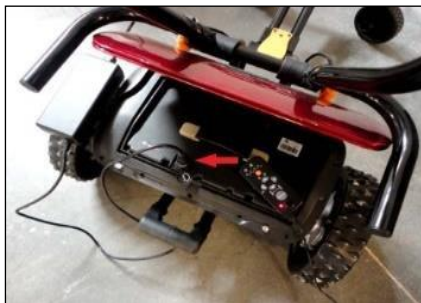
- Main Battery
- Main Battery Charger
- Handset
- Handset Battery
- Handset Battery Charger
- USB "Firmware Cable"

Note: The firmware cable is used when updating firmware as needed.

Charging the Battery

The CaddyTrek uses a Lithium-Ion battery to power the motors and sensors and should be fully charged before using. Approx. 6-8 hours.

You can charge the main battery and handset on any 110 volt outlet. Plug the charger into the charger port located on the battery inside the electronics box. You may leave plugged in overnight even if fully charged.



The following instructions will show you how to correctly charge the main battery using the provided battery charger and explain what the indicator lights mean.

Checking battery level

To check the battery level, press the **RED** button on top left of the battery (see photo).



Green light indicators

3-green lights: The battery is fully charged.

2-green lights: The battery is 50-75% charged.

1-green light: The battery is less than 50% charged.

GETTING STARTED

Using the Battery Charger

1. Remove the CaddyTrek battery from the CaddyTrek unit.
2. Plug the battery charger into the main battery's charging port.
3. Plug the other end of battery charger into a power outlet.
4. The indicator light should turn **RED** to indicate battery is charging.
5. If the charge indicator light does NOT turn **RED**:
 - a. Leave the charger plugged into the battery.
 - b. Unplug the charger from power outlet, wait 5 seconds then plug it back in.
 - c. Within 3 seconds the indicator light should now turn **RED**.
6. Let the battery charge over-night or for a minimum of 6 hours.
7. Check the battery charge level again (refer to checking battery level above).
8. If the indicator light is **GREEN**, the battery is charged.
 - a. Unplug the charger from the battery.
 - b. Carefully reinsert the battery back into the CaddyTrek and begin use.
9. If the indicator light is not **GREEN**, charge for an additional 1-2 hours.

Handset battery and charger

The handset comes with a Lithium Ion 4.2V battery and battery charger. The battery takes about 2 hours for a full charge and will last about 30 hours. **See page 5 for more information.**

Powering up the CaddyTrek

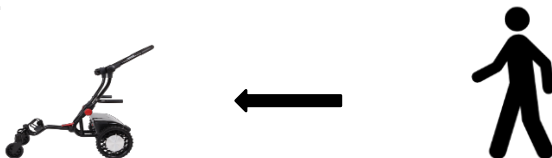
1. Power on the CaddyTrek by pressing the far left green button on back of battery box.



GETTING STARTED

Power up the Handset

Position yourself behind the large wheels of unit, then power on the handset. You will hear 2 short beeps once communication is established.



Note: CaddyTrek will be in the Standby Mode (SB) with LED light flashing.

Extending the Fifth Wheel

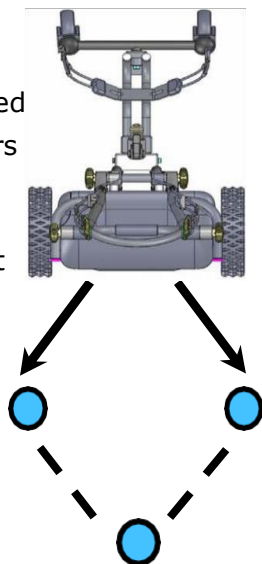
1. Separate the two pieces apart
2. Turn the left piece upwards.



Tips for High Level Tracking

1. Make sure the handset is at least 40% charged
2. Make sure that nothing is blocking the sensors on the unit or the handset.
3. Place the handset as close to the center of your back as possible and make sure handset has a clear line of site with sensors on unit.
4. Do not try to initiate Follow or Marching Mode unless you are directly in front of unit.

Note: For optimal performance, the user should stay within a 110 degree arc from the center of the unit.



