

QOD TROUBLE SHOOTING MANUAL

QOD



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TROUBLE-SHOOTING ISSUES WITH YOUR QOD

1. NO POWER OR INTERMITTENT POWER:

STEPS TO ISOLATE PROBLEM AREA

- 1. Check USB Port:** If you have lost power completely and are staring at a blank screen, there is a chance you may have a bad or dead battery. To test this, you can check to see if your QOD is getting any power supply up to the handle controls by testing the USB port.

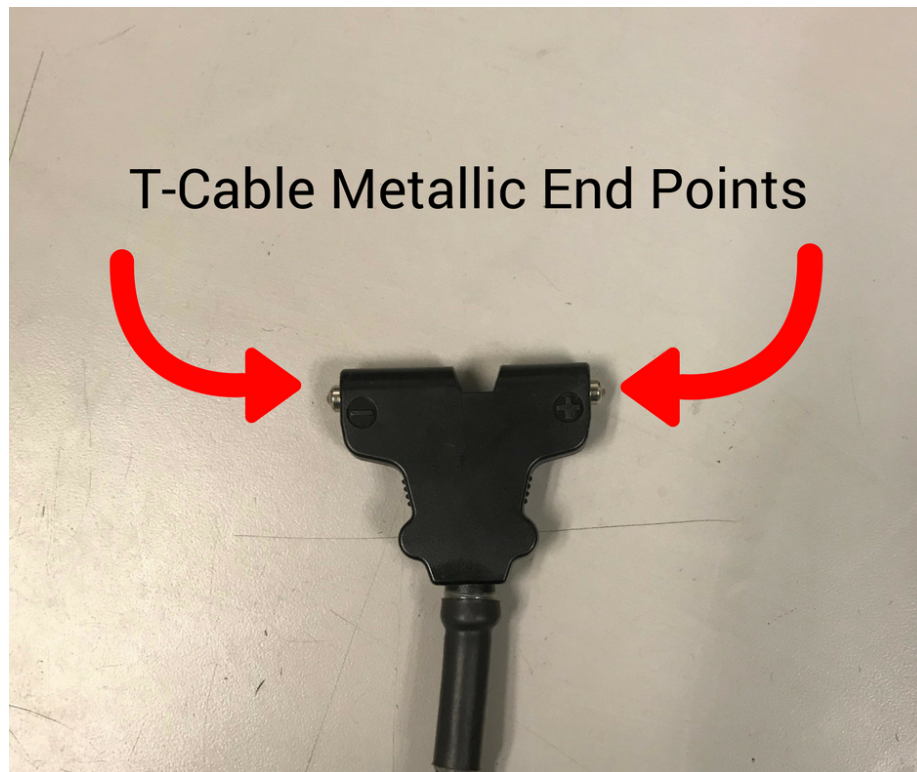


- Connect your battery, plug your charging cord into the USB port and check to see if the USB port is providing power to your device.
- If your USB port is providing power to your device but your screen is still blank, we can confirm that your battery has power and you can proceed to the steps listed below for checking the electrical connections.
- If your battery is fully charged but your QOD has lost power and your USB port is not supplying power to your device, there is a chance you may have a bad battery. A loose or poor connection can also cause this scenario, so please proceed to following the steps below.

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- 2. Ensure Contact With Battery T Cable Metallic End Points:** The two metallic end points on either end of the T Cable are spring loaded. Sometimes the spring on either side can get stuck and cause a poor or lack of connection to the battery. This may cause your screen to occasionally go blank or you may lose power all together.



- Compress the end by using your thumb or finger to push inward. It should give some resistance and extend back out when you release pressure.
- If your metallic end points are not compressing or releasing as they should, spray the end point with a lubricant like WD-40. Compress the end points in and out a few times to lubricate.
- If the end points on your T Cable are spring loaded and performing as they should, move onto Step Three.

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- 3. Secure Battery Terminals:** The Battery terminals are located on the top of the battery where you plug in your T Cable to connect the cart to the battery.



