

Common issues customers may have with the X9/Q Follow

Follow function signal dropping out

The following would interfere with the Follow function:

If your customer is using his mobile phone, ensure it is in his golf bag and not directly next to his handset

If your customer is using his trolley in follow mode with another member who is also using the follow mode. They should be at least 5m apart.

Power cables both underground and over ground can cause interference.

Metal grids on or in the floor can affect the field. Other devices that transmit or create radio or magnetic fields can affect performance.

Moving out of range of the trolley

If the remote control (handset) is working in remote but the follow function isn't

All that has happened is that your customer has accidentally reprogrammed your handset to work only in Remote mode and not in Follow mode.

To reprogram it back to work both in Follow mode and in Remote mode simply:

1. Ensure your handset is turned off.
2. Press and hold down the green "Follow" button and then also press the blue "On/off" button at the same time: the blue light on the handset will flash once.
3. Release all buttons and switch on your handset again by pressing the blue "On/off" button. Your handset will now work in Follow mode again.

It's most likely that you removed the Follow functionality by accidentally pressing both the preset cruise control "1" and blue "On/off" buttons at the same time: there are some servicing functions which use 2 buttons at the same time and therefore when you are using your handset to control the trolley it's very important to be very careful only to press one button at a time to avoid this sort of thing happening again.

If button 1 or 2 is not working – Your customer has programmed them at a standstill

CRUISE CONTROL SPEEDS

Your X9 Remote has 2 pre-set cruise control speeds, on buttons 1, & 2. Use these when you are using the remote control mode. You can program these for your own walking speeds as follows:

1. Use the speed up & slow down buttons to find your desired walking speed.
2. Press and hold either button 1, 2 or 3 for 3 seconds.

The machine will stop to show that the instruction has been received, you should now release the button and the machine will restart. Your new speed is now stored.

Both handset and trolley are connected (solid blue) but not moving

Check that both wheels are fully engaged and not in freewheel.

Handset is showing red all the time

Ask the customer if they have used **another** charger to charge the handset. If they have, they may have blown the charging circuit inside. The handset will need to be replaced (not covered under warranty)

Ask the customer to open the handset. It could be that the battery has swollen and is pressing on the PCB. (Send photo to SG) Replace with new battery. Connect the battery lead making sure that the 2 Silver pins are facing you when you connect the battery to the PCB

Handset is showing green when plugged in but does not switch on when the charger is removed.

The battery in your handset has a lead that should be connected to the PCB this may have become disconnected. (Send photo to SG) Connect the battery lead making sure that the 2 Silver pins are facing you when you connect the battery to the PCB

Trolley is acting strange in Follow mode and is erratic

Make sure both wheels are fully engaged. (one may be in freewheel)

Make sure the bag is not too light (Maximum weight 14kg)

Ensure customer is walking at a smooth pace and not changing direction erratically

Ensure customer has the handset clipped to his back pocket or belt and not in his hand. Also ensure the handset is always next to the trolley and that the customer is not stood in between the handset and the trolley.

Trolley is zigzagging behind customer

Make sure customer has handset attached to his back pocket (not inside his pocket) and not in his hand.

Make sure the customer is not continually looking behind to see if the trolley is following.

Make sure both wheels are fully engaged and one of them is not in freewheel.

Check that customer has trimmed his wheels (Taken from the manual)

TRIM ADJUSTMENT As the motors wear, your machine may develop a bias. If this happens, you can adjust the right/left trim as follows:

1. Ensure that your machine is on a flat surface and that your golf bag is balanced (no heavy items in side pockets).
2. Hold down the lower left two buttons (1 and 3) for three (3) seconds. The machine will start moving forwards.

3. Use the left & right buttons to fine tune the direction until the machine is travelling in a straight line. Alternatively press the forward button to restore the factory setting. 4. Press STOP to store the new setting.

Your customer complains that the trolley is hitting his legs when he stops

Your customer has the Glide stop button on. When he stops the trolley will glide to a stop. Your customer will need to press stop before pressing the Follow function. This will deactivate the Glide stop button.

The following video shows the difference between the Glide Stop and the Stop buttons

<https://youtu.be/tKFhtmbKbR0>