## **REMOTE USER MANUAL**

POWER. UNLEASHED





### **IMPORTANT INFORMATION**

This machine is designed solely for the transportation of golf equipment on a golf course.

Warnings and important safety instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution and care must be exercised when operating or cleaning this equipment.

Always contact Stewart Golf Customer Care Team (details on page 20) or your local distributor/dealer about problems or conditions that you do not understand.

#### INTELLECTUAL PROPERTY

The design and technology within the STEWART REMOTE, as well as the Stewart Golf brand is protected by numerous trademarks, design registrations and patents. For a full register of Stewart Golf intellectual property please visit <u>stewartgolf.com/ip</u>

#### **BAG TYPE & WEIGHT**

The has been optimised for use with a cart or tour style bag weighing **14kg (31lbs)**. This is the optimum weight for stability when on the course.

Using a light and often 'top heavy' stand bag reduces the load on the front wheels, and the machine will spend more time on the stabiliser than is desirable. The new Cortex chip will adjust steering automatically to match your bag weight.

Using a golf bag heavier than advised increases the strain and wear on the structure of the STEWART REMOTE, reduce your battery life and increase the risk of overloading the electronics and motors.

#### IMPORTANT NOTICES:

This red box is used from time to time in this manual to indicate a potentially hazardous situation which, if not avoided, could result in damage to the product, serious injury or death.

#### **CERTIFICATION:**

This machine has been tested and conforms to:

EN 61000-6-3:2007+A1:2011 FCC Part 15 Class B EN 61000-6-1:2019

## 

	CONTENTS
2	Important Information
3	Welcome
4	STEWART REMOTE Anat- omy
5	Unfolding
6	Fitting Golf Bag
7	Folding
8	Carrying
9	SmartPower Battery
10	SmartPower Charging
11	Battery Care
12	Handset Guide
13	Handset Charging & Care
14	Manual Operation
6-17	Remote Operation
18	Other Features
19	

FAQ

20

21

Warranty Information

Trouble-Shooting Guide

## WELCOME

Congratulations on buying a STEWART REMOTE: The most advanced remote golf trolley in the world.

First things first: resist the temptation to take your STEWART REMOTE straight out for a round immediately - Read this manual fully as it contains important safety information, but more importantly tips and advice on how to get the very best experience when using the machine.

#### BEFORE YOU GET TOO EXCITED:

The first thing that you should do is give both the main battery and handset a full charge, (instructions are found on pages 10 and 13.)

Next, practice with it. Find an area of open grass with your normal golf bag on the machine, with all vour clubs and everything else in it: we recommend a weight of 14kg or 31lbs. Using it on grass is important: speed and steering are both affected by the surface the STEWART REMOTE is on, and it's obviously designed to be used on grass.

Remember to practice with both modes of operation: manual and remote. Even though the word "Remote" is used in the name, manual steering (holding the handle), is recommended on occasion.

You should steer the machine manually from the handle when on paths or in a car park (for example) or by using remote control when you're on the open golf course, in the rough or around tees and greens. Please see pages 14-17 for more on this.

There are lots of videos available at

www.stewartgolf.com and on our YouTube channel (voutube.com/stewartgolf): they'll help you get the most from your STEWART REMOTE.

## STEWART REMOTE ANATOMY

The STEWART REMOTE Remote is built from a unique micro-cellular composite structure and precision injection mouldings. Get to know its main features here as we'll be referring to them in this manual:

- 1. Scorecard holder
- 2. Dual Handle
- 3. Bag cradle
- 4. Silicone bag strap
- 5. Handle release button
- 6. LED indicator
- 7. On/Off button for trolley
- 8. SmartPower Battery
- 9. On/Off button SmartPower Battery
- 10. Lower bag strap
- 11. Rear stabiliser wheels

- 12. Main support release button
- 13. Handset storage
- 14. Accessory points
- 15. Handset cradle
- 16. Umbrella holder mount
- 17. Front chassis



### UNFOLDING YOUR STEWART REMOTE

Stand the machine vertically:

- 1. Squeeze the slider on the front chassis (between the front wheels) to release.
- 2. Rotate the front chassis 180° until it clicks in to place.
- 3. Grabbing the front chassis, put the machine on all four wheels.
- 4. Unfold the bag cradle all the way out. This automatically releases a hidden lock that secures the main support to the chassis.
- Now press the handle release button and simultaneously lift the handle and main support. Until they both click in to place. As the main support is lifted, the stabiliser wheels automatically deploy.





