



User Manual

GRX-1200R



Your Cart Tek caddy cart was thoroughly quality control checked and road tested before being shipped to your address. We do everything possible to assure that your caddy is in perfect working order upon arrival. Should you have any issues or questions about the performance of your caddy, please contact us at sales@carttek.com or 541-633-4308.

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INTRODUCTION

Thank you for purchasing the Cart Tek GRX-1200R golf caddy. Please read this manual carefully before use. After unpacking please keep the carton and all internal sections in safe storage. In the unlikely possibility that you need to return the whole unit due to a defective component, you will need to repack the unit in the original manner to ensure safe and secure transit. Check that all components are included in the package –

- Main Caddy frame
- Transmitter
- Drive wheels
- Anti-tip wheel
- Battery complete with battery bag and battery cable
- Battery charger
- Accessories
- User Manual
- Tool kit

Contents of this manual cover assembly from the delivery carton – operating instructions– maintenance – and troubleshooting. Please note that our design and manufacturing policy is aimed at continuous improvement, this can result in changes without notice to the specifications contained in our websites and in this manual.

QUICK TIP

After unpacking the caddy and while reading this manual, place the battery on charge while you assemble the unit. Plug battery into charger and charger into power source. The battery may be delivered with a charge but should always be placed on charge before using to ensure full charge of battery.

BASIC SET-UP

- Remove all components from carton. Note any damage with carrier.
- Assemble the two large wheels. Depress blade on wheel hub to fully seat wheel onto axle and insert into the drive collar. The drive collar is fixed on the axle and has two metal prongs that insert into the center of the wheel.
- For “free wheel” mode depress and pull wheel out $\frac{1}{4}$ of an inch, making sure it is engaged and attached to the axle.
- Attach rear “anti-tip” wheel.
- Lift handle and secure with lower locking knob.
- Extend handle fully and secure in position by lowering the “upper bag rest”, which is already attached to the handle.
- Securely attach antenna to receiver dome on the top of the handle.

- Place battery in tray. Insert battery cable into caddy, making sure to align pins. Depress silver spring lock before removing cable.
- Load golf bag onto caddy. Balance weight of golf bag equally “side to side”. Attach bag straps using the metal latches; the shorter strap goes on the bottom and the longer strap attaches to the underside of the top bag rest. For best results always leave the lower bag strap attached and stretch it out over the bottom of your golf bag.
- Insert two AAA batteries into the remote control. Turn on the remote control. The on off switch is on the backside of the remote control. Notice the antenna on the remote. It is optional to pull out. Pull out if needed for longer range.
- There are two spare 40 Amp Blade Fuses packed with your caddy. You should carry these in your golf bag. In case of ‘power loss’, check the fuse. The fuse block is in the battery bag on the red lead of the battery cable.
- Place the USB cable that comes with your caddy in a secure location. It is only used if you need to “pair” a new remote to your caddy. Your remote is already matched and paired to your caddy.

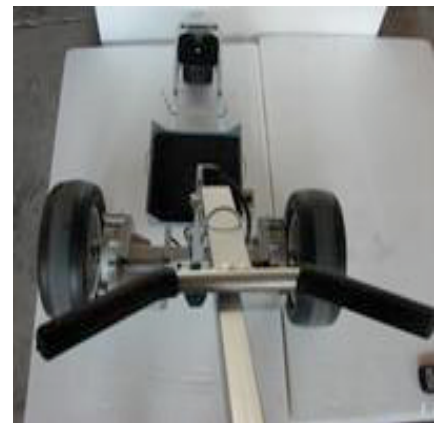
1.) Lift handle into up- right position.



2.) Tighten Lower locking knob.



3.) Lower upper bag rest to lock handle



PRECAUTIONS

GRX-1200R Important Customer Care Information

PLEASE READ the entire manual. We're not kidding!

