The TowGo® Trailer Backup Navigation Aid™

OPERATION GUIDE

™

TowGo

TRAILER BACKUP NAVIGATION AID

V.22.8

Failing to follow the instructions below could damage your Hitch Sensor, prevent proper operation, possibly cause injury and void your warranty.

ALWAYS BE AWARE OF YOUR SURROUNDINGS.
CONTINUOUSLY WATCH FOR PEOPLE, ANIMALS AND ANY OTHER OBSTACLES.
THE TOWGO® TRAILER BACKUP NAVIGATION AID™ IS ONLY AN AID TO HELP YOU BACKUP YOUR TRAILER.

Remove the Steering Wheel Sensor when not in use.
It is your responsibility to be a safe driver at all times. Having the Steer Sensor on during routine driving may impede your ability to maneuver your steering wheel. TowGo LLC is not responsible for any damage or injury incurred when the Towgo® Trailer Backup Navigation Aid™ is misused.

Always remove the Stretch Cord & Hitch Sensor from the trailer when not using the TowGo System.
- This helps prevent Sensor damage from road debris while driving, as well as theft.
- Make sure your Hitch Sensor and T-bracket are tightly secured every time you attach or unattached the Stretch Cord. If either are loose while the Cord is attached, your Sensor may become damaged or any part of the Hitch Sensor Assembly could become a projectile and cause injury!
- **Unclip the Stretch Cord <u>before</u> removing the Hitch Sensor Assembly or T-bracket.**
- **Unclip the Stretch Cord <u>before</u> you uncouple your trailer from your vehicle.**

Do NOT apply upward or downward pressure to the Hitch Sensor Swing Arm when connecting or disconnecting the Stretch Cord.

The Stretch Cord:
- *must be horizontal* when installed.
    - If it is not, the bottom edge of the Hitch Sensor's Swing Arm could touch or rub the Main Housing causing stresses that could break the internal mechanism. This could prevent proper calculations, cause your system to malfunction, and/or cause mechanical failure.
    - To help with having the Stretch Cord horizontal:
        - Install the mounting bolts for the Hitch Sensor assembly directly above each other.
        - Attach the Cord to the T-bracket hole that is most level with the Hitch Sensor Swing Arm.
- must be measured and assembled properly to ensure proper tension at all times.
    - If the tension is too slack, calculations will be incorrect.
    - It must be tight when the trailer is turned sharply, but not so tight that the tension damages the hitch sensor or breaks the Stretch Cord when the trailer is straight back.
    - The cord length calculation is necessary for setting the proper length.

Thank You For Your Purchase

Thank you for purchasing the TowGo® Trailer Backup Navigation Aid.™
We are very happy to have you as one of our customers and we hope
that our product will provide you with years of stress free trailering.

**This guide provides general information about
the Operation and Use of the TowGo App.
For your convenience, details on many of the App items are
available through the App itself and not in this guide.
Tap on the information icons seen throughout your App.**

This guide is meant to be followed in the order that it is written.

By using the TowGo® System and App, you are agreeing to the
Terms of Service/End User License Agreement (EULA)
found under the app's menu icon.

ATTENTION

ALWAYS BE AWARE OF YOUR SURROUNDINGS.

CONTINUOUSLY WATCH FOR PEOPLE, ANIMALS AND ANY OTHER OBSTACLES.

THE TOWGO® TRAILER BACKUP NAVIGATION AID™
IS ONLY AN AID TO HELP YOU BACKUP YOUR TRAILER.
IT IS NOT A COLLISION OR OBSTACLE DETECTION/AVOIDANCE SYSTEM.

TABLE OF CONTENTS

To access a page directly, click on the page number.

Getting Started With the TowGo® App

Downloading the App

In order to download your TowGo App to your smart device, you must be connected to the internet.
Therefore, do this before going somewhere remote with the system.
Instructions to install the App will be provided when you click the Google Play or Apple link.

Launch the App.

By using the TowGo® System and App, you are agreeing to the
Terms of Service/End User License Agreement (EULA)
found under the app's menu icon.

Getting Around the App

You can access your App functions by tapping:

1. The MENU icon on the top far right of the screen
OR
2. The TowGo system icons.
- These three icons along the top center of your screen are shortcuts to the navigation, Hitch Sensor and Steer Sensor screens.
  Each icon itself also displays extra information.
- Tapping on each icon brings you directly to their relevant screens.
- Tapping them again returns you the the main navigation screen.

Left = Smart Device / App Icon
- Brings you to the navigation screen with the virtual trailer.
- Curved bars to its right = Bluetooth signal strength that your Hitch Sensor is *receiving* from the App.

Middle = Hitch Sensor Icon
- Brings you to the Hitch Sensor Connection screen if your Hitch Sensor is not yet connected to the App.
- Brings you to the Hitch Sensor Set Up Screen if your Hitch Sensor is connected to the App.
- Curved bars indicate the Bluetooth® signal strength.
  - Left bars = signal strength that your smart device is receiving from the Hitch Sensor.
  - Right bars = signal strength that the Steer Sensor is receiving from the Hitch Sensor.
- Tapping the icon again returns you the the main navigation screen.

Right = Steer Sensor Icon
- Brings you to the Steer Sensor Connection screen if your Steer Sensor is not yet connected to the App.
- Brings you to the Steer Sensor Set Up screen if you are connected to the App.
- Curved bars to its left = Bluetooth signal strength that the Hitch Sensor is *receiving* from the Steer Sensor.
- Battery Charge Indicator on the right shows the status of the Steer Sensor's battery.
  Recharge the battery when necessary. A USB charging cable was included with your system.

Learning About Your App

To the right of many of the on screen features you will find an info icon.
Click on these to learn most details about your App.

App Audio

Your TowGo® App gives you audible indicators to help you with backing your trailer. Click the speaker icon at the bottom left of your navigation screen to choose where you want the sound from your App to be heard.

Sound is going though your phone speakers. This is the default mode.

Sound is muted. You will not be able to hear your App.

Sound is going to whatever sound output you normally use.
(ie. car speaker, headphones, wired headsets, etc)

If you are having troubles with your App audio,
refer to '**Can't Hear Your App**?' in the Troubleshooting section of this guide.

Choosing Your Trailer Type

Under your MENU icon you will be able to choose your 'Trailer Type'. This option is for:
- Cosmetic purposes to allow the App's virtual trailer to resemble yours.
- Matching the appropriate 'Checklist' to your trailer type.

Checklists

Under your MENU icon is the option to use **Checklists.** Checklists help you to remember important tasks when using your trailer. Each trailer type has up to five (5) checklists including:
- Coupling
- Uncoupling
- Launching
- Loading
- Unloading

Tap on the drop down menu at the top left of the checklist screen to access these.

⚠️ You must add your own task items to each of these checklists.
The checklists provided with this App are only examples and are therefore incomplete.

