CaddyTrek®

R2 S-Series

User Manual

IMPORTANT SAFETY INFORMATION

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.
- 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.

Table of Contents

I. GETTING STARTED

What's included in the box?

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.

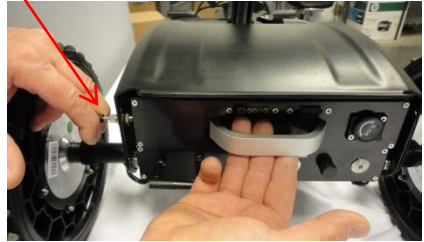**Adjusting the 5th. Wheel**

* Pull pin to adjust outward

Removing the battery

* Pull pin and pull battery outward

Frame Hinge Locked

Frame Hinge Unlocked

- **Notice the direction of the knob when locked and unlocked.**

I.   GETTING STARTED

Charging the Battery

- Charge the main battery and handset for at least 8 hours before using.
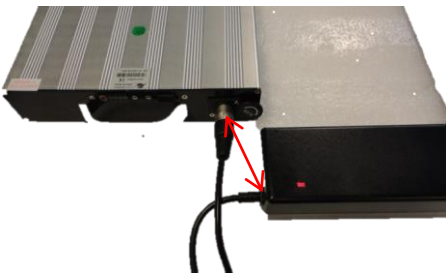
Checking battery level

To check the battery level, press the **RED** button on the battery.

3-green lights: The battery is fully charged.

2-green lights: The battery is 50-75% charged (recommend charging)

1-green light: The battery is less than 50% charged (must be charged)

1-red light: Needs charging (dead)

Using the Battery Charger

1. Plug the battery charger into the main battery's charging port.
2. Plug the other end of battery charger into a power outlet.
3. The indicator light should turn **RED** to indicate battery is charging.
4. If the charge indicator light does NOT turn **RED:**
   a. Leave the charger plugged into the battery.
   b. Unplug the charger from 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 8 hours.
7. Check the battery charge level again.
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 unit and begin use.
9. If the indicator light is not **GREEN**, call customer support.

II.   UNIT OPERATION

Unit Information
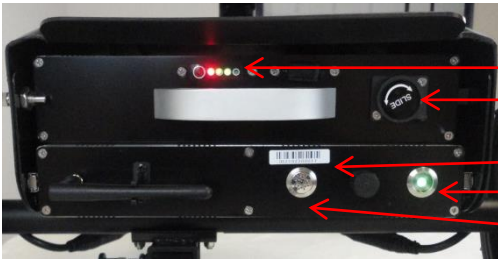
Battery power level indicator

Charging Port

Serial Number
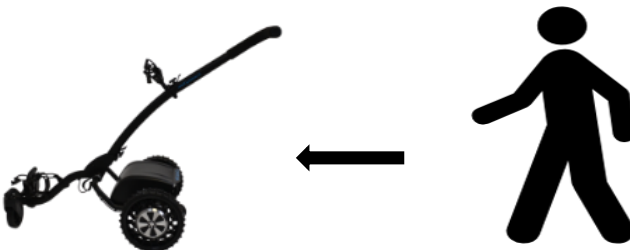
Power Button

Speaker

Powering up the unit

1. Power on the unit.

Power Button

2. Position yourself behind the large wheels, then power on the handset.

3. You will hear 2 short beeps once communication is established.

4. Unit will power on in Standby Mode (SB) with LED light flashing.

II.   UNIT OPERATION

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.

Using the Handset

- Press the Forward, Reverse, Left or Right directional buttons to move the unit in the desired direction.

- To accelerate the unit to its maximum speed, hold down the Forward button or press repeatedly.

- To slow down the unit to a stop while moving forward, repeatedly press the Reverse or Stop button.

- Once stopped, pressing once more will reverse the unit.

II.   UNIT OPERATION

Additional Handset Commands

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

1. **Mute the handset:**
   a. Press: DOWN, DOWN, DOWN, DOWN, DOWN, DOWN, DOWN, STOP
   b. Repeat steps to disengage

2. **Free the wheels while unit is on:**
   a. Press: UP, UP, UP, UP, UP, UP, UP, STOP
   b. To disengage, press STOP

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
      j. 3 green lights = 75% charged
      k. 2 green lights = 50% charged
      l. 1 green light = 25% charged

4. **Recalibrate Handset**

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

   a. Turn unit on.
   b. While in SB mode, press left right, left right, and then stop. You'll hear two beeps.