- 1) A normal cart bag will result in best caddy performance, where lightweight stand or carry bags may not work well for you. For best performance heavy cart bags are preferred. If you use a carry bag or stand bag you will definitely need to add weight. (See # 5 below)
- 2) Consider the all-around weight distribution of your golf bag. Ensure the bag is balanced evenly side-to-side. Uneven weight distribution may lead to "tracking errors" i.e. too much weight on the right side will cause caddy to veer to the left.
- 3) The front wheel must stay grounded during play. The only exception is on steep inclines. Your GRX-1200R should only tip onto the rear wheel when on extreme inclines (Over 25 degree inclines).
- 4) On steep inclines if the front wheel does come off the ground use manual mode to guide the caddy. Avoid steering the caddy with the remote if the front wheel is off the ground. Using the remote in this situation can lead to gearbox or shear pin failure.
- 5) If you are having issues keeping the front wheel down on the ground, consider adding a water bottle full of sand inside a low pouch in your golf bag to increase the weight

over the front wheel. Equally distribute the weight, use the center pouch or equal weight added to each side pocket.

- 6) **IMPORTANT TIP.** *Do not use the parking brake button when going down steep inclines.* For best control of caddy, use the reverse arrow to decrease speed. If you need to stop your caddy on the incline turn the caddy perpendicular (across) the hill and hit the coast button and then the parking brake button.
- 7) Periodically spray the front wheel bearings with WD-40, wipe off excess residual.
- 8) Periodically spray the bearings on the drive wheels between the drive collars and gearboxes with WD-40, wipe off excess residual.
- 9) Do keep a set of fresh unopened AAA batteries in your golf bag for your remote. Replace remote batteries if you experience missed commands.
- 10) Always check the bottom-locking knob for tightness before every round of play.

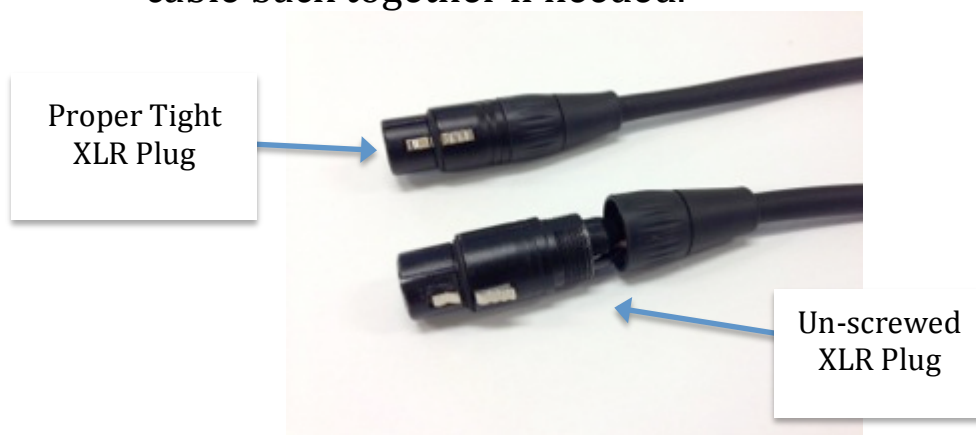
BATTERY MAINTENANCE

Your GRX-1200R Caddy comes with a rechargeable, deep cycle, sealed lead acid, 12 volt, 36 amp hour battery.

Whenever possible we ship your battery fully charged. Before trying to operate your GRX-1200R, you should verify that the 12 Volt SLA battery contains a full charge. Plug your battery to the charger; and then plug your charger into the power source. Your caddy is ready for play when your charger LED flips from red to green. It is likely that your battery will need very little charge time before being ready for play the first time. Normal charge time is 6-8 hours *after a full round of golf*.

- ✓ Battery should be connected to charger when connecting AND disconnecting charger from power source.
- ✓ To maximize battery life, always charge your caddy battery immediately following your round of golf, even if you only played 9 holes.
- ✓ After a round of golf always verify that the charger light is RED when connecting battery to charger.
- ✓ The charger LED will flip to Green when battery is fully charged.
- ✓ A full charge usually takes between 6-8 hours. Charge the battery in the evening, unplug in the morning.
- ✓ Your charger should not be left plugged in the power source when not in use.
- ✓ Provided your next golf game is within 3 weeks your battery is ready to go and there is no need to top off and it is not recommended.
- ✓ During periods of inactivity (i.e. winter storage) re-charge your battery overnight every 30-45 days.