To add or delete tasks on your checklist, click the pencil icon on the top right.
Click on the following to:

➕ Add a checklist item

🗑️ Delete a checklist item

⬆️ Arrange the checklist to your preference

★ For full 'Checklist' instructions, click on the info icon at the bottom of the checklist screen. ⓘ

Whenever you use your TowGo® system, the App must be open and both Sensors need to be powered up.
Each sensor has a light on it to let you know it has power. Your Steer and Hitch Sensors come to you already paired to each other.
The App will automatically reconnect with the last Hitch Sensor you used.

Please follow the sequence on the following pages to connect and configure your sensors.

⚠️ **For connecting problems with either of your Sensors,**
refer to the 'TROUBLESHOOTING' section of this guide.

Connecting to Your Hitch Sensors

1. Power your Steer Sensor by briefly pressing the Power/Initialize button.
   The light will be RED.

   ⚠️ Make sure you have charged it for the fu.
2. Power your Hitch Sensor by:
   - 🛞 plugging it's Flat-4 connector into your vehicle's power outlet AND
   - 🛞 **TURNING YOUR HEADLIGHTS FULLY ON**.
     DO NOT use your automatic lights. They only provide power when it is dark outside.
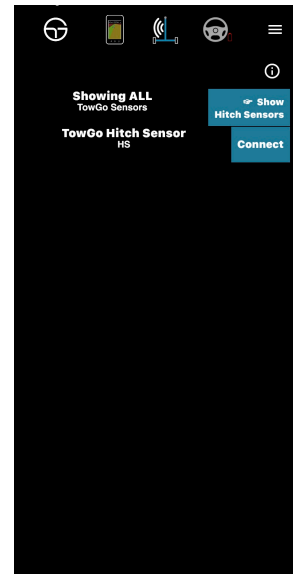3. Open your TowGo App.
4. The first time you use your App, you will be presented with a list of available Hitch Sensors.
   A typical user only has one to choose from. Find your Hitch Sensor and tap CONNECT.
   - 🛞 If you own more than one system or there are other TowGo systems nearby,
     a list of these sensors will be displayed. Scroll to find your Sensor.
     Tip: to identify your Hitch Sensor, press on the brakes to highlight it in the list.
   Hereafter, your App will auto connect with the last Hitch Sensor used.
   The light will turn green when they reconnect.
   If you ever want to choose a different Hitch Sensor, power off the one you have been using, start up your App, and chose a different Sensor.
5. Once connected, "signal strength bars" should appear as described above
   in 'Getting Around the App'.

Connecting to Your Steering Wheel Sensor

Since your Hitch and Steer Sensors come to you already paired, *you will usually not have
to manually connect to you Steer Sensor*. However, if you do need to, follow these steps:
1. Make sure your TowGo App is open and both Sensors are powered on.
2. Tap the STEERING WHEEL icon (top right) OR the MENU icon (top right) on your App and choose Steer Sensor.
   - 🛞 If you own more than one system or there are other TowGo systems nearby,
     a list of these sensors will be displayed. Scroll to find your Sensor.
     Tip: to identify your Steer Sensor, briefly press its power button to highlight it in the list .
3. Tap 'CONNECT' to connect to your Steer Sensor.
   The light turn from RED to GREEN when it connects/reconnects with the Hitch Sensor.
4. Once connected, signal strength bars will appear to the left of the STEERING WHEEL icon.
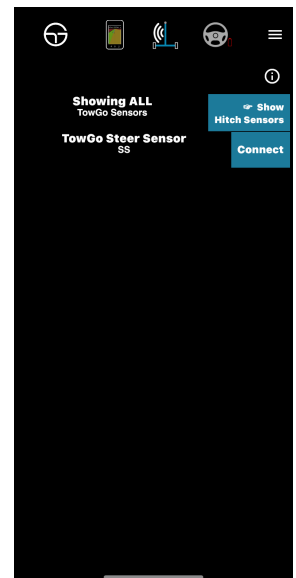
Configuring Your TowGo Sensors

Once you have connected your Sensors and the App, you can enter the required measurements for system accuracy.
Details on these measurements can be found in the TowGo Installation Guide AND
via the INFO icons displayed beside each measurement in the App. (Note:
Additional images are displayed in the TowGo Installation User Guide.)

1. Tap each of the HITCH SENSOR and STEER SENSOR icons at the
   top of the App to bring up their data entry screens.
      These are referred to as 'Sensor Configuration Screens'.
2. Enter your measurements and select the units you want to use.
   (ie. Inches, centimeters, etc.).
      (Note: Steering Ratio has no units of measure.)
3. Once completed, click UPDATE to store the inputs into the Sensors.

The App will remember your trailer and retain the entered measurements.
However, keep a copy of all these values for future reference in case you ever need
to enter them again.

★ Note: The Sensors retain their values and automatically fill in the information if
   you use a different phone or tablet.
   Just select the Hitch Sensor in the App.
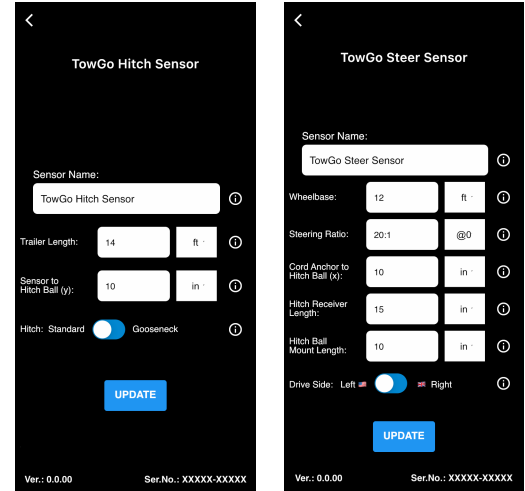
System Initialization

Each time you use your TowGo unit to backup your trailer, you will need to initialize the system.
System initialization is important for several reasons:

- The Steer Sensor learns the position of the steering wheel that corresponds to steering straight.
- It lets your Steer Sensor compensate if it is not attached exactly to the top of your steering wheel.
- The Hitch Sensor learns the trailer position that corresponds to the trailer being aligned with your truck.
- It compensates and correctly computes the hitch/trailer angle even if your Hitch Sensor
  is not mounted on the center of the trailer tongue.

To Initialize the System:

1. Make sure your TowGo App is connected to both sensors.
   Sensor lights should both be GREEN.
2. Drive straight forward until your vehicle and trailer are aligned very straight. STOP.
3. Without changing the position of the steering wheel, press and release the button on your
   Steering Wheel Sensor.

When the system is initialized:
- The Steer Sensor will give a short beep.
- The steering wheel seen on the left just above the App's trailer display will be straight (vs.
  not rotated).
- The small blue dot just above the App's trailer display will be central.
- All lines behind the virtual trailer will be straight behind it.