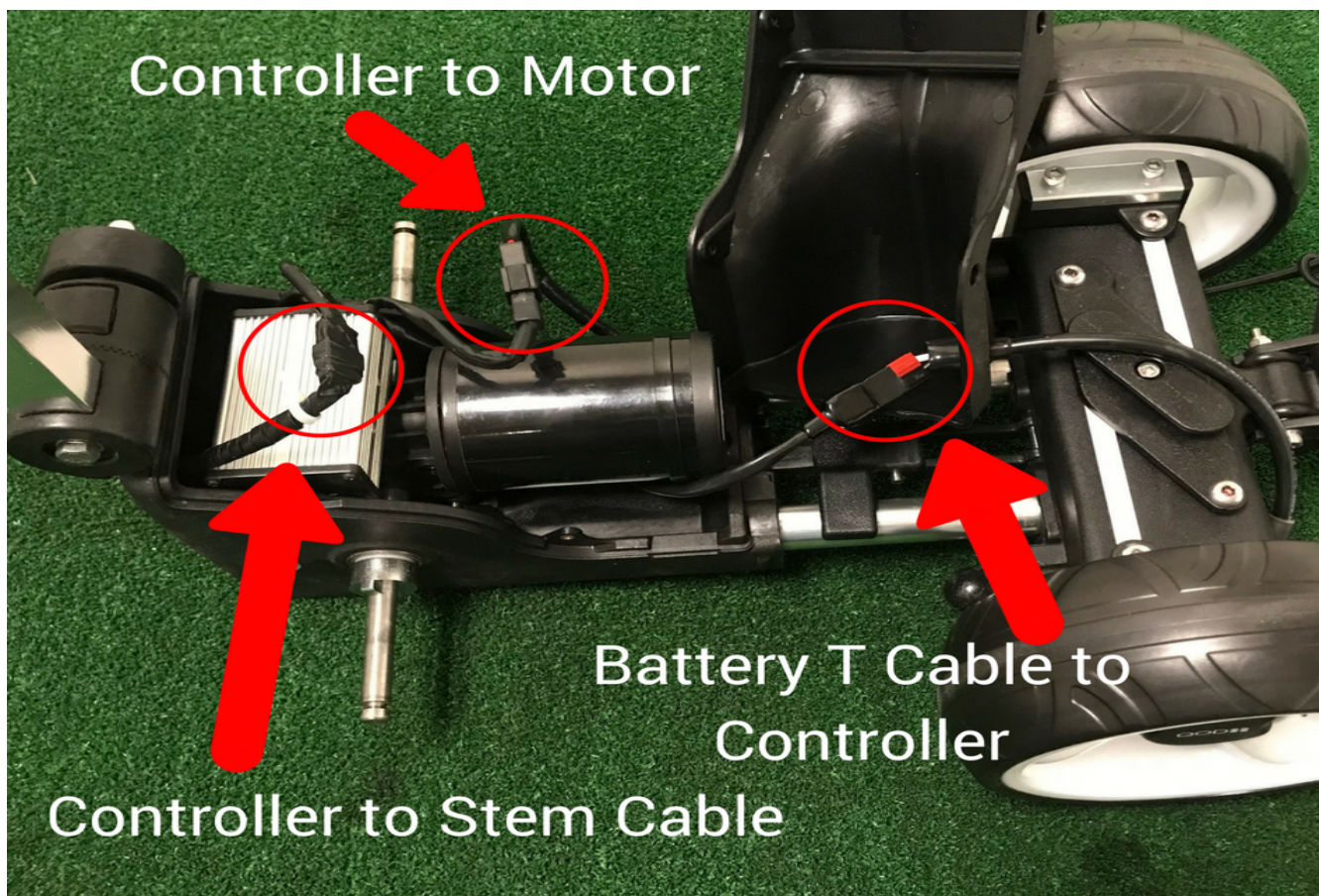
- The terminal and brass connectors need to be clean and free of debris to ensure a proper connection.
- Confirm the terminal is properly secured to the battery. If the terminal is loose, remove the red and black dome caps to expose the Phillips screws which secure the terminal to the battery. Make sure these screws are tight.
- If your terminal connection has come loose and you cannot tighten or re-secure it, please contact us.

