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Please keep a record of your caddy serial number here for future reference.

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Q O D
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Serial number is located on the back of the bottom chassis.
ATTENTION:

Thank you for purchasing the QOD Caddy. We hope that our product will meet and exceed all your expectations. As a valued customer, your comments and opinions are very important to us. If you have any questions, concerns or comments, we hope that you will bring them to our attention.

PLEASE FOLLOW ALL ASSEMBLY INSTRUCTIONS AND READ AND UNDERSTAND THE OPERATING INSTRUCTIONS BEFORE YOU OPERATE THE CADDY EITHER MANUALLY OR UNDER MOTOR CONTROL.

Recommendations for Efficient and Safe Operation:

Please familiarize yourself with the handset layout. Understanding how to quickly manoeuvre the unit is essential for avoiding an accident and getting maximum benefit out of the QOD Caddy. The QOD is intended for outdoor use only, so practice in a wide-open space away from obstacles. When first using your caddy, practice in a large open area. Take the time to practice controlling your caddy with the start/stop switch on the handle and using the distance control function.

DO NOT use the QOD Caddy under electric motor control or hands-free operation in crowded or dangerous spaces, such as parking lots, public places, roads, narrow bridges, hazards, spaces where golfers gather or other potentially dangerous places.

DO NOT allow young children or any person to stand on the cart at any time, especially while you are driving it. The cart is only meant to carry a golf bag.

• DO NOT allow children to operate the QOD. Do not allow children to connect the charger to the battery or to connect the charger to the power socket.

• DO NOT use the charger for any other battery other that the batteries supplied by the provider.
Immediately after you finish your game of golf or whenever you park your caddy for an extended period of time, please turn off your caddy or disconnect the battery to the caddy to ensure that your caddy is not turned on accidentally by someone if, for example, they move your caddy to pass where you have it parked. A caddy left in the "pause" state can easily be switched on by someone if they accidently press the button that takes the caddy off pause.

Be in reaching distance of the caddy AT ALL TIMES during operation in order to prevent any loss of control or tipping over. This pertains especially near bodies of water, creeks, bridges, public traffic or other hazards, or going up or down steep hills. Also make sure that you park the caddy securely once you walk away from it. The warranty will not cover any damage or accidents caused by careless operation of the equipment or loss of control of the unit.

Be alert and act responsibly AT ALL TIMES while operating your caddy, just as you would when operating a riding cart, motor vehicle, or any other type of machinery. We absolutely do not recommend the consumption of alcohol or any other impairing substances while operating the QOD. If you are taking any form of medication, confirm with your doctor that you are safe to operate an electric golf caddy before using the caddy.

Please avoid or minimize operation on hard and rough surfaces, such as cart paths, asphalt roads, gravel roads, roots, etc., as this will cause unnecessary wear and tear on tires, wheels and other components. The caddy is best operated on soft and smooth surfaces such as fairways.

For best performance, heavier cart bags are recommended.

DO NOT pull the caddy behind a golf cart or any other vehicle. Doing so is likely to cause motor damage or crashes.

DO NOT direct QOD towards people or other carts.

DO NOT use the battery for any other purpose other than using it to drive the golf caddy.
• With its optimized balance and straight front wheel, the caddy usually has responsive turning and manoeuvring abilities. However, as is normal for electric caddies, it sometimes tends to react to uneven weight distribution of its load or slope variations and may follow the weight and the slope of the golf course. Therefore, please make sure that the weight in your bag is distributed evenly (move heavy balls and items to both sides equally and to the lower part of your bag, or shift the bag on the caddy).

• Also, when operating your caddy, anticipate the slope of the course to avoid frequent corrections in direction. In some extreme environments — such as very uneven terrain, steep hills, narrow and/or sloped cart paths, muddy areas, gravel paths, close to bunkers and hazards, around bushes and trees — it is strongly recommended to operate the caddy via manual control from the T handle to prevent any collisions, damage or the need for complicated correction/adjustment manoeuvres.

• When operating the caddy often in bumpy terrain, we recommend adding an additional bungee strap to the lower and/or upper bag support to give the golf bag additional hold and prevent it from shifting.

• Always disconnect the battery when you store the caddy, and always put your caddy together before reconnecting the battery. If you are not planning to play for at least a month, store the battery in a cool and dry place (not on a concrete floor) and don’t leave it on the charger.