**Note:** Lifting the main support without first pressing the handle release button may damage internal components.

#### SCAN THE QR CODE BELOW TO WATCH OUR UNFOLDING VIDEO



OR FOLLOW THE LINK: http://bit.ly/3Gz1b4A

#### FITTING YOUR GOLF BAG

- 1. Stand the base of your golf bag on the front chassis.
- 2. Ensure the bag cradle is fully lowered and straps are to the side, lean the golf bag back until it rests on the silicone bag pads.
- 3. Pull the dual bag strap around the bag evenly and fix.
- 4. Note the strap does not have to be pulled tight as the silicone material will gently grip the bag surface. Pull the lower bag strap over the bottom of the bag using the handle.

**Note:** The STEWART REMOTE has been optimised for use with a cart or tour style bag weighing 14kg (31lbs.)



## FOLDING YOUR STEWART REMOTE

Prior to folding, clear any debris from the trolley using compressed air or a soft brush or cloth **(never use water).** Pay particular attention to the battery tray and gear at the base of the main support. See the FAQ for a cleaning guide.

- 1. With your golf bag removed, turn your STEWART REMOTE battery OFF and trolley switch (see page 8 and 10 for the battery) and press the main support release button, then press the handle release button
- 2. You can now lower the handle and main support to rest on the chassis. You will see that the stabiliser has automatically retracted.
- 3. Close the bag cradle. This automatically locks the handle and main support to the chassis so that it won't fall open during transportation.
- 4. Now stand the STEWART REMOTE up so it is standing vertically.
- 5. Squeeze the slider on the front chassis, then fold the front chassis 180° to its stowed position. Once it clicks in to place, the trolley is completely folded.

You can store your handset on the main support. Be sure to keep the handset in its silicone case to avoid marking the main support and prevent water damage (presented in image 6.)



#### WARNING:

Always ensure that your STEWART REMOTE battery is turned **OFF** when not in use (see page 10). Leaving it **ON** will drain the SmartPower battery totally and risk irrecoverably damaging it. This will ensure that the trolley is not accidentally activated in transit.

You may choose to remove the SmartPower battery prior to folding to enable you to charge it.

#### CARRYING YOUR STEWART REMOTE

You can pick up your STEWART REMOTE vertically or horizontally.

**Vertical**: When folded, the carry handle is in the centre of the trolley and clearly visible.

Horizontal: When folded, lay the STEWART REMOTE flat onto the floor. Lift from the rear of the trolley, above the stabilizer (shown in image 3) and front, shown in image 4. (You can lift from points A and B.)



**Never** pick up the STEWART REMOTE by any points other than those described, doing so may cause damage. **DO NOT** lift by wheel arches.

## **SMARTPOWER BATTERY**

Your STEWART REMOTE has a purpose designed SmartPower battery that slots seamlessly into the chassis, connecting automatically.

**Removal**: Press the release button at the end of the case, just behind the battery ON/ OFF button. Press the release button in and simultaneously pivot the battery around the front edge, pulling the battery towards you if necessary. Once the battery is partially out, take it with your other hand and lift away.

**Insertion:** Place the front of the battery under the small front battery clip and slowly pivot into place with your fingers on the release button. If it does not click in to its secured position automatically, press gently on the top of the battery until you hear a 'click'.

#### DO NOT drop the battery in to the chassis as this may damage the connections.



#### SMARTPHONE APP

Developed specifically for use with the SmartPower technology in the STEWART REMOTE, the free app lets you monitor both on and off the course.

To download the app, please scan the codes below with your smartphone.



## **CHARGING THE SMARTPOWER BATTERY**

Always start a charging cycle by following these steps:

- 1. Turn the SmartPower battery ON
- 2. Connect the charger to the battery
- 3. Connect the charger to the wall
- 4. Switch the wall socket on

The charger has an indicator light on it:

**RED:** Indicates the battery is charging.

GREEN: Indicates that the charge cycle has finished or connected to the battery.

\*Green can also mean the battery is OFF and not charging, if SmartPower button is not pressed before connected to charger.

The charge cycle time varies depending on how much power has been used: the average charge should take 3-4 hours, but can be up to 10 hours. You can accurately check the power level of the battery with the free smartphone app, even while it is charging.

#### BEST PRACTICE

If the battery is being used regularly (once a week for example), it is OK to leave it connected to the charger, with the charger turned on. The Battery Management System (BMS) within the battery will prevent any damage.

However it is good practice to disconnect the battery from the charger once the green light shows.