USING THE HANDSET

Familiarize yourself with the handset layout.

Understanding how to quickly maneuver the unit is essential in avoiding an accident and getting maximum benefit out of the CaddyTrek.



Using the Directional Buttons

- Press the Forward, Reverse, Left or Right directional buttons to move CaddyTrek in the desired direction.
- To accelerate CaddyTrek to its maximum speed, hold down the Forward button or press repeatedly.
- To slow CaddyTrek down to a stop while moving forward, repeatedly press the Reverse or Stop button. Once stopped, pressing once more will reverse the unit.

USING THE HANDSET

Additional Handset Commands

Note: All codes must be done from (SB) mode. The CaddyTrek powers up in (SB) mode and returns to (SB) mode upon exiting any other mode.

1. Mute the handset:

- a. Press the DOWN arrow (4) times then press STOP
- b. Repeat steps to disengage

2. Free the wheels while unit is on:

- a. Press and hold the UP arrow until unit beeps.
- b. To disengage, press STOP

Great for lifting the unit onto high curbs.

3. Check the handset battery charge level:

- a. Turn on the handset
- b. Press and hold the STOP button for 2-3 seconds
- c. Read LED light indicators left to right
 - i. 4 green lights = 100% charged
 - ii. 3 green lights = 70% charged
 - iii. 2 green lights = 40% charged
 - iv. 1 green light = 10% charged

4. Changing the RF (Radio Frequency-See Pg. 11):

- Yellow = LEFT, LEFT, LEFT, STOP (one beep)
- Pink = DOWN, DOWN, DOWN, STOP (two beeps)
- Gray = RIGHT, RIGHT, RIGHT, STOP (three beeps)

5. Audio for Follow and Marching Mode:

- a. Turn on Audio
 - i. In (SB) mode, hold down the RIGHT directional button until you hear 2 beeps
 - ii. Stand with your back to the unit and hold down the Follow button (you'll hear 2 beeps for Follow mode and 3 beeps for Marching mode).
- b. Turn off Audio
 - i. In (SB) mode, hold down the RIGHT directional button until you hear 4 beeps

6. Recalibrate handset

If the unit veers to the left or to the right, you may need to recalibrate.

- a. Turn unit on.
- b. Press LEFT, RIGHT, LEFT, RIGHT, then press STOP.
- c. The unit will beep twice.

OPERATION MODES

Standby (SB) Mode

SB mode is a starting point for all other modes. When the unit is turned on, the CaddyTrek will automatically enter into SB mode and wait for further instruction from the user.

While in SB mode:

1. CaddyTrek's wheels will be locked.
2. The unit will automatically sync with the handset.
3. You should not push the CaddyTrek.

Manual Push Mode (use on level ground)

1. Make sure CaddyTrek and the handset are powered off.
2. Guide CaddyTrek with the push bar.
3. CaddyTrek will not automatically brake when the power is off, so use caution on hills and steep slopes.

Remote Control (RC) Mode

1. Power on the CaddyTrek.
2. Position yourself behind the large wheels of CaddyTrek with your chest facing the CaddyTrek.
3. Hold down the "Left" directional button until the handset emits a short beep and the RC light will turn on.
4. To stop the unit, press the STOP button once.

Follow (FL) Mode

1. Position yourself 3.5 feet in front of the large wheels of unit, with your back facing the CaddyTrek.
2. Clip and center the handset on your back belt.
3. Hold down the Follow button until you hear 1 beep from the handset.
4. Start walking and the CaddyTrek will follow.
5. To disengage, press the STOP or FOLLOW button.



OPERATION MODES

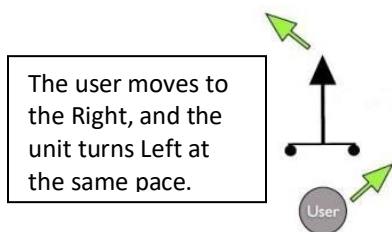
Marching Mode

1. While in FL mode, turn your body so that it's facing the CaddyTrek (see image on bottom of page) and clip the handset to the front center of belt/pant.
2. Start walking and the CaddyTrek will march in front of you.
3. To go back to FL mode, turn your body back to the FL position, move the handset to your back belt/pant and start walking.
4. To disengage, press the STOP or FOLLOW button.

