



USER'S MANUAL

Golf Caddy





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I General Cautions

FIRST USE



- Read the user manual carefully before using the caddy.
- Before using the caddy for the first time, fully charge the battery for at least 5 hours.
- The caddy is not designed to go up or down steps or curbs. Improper use may cause irreversible damage to the caddy.
- When using the remote control of the caddy, remember that the operation of the remote can be disturbed by radio or magnetic waves present in the area, always keep an eye on the movements of your caddy.
- Do not leave the caddy or battery exposed to rain.
Our caddy is designed to be water resistant but not to be immersed in water or washed with a hose or pressurized water jet.
- Do not immerse or expose the battery, charger or remote control to direct jets of water.

DANGER!!



- Only charge the battery in a well-ventilated area and under the supervision of someone. **DO NOT CHARGE THE BATTERY OVERNIGHT OR WHEN YOU ARE OUT OF THE HOME.**
- Do not use battery chargers other than the one supplied.
- Do not replace the supplied battery with a non-original spare part.
- Do not modify the caddy's electrical circuits or alter its factory performance settings.
- Only use the caddy in a private area, closed to traffic.
- Do not allow the use of the caddy by children under 12 years of age.
- Do not use the caddy for anything other than its intended purpose (transport of a bag for clubs).
- Do not use the caddy to transport people, animals or things.
- Do not exceed the maximum capacity of the caddy (65 lbs).



2 Packing list

2.1 Nova Package Contents

Ball cart*1



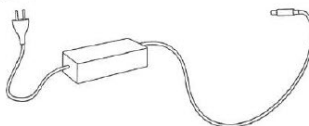
Remote control*1



Storage bag*1



Charger*1



Accessory box*1 3mm wrench *1 4mm wrench *1 5mm wrench *2



M5 nuts*4 Hex socket countersunk machine screws*4 Hex socket head cap screws*2 Male and Female Screws*1 Bronze bushing*2



Umbrella stand*1



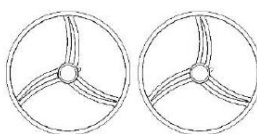
Swivel casters*2



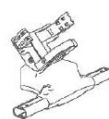
Cup holder*1



Motor wheels*2



Ball-and-sleeve head*1



Please carefully check that all items in the box are present and in good condition.



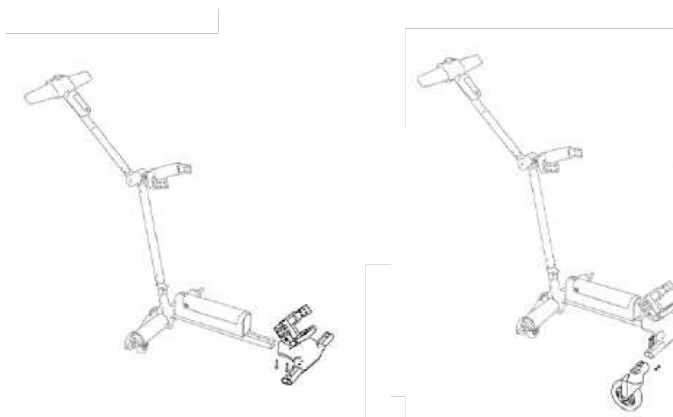
3 Main parts





4 Assembly instruction

1. Unpack all items and check inventory.
2. Secure the front of the caddy from underneath using the two supplied M5 × 35 hex socket cap screws.
3. Secure two swivel casters to each side of the front end using M3 × 35 hex socket pan-head screws and cap nuts.



4. Secure the two M8 × 10 × 6 copper sleeves to the anti-tip wheel using one M5 × 48 semi-round head hex socket screw with matching male and female fasteners.
5. The motor wheels are equipped with a quick-release mechanism. Simply align them with the locking tabs to secure them in place.





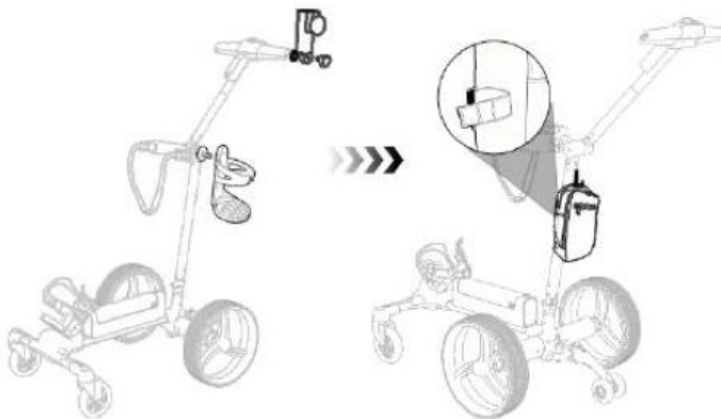
DRIVE WHEEL LOCKING POSITIONS

The drive wheels have two locking positions, specifically:



- **Outer Position:** This position should be used when pushing the caddy manually. In this position, the drive wheels are disengaged from the drive hubs, allowing the caddy to roll freely without resistance from the motors.
- **Inner Position:** In this position, the wheels are engaged with the motor drive hubs, allowing the caddy to be powered and driven by the electric motors.