★ Reinitialize if the Steer Sensor gets shifted or moved during a backing maneuver.
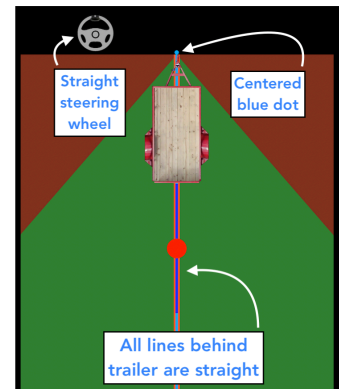
Initialized System

When initialized, you can start backing. The TowGo system is a static one. This means it works even when your vehicle
is completely stopped. If you are ever unsure of how much your vehicle or trailer are turning, you can simply stop backing,
adjust your steering until the App reflects how much more or less you want to turn, and then continue backing.

LEARNING THE SYSTEM

⊕ **One of the biggest mistakes customers make when using the system is not trusting the information on the App.**
They rely on their backup cameras which - although helpful in seeing what is behind them - do not give accurate information on the true angle or direction between the hitch and trailer. With backup cameras, the trailer is already too over or under rotated by the time the driver knows there is a problem and it is then too late to adjust a backup attempt gone wrong. The perspective of the camera is often confusing to some users as well.
What you see on the App is true, accurate, LIVE information. You can adjust your chosen path as you go simply but stopping, 'reading your App', and adjusting the steering wheel and the orange line.

⊕ <u>Trailering 101:</u>

A trailer can never remain at a set position/angle when you are backing. Once it crosses over the "midline" (zero angle) - which is your chosen path/curve on the App - it will exponentially get father away from it. That is why jackknifing occurs so quickly. TowGo's 'Flash and Beep' feature instantly tells you when your trailer has crossed over the midline so you can turn your steering wheel the opposite way so your vehicle can push the trailer back towards midline - where it will again cross over to the other side. The 'Flash and Beep' will again occur, indicating to turn your wheel the other way. It is a continuous back and forth. **In a way, it is kind of like wrangling cattle: you (the rider) are steering your vehicle (the horse) back and forth to herd the trailer (the cattle) to a destination.**

⊕ When first learning the system, we recommend that you practice in a large empty parking lot. The long white lines down the center of the parking spaces are a great help to see if you are backing straight. We will be providing you with a cheat sheet titled "How to Use Your TowGo System". Print it (in color) and take it with you when you practice.

⊕ Master backing straight with the App before practicing turns.

⊕ After initializing the system, grip your steering wheel with one hand at the top center **OR** with each hand at 10:00 and 2:00.
If possible, try not to move your hand positions. It is easiest to have the Steer Sensor at the 12:00 position.
(Each vehicle and user are different so find which hand position works best for your situation ie.11:00-1:00, 9:00-3:00.)
The most important thing is to keep it consistent while you are doing a backup.

⊕ The TowGo system is a static one. This means it works even when your vehicle is completely stopped. If you are ever unsure of how much your vehicle or trailer are turning, you can simply stop backing, adjust your steering until the App reflects how much more or less you want to turn, and then continue backing.

⊕ When learning the system, <u>back up very very slowly</u> - like the speed of a baby crawling :-) . When you go quicker, the trailer will turn quicker and therefore you end up over or under rotating faster (because the trailer angle gets exponentially bigger).

⊕ The farther away from the midline/your chosen path you let the trailer get, the harder it is to correct. Therefore, when you hear the 'Flash and Beep', immediately turn your steering wheel the opposite way. (Tip: turn the steering wheel in the direction of the displayed red arrow.) If you need to, you can even stop the vehicle and turn the wheel until you get the hang of it.
If you are choose to stop backing before you change your steering - the quicker you stop the less time the trailer will have to increase its hitch angle.

UNDERSTANDING YOUR APP DISPLAY

KEY

Grey Line

- Center line of the vehicle. Divides the driver's side of the vehicle from the passenger's side.
- Won't ever change on the App because the top edge of your App represents your vehicles bumper.
  (Step on brakes and taillights will display at top of App display.)
- Reference line for displaying the hitch angle.

Light Blue Line

- Simply a line extension of the center of the trailer.
- Represents the trailer's current direction. It will change as the hitch angle changes.

Dark Blue Line

- Located behind the trailer
- Represents the trailer's current path. It changes as the hitch angle changes.

Hitch Angle

- The angle between the center of the vehicle and the trailers current position.
- Is displayed as the angle between the light blue and the grey line
- When the vehicle and trailer are in a straight line, the hitch angle is zero
  and the light blue line is over the grey line.

White Line

- Changes as the steering wheel is turned.
- An indication of how much the trailers direction will change if you backup with the steering wheel in its current position.

Orange Line

- A line that represents the angle/path that you have chosen to follow.
- Appears and is 'locked in' when you have engaged the 'Flash & Beep' feature with the padlock icon.
  Note: Locking the angle does not in any way lock the connection between your vehicle and trailer.
  It only locks in the angle you choose in the App that the "Flash & Beep' feature will focus on.
- Click and drag to a different angle if you feel your path is off track.

Red Dot

- Your trailer and vehicle are turning at the same rate.
- Useful when you want to backup and want the hitch angle to remain the same
  (ie. you have found the arc of the turn you want and want to stay on that path).
  Keep the red dot behind the trailer to achieve this.

Red Arrow

- Indicates the direction your trailer will move
  (ie. towards the drivers side or the passengers side)
- Arrow length is an indication of:
  - The rate of how fast the hitch angle will change and therefore how fast the trailer will turn.
    The longer the arrow, the quicker the hitch angle will change.
    - Short arrow = gradual change
    - Long arrow = quicker change

Flash & Beep

- A visual and audible feature that instantly tells you when your trailer has crossed over the midline angle of your chosen path.
- Indication for you to turn the steering wheel the opposite way so your vehicle can push the trailer back towards midline
- Activate / deactivate with the padlock on the bottom right of the App.
- Tip: When the 'Flash & Beep' occurs, the red arrow will be an indicator of which way to turn the steering wheel.
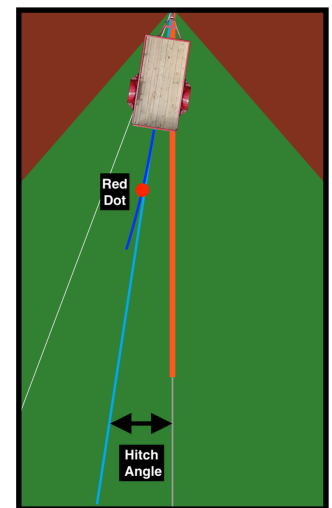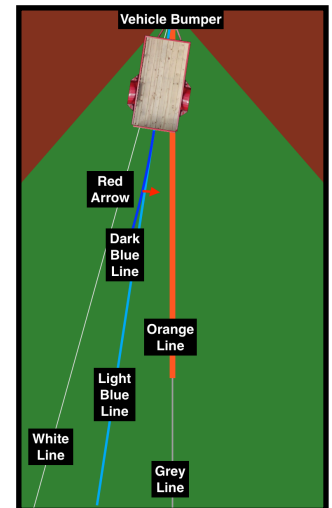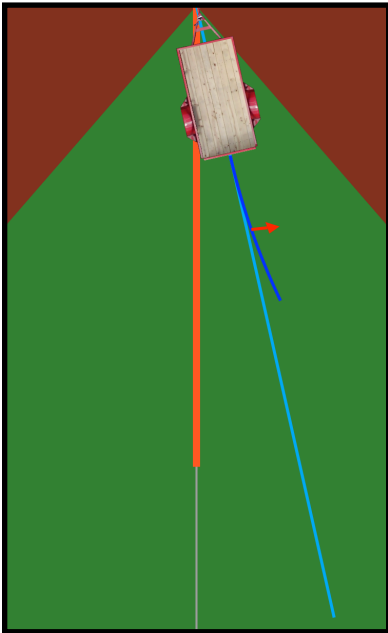
Short Arrow