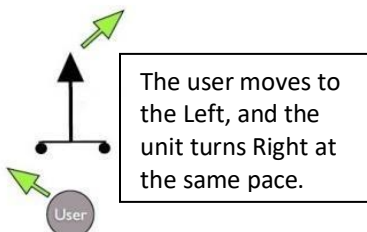
Using Marching Mode

1. Stand 3.5 ft. from the unit and between the sensors.
2. Clip handset to front of belt (make sure the handset is facing the unit).
3. Move towards the CaddyTrek to engage unit.
 - a. Turning the unit while in Marching Mode:
 - Move one-half step in the opposite direction.

Turning Left



Turning Right



Tips

- For best results, make sure the handset sensor and unit sensors are facing each other with a clear line of site.
- Walk slowly and guide CaddyTrek carefully to clear hazardous areas such as bodies of water, bunkers, and other obstructions.
- Take sharp turns at a slower pace.



THE CADDYBELT

The Purpose of the CaddyBelt (not included in purchase)

The use of the CaddyBelt is to eliminate having to move the handset from back to front.

The dual sensors allow you to turn your body 180 degrees the other direction hands free.

NOTE: To use the CaddyBelt in dual mode, you will need to start in FL mode.

Using the CaddyBelt

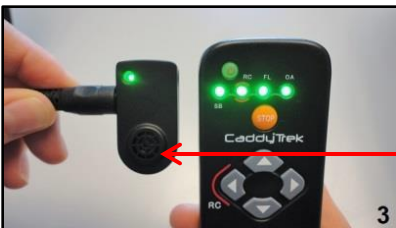
1. Insert the CaddyBelt's micro USB port into the handset.



2. Insert the other end of CaddyBelt into the Ultrasonic Sensor. You can plug the CaddyBelt into either the left or right side of Ultrasonic Sensor depending your preference.



3. Power on the handset (lights will turn green).



CaddyBelt Sensor

THE CADDYBELT

4. Power on the CaddyTrek and position yourself 3.5 feet from the unit.



5. Attach the handset to your back and the CaddyBelt sensor to the front of your body.



6. Engage FL mode
 - a. Hold down the Follow button until you hear one short beeps.
 - b. Start walking and the CaddyTrek will follow.
 - c. To disengage, press the STOP or FOLLOW button.
7. To use the CaddyBelt in dual mode (Marching and Follow), you will need to start in FL mode.
8. To change to Marching, turn your body 180 degrees and the cart will automatically start marching in front of you.
9. To disengage, push the FOLLOW or STOP button.
10. If your unit is not engaging, ensure that the Ultrasonic Sensor light is green & sensors are not obstructed.

PLEASE NOTE: The CaddyBelt is NOT included with purchase.

PAIRING THE HANDSET AND CADDYTREK

Handset Pairing and Re-Synching

There may be times when the handset will lose connection to the CaddyTrek, usually after either replacing the battery.

Should the handset and CaddyTrek lose connection with each other, they will need to be resynched.

1. TURN OFF the CaddyTrek and the Handset.
2. TURN ON the CaddyTrek and within 5 seconds, TURN ON the handset.
3. Immediately press and hold the STOP button while repeatedly pressing the UP button.
4. When you hear beeps from handset, you have successfully re-synched your handset with your unit.
5. Your handset will then revert to Stand By (SB) Mode.



PLEASE NOTE: The entire re-synching process should only take about 10 seconds. It may be necessary to restart the process if too much time elapses between turning on the unit and the handset.

CaddyTrek Handset Checks

- Check for the overall tactile feel of handset buttons. Are they stuck, loose, or normal?
- Remove the handset battery, and re-insert it. Upon re-inserting the handset battery, you should hear a long beep sound signifying that both the handset and handset battery are functioning.
- When charging your handset battery, the LED indicator should be red for charging and green for when charging is complete.
- The LED indicator switches to green when you remove the handset battery while the handset is still plugged in.
- When powering on your handset you should hear a long beep sound. Shortly afterwards, you should hear 2 short beeps that signifies handset pairing.
- To check handset battery levels, hold the orange STOP button.
- Check modes: SB (Stand-By), RC (Remote Control), FL (Follow)

PRECAUTIONS

Wide Open Spaces

CaddyTrek is designed for use in wide open spaces only. Do not operate CaddyTrek in enclosed or confined areas.