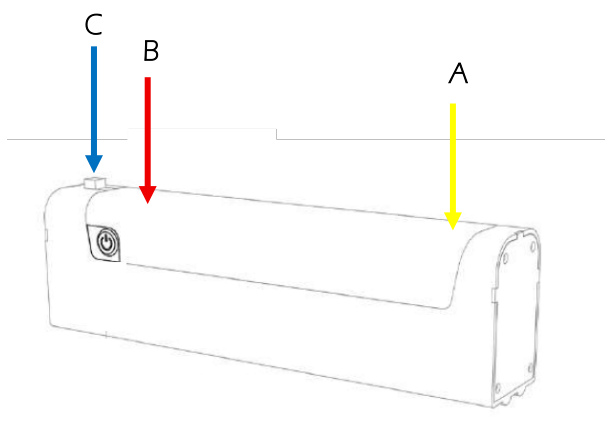
6. Attach the umbrella holder and the cup holder as shown in the illustration below.
7. Install the storage bag using the provided rubber retaining straps and fastening clips. Once the mounting bracket has been installed, the storage bag can be easily removed from the caddy by pressing the quick-release button located on the bracket.





8. After charging the battery for at least 5 hours before the first use, insert it into the designated compartment.
9. To install the battery correctly, hold it at a slight angle and first insert the side indicated by the yellow arrow (A). Then, pivot the battery into place and press down on the side indicated by the red arrow (B) until it locks into position.

If the battery does not lock automatically, press the battery release button indicated by the blue arrow (C) to complete the locking process.



INSTALLING AND REMOVING THE BATTERY

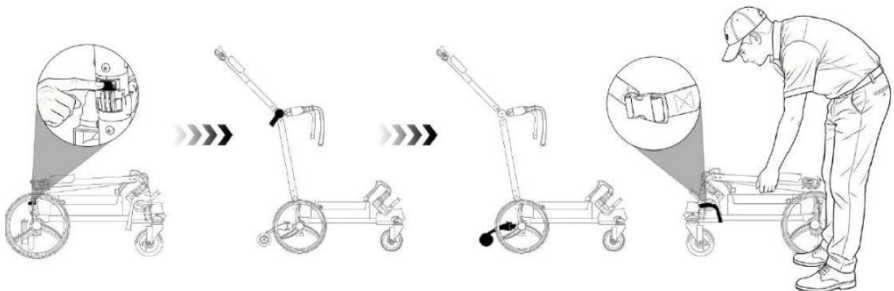


- The first few times you insert the battery into the caddy, you may need to apply some force to ensure it is fully seated in its compartment.
- If the battery does not fit into its compartment, check that the contact pins inside the caddy body are not bent and that there are no obstructions in the contact pin slots on the back of the battery.
- If the battery does not lock into place correctly, do not force it. Please contact our Customer Support team at support@greeneaglegolf.com for assistance.



Once the Nova has been assembled for the first time, opening and closing it is as simple as following these steps:

1. Press the button located at the base of the handle, then pull the handle upward into the vertical position until you hear it click into place.
2. Release the handle height adjustment lever, position the handle at the desired height, then return the lever to the locked position to secure it.
3. Press the button on the anti-tip wheel to extend the anti-tip wheel until you hear it click into the locked position.
4. To store the caddy, secure the handle to the front of the stroller with a cable tie and lift it with one hand.



TILLER POSITION - ANTI TIP WHEELS



- Before using the caddy, make sure the tiller is properly locked.
- Do not lift the caddy by the tiller or use the tiller to lift the caddy, as you could irreparably damage your caddy.
- For added safety and stability of the caddy during use, always deploy the anti-tip wheel.



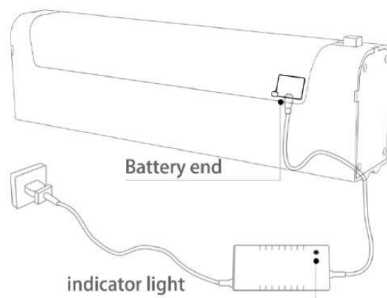
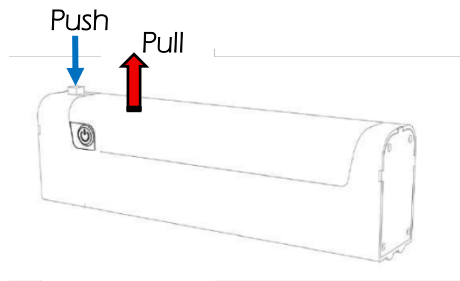
5 Battery Use

5.1 Recommendation for battery storage

If you do not use the caddy for an extended period of time (e.g., during the winter season), it is recommended to disconnect the battery from the caddy and store it in a location protected from water, humidity, and dust, after fully charging it. Before using the battery again, perform a full recharge.

5.2 Battery charging

1. Make sure the caddy is turned off.
2. Remove the battery from the caddy by pressing the battery release button and lifting the battery upward.
3. Connect the battery to the provided charger using the appropriate jack located to the right of the battery (under the rubber protective cover).





4. The charger body has a charge status indicator light. If the LED is red, it means the battery is not fully charged yet. A green LED indicates that the battery is fully charged.
5. If the battery is completely discharged, a full charging cycle takes about 6 hours.
6. The battery is equipped with an integrated BMS (Battery Management System) that stabilizes the charge once complete, so it is not necessary to immediately disconnect the charger once charging is finished. However, it is always recommended to disconnect the charger as soon as possible after charging is complete.