Steering wheel turned to the left.
Trailer will turn slightly farther to the
passenger's side.
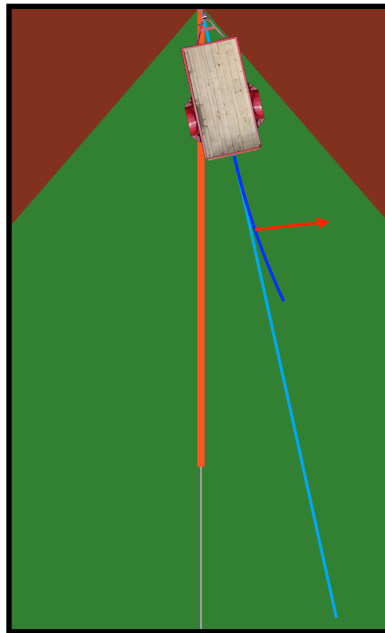
Long Arrow

Steering wheel turned a lot more to
the left. Trailer will turn sharply on the
passenger's side.
(< or = 90°)

Red Dot

Vehicle and trailer are both on your
chosen path.

How to Backup Straight

see images below

1.   INITIALIZE your System.
     1.   Turn both Sensors on and connect them with your App.
     2.   Pull straight forward away from your destination so that your vehicle, trailer, **and destination** are all in a straight line.
     3.   STOP.
     4.   Click the Steer Sensor button to initialize your system.
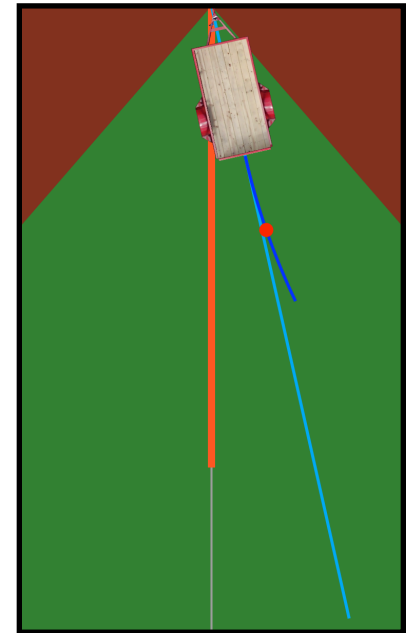2.   Grip your steering wheel with one hand at the top center OR at 10:00 and 2:00 with both hands.
     If possible, try not to move your hand positions.
3.   ALWAYS BE AWARE OF YOUR SURROUNDINGS WHEN BACKING YOUR TRAILER AND USING YOUR TOWGO SYSTEM.
4.   VERY SLOWLY - begin backing up.
     When you back quickly, the hitch angle rapidly increases making it harder to control your maneuver.
     Back up with the RED DOT behind the virtual trailer for as long as you can.
5.   When the red arrow appears, STOP.
     TIP: The quicker you stop the less time the trailer has to turn.
     Turn the steering wheel in the direction of the red arrow until the WHITE LINE comes close to the LIGHT BLUE LINE. Stop.
     Slowly start backing again and notice how the LIGHT BLUE LINE moves towards the ORANGE and GREY LINES.
6.   Backup until your App gives the 'Flash and Beep' indicating that the trailer has crossed over to the other side of the vehicle.
     STOP.
     There should be a red arrow pointing the other way now towards the ORANGE/GREY lines.
     Turn the steering wheel in the direction of the red arrow until the WHITE LINE comes close to the LIGHT BLUE LINE.
     STOP.
7.   REPEAT this back and forth steering until you are backed to where you want to go.

Image Tutorial for Backing Up Straight
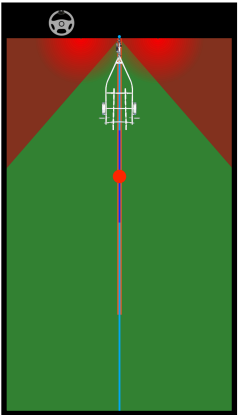
System Initialized

Red Dot and all App lines appear behind trailer. Steering wheel on top left is in neutral position. Start backing until first 'Flash & Beep' occurs.
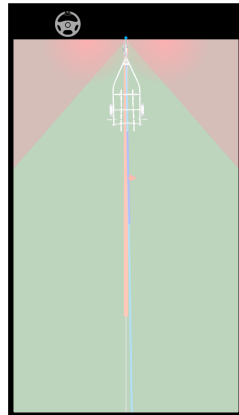
Flash & Beep

First Flash & Beep occurs when the vehicle and trailer are no longer perfectly aligned.
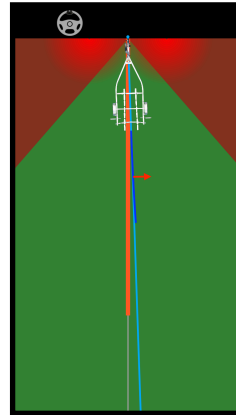
Direction Indicated

The arrow indicates that the trailer is heading towards the vehicle's passenger side. Start turning the steering wheel to the RIGHT…
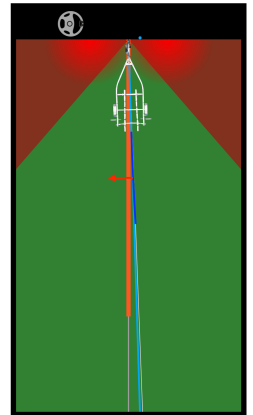
Adjust the Wheel

Keep turning the wheel to the right until the WHITE line comes towards the LIGHT BLUE line. STOP turning the wheel when the WHITE line cannot go further. The arrow now shows that the trailer will move the opposite way.
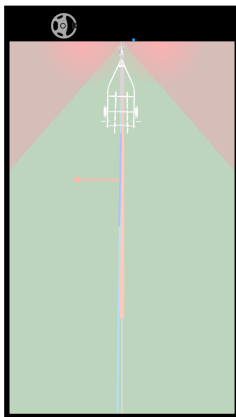
Flash & Beep

