

CaddyTrek[®]

FAQ'S

Frequently Asked Questions and Answers

Who can I contact about any issues concerning my CaddyTrek?

For technical problems with your CaddyTrek, contact customer service at 702-982-6598 x2 or email support@caddytrek.com.

What is OA?

OA stands for "Object Avoidance." This mode is just like follow mode except it detects and avoids hitting objects that come in its path, between the user and the cart. This feature is not available for the CaddyTrek R2.

Will the CaddyTrek avoid obstacles and collisions?

CaddyTrek R2 does not have Obstacle Avoidance. The user should take all necessary precautions when using Follow mode to avoid obstacles, including: bunkers, people, bodies of water, etc. When encountering rough terrain or unpredictable environments, or narrow paths, we suggest using RC or manual push mode. Only use in wide-open spaces.

What is the weight of the CaddyTrek?

The CaddyTrek weighs 39 lbs without the battery. Battery weighs 6 lbs.

What allows the CaddyTrek to follow you 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 the user within 6 paces of the golfer. CaddyTrek can move faster in Remote Control (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?

You can get up to 36 holes of golf on a full charge, depending on the golfer and the course being played. We recommend charging the battery after every round of golf to ensure it can be used for maximum play.

Can the CaddyTrek follow you up and down hills?

The CaddyTrek can follow you up and down hills within a 25-degree grade. You must walk slowly and consciously. However, we recommend using it in Remote Mode for hills.

How do I use Manual Mode without powering off the CaddyTrek?

To release the wheels, slowly press UP, UP, UP, UP, UP, UP, UP, STOP on the handset (repeat to disengage).

How often should I charge my CaddyTrek?

Charge the battery after a round of golf or when the indicator lights are flashing with two green lights. When not using, store the battery at a 75% charge level. It usually takes about 6 hours to get a full charge.

How do I check the handset battery charge level?

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

What does it mean when my CaddyTrek keeps beeping 3 long beeps?

The battery charge level is low and needs to be charged. If the beeping continues, contact customer support.

CaddyTrek still keeps beeping 3 long beeps...What do I do now?

Ensure that the connection between CaddyTrek and the charging adapter is secure and that the plug is securely connected to the power outlet. This should resolve the issue; the beeping may continue for a short while until the batteries have accumulated some power.

How do I disable the beeping on the handset?

You can disable the beeps for the handset by slowly pressing this command: DOWN, DOWN, DOWN, DOWN, DOWN, DOWN, DOWN, STOP (repeat to disengage).

Why won't my handset power on? I pressed the power button.

Press and hold the power button on the handset firmly for two to three seconds.

Why won't my CaddyTrek cart turn on? I pressed the power button.

Assure that you have completely pressed down the power button on CaddyTrek. CaddyTrek is powered on when the unit beeps and the LED power button's LED light is green, and the wheels are locked.

My CaddyTrek and handset are both on, but I can't engage any of the modes.

Begin by powering off CaddyTrek and the handset. Next, remove the battery from the handset and wait five to ten seconds. Reinsert the battery into the handset. Power on the CaddyTrek, **and then wait 5-10 seconds before** powering on the handset.

Your cart and handset should now sync automatically. If it does not sync automatically, hold down the "Stop" button and "UP" button at the same time until the handset beeps. Syncing is signified by two short beeps coming from the handset.

What happens if it rains and my CaddyTrek gets wet?

The main battery and motors are enclosed and protected in a weather-resistant housing to prevent exposure to rain. However, it is not waterproof, so we do not recommend using it in the rain. If the cart goes into a lake or water hazard, there could potentially be problems with the internal electronics.

What do I do if I lose control of my CaddyTrek?

Press the STOP button on the handset multiple times to revert to Standby (SB) mode. This will lock the wheels and stop the unit immediately.

What do I do if my cart drifts to the left or to the right?

It's probably time to recalibrate your cart. 1st. Turn on your cart, then using your handset, press LEFT, RIGHT, LEFT, RIGHT, then press STOP. The unit will beep twice if successful.