Abnormal or erratic behavior can be caused by radio frequency signals interference Wi-Fi or similar electronic signals.

The CaddyTrek uses RF and Ultrasound signals to communicate back and forth from the CaddyTrek to the remote handset. On occasion the user may experience interference with the communication of the CaddyTrek when using Follow (FL) mode or Marching mode.

When encountering interference, use RC or Push mode.

In the Parking Lot

Use either RC or Push mode when in parking lot to navigate around cars or other obstacles that can cause the signal to bounce.

Obstacles

User needs to be aware of obstacles and how they can affect the Ultrasound signals. Use caution and move slowly around obstacles including bodies of water, bunkers and other obstructions.

When in doubt, use RC or Push mode.

Signal Interference

Be aware of the following:

- Overhead power lines
- Radio and cell phone towers
- Nearby airports or air bases
- WI-FI or similar electronic signals



RF (Radio Frequency) Interference

If you experience signal interference it's probably due to cell phone towers nearby or the location of the golf course.

If you are experiencing signal interference, you can change the RF signal band (refer to page 5). Start with Yellow, then Pink and then Gray.

Do's AND DON'T's

- DON'T: Lift CaddyTrek from the sensor arms/bars
- DO: Keep handset and sensors clear of obstructions
- DON'T: Load over 60 lbs.
- DO: Secure unit when transporting
- DON'T: Direct the unit towards other people, bunkers, or other carts
- Do not let anything, including a towel, block the sensors.
- Use caution when operating the CaddyTrek in a confined area, on steep slopes and side hills.
- Walk slowly and guide CaddyTrek carefully to clear hazardous areas such as bodies of water, bunkers, and other obstructions.



We recommend that you practice and familiarize yourself with the operation of CaddyTrek, especially Follow Mode before using on the golf course.

MAINTENANCE

Introduction

This chapter is designed to educate users on how to keep their CaddyTrek unit in ideal operating condition.

Though the frequency to perform maintenance tasks is recommended, it may be necessary to perform certain procedures more or less frequently depending on use. Owners must use their best judgment in maintaining their CaddyTrek.

Tools and Materials

- 3 mm wrench and needle nose pliers
- 4, 5 and 6 mm hex wrench
- Phillips and flathead screwdriver
- Bearing lubricant
- Brush and Rags
- Compressed Air



Caster Wheel Assembly Maintenance

The Caster Wheel Assembly requires a high level of maintenance. Dirt and grass often get stuck in or around the caster wheel and caster wheel fork. If you let it accumulate, it will weaken the caster wheel.

After a day out on the golf course, before storing your unit, lightly brush the dirt and grass off the assembly.



Cleaning

It is common for grass and dirt to collect in the caster fork area. Remove the caster wheel, brush away the dirt and grass that has accumulated, then wipe with a damp rag so that the caster wheel may spin freely and unhindered.

Recommended Maintenance: Every 2 weeks



MAINTENANCE

Tension

Adjust the caster wheel's tension with the 6 mm hex wrench. We recommend you adjust the caster wheel tension so that it will spin a total of five revolutions per spin.

Do not over tighten the caster wheel as this may cause damage and misalign the bearing.

A caster wheel that is too tight will demand more power from the motors, which in turn will drain the battery at a quicker rate.



Motor Wheel Assemblies

1. Use a flat head screwdriver to remove large clumps of grass that are caught in the treads of the motor wheels.
2. Once the large clumps are removed, brush off the remaining dirt and grass with a cloth.



Sensors

1. Make sure the plug is screwed into the electronics box securely.
2. Check the wire and make sure it is in good shape.
3. Inspect the sensor head. Make sure it's intact and firmly secured to the sensor arms.