When travelling to and from the golf course, ensure that you secure your battery carefully in your means of transport, to avoid damage or danger in case of an accident. If your battery has been involved in an accident, please have the battery inspected immediately by an authorized battery supplier to ensure safe operation. Alternatively, dispose of the battery at an authorized dangerous goods center (or company that specializes in battery disposal/recycling) and have the battery replaced. It is recommended to purchase an approved travel box or case for lithium batteries to ensure safe travel in case of an accident. Remove the battery from your car as soon as possible when you get to your storage location, such as your home, and store the battery in a safe environment for charging of the battery. If you are unsure, seek professional advice on securing your battery safely for the purposes of travel between the golf course and your home, for example.
First Use

Box Contents

- Assembled QOD Caddy
- Lithium Battery with Charger
- Instructions to Obtain QOD Caddy Manual

Assembly Instructions

1. When unpacking the box, put the battery on charge and verify battery charging information in the battery manual. Make sure the charger does not share the same wall plug as another appliance that is constantly drawing power, such as a fridge or an appliance with a lot of power draw such as a dryer.

2. Before disconnecting the battery from the charger, makes sure the power is disconnected from the charger. If you don’t, you may damage the connectors with power spikes.

3. Expand the caddy to its setup position as per instructions in the manual. Please note that the bottom arm on the QOD Caddy is designed to be vertical for proper balance and control. The upper arm with the T handle can be adjusted to any height you desire for your playing comfort.

4. Put the battery in the cradle. Make sure the caddy is in a safe position before switching on the caddy.

5. You must complete the warranty information online at www.qodgolfusa.com or fill out the warranty card and send it back to us in order to validate your warranty. Please include your email address and give us permission to communicate with you so that we can keep you informed about special offers and helpful hints on how to maintain your cart through our newsletters.
General Purpose Use of Your QOD Caddy

The caddy is designed to carry your golf bag on any golf course on which you would normally walk or drive a golf cart. The heavier the bag, the more energy it requires to propel the caddy and bag. Use good judgment as to where you want to walk. If you normally walk around a hill or steep incline, then do so with the QOD Caddy. The harder you work it, the harder you work yourself. The purpose of this caddy is to transport your golf bag with minimum effort. It is not designed to climb steep slopes that you would normally not climb or ride up or down in a riding caddy. The caddy was designed to accommodate a standard golf bag with clubs. Extra-large golf bags with a maximum diameter at the top of 22 cm (8.7 in) also fit the caddy. All electric caddies are best suited to cart bags. These are designed for caddies by their weight.
Features  Why here?

- Telescoping technology folds into tiny footprint (42.5 x 37.5 x 31.5 cm/14.96 x 16.92 x 12.59 in)
- Weighs only approximately 11.25 kg (24.8 lbs) – varies with accessories
- USB Connection for your electrical appliances (GPS, phone, etc.)
- Silent & powerful 180-watt motor – for cruising around those rough, rugged, hilly courses
- Long lasting lithium battery with battery case and charger
- Four wheels for perfect balance
- Floatation rubber tires with gripping thread for smooth operation on the roughest courses
- Front tires push in for storage and push out for stability during use
- Folds with ease in seconds – with no essential, separate parts to attach except the battery
- Simple to operate and steer
- Variable speeds – match it to your walking pace
- Cruise control for flat or gradual sloping fairways
- Comfortable for right- or left-hand users
- Solid slope performance
- Handle adjusts up and down – perfect for golfers of any height
- Minimum boot space required (Fit four easily in the boot of a full-size car)
- Powder coated aluminium frame – high-grade bolts, grips and fasteners for reliable use
- Sure-lock ratchet – locks handle into operating position
- Stringently tested in Australia, United States, and the United Kingdom
- Distant control with countdown feature
- Water resistant (not waterproof)
- Low Maintenance
**Mini Miser Lithium Battery**

Your QOD is supplied with Mini Miser battery in a package that includes the charger and a battery protector case. An initial charge is required before first use because the battery is brand new and will only have a partial charge.

With the charger provided, fully charge the battery until the LED turns green. No other charger should ever be used with this battery. Please check that the battery begins its charging cycle via the red LED indicator.