Flash & Beeps occur whenever the trailer has crossed over the midline of the chosen path indicated by the ORANGE LINE. Here the trailer has crossed from the passenger's side to the driver's side.
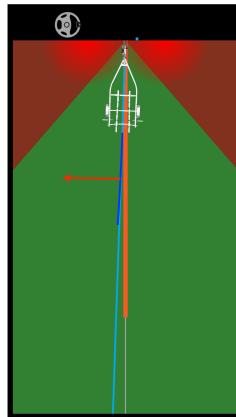
Direction Indicated

The arrow indicates that the trailer is heading towards the vehicle's driver side. Start turning the steering wheel to the LEFT…
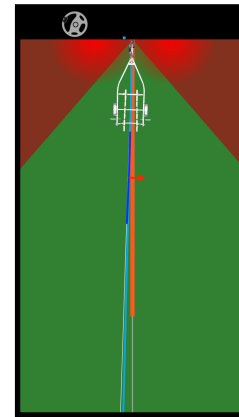
Adjust the Wheel

Keep turning the wheel to the left until the WHITE line comes towards the LIGHT BLUE line. STOP turning the wheel when the WHITE line cannot go further. The arrow now shows that the trailer will move the opposite way. REPEAT this back and forth until you reach your destination.

How to Make a Turn

see images below

1. INITIALIZE your System:
    1. Turn both Sensors on and connect them with your App.
    2. Pull straight forward past your destination to align your vehicle and trailer.
    3. STOP.
    4. Click the Steer Sensor button to initialize your system.
2. Remove the ORANGE LINE by clicking the padlock the bottom of your App. The lock should be open now.
3. While stopped, turn the steering wheel so the Red Arrow points to the side of the vehicle that you want your trailer to turn.
    - 🛞 The length of the arrow indicates how quickly (long arrow) or gradually (short arrow) the trailer will turn as you backup.
    - 🛞 Turn the wheel until the Arrow length indicates the amount of curve you want.
4. ALWAYS BE AWARE OF YOUR SURROUNDINGS WHEN BACKING YOUR TRAILER AND USING YOUR TOWGO SYSTEM.
5. SLOWLY backup to setup your turn.
Backup until your vehicle and trailer are *roughly* turned to a curved path that will get you to your desired destination.
(As you continue backing, you will likely need to fine tune your path.).
STOP backing.
6. Add the ORANGE LINE back to the screen by clicking on the padlock. The lock should be closed now.
    Note that the orange line has now been assigned to match the path/curve you have chosen. The system now recognizes this as the new 'midline' that your trailer will cross back and forth over. Without it you will not get the 'Flash & Beep' cues.
    You do not have to use it when backing up on a turn, but it is helpful and recommended.
7. While stopped, turn the steering wheel until the RED ARROW becomes a RED DOT.
If you don't adjust to the red dot the trailer will start turning in the direction of the arrow.
8. Slowly begin backing, keeping the RED DOT displayed so you stay on the fixed curve to your destination.
9. If you see that your trailer needs to turn less or more - STOP.
You can now use the RED ARROW to adjust your turn.
    Turn the wheel until the red arrow points in the direction of your desired adjustment.
    Remember that the arrow length indicates how quickly or gradually the trailer will turn
    - 🛞 If the Red Arrow is on the OUTSIDE of the Blue Curved Line (pointing <u>away from</u> the center of the screen)
        — the turn will become sharper.
        — the trailer will turn more towards that side of the vehicle
    - 🛞 If the Red Arrow is on the INSIDE of the Blue Curved Line (pointing <u>towards</u> the center of the screen)
        — the turn will become wider.
        — the trailer will turn towards a straighter position

    When you fine tune your path, the LIGHT BLUE trailer line will move away from the ORANGE LINE. You can unlock and lock the padlock again to shift the ORANGE LINE to your adjusted path or ignore it.
10. When the trailer is <u>almost</u> in its final destination and is positioned straight — STOP.
Now it is time to align your vehicle with the trailer if you need to. Turn the wheel so the RED ARROW points towards the GREY LINE (center line of vehicle) located down the middle of the App.
Keep turning the wheel until the WHITE LINE comes close or matches the LIGHT BLUE LINE. Do not over turn.
11. Slowly begin backing until the LIGHT BLUE LINE is over the GREY LINE.
Your vehicle and trailer should be aligned now.

Image Tutorial for Making a Turn

This example is for backing your trailer into a spot on the passenger's side of the vehicle.
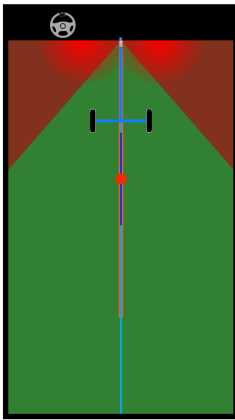
### System Initialized

Red Dot and all App lines appear behind trailer. Steering wheel on top left is in neutral position. Click lock to remove the Orange Line.
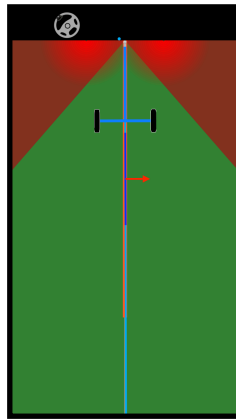
Setting Up the Turn

Turn the steering wheel to the left. Red Arrow now points right indicating the trailer will move towards passenger's side. Start backing until your trailer's path is curved enough. Stop.
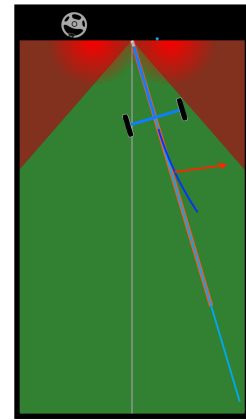
Lock the Angle to Match the Turn

Click the lock to add the Orange Line again. Flash & Beep will now occur along chosen curve.
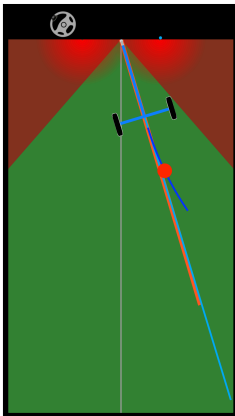
Follow the Red Dot

Turn the wheel until the Red Dot appears. Backup, keeping the Red Dot on the screen. Adjust with Red Arrow as necessary.
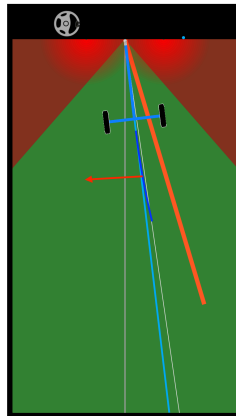
Straighten the Vehicle

Turn wheel enough so the Red Arrow points to the Grey central line and the White Line is by the Light Blue line.
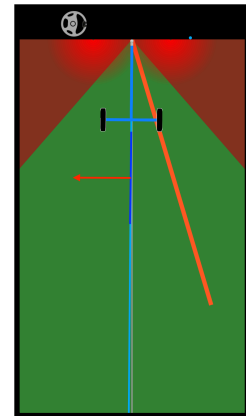
Vehicle and Trailer Aligned

Light Blue line is over the central Grey line. Your vehicle and trailer should be aligned.