MAINTENANCE

Handset

1. Practice cleanliness with your handset. A damp cloth works best for cleaning. Keep your handset free from dirt, moisture and impacts.
2. Unmaintained handsets can cause your CaddyTrek unit to become unresponsive to commands or behave strangely. Test and press each button for a tactile feel and make sure it is operational. Check all modes for functionality.



Storage

Although the unit is made to withstand tough conditions, we recommend that the unit be stored in a clean, dry environment.

If leaving the CaddyTrek at your club, ask that the unit be stored inside or with the regular drivable cart fleet. Proper storage insures the safety and condition of the unit when not in use.



Wet Conditions



You may use your CaddyTrek under light rain conditions, as the internal electronic components are protected by a weather resistant seal. However, we **DO NOT** suggest using under a heavy down pour as a precaution. This could lead to corrosion in other areas of the cart. Also, if the CaddyTrek goes off into a lake or water hazard

area, if completely submerged, DO NOT USE! There could be serious damage to the electronics and you should wait enough time to ensure the cart is completely dried out.

REGISTRATION

How to Register Your CaddyTrek

1. Locate your serial number
2. Log on to www.caddytrek.com
3. Click on the "Support" tab
4. Click on "Warranty Registration"

Support



CaddyTrek R2



Warranty
Registration



Firmware Update



Support Ticket



Referral Program

5. User Profile
 - a. Fill in the following fields:
 - i. Address 1
 - ii. City and State
 - iii. Zip and Country
 - iv. Serial Number
 - v. Purchase Date and Location
 - vi. Comments (if applicable)
 - b. Click on "Submit"

REGISTER

This warranty registration is for Continental U.S. and Canadian customers only.

If you are experiencing difficulties with the registration process please call us at (702)98

User Profile

E-mail Search

If you have already registered a product you may search for your membership with your email address above.

First Name Last Name

Phone

Number

Address 1

Address 2

City

State

Select one

Zip

Country

Select one

CaddyTrek

Product

CaddyTrek

Serial Number

[View Serial Number Example](#)

Purchase

Date

Purchase Location

Comments

I would like to receive updated product information from CaddyTrek
**CaddyTrek may require proof of purchase

FIRMWARE UPDATE

What is a Firmware Update? Firmware update is when new software and/or new features have been added to the CaddyTrek. Customers can download the firmware update with the USB Firmware Cable supplied with CaddyTrek at time of purchasing. See image below.



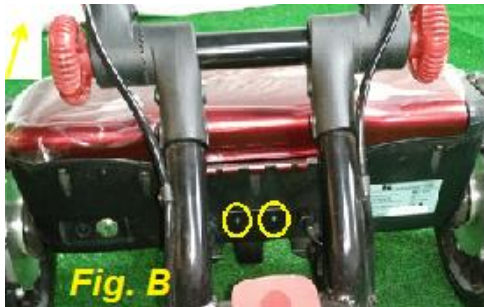
1. System Requirements

This program application can only be installed on the following programs:

- Vista
- Windows 7
- Windows 8
- Windows 10

2. Connecting to the CaddyTrek

- a. Using a screwdriver, remove the cover to the programming port located on back of battery box (Fig. A).
- b. Connect the programming cable to the programming port on unit (Fig. B and B.1).



3. Connecting to the handset

- a. Take the back cover off handset and remove battery (Fig. C).
- b. Connect the smaller input to the handset (Fig. D).

Note: Sometimes it's helpful to use a small pen like object to properly secure the cable to the handset

- c. Insert the USB cable connector to the USB port on the host PC (Fig E).