Your Mini Miser lithium battery is a high-performance battery with the latest technology imbedded, providing advanced power, storage, light weight, long life and stability. A small amount of care and attention will ensure a long and efficient life of the battery, so please read on.

The charger is a lithium phosphate charger and has been specially designed for the Mini Miser lithium batteries, which meet international standards. It consists of many advanced features, including short-circuit protection and reversed-polarity protection.

**Battery Specifications**

| Construction: | LiNiCoMn02 Lithium-Ion Phosphate Battery |
| Size: | 166mm x 126mm x 75mm (6.54 in x 4.96 in x 2.95 in) |
| Weight: | 18ah - 2.2 kg (4.8 lbs) |
| Voltage: | 14.4v 12 Volts Nominal |
| Capacity: | 18 Amps Hours (18 to 36) |

**Battery Charging Steps and Procedures**

**NOT FIRST USE?**

Please check the output of your main power system and confirm if the supply conforms to the charger specification of 110v – 240v @ 50-60hz.

Only charge in a well ventilated dry environment and ensure the charger is not covered, and that the charger fan is uninhibited.

Connect your charger to the Mini Miser battery using the socket located on the side of the battery. Do not connect the charger to the battery if the charger is already connected to the main power supply. First disconnect the charger from the main supply, then connect the charger to the battery. Please note that the battery can
While charging, when the charger is connected to your battery, the LED will show a red light indicating that the battery is in charging process. Once completed, the LED light will change from red to green, indicating the battery charging process has been completed. It is not unusual for some batteries to be charged within 2 hours after a round of golf.

In most circumstances, a full charging cycle should take up to 4 hours, but there might be a possibility of variances due to the level of discharge, battery condition and age of the battery. Also, a new battery can take over 6 hours on first charging cycle. We recommend charging a battery fully and leaving the battery on charge for 12 hours before disconnecting and storing the battery and charger.

**Connections**

Your battery lead has a “T Bar” connector that allows you to directly connect it to the battery. Please ensure that you connect the positive side of the T connector to the positive side of the battery. To help prevent a mistake, the T connector has an offset slot that helps to protect against incorrect connections. If the cable is not slipping in easily, please check that you are connecting the T cable correctly.

On the other end of the cable is a Torberry/ Anderson connection system. Please ensure that the red wire is connected to the positive terminal on the battery and the black wire is connected to the negative connection. When connecting the battery lead to your caddy, you MUST ensure that the black & red connection plug matches. Both connections need to align with their own color coding, or you will damage your caddy’s electrical system.

**DO NOT CONNECT THE BATTERY** if the plug doesn’t go red-to-red and black-to-black from the battery to your caddy. Please inspect your leads each time you plug them in to make sure there are no signs of melting, corroded contacts, etc. They are easily replaced if they should ever become worn down.
Battery Charger Connections

If you replace your battery and the color coding is wrong — meaning the plugs don’t match on the battery and caddy — simply rearrange the plugs to solve this problem. The plugs can be slid apart by following these simple steps.

1. Slide the black rubber boot around the plug, down the wire and away from the plug.
2. Slide the two plugs apart by pushing one up and one down.
3. Slide the two sides back together after changing it to the opposite side, ensuring the plugs match with your caddy.
4. Finally, slide and refit the rubber boot around the plugs.

Charger – Warning

🚫 Do not drop or throw the charger.
🚫 Do not immerse in water or any other liquid.
🚫 Do not disassemble the charger.
🚫 Do not cover the charger while charging.
🚫 Do not use if cables are frayed or damaged.
🚫 Do not open or disassemble the charger.
🚫 Only use the charger supplied to charge the battery.
🚫 Place the charger on a hard, flat, heat-resistant surface in a well-ventilated area.
**Battery – Warning**

- **Do not** short the battery terminals or open casing. To do so would invalidate your warranty.
- **Do not** drop, throw or puncture the battery.
- **Do not** immerse in water or other liquid.
- **Do not** disassemble the battery.
- **Do not** short the battery terminals.
- **Do not** use or store in extreme temperatures.
- **Do not** solder anything direct to the terminals.
- **Do not** charge through the discharge outlet.
- **Do not** charge with a lead acid battery charger or chargers not supplied by QOD.
- Charge the battery immediately after each use, certainly within 24 hours.
- **IMPORTANT**: If submerged under water or if water may have entered due to damage to casing, place outdoors in a non-combustible container covered in sand away from other flammable material, and contact QOD or your local authority for further advice.
- Do not connect the charger to the battery.
Charger and Battery

- Do not expose the charger to rain, moisture or dampness; if you suspect any of these have occurred, then do not use the charger.