II.   UNIT OPERATION

Handset Pairing and Re-Synching

There may be times when the handset will lose connection to the unit, usually after either replacing the handset or battery with either a new or replacement one.

Should the handset and unit lose connection with each other, they will need to be re-synched.

1. TURN OFF the unit and the Handset.
2. TURN ON the unit…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-synced 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.

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.

II.   UNIT OPERATION

Standby (SB) Mode

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

While in SB mode:

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

Manual Push Mode (use on level ground)

1. Make sure the unit and the handset are powered off.
2. Guide the unit with the push bar.
3. The unit 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 unit.
2. Position yourself behind the large wheels (chest facing the unit).
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.
5. Push STOP twice to go back to SB mode

Obstacle Avoidance (OA)

The unit is shipped with this feature off.

1. Turn on OA
   a. Turn on handset
   b. While in SB mode, PRESS and HOLD the down directional button until you hear two short beeps.

2. Turn off OA
   a. Turn on handset
   b. While in SB mode, PRESS and HOLD the down directional button until you hear four short beeps.

Note: The OA and RC light will light up when OA is in use.

III.   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 unit.

When encountering interference, use 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

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.

When in doubt use Push mode.

Do's and Don'ts

- DO: Use caution when operating the unit on steep slopes and side hills.
- DON'T: Direct the unit towards other people, bunkers, or other carts
- DO: Walk slowly and guide the unit carefully to clear hazardous areas
- DO: Secure unit when transporting

IV.   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 are recommended, it may be necessary to perform certain procedures more or less frequently depending on use. Owners must use their best judgement 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
- Cleaning solution or water
- Bearing lubricant
- Brush and Rags

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.

1.   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.

IV.   MAINTENANCE

2.   Lubrication

Spray a silicon bearing lubricant directly on the caster wheel bearing to prevent it from seizing. It is recommended to remove the caster wheel to apply the lubricant, so do this while you are cleaning the wheel. Just be sure to wipe the bearing clean before applying lubricant.

3.   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.

IV. 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 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 unit 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 unit 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 unit goes off into a lake or water hazard area, and is 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.

V.   WARRANTY REGISTRATION

How to Register Your Unit (change photo)

1. Locate your serial number (see photo on page 1).
2. Log on to www.caddytrek.com
3. Click on the "Support" tab
4. Click on the drop down box and select "warranty registration."
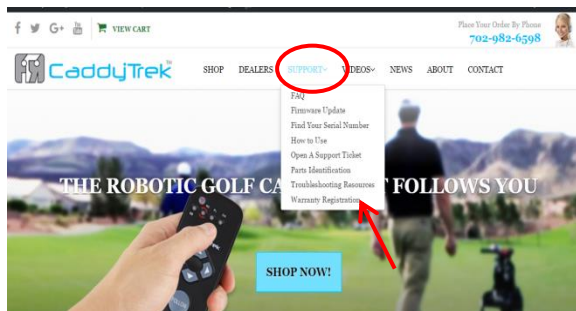
5. User Profile
   a. Fill in the following fields:
      i. Address 1
      ii. City and State
      iii. Zip and Country
      iv. Serial Number
      v. Purchase Date and Location
      vi. Comments (if applicable)
   b. Click on "Submit"

VI.   FIRMWARE UPDATE

What is a Firmware Update? When new software and/or new features are added to the CaddyTrek R2 and S-Series, you can install them on your unit by using a firmware cable (included with unit at time of purchase).
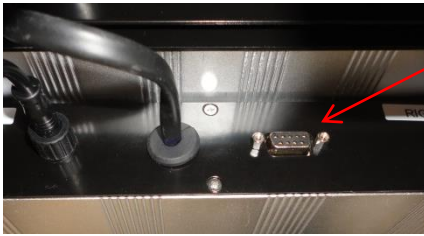
1.   System Requirements

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

A. Handset

B. PC

C. CaddyTrek

- Vista
- Windows 7
- Windows 8
- Windows 10
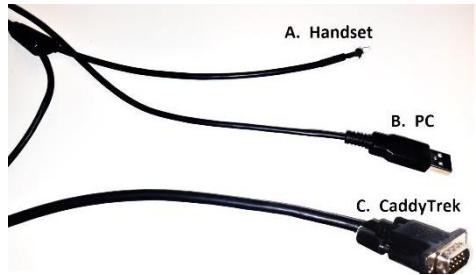
2.   Connect the USB cable to the USB port on unit.