FIRMWARE UPDATE



Fig. C

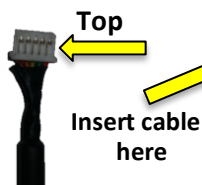


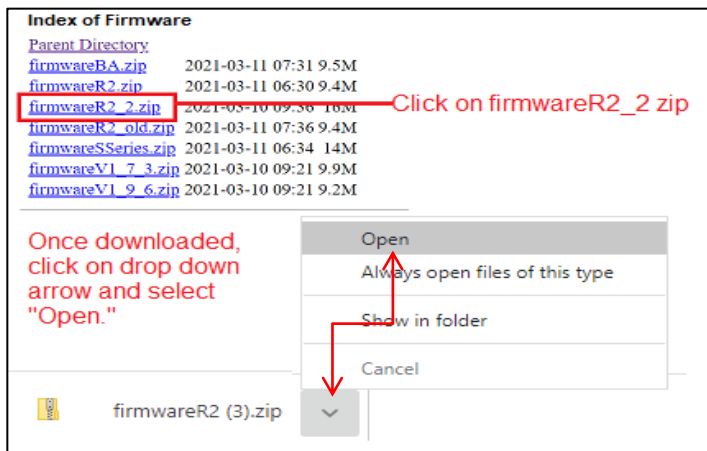
Fig. D



Fig. E

4. Download Firmware

- Go to www.caddytrek.com/firmware
- Click on "firmwareR2_2 zip" (second gen)
 - A zip file will download
 - Open and extract the files
- Save to a location on your pc
- Click on "Extract"



5. Update the Firmware

- Power on the unit **BEFORE** continuing.
- From host PC, click on the file named "CT_Programming.exe." The dialogue should look like this:

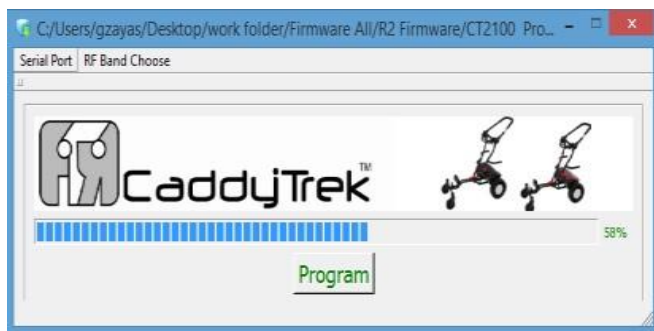
FIRMWARE UPDATE

Note: If you receive a warning message "Windows protected your pc", it's OK. Click on "more info" and then click on "open file anyways".

- c. Turn off the unit.
- d. Click the Program button and within 5 SECONDS, power on the unit. If you do not power on the unit within 5 seconds you will get an error. It's OK, just close the error box and start again.

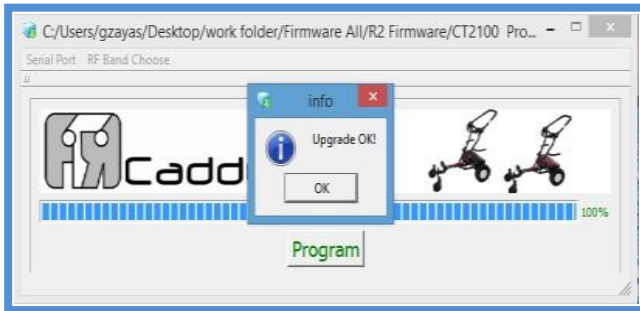


- e. While transferring you will see the following:



FIRMWARE UPDATE

- f. When the upload is complete you will see the following.



6. Finishing Up
- Turn off the Unit.
 - Unplug all of the cables and put away the firmware cable.
 - Power on the unit and within 5 SECONDS power on the handset.
 - Then hold down the STOP button and while holding the STOP button press the UP directional button 4 times.
 - The handset will beep twice and only the light under Standby (SB) will be flashing.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

What allows the CaddyTrek to follow hands free?

CaddyTrek is a proprietary robotic system with advanced sensing and motion control technology. Sensors on CaddyTrek pick up signals from the remote handset worn by the golfer to determine distance and angle.

How fast will the CaddyTrek follow or move?

CaddyTrek can travel up to 4 mph and typically follows within 5 yards of the golfer while in Follow Mode. CaddyTrek can move faster in RC Mode by pressing the forward directional button on the handset.

How many holes of golf can I play on one full charge of the battery?

CaddyTrek can be used for up to twenty-seven holes depending on the golfer and the course being played. We recommend charging the battery after a full round of golf to always ensure it can be used for maximum play.

Can the CaddyTrek be used in a group of golfers also using CaddyTrek?

CaddyTrek can be used in groups as large as four because the handset and signals are paired specific to each specific unit.