Can't Hear Your App?

Your TowGo® App gives you audible indicators to help you with backing your trailer. If you are not hearing anything from your App, these might be the issues:

- Your volume might be turned down or off on your smart device.
- Your speaker icon on the bottom left of your navigation screen is in the off mode. Click to change.
- Your vehicle might be muting/overriding all sounds coming from your smart device to give priority to its backup warning tones. If this occurs,
  - click on the speaker icon on the bottom left of your App's main screen and select the sound setting "Play Sound on Device". This option forces your smart device to play sound through its own speakers without changing your vehicle's Bluetooth settings.
  - turn off your *vehicle's* Bluetooth® connection to your device. You should then be able to hear <u>both</u> your App and vehicle backup warning tones.S
  - ⚠ Note: Turning Bluetooth off on your smart device will disconnect your App from the TowGo sensors.

If your Steer and/or Hitch Sensor are not connecting, follow the steps below in their listed order.

Steering Wheel Sensor:

1. Make sure you are looking at the list of Available <u>*Steer*</u> Sensors on your App (not the list of Available *Hitch* Sensors).
2. Check the LED light on the Steer Sensor. If the light is:
   <u>OFF</u>:
       Briefly click the button on the bottom of the Steer Sensor.
       If the light does not come on, the Sensor likely needs to be recharged.
   <u>RED</u>:
   The Steer Sensor is waiting for a connection and should be visible in the Available Steer Sensors list.
   Look at the top of the App to see if there are any power bars displayed to the left of the Steering Wheel icon towards the trailer. If there are not, then the Steer and Hitch Sensors are not communicating.
   - Check if the Hitch Sensor's light on. If it is not green, see trouble shooting for the Hitch Sensor.
   - Check the power connection between the vehicle and Hitch Sensor. Ensure it is connected and not loose.
   - Restart the App.
   <u>GREEN</u>:
       The Steer Sensor is already connected to your Hitch Sensor. Check if the Hitch Sensor's light is also green.
   If it is not, see trouble shooting for the Hitch Sensor.
3. Reboot the Steer Sensor:
       1. Turn it off by holding in its button until the light goes off (about 6 seconds)
       2. Briefly click the button to power it back on. LED light should turn on.
4. Make sure that the Steer and Hitch Sensor are within range of each other (maximum 40 feet / 12 meters).
5. Look for a major source of radio interference. In this rare event, you may need to relocate.

Hitch Sensor:

1. Make sure you are looking at the list of Available _Hitch_ Sensors on your App (not the list of Available _Steer_ Sensors).

2. Check the LED light on the Hitch Sensor. If the light is:

   GREEN:

   The Hitch Sensor is connected to both the App and to a Steer Sensor. This is what it should be doing.

   OFF:

   The Hitch Sensor probably does not have power. Check to make sure
   - your headlights are fully ON — _not set to automatic_. Your lights power both the Hitch Sensor and the trailer.
   - the Hitch Sensor cable is properly connected to the Flat-4 Vehicle plug or adaptor.
   - there are no faults in any adaptor cables or plugs.
   - all trailer related fuses in your vehicle are good
   - all connector contacts are clean.
   - that the Flat-4 socket on your vehicle has power if another socket next to it is in use. If not, contact your auto dealer.
   - ★ that your vehicle does not have voltage protection circuits that cut off power if your trailer has a wiring problem. Some modern vehicles will not recognize trailers with low power LED lighting; this may be remedied by adding load resistors. Check with your auto dealer to see if this applies to your vehicle.

   BLINKING RED:

   The Hitch Sensor is waiting for a connection and should be visible in the list of Available Hitch Sensors.
   Skip to Step 3.

   BLINKING GREEN AND THEN RED: (cycles red-green-off-red-green-off etc.)

   The Hitch Sensor is connected to the Steer Sensor but not to your App.
   Select your Hitch Sensor in the list of Available Hitch Sensors in your App to make the connection.

   BLINKING RED AND THEN GREEN: (cycles red-green-off-red-green-off etc.)

   The Hitch Sensor is connected to your App but not to the Steer Sensor.
   - Make sure your Steer Sensor is turned on.
   - Select your Steer Sensor in the list of Available Steer Sensors in the App to make the connection.

3. Make sure Bluetooth is turned on on your phone / tablet. If it is not, go into Settings and switch it on.
   If it is already on, try switching it off for a few seconds and then back on.

4. Reboot the App by shutting it down and restarting it.

5. Reboot your phone / tablet by shutting it off and restarting it.

6. Reboot the Hitch Sensor by
   - turning the vehicle's lights briefly off and then back on. (remember - **lights MUST be fully ON and not just set on automatic**)
   - unplugging and replugging it.

7. Make sure the Hitch Sensor is within range (maximum 40 feet / 12 meters) of your device.

8. If your App is still not connected and you think it should be, check if someone else near you has a TowGo App that has connected to your Hitch Sensor. The list of Available Hitch Sensors will not be displayed if another Hitch Sensor has already connected to it — you will only see the configuration screen for the other Hitch Sensor.

9. Look for a major source of radio interference. In this rare event, you may need to relocate.

Guarantee and Return Policy

The TowGo® Trailer Backup Navigation Aid™ (the "Backup Aid") comes with a 30-day money back guarantee. You may return the Backup Aid to TowGo, LLC ("TowGo") for any reason within 30 days of the date of delivery following the original retail purchase (the "Cancellation Period") for a full refund of your purchase price (less shipping costs). To make a return, you must inform us of your decision within the Cancellation Period by contacting TowGo customer support (see: https://towgo.com/com) and clearly stating your desire to make the return. Although it will not affect your right to a refund, please provide details on where and when you purchased the Backup Aid and your reason for returning the Backup Aid. TowGo customer service will then provide you with a Return Materials Authorization ("RMA") that must be included with your return shipment to TowGo so TowGo can identify your shipment.

To receive a refund, you must return the Backup Aid with the RMA within the 14 days following the day on which you notify TowGo customer support that you desire to return the Backup Aid. If the Backup Aid is faulty or not generally as described, TowGo will either (i) replace the Backup Aid, or (ii) refund the price you paid for the Backup Aid plus original delivery cost up to the value of our ground delivery option. Otherwise, TowGo will refund the price you paid for the Backup Aid less all original delivery costs. You are responsible for all costs associated with returning the Backup Aid to us. Units returned for a refund must be in as-new condition. Any refund for a returned Backup Aid that is not in as-new condition will be assessed the greater of (i) a 15% restocking fee or (ii) any reduction in the value of the Backup Aid, as determined in our sole discretion, caused by your handling of the Backup Aid in a way which goes beyond what is necessary to establish their nature, characteristics and functioning (e.g., beyond what would normally be permitted in a brick-and-mortar store). Any assessments will be deducted from the refunded amount.

