

E1-R-ProPush Cart–FAQ

Q: What is the maximum loading weight of Axglo's E-cart?

A: We recommend a maximum of 20kg. It can easily carry a full-size cart bag with 14 clubs and other golf accessories.

Q: Why is there no stabilizer rear wheel on Axglo's E-cart for climbing slope while other brands have?

A: Axglo adopts a patented technology to design the structure of the frame which lowers the centre of gravity of the E-cart. This technology enables it can run steadily on a slope without any rear auxiliary wheels.

Q: Why does the E-cart shut down automatically after idling for 3 minutes?

A: This is for safety purposes. If the remote control is not used for over 3 minutes or if the cart is out of the remote-control range, it will shut down automatically. (the remote control will vibrate and buzz)

Q: How do I properly use the "follow" mode of the E-cart?

A: While the E-cart is in "follow" mode, it will automatically track the remote control or the set distance you have configured through the app. To exit the "follow" mode, press the Cloud key (pause/stop) and the E-cart will be locked. You can press the Cloud key again to unlock the cart and press the "Dog" symbol on the remote control to restore the "follow" mode.

Note

If you press the "Dog" symbol while the cart is already in "follow" mode, it will change the cart to "standby" mode which cause the cart to be shut down automatically after 3 minutes.

Q: Does Axglo's E-cart need any maintenance service?

A: No maintenance is required. However, it is recommended to fully charge the battery before using it. We also recommend that you keep the cart clean by wiping it down regularly with a damp cloth. PLEASE DON'T USE A PRESSURE WASHER TO CLEAN IT.

Q: What should I do if my display screen has condensation during use?

A: Certain moisture, temperature and humidity conditions can result in condensation within the display screen. This will not affect the trolley functionality, nor cause any damage and will return to normal soon.

Q: What is covered under warranty for Axglo's E-cart?

A: Axglo's E-cart covers manufacturing defects. It does not cover any accidental damages or as a result of abuse or misuse. Axglo's E-cart has a comprehensive 2-year warranty from date of purchase. Axglo Lithium batteries are covered by a 2-year warranty. An additional 3-year limited warranty also available upon completion of a valid warranty registration.

Q: Will my golf bag fit onto a Axglo E-cart?

A: Any standard golf bag will fit securely onto a Axglo E-cart. We recommend using Axglo cart bags as they are designed for all our push carts and E-cart.

Q: What should I do if my remote control run out of battery during the game.

A: Each Axglo E-cart comes with an USB charging cable for the remote-control device. You can connect the cable to the USB connector on the E-cart for charging. And during the charging process:

- a) you can use the APP on your cell phone to operate the E-cart
- b) our E-carts have a freewheel feature, you can shift to manual push mode. Charging the remote control for 5 minutes will give you 20 minutes of usage (approx. 6% battery power). Charging the remote control for 15 minutes will give you 1 hour of usage (approx. 18% of battery power).