FIRE - EXPLOSION



- **Never leave the battery unattended while charging. The battery is equipped with a safety BMS that prevents overcharging. However, it is good practice to stay nearby during the charging process and, if possible, avoid charging the battery overnight.**
- **If you notice any swelling on the battery, immediately disconnect the battery charger and place the battery in an outdoor area. Then contact Green Eagle Golf customer service.**

DANGER



- **To recharge the caddy's battery, use only the battery charger provided.**
- **Connect the battery charger to a 110V power outlet. Do not connect the battery charger to other types of power sources.**
- **Do not recharge the battery at night or when no one is present to intervene in case of overcharging, smoke generation, or fire.**

BATTERY CHARGING TIPS

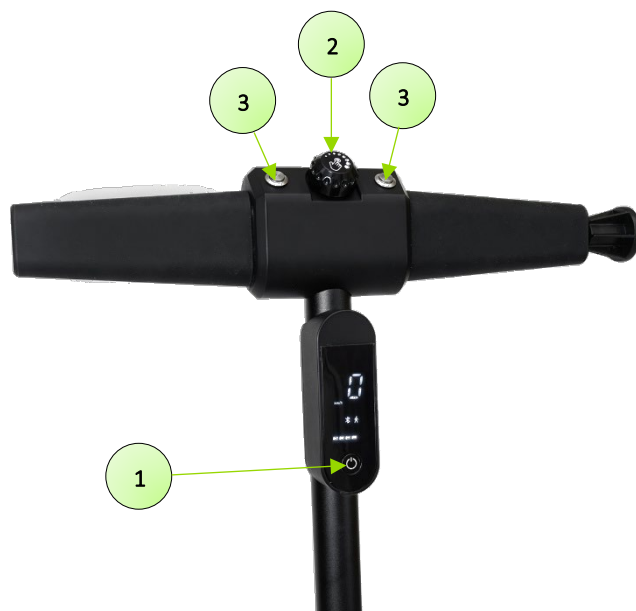


- **Always remove the battery from the caddy during charging. Failing to do so may cause inaccurate battery level readings on the caddy display.**
- **Connect the charger only to standard 110V residential power outlets.**



6 Control function

6.1 Main control / Display Function



1 – POWER BUTTON

Pres the button to turn your caddy ON, the LCD display will turn on.

Holding down the button for 1 second will turn your caddy OFF.

2 – CONTROL KNOB

- When the caddy is turned on, press the knob once to activate the marching driving mode. The icon Rif. 7 will appear on the caddy's display to indicate that the mode has been activated.
- Turn the knob clockwise to increase the caddy's driving speed and turn it counterclockwise to decrease the speed.

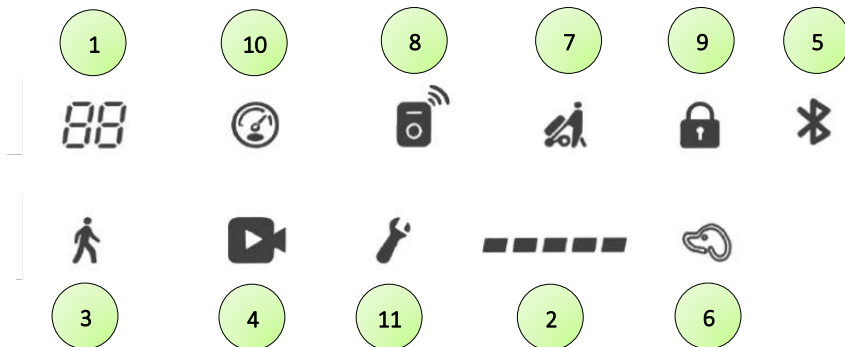


- When the caddy is moving in marching mode, press the knob once to stop the caddy and return to manual driving mode.
- Quickly press the knob twice to activate brake. The activation of the brake is indicated by the 'lock' icon (Rif. 8) lighting up on the caddy's display. To unlock the caddy, quickly press the knob twice again.

3 – STEERING BUTTONS

While using Marching Mode, press and hold the right button to steer the caddy to the right. Likewise, press and hold the left button to steer the caddy to the left.

6.2 Display Function



1 – SPEED INDICATOR

The displayed value can be shown in either miles per hour or kilometers per hour. You can set the preferred unit of measurement in the setting page of smartphone app.



2 – BATTERY STATUS

The icon indicates the caddy's battery charge status.

- **Only one withe bar is on** – 20% remaining charge; the battery needs to be recharged.
- **(2) withe bars** – 40% remaining charge.
- **(3) withe bars** – 60% remaining charge.
- **(4) withe bars** – 80% charge.
- **(5) withe bars** – 100% charge.

LOW BATTERY



- **Always check the actual battery charge level through the smartphone app.**
- **If you run out of battery during a game, you can turn off the caddy, disconnect the traction wheels from the motor and push the caddy manually.**

3 – STANDBY MODE

When the Standby Mode indicator is illuminated, all operating functions of the caddy are disabled. The caddy can still be pushed manually for short distances. However, for extended manual use, it is recommended to switch the caddy off and set the rear wheels to free-wheel mode by disengaging the wheel hubs from the motor drive hu

4 – VIDEO RECORDING

The Recording function can be activated by pressing the dedicated button on the remote control or directly from the smartphone app.