#### **TECHNICAL INFORMATION**

- Operating temperature: -10°C to 50°C (14°F to 122°F)
- Charging & storage temperature: 15°C to 25°C (59°F to 77°F)
- Battery lifespan: >1000 charge cycles
- Nominal voltage: 12.8V
- Charge current: 2~5A



#### LONG TERM STORAGE

If you are not going to use the STEWART REMOTE for more than one month, the battery should be fully charged after its last game then disconnected from the charger and stored in a dry environment between 15°C and 25°C (59°F and 77°F). Ensure your battery is switched OFF during any storage.

Once a month you should put the battery through a full charge cycle. Before using it again, the battery should be given a full charge cycle.

Batteries are a complex technology and a number of variables contribute to battery performance and thus the performance of your STEWART REMOTE.

All rechargeable batteries are consumables and have a limited lifespan: eventually their capacity and performance decline so that they need to be replaced. As batteries age, it can contribute to changes in their performance.

#### **BATTERY LIFE & BATTERY LIFESPAN**

"Battery life" is the amount of time your machine will run for before the battery needs to be recharged. "Battery lifespan" is the amount of time a battery lasts until it needs to be replaced. The mix of things you do with your STEWART REMOTE affects battery life and lifespan but no matter how you use it, there are ways to help.

A battery's lifespan is related to its "chemical age," which is more than just the passage of time. It includes different factors, such as the number of charge cycles and how it was cared for.

To help maximise battery performance and help extend battery lifespan, avoid charging or leaving the battery in very hot environments (including direct sun exposure) for extended periods of time. Please read and follow the advice in this manual.

#### CARING FOR YOUR BATTERY

- **DO** follow these instructions exactly.
- **DO** only use the charger supplied to charge the battery.
- **DO** charge the battery immediately after each use, certainly within 48 hours.
- DO check the battery charge level with the app prior to use to ensure you have sufficient power to complete your round.
- **DO** charge in a well ventilated area.
- DO store & charge the battery in a dry environment between 15°C and 25°C (59°F and 77°F).
- **DO** fully disconnect and unplug the charger from the mains and battery between charges.
- **DO NOT** drop, throw, puncture or crush the battery.
- **DO NOT** immerse in water or any liquid.
- **DO NOT** clean with any abrasives or solvents; a damp cloth is fine.
- **DO NOT** leave the battery in a discharged state.
- DO NOT open or disassemble the battery or charger. This is dangerous and will void the warranty.
- **DO NOT** cover during use or charging.
- DO NOT expose the battery extreme temperatures (never store in a car in winter or summer.)
- **DO NOT** solder or connect anything to the terminals other than as guided in this manual.

## HANDSET GUIDE

Your STEWART REMOTE is supplied with a rechargeable Bluetooth handset. (The handset supplied will pair to your machine and can be repaired using the instructions below.)

- 1. Forward/speed up.
- 2. Indicator light.
- 3. Left & right turn.
- 4. STOP. Use as primary stopping function.
- 5. Slow down/reverse.
- 6. Glide stop.
- 7. Cruise control speeds.
- 8. Bluetooth ON/OFF. Press & hold for one second to turn on. When turning off, a red light shows momentarily.

In normal use, the indicator light will be blue: **LIGHT OFF:** Handset is switched off.

BLUE LIGHT FLASHING: Handset is on, but not connected to the machine.

BLUE LIGHT ON: Handset is on and connection has been established.

RED FLASHING LIGHT: Battery Low.

IF REQUIRED TO PAIR THE HANDSET FOR ANY REASON, PLEASE SCAN THE QR CODE BELOW TO WATCH HOW TO PAIR YOUR HANDSET



OR FOLLOW THE LINK: https://bit.ly/3KUwRnJ



#### HANDSET CHARGING GUIDE

The lithium battery inside the handset is large enough for two rounds of golf, but **it should be charged after every round** to ensure sufficient power.

Always charge the handset indoors and at room temperature, observing the same 'DO and DO NOT' advice shown on page 11. The charging process can take up to six hours.

- 1. Ensure the handset is switched off and the indicator light is off.
- 2. Remove the protective silicone skin.
- 3. Expose the charging port on the side of the handset by pulling out (one) side black plug.
- 4. Connect the supplied USB power cable to any 5V USB power outlet.
- 5. Connect the supplied USB power cable to the handset & switch on power (if applicable).
- 6. The indicator light on the handset will show **RED** while charging, and **GREEN** when fully charged.
- 7. Once the indicator light is **GREEN**, disconnect the power cable from the handset.
- 8. Return the black plug to the charging port on the side of the handset, then refit the protective silicone skin.