What happens if it rains and my CaddyTrek gets wet?

The main battery and the rear wheel motors are enclosed and encased in a protective weather resistant housing to eliminate exposure to rain.

However, if the cart goes into a lake or water hazard, depending on the amount of time submerged in water, there could potentially be problems to the internal electronics.

Will the CaddyTrek avoid obstacles and avoid collisions?

In Follow Mode, CaddyTrek will follow wherever the golfer goes at his/her pace. The user should take all precautions to avoid bunkers, people, and bodies of water.

How often should I charge my CaddyTrek?

Charge after a full round or when indicator lights are flashing with two green lights. When not using, store battery at a 75% charge.

Why won't my handset power on?

Press and hold the power button on the handset firmly for 2-3 seconds.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

I can't operate the unit or engage any of the modes. What do I do?

Power off the CaddyTrek and the handset. Remove the battery from the handset and wait 5-10 seconds then reinsert the battery into handset. Power on the CaddyTrek, **wait 5-10 seconds**, then power on the handset.

Your cart and handset should now sync automatically. If not, hold down the "Stop" button and press the "Up" button multiple times until the handset beeps. Syncing is signified by two short beeps coming from the handset.

Why won't my CaddyTrek cart turn on?

Assure that you have completely pressed down the power button on the CaddyTrek until you hear it beep and the intermittent green LED light on the power button of the unit is visible, and the wheels are locked. Also, make sure the battery is fully inserted into unit and that it is fully charged.

My CaddyTrek is beeping three long beeps and won't stop. This is disturbing other players on the course. What can I do?

The charge level on the battery is low and it needs to be charged. After you charge both the CaddyTrek and the handset and still hear 3 long beeps, ensure the connections are secure to both power outlet and chargers. It may continue to beep until the batteries have power.

Can the CaddyTrek follow you up and down hills?

Though it is recommended to use Remote Mode for hills, the CaddyTrek does have the ability to follow you up and down most hills as long as it is within a 25 degree grade. You must walk slowly and consciously to be successful. *NOTE: Avoid hills with terrain composed of loose dirt or sand.*

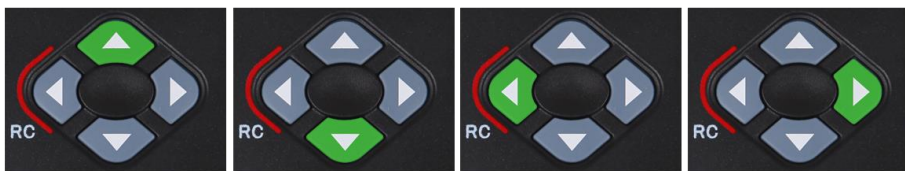
What do I do in the event I lose control of my CaddyTrek?

Whenever you are in doubt, whether it is during Follow Mode, Marching Mode or Remote Mode, you can press the STOP button multiple times to revert to Standby Mode. This will lock the motors and stop the unit immediately. Practice this exercise before use.

TIPS AND TRICKS

This guide is intended to outline how to enable and use grouping mode. This functionality is ONLY compatible with CaddyTrek BA & R2.

1. Gather the players in the group that will be golfing and that also have qualified CaddyTrek units.
2. While all handsets are in Standby (SB) mode and standing within five feet from each other, press the remote directional buttons in the following sequence: UP, DOWN, LEFT, RIGHT. Wait for all players to complete the sequence and then press STOP together.



3. If done correctly the handsets will flash the four lights in sequence indicating that the handsets are searching for the other players.

Problems Grouping

If one or more players did not do this correctly they will have ten seconds to try again while the successful handsets are still searching (the lights will still flash in sequence).

If some players become grouped (the SB light and the OA light will blink together at the same time on all handsets that have successfully grouped) the players who are grouped should re-enter the button sequence to break the group and try again.

4. Once successfully grouped, the SB light and the OA light will blink together at the same time on all handsets.
5. The group will not break until the button code is re-entered or if all of the units have been powered off for an extended period of time.



