

CaddyTrek[®]

R3

User Manual



Digital User Manual





WARNING: LITHIUM-ION BATTERY

CAUTION

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

Lithium ion batteries provide high energy density, and can be recharged time after time. Storing large amounts of energy can be inherently dangerous as these batteries contain lithium ions and highly flammable electrolytes.

Causes of lithium ion failure include puncture, overheating, overcharging, short circuit, internal cell failure and manufacturing deficiencies. See WARNINGS below...

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

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

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.

WARNINGS

- Do store battery in a cool, dry place away from direct sunlight and excessive heat or cold
- Do not store or charge battery in temperatures below -10°C or above 40°C
- Do charge in a well-ventilated area
- Do not charge battery in a sealed container or upside down
- Do not charge battery near heater, or where heat accumulates, or in direct sunshine
- Do not leave charge battery overnight
- Do not disassemble the battery or open the battery. Risk of electric shock or fire
- Do not touch the electric poles of the battery
- Do not keep battery connected to the grid during prolonged power outages
- Do not splash or immerse battery in liquids
- Do not use non-CaddyTrek branded charger to charge battery as it may cause battery damage or cause fire
- Do not use battery if damaged
- If disposing of battery, take it to a proper recycling center

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BEFORE USING THE CART, PLEASE READ “PRECAUTIONS” PAGE 9-10

I. 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

Charging the Battery

The CaddyTrek uses a Lithium-Ion battery to power the cart 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. Once fully charged, unplug.



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.

Note: Low battery voltage indicated by four loud beeps from CaddyTrek.

I. GETTING STARTED

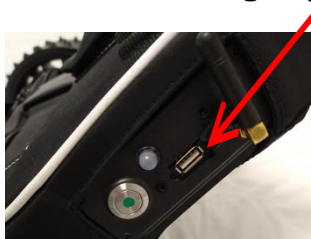
Using the Battery Charger

1. Charge the main battery in or out of the 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. Charge battery for about 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.

Cell Phone Charger (USB Port)



I. GETTING STARTED

Unfolding the CaddyTrek

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Folding the CaddyTrek

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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.



I. GETTING STARTED

Powering up the CaddyTrek

1. Upon starting up the unit, you **MUST** pair each time.
2. Pairing Handset to CaddyTrek
 - a. Turn on the unit
 - b. Turn on handset
 - c. Immediately press and hold the STOP button while repeatedly pressing the UP button.
 - d. When you hear beeps from handset, you have successfully paired your handset with your unit.



Note: If all four lights on handset light up green, then you are NOT paired to the unit.

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Using the Anti-Tipping Wheel

1. You must open anti-tipping wheel before using cart.
2. Use hand to pull out anti-tipping wheel assembly.
3. Use foot to fold back in.

Watch Video - Scan QR Code



I. GETTING STARTED

Identifying the LED Lights on CaddyTrek

Solid white light = Camera warm up (apx. 45 sec - 2 beeps)



Flashing green light = Stand By (SB) mode



Flashing blue light = Remote Control (RC) mode



Solid green light = Follow (FL) mode



II. 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. 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

3. Recalibrate CaddyTrek

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.

4. Engage free wheel mode

- a. Hold down the UP directional button until you hear a beep.
- b. Press STOP to lock the wheels.

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.
- To go back into Standby (SB) mode, press STOP, STOP.

III. OPERATION MODES

Manual Push Mode (use on level ground)

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

Remote Control (RC) Mode / Follow (FL) Mode Using Handset

1. Power on the CaddyTrek and handset.
2. Position yourself behind the large wheels of CaddyTrek with your chest facing the CaddyTrek.
3. Hold down the "Left" directional (RC) button until the handset emits a short beep and RC light will be blinking on the handset. **30 yard max range.**
4. Blue light on CaddyTrek will indicate RC mode is ready.
5. To stop the unit, press the STOP button once.

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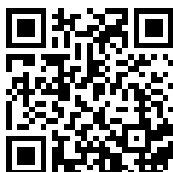


Free-Wheel Mode

1. With the CaddyTrek in Standby (SB) mode, push down on handle, till anti-tipping wheel is touching ground.
2. CaddyTrek will beep indicating free wheel mode.
3. LED on CaddyTrek will turn solid green
4. To disengage, cup camera with hand as shown in video, **DO NOT TOUCH THE CAMERA LENS.**



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III. OPERATION MODES

Follow (FL) Mode

1. Activating “vision” follow

- a. Position yourself in front of the camera.
- b. Place your palm over camera (without touching the lens).
- c. When you hear the beep (from handset and unit), turn around and start walking.