- ✓ Battery life is 125 to 150 charging cycles. Not charging your battery because of a 9-hole game will not lengthen your battery life, it will decrease it.
- ✓ Store your battery in a cool dark place, off the ground. It is best to store and charge the battery on a wooden surface.
- ✓ Do not store or charge battery on concrete surface.
- ✓ Regularly inspect battery cable for any corrosion. Remove cable from battery and check both top and bottom surfaces of ring connectors. Periodically remove and clean ring terminals and battery terminals with WD40. Wipe off excess film and screw battery cable back on to battery. Do this at least once a year even if you think it does not need it.
- ✓ Ensure that the battery cable is not loose on the battery. The ring terminals on the battery cable that connect to the battery terminals should be screwed in tightly. There should be no movement.
- ✓ At the plug end of the battery cable check to see that the cable has not become loose or "unscrewed". Screw the cable back together if needed.



TURNING ON YOUR GRX-1200R

Place your battery into the battery tray and plug battery cable into caddy. Always press the silver spring lock on battery cable when inserting and removing battery cable from caddy.

When first connecting the battery to the caddy, the green LED on the receiver dome will slowly flash. This is “Standby” mode. Push and hold on/off button until the green LED is solid. To completely turn off the caddy, disconnect the battery cable.

Power/ standby
Indicator LED

Antenna



Speed Dial

On/off
button

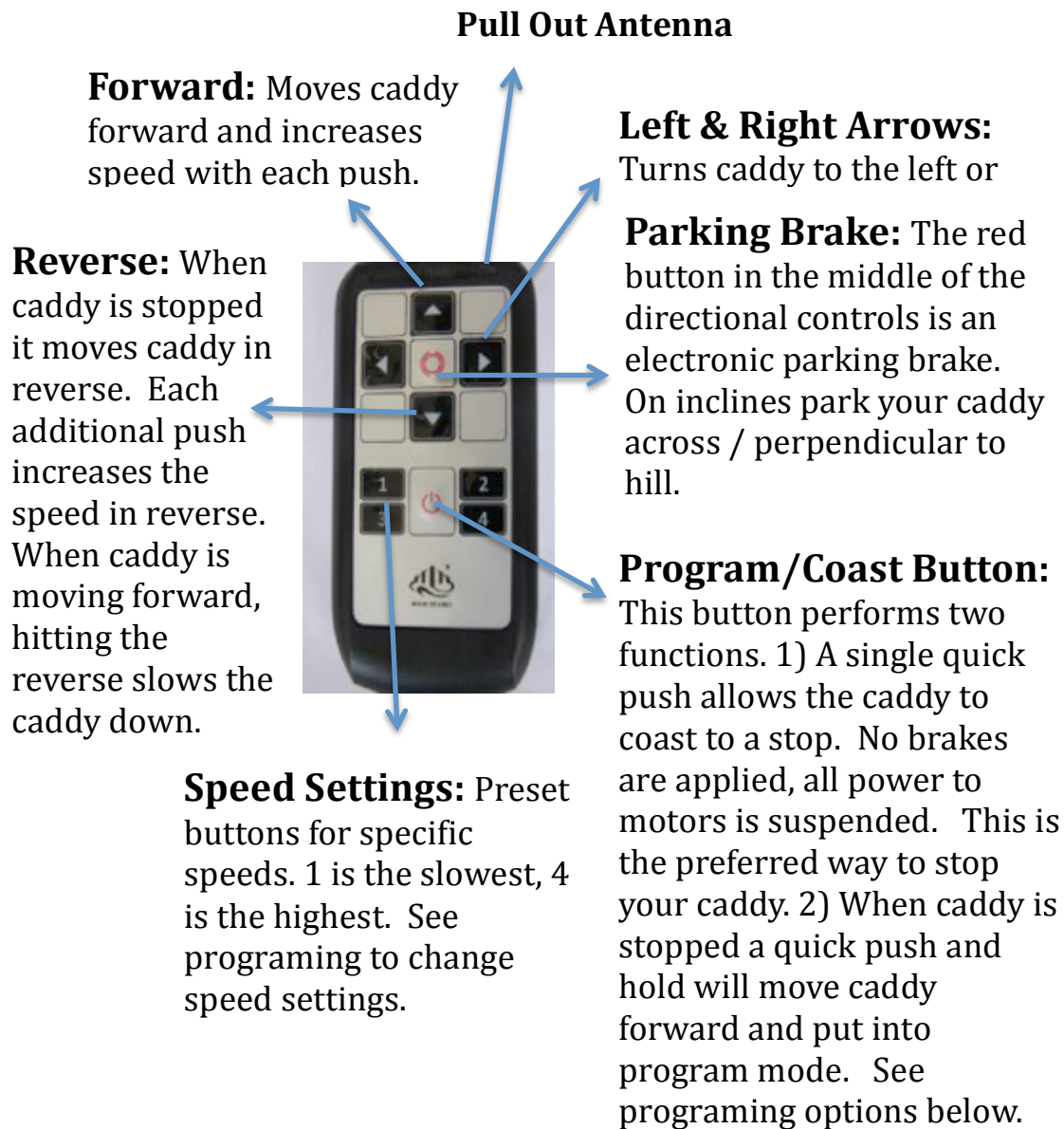
Receiver Dome on Caddy Handle

MANUAL MODE

- Turn speed dial back to zero – counter clockwise.
- Rotate speed dial clockwise to increase the speed of caddy.
- Rotate speed dial counter-clockwise to slow/ stop caddy's motion.
- In manual mode there are three ways to stop your caddy.
 - ✓ Turn the speed dial (left) back to zero.
 - ✓ Push the on/off button on the receiver dome once.
 - ✓ Push the coast button on the remote control.
- To resume use in manual mode, turn the speed dial back to zero and then turn speed dial clockwise to the desired speed.

REMOTE TRANSMITTER

- The transmitter has a small on/off switch on the backside. To save battery life, turn off the remote control transmitter when not in use.
- Replace AAA batteries as needed.
- If your caddy misses signals replace batteries. **Do not use “rechargeable” batteries.** They do not have sufficient voltage to send a strong signal.



REMOTE CONTROL MODE