3.   Connecting to the handset

    a.   Take the back cover off handset and remove battery (Fig. B).

    b.   Connect the smaller input to the handset (Fig. C).

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

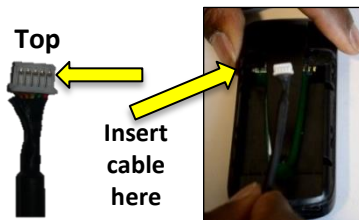   c.   Insert the USB cable connector to the USB port on the host PC (Fig D).

Top

Insert cable here

Fig. B

Fig. C

Fig. D

VI.   FIRMWARE UPDATE

4. Update the Firmware
   a. Power on the unit **BEFORE** continuing.
   b. From host PC, click on the file named "CTII_Programming.exe." The dialogue should look like this:
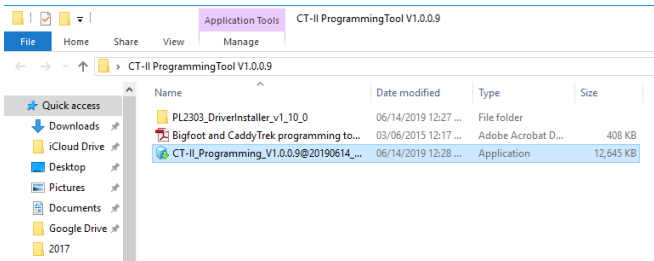
Note: If you receive a warning message "Windows protected your pc", it's OK. Click on "more info" and then click on "open file anyways".

   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:

   f. When the upload is complete you will see the following.
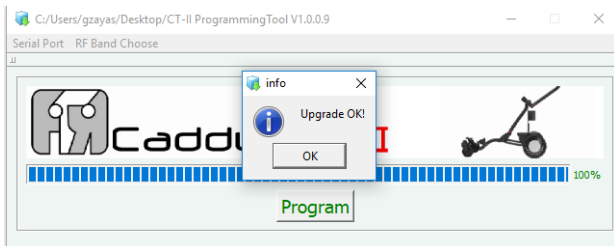
5. Finishing Up

   a. Turn off the Unit.

   b. Unplug all of the cables and put away the firmware cable.

   c. Power on the unit and within 5 SECONDS power on the handset.

   d. Then hold down the STOP button and while holding the STOP button press the UP directional button 4 times.

   e. The handset will beep twice and only the light under Standby (SB) will be flashing.

Changing the RF (Radio Frequency) Signal

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

If you are experiencing signal interference, you can change the signal band. Start with Yellow first, then Gray, then Pink.

To change the RF signal, follow these steps:

- Turn CaddyTrek on
- Click on desired RF signal (Yellow first)
- You will hear a beep beep
- Turn CaddyTrek off and on
- The RF signal is now set
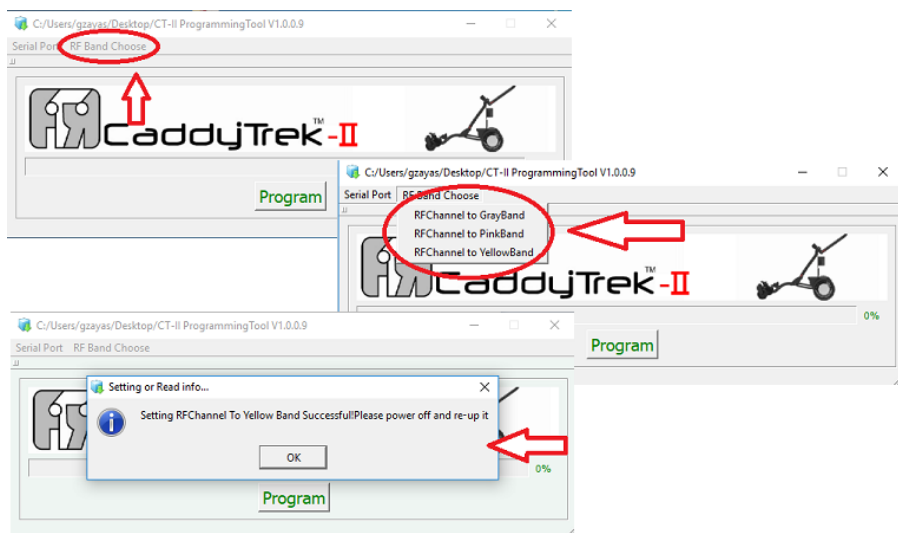
VII.   FREQUENTLY ASKED QUESTIONS