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2. Disengaging “follow” mode

- a. While walking in follow mode, stop, let the cart stop behind you, then take a step back.
- b. Cart will beep when disengaged.
- c. Now you are free to walk around.

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3. Follow-pause

- a. You can pause follow without disengaging follow.

Watch Video - Scan QR Code



IV. PRECAUTIONS

TIPS FOR ACTIVATING CAMERA

1. DO NOT use gloved hand when activating camera.
2. Block the sun using your body to avoid shadows on hand.
3. Watch video below for alternate methods.

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Uphill / Downhill Pausing

- Always keep camera in-line of sight.
- While walking in “follow” mode up or down a hill, it is important to pause before proceeding to ensure the camera keeps line of sight.
- Do not walking directly down a steep hill in follow mode. This may cause tipping.

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Uphill Pausing



Downhill Pausing



Sun Glare

- You may experience “sun glare” when walking directly into the sun.
- The unit will stop and beep when this this occurs.
- To avoid this, it is suggested to walk in a zigzag method.

Watch Video – Scan QR Code



IV. 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 handle bar needs to AVOID interfering with camera. DO NOT BLOCK CAMERA.



In the Parking Lot

Use manual "Push" mode 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

When encountering interference, use manual "Push" mode.

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, while in RC mode, it's probably due to cell phone towers nearby or the location of the golf course.

Should you encounter interference with handset, change mode to manual "Push" mode.

Wet Conditions

- DO not use the CaddyTrek in wet conditions.
- Turn off the unit and push cart to dry, safe area.

V. TROUBLE SHOOTING

Powering On:

If no response two minutes after powering on, reboot R3.

If after 45 seconds, if you don't hear a beep and a green blinking light, reboot the R3.

To reboot the R3, turn off the unit and then turn back on.

Must have blinking green light to use camera for follow mode.

Pairing:

If you see 4 green lights on handset, then pairing was UNSUCCESSFUL. Re-do the process.

Sun glare:

Like any other camera, facing directly into the sun may cause sun glare.

When using palm gesture to activate follow mode, if after several attempts, and the CaddyTrek still isn't connecting (responding) this may be due to sun glare.

We suggest blacking out the camera (without touching the lens) by cupping the camera using your hand.

Then attempt palm gesture again to activate the camera.



When using follow mode and walking directly into the sun, to prevent sun glare, it is suggested to use "zigzag" method.

See video - refer to page 9, "Precautions."

TIP: Clean camera lens with dry, soft cloth regularly.

Motor Noise:

If continuous large motor noise under RC mode (pause on slope etc.), please change to SB mode to eliminate motor noise.

VI. TIPS AND TRICKS

- When going down a steep hill, DO NOT use follow mode. This may cause cart to tip over. Use manual mode.
- Do not walk too fast – The unit may start to sway as the camera tries to find the user. If it starts to sway, stop walking and let the cart catch up and then start walking again.
- Walk slowly on narrow cart paths to avoid swaying and hitting the curb and/or falling off the cart path.
- DO NOT overload cart. Maximum load weight is 26-28 pounds. If cart is overloaded, this could cause cart to sway.
- If you experience swaying, put water bottles inside the pockets of jacket.
- When using RC mode, walk on antenna side of unit.
- Avoid weight on small caster wheels

USE COMMON SENSE and BE PATIENT

VII. 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.
- 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:

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

VIII. 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/>

IX. WARRANTY 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"



 **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

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**
Zip **Country**
CaddyTrek Product **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

X. SPECIFICATIONS

Remote Control	Range up to 30 yards
Motor	Dual motors (250 watt each)
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	30 lbs. (without battery) 36 lbs. (with 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	33 lbs / 20 kg
Slope	20 degree straight uphill
Driving Range (holes)	10 miles (27 holes)
Dimensions: <ul style="list-style-type: none">• Folded• Fully Expanded	L 11 x W 24 x H 21 L 38 x W 24 x H 35
Wheels	Polyurethane (PU)
Frame Material	Aluminum Alloy (Aerospace Grade)
Frame Color	Black
Cover Color Options	Red, Black and Blue
Handset Battery Type	Lithium-ion polymer
Operational Time	30 hours
Charge Time	2 hours / DC

Visit our YouTube page to see all our CaddyTrek R3 Videos.

<https://www.youtube.com/user/caddytrekgolf>



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