Note: The video recording function is available only when the mobile app is running on your smartphone.

5 – BLUETOOTH®

The flashing light indicates that the caddy is in pairing mode. The solid light indicates that the caddy is successfully paired with a mobile device (smartphone or tablet).



6 – FOLLOW MODE (Available only when the optional Follow Me Kit is installed)

The active icon shows that the Follow Me mode is active. In this mode, the caddy will follow the remote control according to the settings defined via the mobile app.

7 – MARCHING MODE

The Marching Mode function is activated by pressing the control knob on the tiller once. The active icon shows that the marching mode is active. In this mode you can control the caddy's speed through the knob on the tiller. Turn the control knob clockwise to increase the caddy's speed or counterclockwise to reduce it. To stop the caddy, press the control knob once.

8 – REMOTE CONTROL

The active icon shows that the remote control (physically or via the mobile application) is active. In this mode, you can control the caddy using the joystick on your remote control or on your mobile device.

NOTE: In Remote Control mode, all controls are hold-to-operate. This means that releasing the joystick immediately stops all caddy movement.

9 – PARKING BRAKE

The active icon shows that the caddy's parking brake is active. To activate the parking brake, use the button on the remote control OR quickly press the control knob on the tiller twice.

10 – CRUISE CONTROL MODE

The Cruise Control function allows the caddy to travel at one of three preset speeds configured in the mobile app.

To activate Cruise Control, press the dedicated Cruise Control button on the remote control. To switch to the next preset speed, briefly push the remote control joystick forward once. Do not hold the joystick forward.

To stop the caddy, press the Cruise Control button again or press the ON/OFF button on the remote control.

NOTE: In Cruise Control mode, the operator only needs to steer the caddy using the remote-control joystick.



11 – MAINTENANCE REQUIRED

If this indicator is illuminated, it means that your caddy has detected a system fault. Please contact Customer Support by email at support@greeneaglegolf.com for assistance.

6.3 Remote control



REMOTE CONTROL



This is the remote control supplied with the Remote Control version of the caddy. If the optional Follow Me Kit is purchased, a different remote control is supplied. Its functions are described in the Follow Me Kit Installation Manual.



1 – POWER ON/OFF

Pressing the button turns the remote control ON or OFF. When the remote control is successfully connected to the caddy, the status indicator on the remote control turns green.

2 – JOYSTYCK

- **REMOTE CONTROL MODE:** The joystick allows you to control the caddy's movement in all directions. The movement commands are momentary, meaning that releasing the joystick will stop any movement immediately.

JOYSTICK SENSITIVITY



- It is recommended to practice using the joystick in an area free of obstacles and people. Additionally, the caddy's steering sensitivity can be adjusted via the smartphone app.
- The joystick sensitivity can be adjusted using the dedicated setting in the Settings page of the mobile app.

- **CRUISE CONTROL MODE:**

When the Cruise Control Mode is active the caddy will move forward autonomously at one of three preset speeds (speed settings can be adjusted via the smartphone app). To switch to the next speed level, simply push the joystick forward once. While in this mode, the user only needs to control the caddy's direction—left or right—using the joystick. To stop the caddy's movement, either push the cruise control button on the remote or press the ON/OFF button on the remote.

Remote Control Vibration



- The remote control is equipped with a vibration system that alerts the user to a potential loss of communication between the remote control and the golf caddy. When the signal strength decreases, the remote control will begin to vibrate. As the vibration frequency increases, the signal becomes weaker, indicating a higher risk of losing control of the golf caddy.



Loss of Remote Signal



- If the remote control begins to vibrate at a very high frequency, stop the caddy immediately and move closer to restore proper communication between the remote control and the golf caddy. If the signal has already been lost, turn the remote control off and back on to reestablish the connection.

3 – CRUISE CONTROL BUTTON

Press the button to activate or deactivate the Cruise Control function. When the Cruise Control Mode is active the caddy will move forward autonomously at one of three preset speeds (speed settings can be adjusted via the smartphone app). To switch to the next speed level, simply push the joystick forward once. While in this mode, the user only needs to control the caddy's direction—left or right—using the joystick. To stop the caddy's movement, either push the cruise control button on the remote or press the ON/OFF button on the remote.

4 – PARKING BRAKE

Press the button to activate the parking brake. When the parking brake is engaged, the corresponding indicator on the display illuminates. To release the parking brake, press the button on the remote control again or press the control knob on the tiller once.

5 – RECORDING MODE

By pressing the button (4) on the remote while the smartphone app is open on your device, a video recording will automatically start, allowing you to capture your shots and review them to correct any mistakes. Pressing the button a second time will automatically stop and save the recording.

RECORDING MODE



- The recording button only works if your mobile device is connected to the caddy via Bluetooth and the app is open on the mobile device's homepage.



6 – LED INDICATOR

The indicator shows the operating status of the remote control:

- Blue: The remote control is successfully connected, caddy in standby mode
- Yellow: The remote control is successfully connected, caddy in remote mode.
- Red: The remote-control battery is low.
- Solid red while charging: The remote control is charging.
- Off while charging: The battery is fully charged.