What is Obstacle Avoidance (OA)?

OA stands for "Obstacle Avoidance." This mode detects and avoids hitting objects such as curbs, bushes and people walking in its path.
It is not meant to stop the unit and it is not used to avoid trees. When the cart is interrupted, simply go around the obstacle.

How fast will the unit move?

CaddyTrek can travel up to 4 mph. The unit will start off slowly, however, you can speed the unit by pressing and holding down 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 forty two (42) 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.

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. Call our support department at 702-982-6598 x2.

Will the unit avoid obstacles and avoid collisions?

The user should take all precautions to avoid bunkers, people, and bodies of water. Refer to Obstacle Avoidance section on page 7.

Can I purchase an additional battery or handset?

Additional batteries and other parts can be purchased through our website at www.caddytrek.com.
Note: when purchasing additional handset, you will need to have your serial number of the unit.

VII.   FREQUENTLY ASKED QUESTIONS

Who can I contact about any issues concerning my cart?

For technical problems with your cart, contact customer service at 702-982-6598 x2 or x4. You can also email us at support@caddytrek.com.

How often should I charge my cart?
Charge after a full round or when indicator lights are flashing with two green lights. When not using, store battery at a 75% charge level.

Both my unit and handset are powered up, but I can't engage any of the modes, what do I do?
You need to re-synch the handset to the unit. Power off the unit and the handset. Remove the battery from the handset and wait 5-10 seconds then reinsert the battery into handset. Power back on the unit, **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 handset power on? I pressed the power button.
Press and hold the power button on the handset firmly for 2-3 seconds.

Why won't my cart turn on? I pressed the power button.
Assure that you have completely pressed down the power button on the unit until it beeps and the intermittent green LED light is visible, and the wheels are locked. Also, make sure the battery is fully inserted into unit and that it is fully charged.

My handset is beeping three long beeps and won't stop. What do I do?
This is a low charge level indicator. Charge your handset battery.

What do I do in the event I lose control of my cart?
Whenever you are in doubt, PRESS STOP.   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.

VIII.   POLICIES

1.   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 register their cart immediately for warranty and service work at https://www.caddytrek.com/services/
- 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 unit 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 contact our support department for further instructions.

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

VIII.   POLICIES

2.   Return Policy

If for any reason customer wishes to return their item, the item must be returned within 30 days after receipt, unused and 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.

Returns must be shipped in accordance with the following guidelines:

- Product must be unused.
- Returns must be in its original shipping box. Use original packing materials to ensure that the contents remain undamaged.
- 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 and any costs associated with the refusal will be the responsibility of the customer.

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.   SPECIFICATIONS

Remote Control	Range up to 55 yd / 50 m
Motor	Dual motors total 440 watts
Drive:	Remote: Rear wheel drive
Battery Type	Lithium-ion
Battery:	36V 6.6Ah 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	30.5 lbs / 15 kg (without battery)
Speed	Up to 4 miles or 6.5 km per hour
Maximum Load	50 lbs / 20 kg
Slope	25 degree straight uphill
Total Distance (holes)	42 holes
Dimensions: • Folded	 20 x 22 x 21 in
Package Size	24 x 23 x 18 in
Wheels	Polyurethane (PU)
Frame Material	Aluminum Alloy (Aerospace Grade)
Frame Color	Black
Cover Color Options	Black
Handset Battery Type Operational Time Charge Time	Lithium-ion polymer 30 hours 2 – 4 hours / DC

Warranty:
  • Electric box
  • Batteries
  • Motor
  • Handset
	1 year limited warranty

Note: Illustrations on our publications may slightly vary from the actual product shipped.

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www.caddytrek.com