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FOR THE FOLLOWING STEPS, YOU WILL NEED TO REMOVE THE COVER ON THE LOWER SECTION OF THE QOD BY DOING THE FOLLOWING:

- Disconnect the T Cable from your battery and remove your battery.
- Remove the two rear wheels by compressing the silver clip in the center of the wheel and pulling the wheel off the axle. **The rear wheels have one-way bearings and will need to be reattached on the same side as removed.**
- Locate and remove the two Phillips screws on each side of the motor housing cover.
- When the cover is removed, you will expose the Motor/Gear Unit and the Controller.
 - The battery cable goes through the motor cover and connects to the controller.
 - The controller is the silver rectangular box located at the back end of the motor housing.



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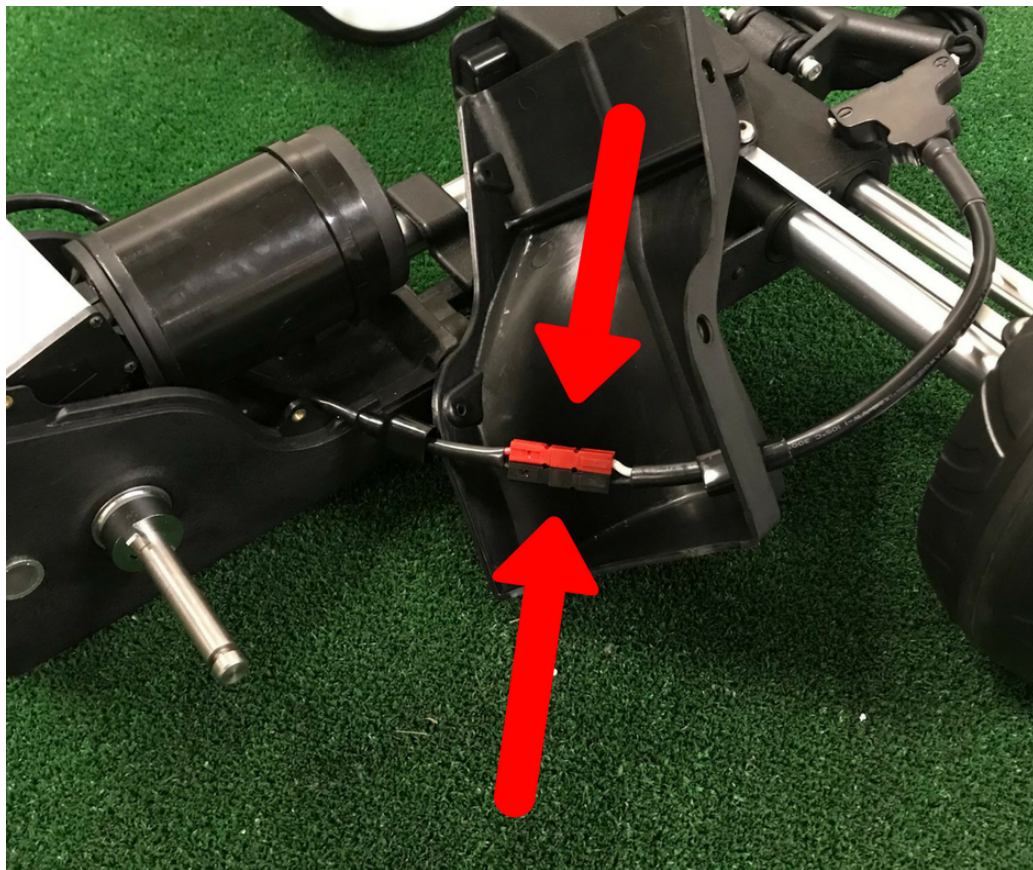
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4. Check Battery T Cable to Controller Connection: Inside the motor housing you will find where the battery cable connects to the controller cable. Follow the cable from the battery end to the inside of the caddy cover.

First check to make sure the plastic red and black connections are “clicked” into place and secure.

Then remove the electrical tape connecting the cable to the Controller cable and make sure this connection point is also secure.