- When the green light on the caddy is solid and the caddy is stationary, your caddy is ready for remote control transmission.
- Push the forward or reverse buttons to move the caddy.
- By pressing and holding Left or Right turn, the caddy will turn “upon” itself.
- While caddy is moving forward, a quick push of left or right arrow button will adjust the caddy’s direction.
- To increase the speed. Press forward button. To decrease speed, press the reverse button.
- To stop the caddy on level ground, use the Coast Button.
- To stop the caddy on an incline turn caddy across the hill, hit the coast button and then hit the parking brake.
- The range of the transmitter is 50 – 100 yards depending on environmental conditions. The caddy cart will shut down when it is outside of the remote transmitters range.
- We recommend you operate your caddy within 20-30 yards for best control.
- For your protection the caddy has a 60 second timer. To prevent the caddy from stopping, create the habit of re-tapping your last command every 40 to 55 seconds. Any button press will restart the timer and prevent the caddy from stopping. (Generally just give the forward button a quick tap). If the remote is not pressed within 60 seconds it will stop. Simply press another button on the remote to restart.

QUICK TIP

When first using your caddy, practice in a large open area. Take the time to practice the difference between a single touch of a key and a prolonged push especially with left and right functions. Also get comfortable with the coast and parking brake buttons. Practice turning the caddy perpendicular to hills when parking on an incline.

PROGRAMMING YOUR GRX-1200R CADDY CART

The caddy electronics may be customized for your personal preferences. All programing customization is done via the remote transmitter. Using “Program Mode” you can adjust the electronics to:

- Adjust Turning Force. Depending on your course, flatter golf courses require less turning force than hilly or undulated golf courses.
- Tracking issues. If a caddy veers off to one side. Read all tracking information under Precautions on page 6 and Trouble Shooting page 19 of this manual before using electronic tracking adjustment.
- Reset Caddy back to original Factory Settings. This is useful if your caddy accidently gets prograded or you program it and you do not like the new settings.

For the instructions below that say “go into program mode”, follow these instructions;

On your remote transmitter, “Press the parking brake button.