7 – CHARGING PORT

When the led indicator on the remote control flashes red and the remote vibrates frequently, the battery level is low and the remote needs to be recharged.

You can charge your remote control using the included cable via the USB port on the caddy, or with any standard charger with output voltage 5V an current output < 3Amp. The remote's battery level is displayed in the smartphone app.

REMOTE CONTROL CHARGE - DON'T USE FAST CHARGER!

- To charge the remote control, use the USB Type-C cable provided with the caddy. The output of the charger used must be: 5V <3 Ampere



IF YOU NOTICE THAT THE REMOTE CONTROL IS NOT CHARGING, TRY USING A DIFFERENT POWER ADAPTER, AS THE ONE YOU ARE USING MAY NOT PROVIDE ENOUGH CURRENT TO CHARGE THE REMOTE. IF THIS DOES NOT RESOLVE THE ISSUE, TRY REPLACING THE CHARGING CABLE AND CHECK THAT THE REMOTE CHARGES PROPERLY BY MONITORING THE BATTERY STATUS THROUGH THE SMARTPHONE APP.

REMOTE CONTROL CHARGE



- It is recommended to charge the remote control at least every two rounds of play, or alternatively, to check its battery level before starting a new round.



6.3.1 Remote control synchronizing

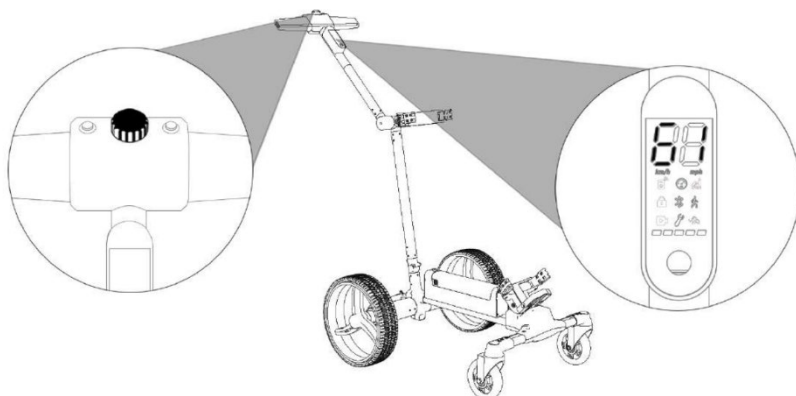


REMOTE CONTROL PAIRING

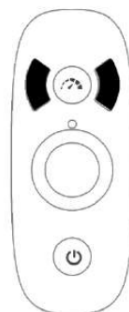
When you receive your Nova, the remote control will already be paired with the caddy. Therefore, there is no need to pair the remote before first use.

If the caddy does not respond to the remote control, it may need to be resynchronized.

1. Turn ON your caddy and the remote control
2. Press and hold the knob on the rudder for at least 5 second, until the display shows the code "6.1" or "3.7" If you are using Imperial units.



3. While the caddy is in "6.1" mode, pick up the remote control to begin the pairing process. Press and hold the Lock and Record buttons simultaneously for one second, then release them after you hear a beep from the remote control. Under normal operating conditions, the remote control will automatically pair with the caddy.

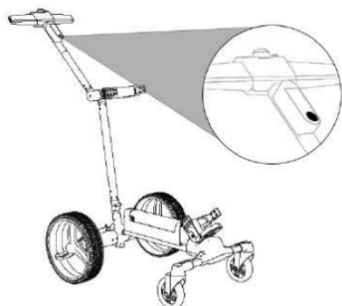
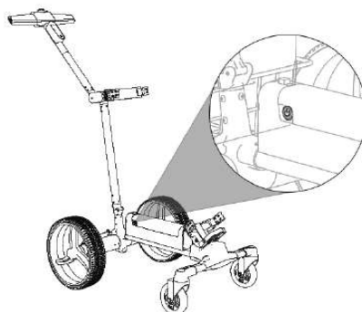




6.4 Turn on the caddy

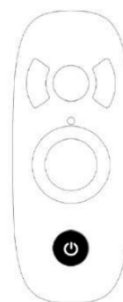
Turn on your Nova by following these steps:

1. Press the battery switch



2. Press and hold the power button for 1 second to turn ON the caddy; the display will light up.

3. Press the remote-control power button for 0,5 seconds to turn ON the remote. Once connected to the caddy, the indicator light will turn blue, indicating that golf caddy is in standby mode.





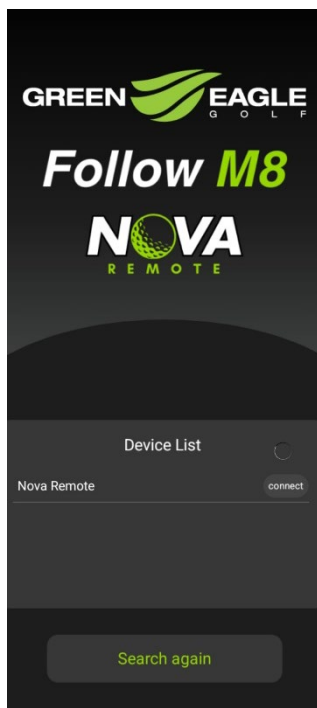
7 Mobile device APP

7.1 Download APP - Connect procedure

1. Scan the follow QR code to Download the mobile device APP (The app can be downloaded on all Android and iOS mobile devices).



