

E1-R-Pro-Battery -FAQ

Q: I have just received my new E-cart, put the battery on charge and the light has gone green in less than an hour, is anything faulty?

A: Axglo Lithium batteries are charged by factory for about 60% prior to shipment. We always recommend fully charging your battery before it is used for the first time.

Q: Why is there no light “on” while plugging the charger into the socket?

A: If neither green light nor red light shows, it should be the problem with the charger and you have to contact the supplier to exchange a different charger.

Q: Is it normal if the charger shows green light all the time during charging?

A:

- a) If the battery is fully charged, the charger will show green light
- b) If the battery is not fully charged but the charger shows a green light, it should be the problem of the charger and you have to contact the supplier to exchange a different charger.

Q: How long does the battery take to recharge?

A: It takes about 6 hours to recharge.

Q: If I only play 9 holes, do I still have to recharge the battery before the next game?

A: The battery must always be charged after every use regardless of the number of holes played.

Q: Is my battery ready to use as soon as the green light shows on the charger?

A: When the green light is showing, the battery is fully charged and ready to be used.

Q: Should I buy a second battery?

A: If you need to play 36 holes in a day you should either buy an extended range battery. If you opt for using two batteries make sure you rotate their use to prolong the life of both batteries.

Q: What happens if my battery stops before the end of my round?

A: If your battery stops before the completion of the round, Axglo trolleys have a freewheel feature to allow you to complete your game. When you get home, check the battery terminals to ensure that they are properly connected. If this does not resolve the issue, please call our technical team.

Q: Should I fully discharge my battery to prolong its life?

A: Batteries should never be fully discharged as this can risk irrecoverable long-term damage. Deeply discharging your battery will not increase its capacity or lifespan.

Q: Can I use any charger with my battery?

A: Please ensure that only the batteries supplied by Axglo are charged with the Axglo dedicated charger.

Q: Is it best to leave my battery on charge?

A: Not necessary. You can unplug the charger once the indicating light turns green.

Q: I don't have enough time to fully recharge my battery, can I charge it for a short period of time?

A: A lithium battery's capacity will be increased by any amount of charging, but will need a full recharge to reach maximum capacity.

Q: I am not playing over the winter, what should I do with my battery?

A: It is recommended to store the battery after half charge. For this end, you only need to use the battery as usual during a golf match and charge it for 3 hours after the match. Fully recharge the battery before using it again.

Q: Does it matter where my battery is charged?

A: It must be charged on a dry, non-carpeted surface in a temperature ranging from 10 °C to 30°C.

Q: Why did Axglo choose lithium battery?

A: Although lithium is a bit more expensive, it is a much better long-term option, which will actually save you money! Not only do lithium batteries last significantly

longer, but they are also smaller, lighter, quicker to charge and come with much longer warranties.

The above information is intended for use with standard Lithium golf batteries. It is always to read the manufacturer's guidelines and follow their instructions. This information does not replace advice given by your battery manufacturer