- If connection has come loose, reconnect securely. Reconnect the battery and test the controls to see if the QOD is functioning properly. **Always be sure to rewrap the connection in electrical tape when finished.**



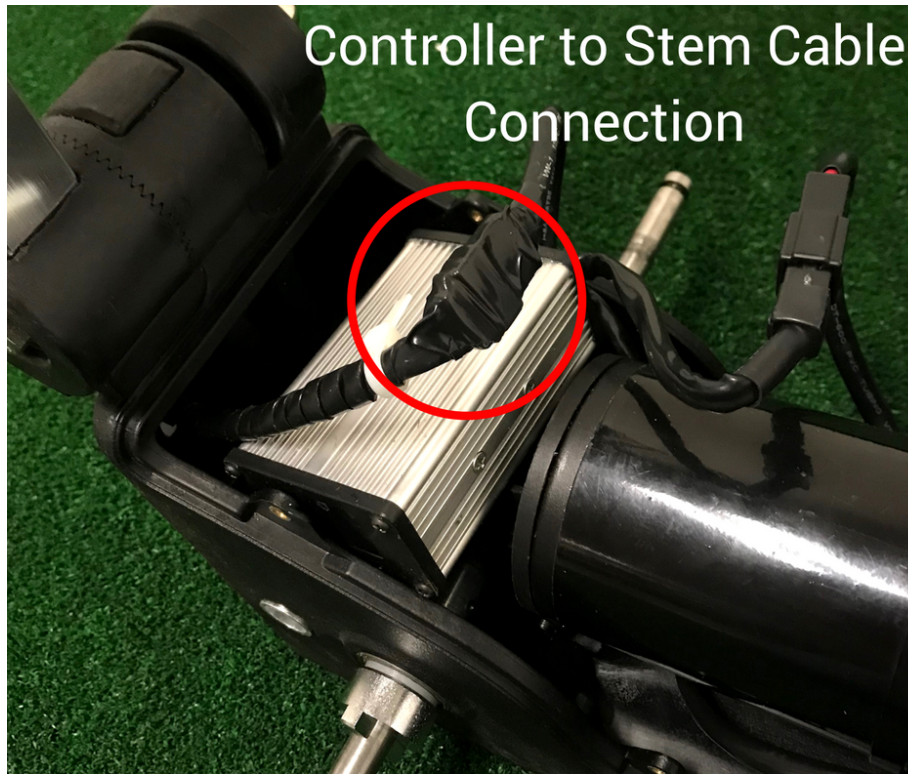
- If this connection was loose and securing it has solved your intermittent or lack of power issue, reattach the motor housing cover and you are good to go!

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- 5. Controller to Stem Cable Connection:** Inside the motor housing you will find the connection between the Controller and the Stem Cable. From the controller, the stem cable is wrapped in a protective spiral wrap and then goes up the spine of the QOD to the handle.



- Find the clip style connection between the controller and stem cable. The connection should be wrapped in electrical tape.
- Remove the electrical tape to expose the connection and make sure it is clean and secure. If loose, re-connect securely. Plug the battery back in and test the controls to see if working properly.
- After confirming a secure connection, always re wrap the connection with electrical tape to ensure a secure connection and keep moisture out.
- If this connection was loose and securing it has solved your intermittent or lack of power issue, re-attach the motor housing cover and you are good to go!

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6. Controller to Motor: Inside the motor housing you will find the connection between the controller and motor. This is also a clip style connection.



- If loose, re-connect securely. Reconnect the battery and test the controls to see if the QOD is functioning properly.
- If this connection was loose and securing it has solved your intermittent or lack of power issue, re-attach the motor housing cover and you are good to go!
- **When reconnecting, you can add electrical tape to ensure a secure connection.**
- If all of your connections are secure and you still do not have power, please contact us to further diagnose your issue.