Next press and quickly release the Coast/Program Button and then quickly press and hold the Coast/Program Button again.

While still holding the program button, within a few seconds the caddy will move forward at a slow speed.” If cart does not move, repeat. Your caddy is now in Program Mode.

1. Store personal speeds on 1-4.

- (NO need to go into program mode.)
- Using the forward and reverse arrow keys on the remote adjust caddy to your preferred walking pace.
- Press and hold one of the speed control buttons 1-4 while caddy is traveling at your new desired speed.
- Button is now set to new speed.

2. Adjust turning force. You can increase or decrease the speed at which the caddy turns.

- **Go into Program Mode.**
- Press the reverse button to stop the caddy.
- To increase the turning power, press the forward button. To test the adjustment press the left or right turn buttons
- To decrease the turning power, press the reverse button. Test as above.
- To save your setting, press the Parking Brake Button.

3. Adjust Tracking i.e. Caddy trails off to one side or the other on flat ground.

Electronically adjust tracking only after adjusting bag weight. (Instructions for front wheel axel adjustment are in the troubleshooting section, “*my caddy does not track in a straight line*” later in this manual).

- **Go into Program Mode.**
- To adjust the caddy to the left, press left button once. Or to adjust the caddy to the right press the right button once. Two button presses adjusts the tracking about one foot to either side in a 25-foot run.
- To save the setting, push the Parking Brake button.
- Test the caddy to see if you need further adjustment. Repeat as needed.

4. Return all Programing back to Original Factory Settings.

- **Go into Program Mode.**
- Press the reverse button to stop the caddy.
- Press 1,3,4,2 then the parking brake button. Your caddy should be at factory settings.

5. Matching a “New Remote Transmitter” to your caddy.

Should you need to replace your remote transmitter, you will need to pair (match) it to your GRX-1200R. (NO need to go into program mode.)

- With the caddy on (solid green LED) and the Remote Transmitter on, plug the USB cable into the USB port under the receiver dome. Plug the other end of the cable into the port on the remote transmitter.
- The LED on your remote will slowly flash.
- Press and hold the on/off button *on the caddy*. The remote transmitter



LED will start rapid flashing.

- After a round of the rapid flashing release the on/off button.
- Disconnect the USB cable and press the “Parking Brake” button on the remote.
- Press the On/Off button on the caddy to get a solid green LED on caddy.
- Test all remote buttons.

TROUBLE SHOOTING GUIDE

My caddy will not show any indicator LED on the caddy handle.

1. Ensure Caddy Battery is plugged into the Caddy receptacle.
2. Check Caddy Battery terminal connections. Check both sides of ring terminals for corrosion; verify they are clean and tightly screwed into the battery.
3. Check fuse block on Battery Power Cable. Inside the battery bag, located on the positive (red) wire, is a red square fuse block.
4. Have a full charge on Caddy Battery. 6-12 hours, and battery charger should show GREEN.
5. If problem persists, call Cart Tek for technical support.

My caddy will not show a solid green indicator LED on the caddy handle.

1. Make sure you can get a flashing green indicator LED first.
2. Press and hold the on/off button for 3 seconds

3. Check Caddy Battery terminal connections. Check both sides of ring terminals for corrosion; verify they are clean and tightly screwed into the battery.
4. If problem persists, call Cart Tek for technical support.

My caddy is turned on (solid green LED), but my remote will not work.

1. Make sure the on/off switch is in the on position on the remote control transmitter.
2. Try restarting the caddy by disconnecting the battery for 5 seconds, then powering the caddy back on. Test remote again.
3. Ensure that the remote has a flashing red LED when pressing a function button. If not, replace batteries in remote.
4. Pair remote transmitter to caddy cart receiver by using the supplied USB cord. Follow the directions in the manual, or check our video
5. If problem persists, call Cart Tek for Technical Support.

My caddy Battery Charger isn't switching over from Red to Green.

1. If your charger has never flipped over to green out of the box, call Cart Tek.
2. With battery disconnected, Verify that charger has Green Led indicating that it is connected to power.
3. Ensure both the Caddy Battery and wall charger are fully plugged in.
4. Verify the battery cable is clean and securely attached to the battery. Check both sides of ring terminals for corrosion. Remove any corrosion and tighten cable to battery.