- Do not connect the charger to an overloaded charging outlet with many other devices. The charger needs constant power to fully charge a battery.

- Do not wrap or cover the charger, as chargers generate heat in use.

- Do not use the charger or battery if the leads, contacts or casings are damaged.

- Do not leave the charger connected to the battery with main supply switched off.

- Do not leave the battery in a discharged condition; this will dramatically reduce the life of the battery, and your charger may be unable to recharge it. This could also permanently damage your battery.

- Do not discharge your battery other than in normal use. The charger will not charge an over-discharged battery.

- Do not submerge the lithium battery in water, or deliberately spray with water or other liquids. To clean, use a lightly dampened cloth.

- **IMPORTANT:** If submerged under water or if water may have entered due to damage to casing, place outdoors in a non-combustible container covered in sand away from other flammable material, and contact QOD or your local authority for further advice.

- Do not leave the battery on charge in temperatures below 0 °C (32 °F) or expose the lithium battery to temperatures below -5 °C (23 °F) or above 40 °C (104 °F).

- Only use a Mini Miser charger with your battery. A mismatch of battery and charger could cause damage.

- Chargers have two lights (can be combined in one bulb). When connecting a discharged battery, red/amber will illuminate. The light will turn green during the charging cycle. Please ensure that the charger always starts on red when charging a discharged battery.
## Specification

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drive Train/Transmission</strong></td>
<td>Type: Power Polymer Gear, Steel Worm Drive, with 25:1 Gear Ratio Rate</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>Net Weight Caddy: Approx. 11.25 kg (24.8 lbs)</td>
</tr>
<tr>
<td><strong>Speed</strong></td>
<td>Approximately 6.0 km (3.73 mi)</td>
</tr>
<tr>
<td><strong>Distance/Range</strong></td>
<td>20 km (12.43 mi) / 18-36 Holes</td>
</tr>
<tr>
<td><strong>Maximum Load</strong></td>
<td>25 kg (55.12 lbs)</td>
</tr>
<tr>
<td><strong>Climbing Ability</strong></td>
<td>20 degrees</td>
</tr>
<tr>
<td><strong>USB Power Output</strong></td>
<td>+5v</td>
</tr>
<tr>
<td><strong>Construction</strong></td>
<td>Aluminum, Stainless Steel, Zinc-Plated Steel and Nylon 6.6</td>
</tr>
<tr>
<td><strong>Dimensions</strong></td>
<td>Folded: 42.5(L) x 37.5(W) x 31.5(H) cm</td>
</tr>
<tr>
<td></td>
<td>14.96(L) x 16.92(W) x 12.59(H) in</td>
</tr>
<tr>
<td></td>
<td>Full (cm) 63(L) x 63(W) x Adjustable to 93(H)</td>
</tr>
<tr>
<td></td>
<td>Full (in) 24.8(L) x 24.8(W) x 36.6(H) in</td>
</tr>
</tbody>
</table>
Expanding Your QOD Caddy

<table>
<thead>
<tr>
<th><strong>Step 1:</strong></th>
<th>Undo the top knuckle lever on the caddy to extend top arm and lock into place after positioning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 2:</strong></td>
<td>Undo the bottom knuckle lever to adjust the position of the lower arm to be parallel and lock into place</td>
</tr>
</tbody>
</table>
Step 3:
Loosen back lever and pull arm upwards, extending its full height and lock lever. (It is designed to only sit in one position when extended with the locking system.)

Step 4:
Standing in front of your QOD Caddy, pull the front piece of the caddy towards you to extend the length of your caddy and let down the bottom bag support. Picture for illustration only.
Step 5:

Lift wheels off the ground and turn the lever on the frontend piece counter-clockwise to loosen the wheel lock position, then pull both front wheels outwards at the same time to extend.