2. When you open the app, the following screen will appear (only if the caddy has never been connected to your device before).
AFTER TURNING ON THE CADDY AND ENABLING BLUETOOTH ON YOUR DEVICE, tap the **"Search Again"** button to search for the caddy, then tap **"Connect"** to pair the caddy with your device.

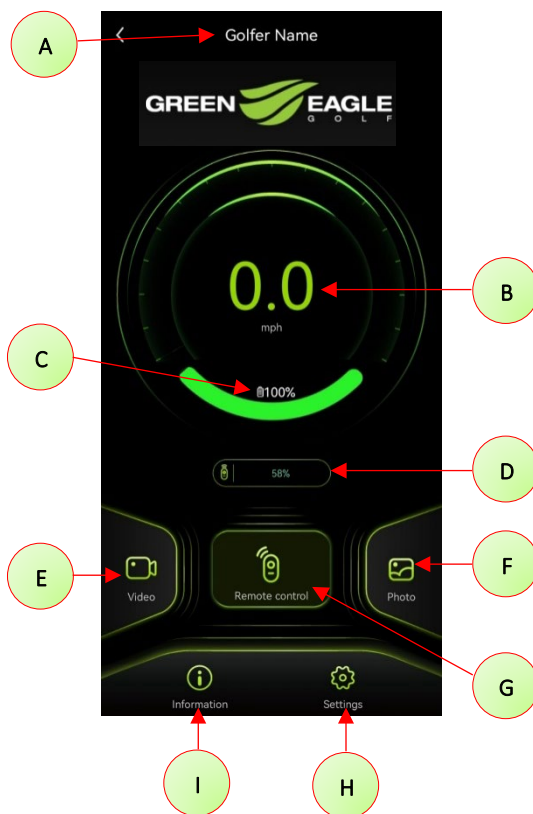




7.2 Main Page

3. If the caddy has been successfully connected to your device, the app's main screen will appear. If not, please repeat the connection process.

v



- A. **Caddy or Owner Name** – This field can be edited in the **"Settings"** page (H).
- B. **Caddy real time speed**, displayed in kilometers per hour (km/h) or miles per hour (mph). The unit of measurement can be changed in the **"Settings"** page (H).
- C. **Caddy battery charge percentage**.
- D. **Remote control battery charge percentage** If the caddy's remote control is turned off, the battery status icon will be replaced by the icon for pairing the remote control with the caddy.



- E. **Click on the icon activates the device's camera** to start recording a video.
- F. **Clicking on the icon opens the device's photo gallery.**
- G. **Clicking on the icon opens the app page dedicated to the virtual remote control**, which allows you to operate the caddy using your device.
- H. **Clicking on the icon opens the app setting page**
- I. **Caddy Information page.**

7.3 Virtual remote control

- 4. If your remote control is out of battery, you can operate the caddy using the virtual remote control in exactly the same way as with the joystick on the physical remote.
The movement controls are press-and-hold activated.



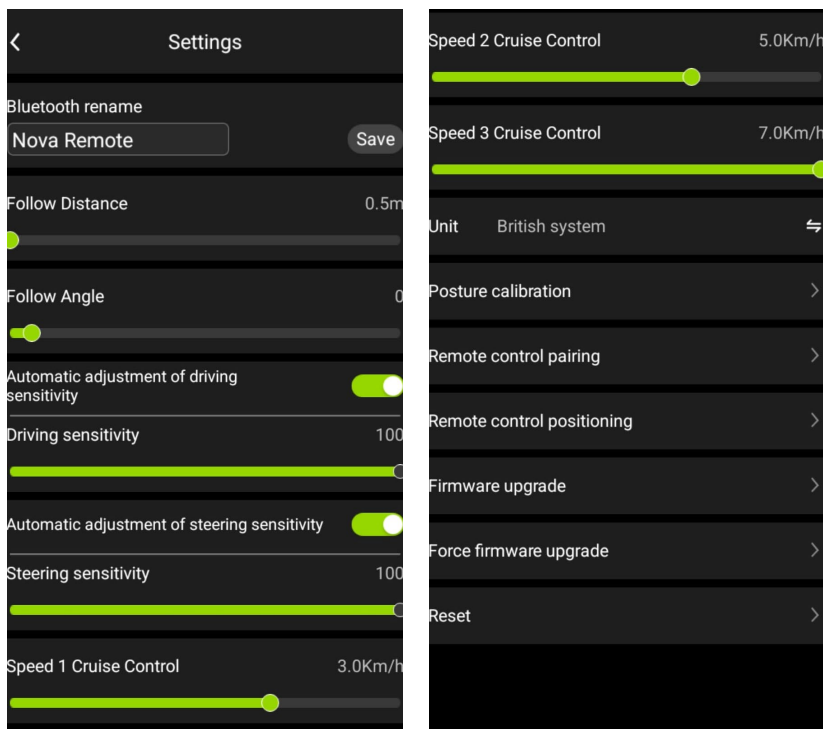
RANGE OF THE VIRTUAL REMOTE CONTROL



- The caddy's control range via the virtual remote is directly linked to the operational range of the Bluetooth connection. It is recommended not to exceed a distance of 10 yards from the caddy while using this mode.