5. If your battery is over a year old or has had over 125 charges, you may need a new battery.
6. If problems persist, call Cart Tek for Technical Support.

My caddy will not make 18 holes.

1. Verify that your charger is flipping over to green.
2. Check Caddy Battery terminal connections for are clean and secure inside the battery bag. Check both sides of ring terminals for corrosion. Remove any corrosion and tighten cable to battery.
3. If problem persists, call Cart Tek for Technical Support.

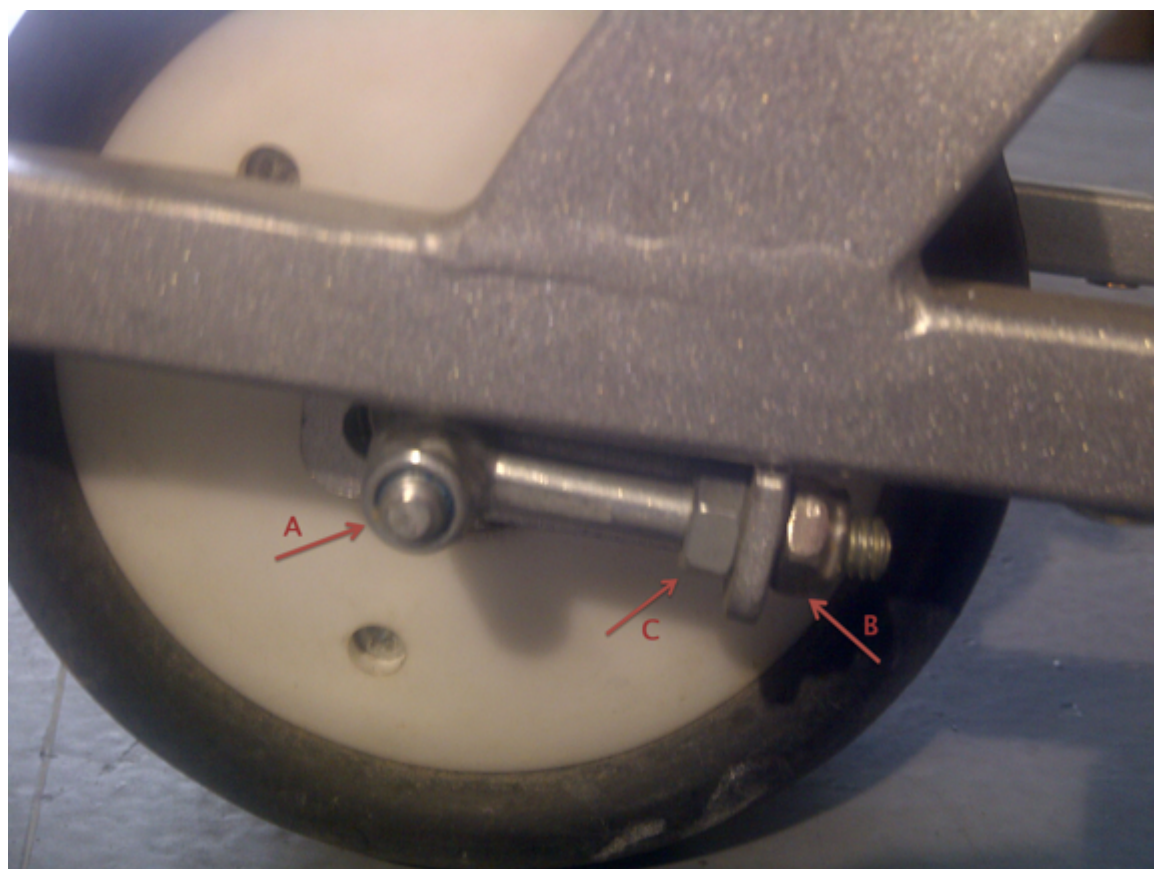
My caddy has erratic steering (i.e. Spins to the right/left, goes forward/backwards when pressing right/left).