You have now finished extending your QOD Golf Caddy. To collapse your QOD Caddy, please reverse the steps/procedures above.
<table>
<thead>
<tr>
<th>QOD TROLLEY FULLY FOLDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>QOD TROLLEY FULLY OPENED – VIEWED FROM THE REAR</td>
</tr>
<tr>
<td><strong>Step 1:</strong></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td><strong>Step 2:</strong></td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
</tr>
<tr>
<td>Step 4</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>Plug the connection on the battery into the caddy. Make sure the connections align black-to-black and red-to-red and the wheel is not rubbing on the battery lead.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Important:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please refer to battery manual for battery usage and care.</td>
</tr>
</tbody>
</table>
**Golf Bag Fitting**

Place and position your golf bag in the center on the bag holders and stretch the bungee cord around your golf bag to lock the bag in position onto your caddy. Push one of the end knobs into the cord of the other (as shown in photos) to lock the bag off as follows:

<table>
<thead>
<tr>
<th>Step 1:</th>
<th>Upper Bag Holder</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th>Lower Bag Holder</th>
</tr>
</thead>
</table>
## Control Functions and Usage of Your QOD Caddy

### Usage of the Caddy with Controls:

#### Complete Handle and controls:
Red Light indicator (Power) – A Flashing red light on the handle indicates that the battery is too low to drive the caddy. LCD display shows variable speed between values 1 to 9.

Light Indications -  ![Full Power]  →  ![50% Capacity]  →  ![Power Low]

### USB Connection:

On the righthand side behind the T-handle, there is a USB connection for the convenience of charging your GPS or other devices while on the course. Power will output during the duration of the battery being connected to the caddy if any device is connected. Charging will be slower because the power output is similar to a computer output.

### On/Off Button

Needs to be held down for a few seconds (or until light turns on) before the caddy will turn on and off.
<table>
<thead>
<tr>
<th>Variable Speed Control (Mutually Independent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable speed adjustments, up to 5 speeds. Only one speed control can be used at a time as the potentiometer and variable speed button are mutually independent of each other. When the caddy starts, the speed will gradually increase due to the soft start.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time Forward Advance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time forward advance allows the caddy to run for a set amount of time with a countdown feature for your reference. It operates at a pre-set speed which is not adjustable.</td>
</tr>
<tr>
<td>- <strong>10 seconds</strong> – runs for 10 seconds and stops</td>
</tr>
<tr>
<td>- <strong>20 seconds</strong> – runs for 20 seconds and stops</td>
</tr>
<tr>
<td>- <strong>30 seconds</strong> – runs for 30 seconds and stops.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STOP/START Button</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soft switch to stop the caddy and then resume the caddy. This button maintains the variable speed control previously set before stopping</td>
</tr>
</tbody>
</table>
Tracking

1. Flip the caddy around and locate on the front chassis the tracking system.
2. Loosen the four nuts/bolts placed on the two sides.
3. Place the caddy back into position and adjust by running the caddy to verify which side it is tracking to.
4. To adjust the tracking tap the front section.
5. If the caddy is tracking to the left, tap the right wheel side, and if the caddy is tracking to the left, tap it on the left wheel side. TAP WHAT?

After the adjustment of tracking has been made, lock off the four nuts/bolts.

One-Way Bearings
When going downhill, you will need to pull back on the handle to slow down the caddy. If you need to stop on a downhill slope, turn the caddy 90 degrees to a sideways position. On steep inclines — use your good judgment. Remember, you need to have a good control of your caddy.

Never use the caddy to pull you up a hill. Look at the terrain, and you will soon become accustomed to the easiest and most appropriate path for both you and the caddy. Remember that your caddy is designed to go where you would normally walk. Attempting to climb steep inclines always requires a more urgent draw on the battery. The battery is designed to play 18 holes of golf. The battery should then be recharged before further use.

Cruise Control
One unique feature of your QOD Caddy is cruise control. For gradual slopes on the fairways and caddy paths, the caddy will automatically maintain the speed setting you have selected. Steep slopes require more power, so you may have to increase the speed on the control knob for steeper slopes.
Guiding the Caddy in the Most Effective Way

The QOD Caddy is designed, with balance in mind, to avoid tipping backwards when hitting large bumps or indentations on the course. The caddy achieves best balance results by placing the battery over the front wheels to act as a counter balance.

This does not affect the ease of steering; however, it does give the caddy more tracking capabilities as the front wheels have less chance of bouncing. Very rough terrain or rock caddy paths will affect the tracking.