We will process the refund due to you as soon as possible and, in any case, within 30 days from the date of receipt by TowGo of the returned Backup Aid. The TowGo Trailer Backup Navigation Aid is not eligible for a refund after the 30-day period.

This guarantee is only applicable to new units bought directly from TowGo. Refurbished or non-standard products are not covered. If you purchase a Backup Aid and return it, any subsequent purchase of a Backup Aid will not be eligible for the guarantee.

Any product returned without an RMA may, at the discretion of TowGo, be sent C.O.D. back to the customer at the customer's expense for shipping and handling, or TowGo may instead accept the return and assess a 15% restocking fee at our discretion. Likewise, any product returned to an address other than that given along with the RMA may be rejected and returned to sender at the customer's expense or assessed a 15% restocking fee. Any product that is not returned in the original packaging will be assessed a 15% restocking fee plus the replacement price for anything that is missing.

TowGo is not responsible for merchandise lost, damaged, or stolen during return shipping. We recommend that you use a carrier that provides shipment tracking and that you insure your return against loss or damage. Whether or not you choose to both use a carrier that offers tracking or insure or declare the full value of the product, you will nonetheless be responsible for any loss or damage to the product during shipping.

NOTICES

TowGo® STEERING WHEEL SENSOR: FCC ID: 2AOGL1   IC: 23599-1

This device complies with FCC and IC radiation exposure limits set forth for general population (uncontrolled exposure). This device must not be collocated or operating in conjunction with any other antenna or transmitter.

TowGo® HITCH SENSOR: FCC ID: 2AOGL2   IC: 23599-2

This device complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. The device should be installed and operated with a minimum distance of 20cm between the radiator and your body. This device must not be collocated or operating in conjunction with any other antenna or transmitter.

TowGo® STEERING WHEEL & TRAILER HITCH SENSOR:

USA
"This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation."

"Changes or modifications not expressly approved by TowGo, LLC could void the user's authority to operate the equipment."

"This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

--   Reorient or relocate the receiving antenna.
--   Increase the separation between the equipment and receiver.
--   Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
--   Consult the dealer or an experienced radio/TV technician for help."

"This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense."

Canada
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

TowGo Mobile App Terms of Use and Privacy Policy
(For the most up to date Terms of Use, go to https://www.towgo.com/terms/)

1.   Introduction
The TowGo mobile application is operated by TowGo, LLC ("**Company**" or "**We**"). Please read these terms of use ("**Terms**").
By purchasing, downloading, registering with, accessing, and/or using the TowGo steering wheel sensor, trailer hitch sensor, and/or mobile application (the "App"), you indicate your agreement to these Terms. If you do not agree, please do not use the App or the content/services provided therefrom (the "**Services**").   We reserve the right to modify these Terms, including the Privacy Policy, at any time and without prior notice by displaying updated Terms on the Company web page (https://www.towgo.com/terms/). Any such changes or modifications shall become effective immediately upon posting on that web page page. Your continued use of the App after updated Terms are displayed will constitute your acceptance of the revised Terms.
If you breach these Terms, We reserve the right in our sole discretion to restrict, suspend, or terminate your access to the App with or without notice to you.

2.   Scope of License
The license granted to you for use of the App, including Services and content therefrom, is a limited, personal, non-exclusive, non-transferable license (without the right to sublicense) to access and make use of the App on a mobile device that you own or control, in both cases for personal and noncommercial use only.   You may not copy (except as expressly permitted by this license), decompile, reverse engineer, disassemble, attempt to derive the source code of, modify, or create derivative works of the App or any updates thereon or parts thereof (except as and only to the extent that the foregoing restriction is prohibited by applicable law or to the extent as may be permitted by the licensing terms governing use of any open sourced components included with the App).

3.   Safety
You agree that your use of the App and operation of a vehicle and/or other devices/machinery is at your own risk, and it is your responsibility to maintain such health, liability, hazard, personal injury, medical, life, and other insurance policies as required by law and/or as you deem reasonably necessary for any injuries that you may incur while using the App/Services. You also agree not to use the App to violate any applicable law, rule, or regulation (including, but not limited to, motor vehicle, traffic, and trespass laws). You also agree not to encourage or enable any other individual to violate any applicable law, rule, or regulation.
Any and all Services provided by the App are made available for informational purposes only and are not intended to be relied upon in situations where erroneous, inaccurate, time-delayed or incomplete guidance and/or data may lead to death, personal injury, property or environmental damage. You agree that the results you receive from the App/Services may vary from actual road or terrain conditions due to factors that can affect the accuracy of the guidance/data, such as, but not limited to, weather, road and traffic conditions, criminal mischief, and geopolitical events. For your safety, always pay attention to your surroundings and observe current road conditions and signage.

4.   Intellectual Property
You acknowledge that by using the App, you do not obtain any rights, title, or interest in or related to the App, including, but not limited to, content contained in the App, trademarks, service marks, software, copyrightable works, illustrations, images, etc., whether tangible or intangible ("**Content**").   Unless otherwise noted, all Content is the exclusive property of Company or other appropriate author/owner, and is protected by applicable intellectual property laws.   Such Content may not be copied, reproduced, republished, uploaded, posted, transmitted, distributed, or exploited in any way, without prior written permission from the Content owner.
The wordmarks "TowGo®" and "Tell your trailer where to go®" and other names, trademarks, service marks, etc. are owned by TowGo, LLC ("**Company Marks**"). You may not use Company Marks in any manner or in connection with any manner that may cause confusion as to the source of any product or service, that implies Company's endorsement, sponsorship, relationship with, etc. of any product or service where none exists, or that disparages or discredits Company.
You must not remove, obscure, or alter any copyright notices, trademarks, services marks, or any other proprietary rights or legal notices, documents or hyperlinks that may appear in or be provided through the App/Services.

5.   Inappropriate Use
You hereby expressly agree that you will not use the App:
- For any unlawful purpose, including posting, storing, sending, or otherwise transmitting information, property, data, or material that is libelous, obscene, threatening, harassing or defamatory, or which may infringe the intellectual property rights of any person or which encourages in any way conduct that would be unlawful or inappropriate.
- Use any automated means to access the App or collect any information from the App, including without limitation, the harvesting or collecting of email addresses, lists of users, user contact information, user location data, or other user information.
- To use the App in any manner which could damage, disable, overburden, or impair the App, or interfere with any other party's use of the Services/the App.