1. Ensure both wheels are fully engaged into the drive collars located on the axles.
2. Check that drive collars are secured onto the axles. The drive collar is attached to the axle by a roll pin or sheer pin. Ensure this pin is still intact. The drive collars should not move on the axel.
3. If problem persists, call Cart Tek for Technical Support or replacement parts.

My caddy does not track in a straight line.

1. Balance golf bag evenly on your caddy side to side. How is your bag sitting on the caddy, is it sitting evenly with the weight evenly distributed between left and right sides?
2. Ensure both wheels are fully engaged into the drive collars located on the axles.

3. Check that the drive collars are secured onto the axles. The drive collar is attached to the axel by a roll pin or sheer pin. Ensure this pin is still intact.
4. Reset your caddy to factory settings by following the instructions in this manual or check out our video, GRX-1200R Matching a New Remote & Resetting Back to Factory Settings. Follow the second part of the video. <http://www.carttek.com/electric-golf-caddy-resources/support-videos/>
5. If caddy still does not go in a straight line, verify how caddy tracks without a bag. Only adjust tracking if caddy does not track straight without a golf bag.
6. Manually adjust tracking on the front wheel.
 - If your caddy is going off track more than 3 feet within 20 yards adjust the axel in the front wheel.
 - To fine tune the front wheel axel is to move the front wheel axel very slightly. If caddy turns to the right, you will adjust the right side of front wheel axel forward and vice versa if the caddy tracks left you will move the axel slightly forward on the left.
 - "Loosen" the axel nut (A) on the side of the caddy that the caddy is curving into.
 - "Loosen" the axel nut (B) behind the wheel.
 - Adjust the tracking nut (C) backward (counter clockwise) to lengthen the axel, pushing the axel forward. TURN in quarter turn increments only. Test the tracking after each adjustment. It should only take 1 to 3 adjustments.
 - Tighten nuts A and B back up.



My caddy stops unexpectedly during a round.

1. The GRX-1200R is equipped with a 60 second timer that stops the caddy if you do not press additional buttons within that time period.
2. Check indicator LED's on caddy receiver dome.
 - No light – Make sure you're plug is connected to the caddy tray, check battery fuse, battery terminals, and make sure you have a full charge.
 - Flashing green – Press and hold the On/Off switch to power on the caddy. If cart is stopping and has a flashing green LED, this would indicate a faulty battery cable, loose battery terminals or corrosion on battery terminals.
 - Solid Red indicator LED means Low Battery.
 - Slow Flashing Red indicator LED means High Temperature, and you need to allow the caddy to cool down.
 - Rapid Flashing Red indicator LED means High Current Draw, This can be caused by too much weight on your caddy or trying to climb too steep of hill.
3. Ensure the AAA batteries in the transmitter are fresh.
4. Due to on board electronics, there might be environmental interferences causing your caddy to stop. These may include, but are not limited to: microwaves, cell towers, high voltage electrical power lines, et cetera. If the caddy always stops at the same place every time you play then it is likely environmental interference.

My Caddy stopped while I am on the golf course.

If your caddy experiences some kind of failure on the course and you cannot get it running, you can put the caddy in “free wheel” mode.

1. Press the blade on the wheel hub and pull wheels out of drive collar and lock wheels into groove on axel. Ensure that the wheel is locked onto the axel.
2. In free wheel mode you can pull the caddy backwards.

My caddy has stopped working and I cannot figure out what is wrong. Please call CartTek customer service and have the following information available.

1. When the caddy stopped working, what was the situation?
2. What color was the LED light on the receiver dome on the caddy? In bright sunshine you may have to cup your hands over the dome to see the light. This is critical information to the troubleshooting process. There are 5 options:
 - a. Solid green
 - b. Flashing green
 - c. Solid Red
 - d. Flashing Red
 - e. No Light
3. The last time you charged your battery did you see the charging light? When you put the battery on the charger now after the caddy stopped working, do you see the red charging light?
4. Were you able to get the caddy to work again? If so what steps did you take?



FOR WARRANTY, SPARE PARTS AND ACCESSORIES:

Contact Us:

541-633-4308 or toll free 1-866-356-2278

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