Never leave the caddy unattended on downhill slopes. If you do, the caddy may run away from you. Place the caddy sideways to avoid rolling if left unattended.

Steering

Easily turn on the drive wheel by lifting the front wheels:

For small directional changes of less than 45 degrees, simply apply sideways pressure to the handle. Do not twist the handle or put the caddy in a position where it is running on two outside wheels. For abrupt turns, the one-way bearing makes turning on the drive wheels easy to do on all surfaces.

For abrupt turns of 45 degrees or more, simply push down on the handle and turn the caddy. The differential action of the one-way bearings allows one wheel to remain stationary and the other wheel to rotate — just like the drive wheels of a vehicle.
General Warnings

Folding and Unfolding the Caddy

- Never lift or pull on the electrical cable between the upper and lower arm. This should NOT be mistaken for a handle. Pulling on this cable can detach the wires from the handle or controller and render the caddy unusable.
- Always lock the knuckle lever in both the expanded and folded position. Make sure the teeth in the round knuckle mesh before locking. Not locking the knuckle lever when the caddy is in transit can cause damage to the caddy on heavy bumps.
- Watch that your hands do not become pinched in the folding frame.

Downhill Terrain

- Do not drive the caddy great distances away from you.
- Never leave the caddy unattended on downhill slopes as the caddy can roll forward whether the motor is on or off.

Flat Terrain

- On flat fairways, you will most likely walk alone beside or behind the caddy. Remember, always keep control of the caddy and never operate the caddy faster than you wish to walk.

Lifting

- When lifting the caddy or battery at any time, lift with your legs and not with your back to help prevent injury.

Frame

- Never stand on the frame. The weight of a person or even a large child could cause damage to the frame, particularly the axles. This caddy is designed to carry a golf bag and golf clubs only.

Wheels

- If you remove the rear wheels, ensure that the correct wheels are reinstalled on each side. The rear wheels are installed with one-way bearings that allow for free-flow movement forward when the motor is off. When the motor is turned on, the axle shaft turns the one-way bearings, which grip and turn the wheels. Be careful that the keyway is installed on the shaft if the wheels are removed prior to installing the rear wheels. If the keyway is left out or if the wheels are installed left to right, the wheels will not turn when the axle shaft turns.
Caddy Maintenance

As your golf caddy is an electric vehicle, it is necessary to continuously maintain it throughout its life. QOD highly recommends you service your caddy at regular intervals to maximize performance, durability and reliability. During annual service, the battery is checked, the nuts and bolts tightened, the motor is checked, the gearbox is checked, and all electrical connections are checked.

Prior to undertaking any repairs, the QOD repair center/country distributor will contact you to explain what needs to be done, if anything. To book your caddy for its annual service, please refer to www.qodgolfusa.com or contact QOD Golf International by email to find your nearest QOD repair center/country distributor.

In order to get maximum value and use out of your caddy, it is important to maintain your caddy by keeping it clean and tidy. We recommend that you wipe down your caddy after every round of golf. Emphasis should be placed on the sliding parts. Do not, under any circumstance, pressure wash your caddy.

We at QOD wish you a great golfing experience. We are always here to help you. We want you to enjoy the caddy, your exercise and your game. Do not hesitate to contact the QOD repair center/country distributor by phone or email. If you would prefer the manufacturer contact you, please send an email to info@qodgolf.com and we will return your call to anywhere in the world.

Note: For any questions or necessary repairs, email or call the QOD repair center/ country distributor for the most appropriate way to handle any issues you might have. This will allow us to maintain detailed statistics and provide you with a higher level of service. We will meet all your needs on a very personal level and strive to exceed your expectations.

The caddy has a small number of parts that can be easily replaced. In order to get your QOD back on the course as soon as possible, it may be more time effective for the repair center to send the part and for you to receive the replacement with our detailed instructions.

First, we want to know the nature of the problem. Defective parts are replaced at no charge to you under warranty. Parts damaged by misuse or improper operation of the caddy will result in charges for the replacement parts and any labor involved. Outside of the warranty period replacement parts and labor where required are charged for.

Caddy returns will be handled in the following manner. If the caddy requires service and must be returned to us, the owner of the caddy should pay the freight to and from the service center. We can provide a pickup and delivery service at a nominal charge. So please retain the box and packaging for transport for these circumstances.
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