7.4 Settings page



FOLLOW ME FUNCTION SETTINGS



The settings related to Follow Me Mode are only functional if your Nova is equipped with the optional Follow Me Upgrade Kit. If your caddy is not fitted with this optional kit, these settings will have no effect on the operation of the caddy.



BLUETOOTH RENAME: Insert the caddy's or golfer's Name and press "Save"

FOLLOW DISTANCE: Setting the distance at which the caddy will follow you when the Follow Me mode is active.

NOTE: The unit of measurement for the following distance cannot be changed and is always displayed in meters. 1 meter is equivalent to 1.09 yards or 3.2 feet.

FOLLOW ANGLE: The Follow Angle setting is used to adjust the caddy's tracking angle relative to the remote control. This allows you to fine-tune the caddy so that it follows the remote while maintaining the straightest possible path.

FOLLOW ANGLE ADJUSTMENT PROCEDURE:

If the caddy does not follow the remote control in a straight line and instead drifts to the left or right, follow the procedure below to adjust the Follow Angle setting:

Place the caddy about 20 yards away from you, The front of the caddy must be facing you, and the remote control must be pointed directly toward the caddy, then press the Follow button. If the caddy returns to you in a straight line, everything is working correctly. If not, adjust the follow angle slightly to the right or left, depending on which direction the caddy is veering.

Repeat the procedure until the caddy follows the remote control while maintaining a straight path.

AUTOMATIC ADJUSTMENT OF DRIVING SENSITIVITY: When enabled, it automatically adjusts the speed of the caddy when using the follow me mode.

DRIVING SENSITIVITY: Setting the sensitivity of the caddy's speed when using the follow me mode.

NOTE: "0" Value mean less sensitive steering,

AUTOMATIC ADJUSTMENT OF DRIVING STEERING SENSITIVITY: When enabled, it automatically adjusts the steering sensitivity in remote control mode based on the caddy's speed.

STEERING SENSITIVITY: Setting the sensitivity of the caddy's steering when using the joystick on the remote control. **NOTE: "0" Value mean less sensitive steering,**



DRIVE E STEERING SENSITIVITY



When Follow Me Mode is your primary operating mode, it is essential for proper caddy performance that both the Automatic Adjustment of Driving Sensitivity and Automatic Adjustment of Steering Sensitivity settings are always set to ON.

SPEED CRUISE CONTROL 1,2,3: Setting the automatic forward speeds in cruise control mode.



SPEED CRUISE CONTROL 3

Speed Cruise Control 3 also serves as the reference speed for the caddy when used with the remote control or Follow Me mode.

UNIT: From this button, you can change the speed unit displayed on both the caddy and the app from km/h to miles per hour.

POSTURE CALIBRATION: Accessing the caddy calibration page **Note:** Before calibrating the caddy (This procedure should only be performed under the guidance of Green Eagle Golf Customer Support), activate the parking brake while the caddy is on a perfectly flat surface, and do not touch the caddy during the entire calibration process.

REMOTE CONTROL PAIRING: This function is only used when pairing the remote control supplied with the optional Follow Me Kit. It is not compatible with the Nova caddy's standard remote control.

REMOTE CONTROL POSITIONING: This function is only used when pairing the remote control supplied with the optional Follow Me Kit.

Accessing the remote-control positioning page. The remote-control positioning page is only a diagnostic page showing the remote's position relative to the caddy's following sensor. No commands or actions can be performed from this page.



FIRMWARE UPGRADE: Accessing the APP Firmware upgrade page (**This procedure should only be performed under the guidance of Green Eagle Golf Customer Support**).

FORCE FIRMWARE UPGRADE: (**This procedure should only be performed under the guidance of Green Eagle Golf Customer Support**)

RESET: Factory reset and odometer reset. **NOTE:** Once the caddy is reset, the previous odometer and trip readings cannot be restored.



APP UPGRADE

The app does not need to be updated unless specifically instructed by Green Eagle Golf. Forcing an update may cause the app to malfunction.

8 Maintenance

All these recommendations, together with common sense, will help keep your caddy in top condition and ensure its reliability over time.

To keep your caddy looking its best, wipe any mud or grass off the frame and wheels after each use, using a damp cloth or paper towel.

Never use water jets or pressure washers to clean the Caddy to prevent moisture from entering the electronic systems motors, or gearboxes.

Dry your caddy properly after each use,

Inspect your trolley carefully at least once a year and, if you notice any signs of wear or malfunction, contact Green Eagle Golf customer service at support@greeneaglegolf.com to have them suggest the recommended intervention to guarantee a long life to your caddy.



8.1 Battery Maintenance

To preserve the battery's functionality, follow the instructions below:

- Do not expose the battery to liquids, humidity, or dust.
- Do not wash the battery.
- Do not drop the battery or strike it. You could irreparably damage the battery or cause internal damage that may lead to a fire or explosion.
- Do not store the battery when it is discharged.
- To clean the battery, use only a soft, dry cloth to remove any dust or dirt residue.