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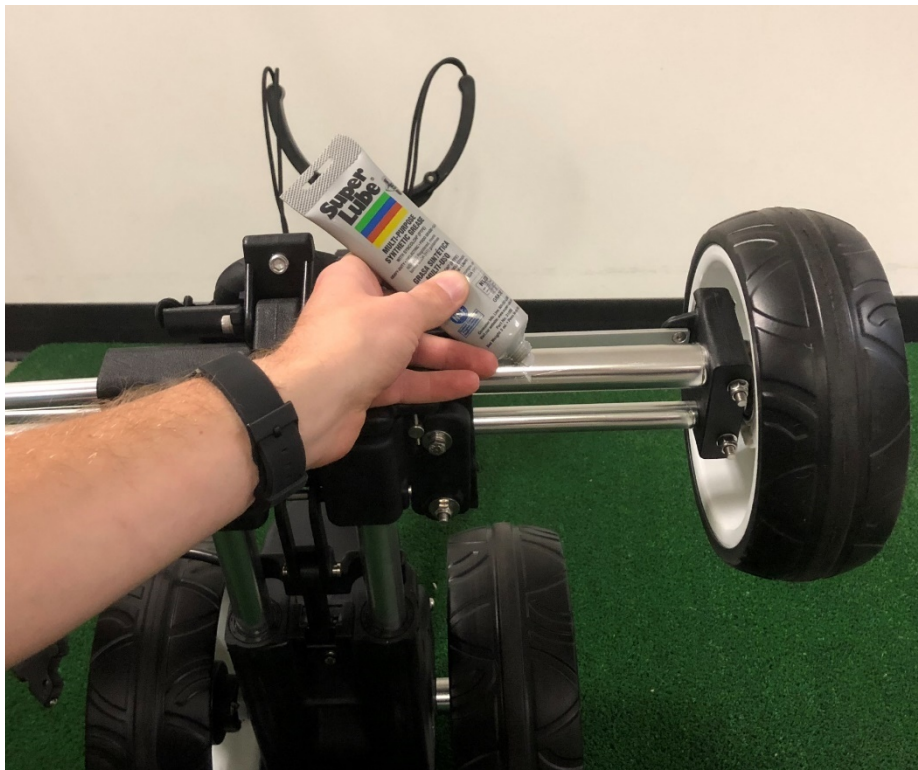
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2. SLIDING TUBES HAVE BECOME “STICKY” AND DIFFICULT TO CLOSE

AND EXTEND: Over time these sliding tubes may become dry and require you re-lubricate. QODGOLFUSA.COM/STICKYSLIDINGTUBES

- Use a “synthetic grease” in either a spray or gel form to re-lubricate.
- **Do not use WD-40!** WD-40 will cause the tubes to become more dry and sticky and harder to extend.
- Any synthetic grease will work, we recommend using SuperLube, which can be found on amazon.
- With the tubes extended, use a cloth or rag to clean the aluminum extension tubes.
- Spray or smear the tubes with synthetic grease and spread evenly
- Extend and retract the sliding tubes to re-lubricate the seals which the tubes slide in and out of.



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3. CONTROL BUTTONS STOP WORKING (BUT SCREEN IS LIGHTING UP):

The screen on your control panel is called the fascia. Underneath the fascia is the main Circuit (IC) Board. When you press the buttons on your fascia, you are making a connection with the IC Board and sending a command to the controller. Overtime these buttons may require you to press extra hard to make a connection or may start working intermittently. The connection between these buttons can become dry, but with a bit of WD-40 or similar lubrication, they will be back to working as expected.



- Using a small razor blade or similar tool, slide it underneath the bottom right corner of the fascia and pry away from handle to expose the buttons underneath.
- Using WD-40 or a similar lubricant (the narrow straw that usually comes with these lubricants makes this much easier), place a small drop on the Pause/Play button or the (+) and (-) buttons as needed. This will re lubricate the connection between the fascia and IC Board.
- After placing a drop of lubricant on the desired button, let the fascia board fall back into place and gently apply pressure to the corner to re-adhere the fascia.
- Plug your battery in and test the functionality of the buttons.
- If you have completed this step and feel the adhesive is no longer adhering the fascia to the T handle, we can always send you a replacement fascia board which will have 3M peel and stick adhesive.

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4. FIXING A SQUEAKY FRONT SUSPENSION:

- To eliminate this noise, slightly bend the metal plate away from the suspension block to create space between the spring and plate. Using a flat head screwdriver, from the inside of the plate bend the metal outward. You only need to slightly bend the metal outwards, as bending too much may cause it to rub on the wheel.
- You can always bend slightly and compress the suspension to test if the noise has been eliminated. Once you no longer hear the springs rubbing on the metal, reattach the front wheels.



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6. ADJUSTING TENSION IN LOCKING LEVERS:

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If you find any of the locking levers or knuckles becoming loose, you can tighten them as necessary.