- To transmit or otherwise make available through the App any computer code, file, program, or other element, that would interrupt, destroy, interfere with, or otherwise cause any other effect that may be reasonably considered undesirable, harmful, or negative (including, but not limited to, any virus, worm, or harmful malware of any kind).
- To circumvent or attempt to circumvent the App security or any attempt (whether or not successful) to control access to the App and/or related goods or services.
- Without the legally required notices for radio transmissions and interference.

You hereby expressly agree that you will remove the steer sensor from the steering wheel and the trailer hitch sensor from the trailer except when guiding a trailer while backing up.

6. **Indemnification**

You agree to defend, indemnify and hold Company, its officers, directors, shareholders, successors in interest, employees, agents, subsidiaries, and affiliates harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or relating to your use of the App or the Services as well as any content provided therefrom, your violation of this Agreement, or your violation of any rights of another.

7. **Disclaimers; Limitation of Liability; Cap on Liability**

THE APP IS AVAILABLE "AS IS" AND "AS AVAILABLE."   TO THE MAXIMUM EXTENT PERMITTED UNDER LAW, WE DISCLAIM ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (EVEN IF THAT PURPOSE HAS BEEN DISCLOSED), NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND ANY WARRANTY THAT OUR APP, SITE OR SERVICES (1) WILL BE UNINTERRUPTED, FREE FROM ERRORS, OR FREE FROM VIRUSES, WORMS, "TROJAN HORSES" OR OTHER MALICIOUS CODE OR HARMFUL FEATURES OR (2) WILL MEET YOUR REQUIREMENTS OR BE ACCURATE, COMPLETE, TIMELY, RELIABLE, OR NON-INFRINGING. COMPANY RESERVES THE RIGHT TO CORRECT ANY ERRORS IN THE APP OR SERVICES. IF YOU RELY ON OUR APP, SITE OR SERVICES, YOU DO SO ENTIRELY AT YOUR OWN RISK.

IN NO EVENT WILL COMPANY OR ITS MEMBERS, OFFICERS, DIRECTORS, EMPLOYEES, REPRESENTATIVES, OR AGENTS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DAMAGES RELATING TO OR ARISING OUT OF THE USE OF, OR THE INABILITY TO USE, THE APP OR THE SITE, INCLUDING WITHOUT LIMITATION, DIRECT OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, LOSSES OR EXPENSES ARISING IN CONNECTION WITH THIS APP OR SITE OR USE THEREOF OR INABILITY TO USE BY ANY PARTY, OR IN CONNECTION WITH ANY FAILURE OF PERFORMANCE, ERROR, OMISSION, INTERRUPTION, DEFECT, DELAY IN OPERATION OR TRANSMISSION, COMPUTER VIRUS OR LINE OR SYSTEM FAILURE, EVEN IF COMPANY, OR REPRESENTATIVES THEREOF, ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, LOSSES OR EXPENSES.

NOTWITHSTANDING THE FOREGOING, IN NO EVENT WILL COMPANY'S AGGREGATE LIABILITY TO YOU FOR ANY CAUSE, AND REGARDLESS OF THE FORM OF ACTION, EXCEED THE AMOUNT PAID BY YOU TO COMPANY FOR PRODUCTS PURCHASED USING THE APP IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE OCCURRENCE THAT GAVE RISE TO SUCH CLAIM.

8. **Advertisers or Partners; Third Party Links**

Your correspondence or business dealings with, or participation in promotions of, advertisers, or partners found on or through the App, including payment and delivery of related goods or services, and any other terms, conditions, warranties or representations associated with such dealings, are solely between you and such advertiser or partner.   We shall not be responsible or liable for any loss or damage of any sort incurred as the result of any such dealings or as the result of the presence of such advertisers or partners on the App.

We may provide, or third parties may provide, links to other websites or resources that are beyond our control. We makes no representations as to the quality, suitability, functionality, or legality of any websites to which links may be provided, and you hereby waive any claim you might have against us with respect to such websites. WE ARE NOT RESPONSIBLE FOR THE CONTENT ON THE INTERNET OR WORLD WIDE WEB PAGES THAT ARE CONTAINED OUTSIDE OF THE APP.

9. **Privacy Policy**

We respect your privacy and are committed to protecting it through our compliance with this policy (the "**Privacy Policy**"). Access to the App, the TowGo website, and/or use of the Services offered are subject to this Privacy policy. By accessing, registering with, or using the App, the TowGo website, and/or the Services offered therefrom, you are deemed to have accepted this Privacy Policy.   In particular, you are deemed to have consented to our collection, use, and disclosure of your personal information in the manner prescribed in this Privacy Policy and for the purposes set out in herein. We reserve the right to amend this Privacy Policy from time to time. If you disagree with any part of this Privacy Policy, you must immediately discontinue your access to the App and your use of the Services.

As part of the normal operation of our Services, We may, from time to time, collect, use and, in some cases, disclose information about you to third parties. Accordingly, We have developed this Privacy Policy in order for you to understand how We may collect, use, communicate and disclose and make use of your personal information when you use the Services on the App:

- Before or at the time of collecting personal information, We will endeavor to identify the purposes for which information is being collected.
- We will collect and use of personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless We obtain the consent of the individual concerned or as required by law.
- We will only retain personal information as long as necessary for the fulfillment of those purposes.
- We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

When you download, access, and use the App, it may use technology to automatically collect:

Usage Details. When you access and use the App, We may automatically collect certain details of your access to and use of the App, including vehicle parameters (e.g., make, model, steering ratio, wheelbase, trailer length), logs, and other communication data and the resources that you access and use on or through the App.

Device Information. We may collect information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.

Stored Information and Files. The App also may access metadata and other information associated with other files stored on your device. This may include, for example, photographs to be displayed within the App and address book information.

Location Information. This App does not collect real-time information about the location of your device.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our App. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

10. **Governing Law**
All matters relating to your access to and use of the App shall be governed by the laws of the State of New Hampshire, without regard to its conflict of laws provisions.

11. **Contact Information**
To ask questions or comment about these Terms of Use, contact us via e-mail at: **support@towgo.com**

12. **General/Miscellaneous**
These Terms constitute the entire agreement between you and Company with respect to the subject matter contained herein and govern your use of the App, superseding any prior agreements between you and Company. Some Services may be subject to additional posted conditions and your use of those Services is subject to those conditions, which are incorporated into these Terms by reference. In the event of an inconsistency between these Terms and any additional posted conditions, the provisions of the additional conditions shall control. You also may be subject to additional terms and conditions that may apply when you use affiliate services, third-party content or third-party software. The failure of Company to exercise or enforce any right or provision of the Terms shall not constitute a waiver of such right or provision. If any provision of the Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and all other provisions of the Terms remain in full force and effect. You agree that, regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the App or the Terms must be filed within one (1) year after such claim or cause of action arose or be forever barred. The section titles in these Terms are for convenience only. You may not transfer any rights or obligations you may have under this Agreement without the prior written consent of Company. This Agreement, or any right or obligation hereunder, is freely transferable by Company.

February 1, 2019