FIRE - EXPLOSION



- **Never leave the battery unattended while charging. The battery is equipped with a safety BMS that prevents overcharging. However, it is good practice to stay nearby during the charging process and, if possible, avoid charging the battery overnight.**
- **If you notice any swelling on the battery, immediately disconnect the battery charger and place the battery in an outdoor area. Then contact Green Eagle Golf customer service.**

BATTERY CHARGING TIPS



- **Always remove the battery from the caddy during charging. Failing to do so may cause inaccurate battery level readings on the caddy display.**
- **Connect the charger only to standard 110V residential power outlets.**



8.2 Best practices to prolong battery life



BATTERY MAINTENANCE TIPS

To ensure proper battery care and maintain the best performance of your caddy, we recommend following these guidelines

- Avoid fully draining the battery
- Do not run the battery until it is completely dead. Lithium batteries generally last longer when they are not deeply discharged every time. Recharging after a round, or when the battery is low but not empty, is better for long term lifespan.
- Do not leave it fully charged for long periods
- Charging to 100% before use is fine, but for long storage it is better not to leave a lithium battery sitting at full charge. High charge level plus time can accelerate aging.
- For storage, keep it around 40% to 60%
- If you will not use the caddy for several weeks or months, store the battery partially charged, ideally around half charge. This is widely recommended for lithium ion battery storage.
- Store it in a cool, dry place
- Heat is one of the biggest enemies of lithium batteries. Do not leave the battery in a hot car, in direct sun, or in a very hot garage. Cool room temperature storage is best.
- Avoid charging in extreme temperatures
- Let the battery return to normal room temperature before charging if it has been exposed to high heat or cold. Many lithium battery chargers limit charging outside safe temperatures, because temperature affects safety and lifespan.
- Use the original charger.



- Should be use the Green Eagle supplied charger, or an approved replacement. Using the wrong charger can damage the battery or trigger protection behavior.
- Remove the battery from the caddy before charging
- This is important for the Nova caddy. The battery should be removed from the caddy during charging to avoid possible damage to electrical components.
- Do not store it completely empty
- If the battery is stored fully depleted for a long time, it can fall below a safe voltage and may no longer accept a charge.
- Top it up periodically during off season
- For winter or long term storage, check the battery every 1 to 2 months and recharge it back to around 40% to 60% if needed.
- Avoid impacts, water exposure, or damaged casing
- If the battery is dropped, cracked, swollen, leaking, unusually hot, or smells abnormal, the customer should stop using it and contact support.



8.3 Troubleshooting guide

Trouble	Possible solution
Caddy does not power up	• Make sure battery is correctly inserted into caddy. • Make sure battery is sufficiently charged. The correct battery voltage range is between 25 ÷ 29 V. • Make sure the ON/OFF button located on the side of the battery is switched ON. • Check charger function, output voltage from the charger should be 29,4 Volt.
Motor is running but wheels don't turn	• Check connection between wheels and motor.
Remote control doesn't work or doesn't charge	• Check the battery charge. • Make sure the charger used for charging has an output of at least 3 Amps. • Try replacing the charging adapter with a different one. • Try replacing USB cable with a different one. • Perform the synchronization procedure.
The caddy is not detected by the smartphone app.	• Make sure Bluetooth on your device is turned on and allows discovery of other devices. • Make sure the caddy is turned on and that the Bluetooth indicator light is blinking. • Do not try to connect the caddy to multiple devices; it can only be connected to one device at a time. If you switch devices, you will need to turn the caddy off and on again, then re-pair the caddy with the smartphone.



Trouble	Possible solution
The caddy doesn't follow correctly or suddenly changes direction.	• Make sure the remote control is properly positioned on the back side of your body at waist level, using the provided clip. • Make sure not to place your body between the remote control and the golf caddy. There must be no obstacles in the line of sight between the remote control and the golf caddy. • Using the app, set the following distance between 2 and 3 meters. A following distance that is too short may sometimes cause communication issues. • Make sure the remote control is sufficiently charged.
The caddy is slow or has low traction.	• Using the smartphone app, set Cruise Control 3 to the maximum allowed speed. Cruise Control 3 also serves as the reference speed for the caddy when used with the remote control or Follow Me mode.
The speed adjustment potentiometer on the tiller is not working.	• Some electrical connections may have come loose. Please contact customer support for further assistance with troubleshooting the issue.
The wheel lock or marching mode does not activate.	• Some electrical connections may have come loose. Please contact customer support for further assistance with troubleshooting the issue.
The caddy is following me either too closely or too far away.	• Set the desired following distance through the mobile app by accessing the "Settings" page.



Trouble	Possible solution
The camera does not activate via the remote control.	• A smartphone app firmware update may be required. Please contact customer support.
The battery doesn't charge, or the charger LED stays green when the charger is connected to the battery.	• There may be a malfunction in either the charger or the battery itself. Try connecting and disconnecting the battery a couple of times. If the issue persists, please contact customer support. • Inspect the battery charging terminals and the charger connector for any signs of corrosion or rust.
The battery level indicated on the caddy is different from the one shown in the smartphone app.	• It is recommended to always remove the battery from the caddy during charging to prevent this potential issue.



9 Customer service - technical assistance

In case of need to communicate malfunctions of your caddy or order spare parts not present on our e-commerce, contact GREEN EAGLE GOLF at **support@greeneaglegolf.com**. Please specify the order number, describe the nature of the problem, and send images or videos of the issue or malfunction.



Website: www.greeneaglegolf.com

E-mail: support@greeneaglegolf.com

Telephone: (786) 912-2571



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