- The top and bottom folding levers are spring loaded with a 13mm bolt, a 13mm nut on the opposite side, and a 14mm Dome cap nut securing it in place on the outside.
- The Spine Extension Knuckle is spring loaded with a 14mm bolt, a 13mm nut on the opposite side and a 14mm Dome cap nut securing it in place on the outside.
- To adjust, secure the bolt head in place with one wrench, then loosen the dome cap nut on the opposite side with a second wrench.
- While still holding the bolt head in place, adjust the nut inside of the dome cap nut to either tighten it or loosen it to your preferred tension level.
- Tighten the dome cap nut against the inside nut and you are good to go.



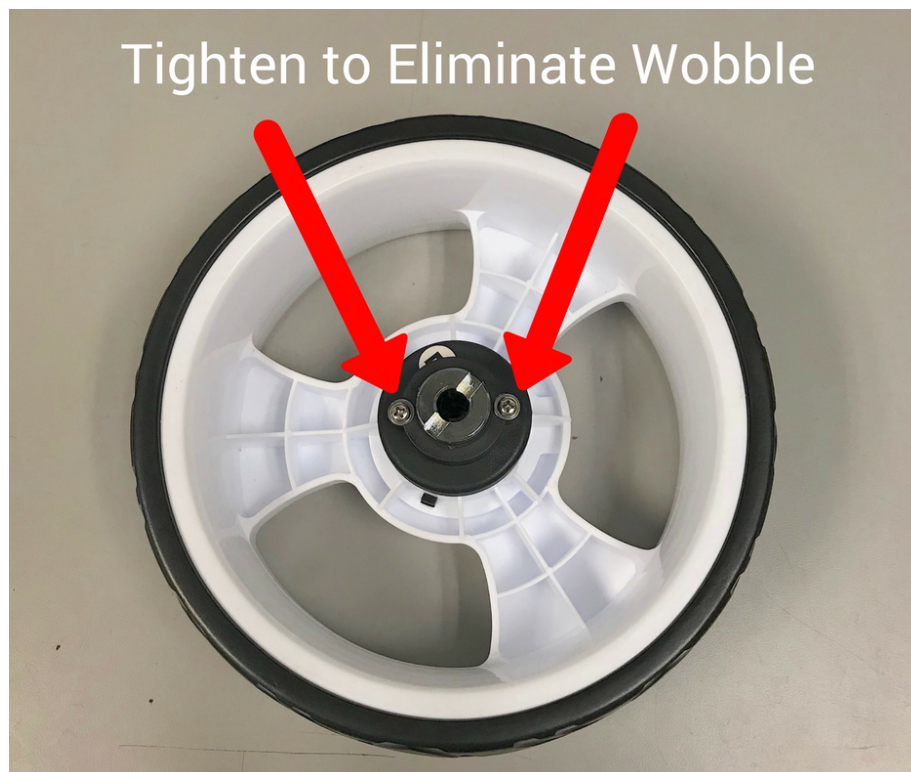
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7. REAR WHEELS HAVE A WOBBLE WHEN ROTATING: If you notice one or both of your rear wheels wobble when rotating, know that it will not cause any harm to your QOD, but it is a simple fix.

- Remove the rear wheels by compressing the silver clip in the middle of the wheel and pulling the wheel off the axle. **The rear wheels have one-way bearings and will need to be reattached on the same side as removed.**
- On the inside of each wheel you will find the wheel bearing. There are two silver Philips screws that attach the wheel bearing to the wheel. If you tighten these two screws, it will eliminate the wobbly wheel.
- Reattach the wheels to the same side as removed and confirm the wobble has been eliminated.



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CADDY SPECIFICATIONS:

Drive Train/Transmission	Type: Power Polymer Gear, Steel Worm Drive, with 25:1 Gear Ratio Rate
Weight	Net Weight Caddy: Approx. 11.9 kg (26.2 lbs)
Speed	Approximately 7.2 km (4.5 mi)
Distance/Range	20 km (12.43 mi) / 18-36 Holes
Maximum Load	25 kg (55.12 lbs)
Climbing Ability	20 degrees
USB Power Output	+5v
Construction	Aluminium, Stainless Steel, Zinc-Plated Steel and Nylon 66
Dimensions	Folded: 45(L) x 37.5(W) x 33.5(H) cm 17.71(L) x 14.76(W) x 13.189(H) in Full(cm) 65(L) x 63(W) x Adjustable to 95(H) Full (in) 25.5(L) x 24.8(W) x 37.4(H) in

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