SPECIFICATIONS

Remote Control	Range up to 55 yd / 50 m
Motor	Dual motors total 440 watts
Drive:	Follow: Front wheel drive Remote: Rear wheel drive
Battery Type	Lithium-ion
Battery:	24V 10.5Ah Weight: 6 lbs / 2.7 kg Average Charge Time: 6 hours Lifetime: >500 cycles Warranty: 1 year
Battery Charger:	Input: 100/240V AC Output: 29.4V 1.8A DC Trickle Charger
Weight	36 lbs / 15 kg (without battery)
Speed	Up to 4 miles or 6.5 km per hour
Stopping Distance "Follow"	1.1yd / 1 m (from golfer)
Max. Detection Distance "Follow"	5.5 yd / 5 m (from golfer)
Maximum Load	50 lbs / 20 kg
Slope	25 degree straight uphill
Total Distance (holes)	10 mi / 16 km (27 holes)
Dimensions:	
• Folded	23 x 18 x 12 in / 58 x 47 x 30 cm
• Fully Expanded	36 x 34 x 23 in / 93 x 85 x 58 cm
Package Size	24 x 14.5 x 21 in / 61 x38 x 53 cm
Wheels	Polyurethane (PU)
Frame Material	Aluminum Alloy (Aerospace Grade)
Frame Color	Black
Cover Color Options	Candy Apple Red / Black
Handset Battery Type	Lithium-ion polymer
Operational Time	30 hours
Charge Time	2 hours / DC
Warranty:	1 year limited warranty
• Electric box	
• Batteries	
• Motor	
• Handset	

WARRANTY POLICY

Warranty Policy

FTR Systems warrants the product against manufacture design and defects in materials for a period of **ONE (1) YEAR** from date of purchase.

The following is covered under the terms of the limited warranty:

YEAR 1: motors, electronics, battery, and mechanical parts.

The manufacturer is not responsible for damage or part failure due to normal wear-and-tear or misuse of the product.

FTR System's Warranty Obligations

If a defect arises and a valid claim is received within the warranty period, at its option, FTR Systems will either:

- Send parts for replacement at no charge; or
- Repair the defect at no charge, using new or refurbished parts in cases where service work is required

Customer's Warranty Obligations

- Customers must first register their CaddyTrek for warranty and service work at www.caddytrek.com. Refer to page 16.
- Customers **must** keep the **original shipping box** including all packaging material supplied with it.
- Customers should follow a regular maintenance program to keep their unit in top performance. Refer to maintenance and care section of the User Manual.
- Customers should follow recommended use guidelines when using the product. If using in areas or in a manner not defined as normal operating standards, can void any future warranty claims.
- Maintain sufficient charging on the battery at all times. Charge battery using supplied charger for product.

Please note: If your CaddyTrek needs to come in for warranty or service work, the unit must be shipped in its original shipping box. If the original box is not available, please use a box with the following dimensions:

- L = 25in X W = 16in X H = 21in

Failure to comply with this policy may result in additional shipping costs.

RETURN POLICY

Return Policy

If for any reason customer wishes to return their item, the item must be returned within 30 days after receipt, in its original packaging, for a complete refund. Returns will not be accepted after 30 days. The 30 day return allotment begins on the delivery date of the item.

All returns to FTR Systems must be authorized prior to shipment. A Return Merchandise Authorization (RMA) number is provided solely by FTR Systems to authorize the return.

Return Guidelines:

- Product must be shipped in its original shipping box.
- Use original packing materials to prevent damage during shipping transit.
- Returns must include any accessories (if applicable) and documentation that came with the original shipment.
- Customer pays for return shipping.

If customer fails to adhere to FTR Systems Return Policy, the returned shipment will be refused at time of delivery.

To receive a RMA number, please contact FTR Systems at (702) 982-6598 x2.

All returns are evaluated at time of FTR Systems receiving the package and subject to a 15% restocking fee. Damage incurred during the shipping transit will be the responsibility of the customer including any additional fees.

Before a refund can be issued, FTR Systems reserves the right to make a final assessment to determine the condition of the returned item(s) and to refuse the return if guidelines listed above are not met.

CaddyTrek Warranty, Return and Shipping Policies

You can view all our policies at
<https://www.caddytrek.com/policies/>



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