#### WARNING

The handset should **only** be charged with the supplied USB power cable. Using any other cable or power source can damage internal components: this **will not** be covered under warranty.

#### HANDSET CARE

Using the handset skin and charging port plug means that the handset will be shower proof (it is not waterproof). Water and electronics are natural enemies and you must take care to make sure no water ever gets inside the handset.

- Never allow the handset to be immersed in water and don't wash it.
- If you want to wash the silicone skin, remove it from the handset before washing it, then dry it thoroughly before replacing it.
- If you use the handset in the rain or other wet conditions, remove the silicone skin as soon as you have finished playing and wipe both handset and silicone skin dry to remove any moisture that may have found its way down the edges of the silicone skin. Allow both to dry fully before refitting the silicone skin.
- Don't store the handset anywhere that water or moisture might get into it.
- Refer to the **DO** and **DO NOT** guide on page 11 for further advice on how to care for the handset and lithium battery contained within.

#### LONG TERM STORAGE

If you are not going to use your STEWART REMOTE for more than one month, the handset should be put through a charge cycle at least once every month.

This will avoid the handset battery being completely discharged.

Prior to using the handset again it should be fully charged.

## **MODES OF OPERATION**

Your STEWART REMOTE has **TWO** modes of operation: manual and remote control.

Both make use of the remote control handset, but manual requires you as the user to hold the handle to control the direction of the trolley. It is your responsibility to choose the correct steering mode for each situation, please read more for tips on how to make these decisions.

The STEWART REMOTE, features Active Terrain Control (ATC) which is active at all times. This technology will ensure the machine maintains speed up and down slopes. These processes are automatic and don't require user input.

#### **1. MANUAL OPERATION**

Good for: Tight spaces, car parks, bridges, paths.

Before you do anything, make sure you know where the STOP button is and always use this as the main command to bring the machine to a halt.

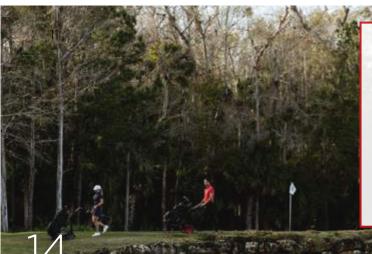
If you wish to bring the machine to a more gentle halt then use the Glide Stop button.

When in a car park, crossing a road or negotiating a tight path, you should steer manually from the handle. You can control the speed of the machine using the speed up & slow down buttons, or program the cruise control speeds to your walking pace (see page 18).

#### BEST PRACTICE:

When in tight areas you should physically keep control of the STEWART REMOTE by steering from the handle.

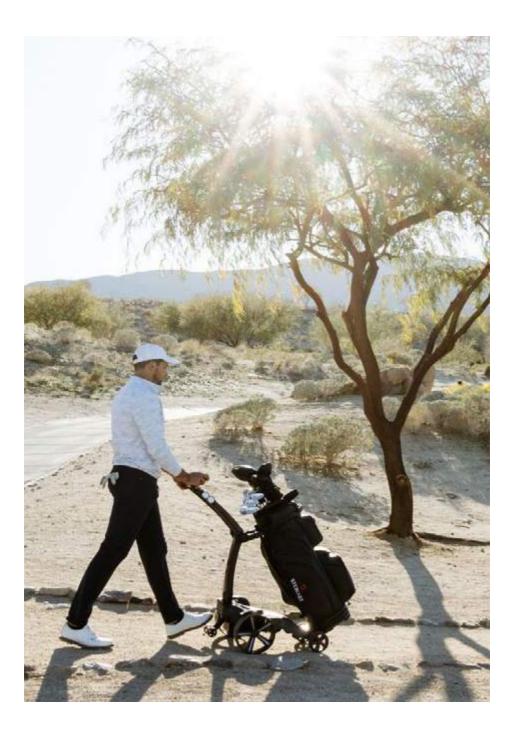
The dual handle allows you to steer with either hand. Either clip the handset to the handle, or hold it with your other hand.



#### WARNING

Ensure you practice in an open area away from other people or objects.

This will allow you to familiarise yourself with the remote functions without risk of damage or injury. Be aware of your surroundings. Ensure that you know the whereabouts of other players, carts, trees, lakes, bunkers, streams etc.



#### 2. REMOTE CONTROL

Good for: On fairways, around the greens or when you are in the rough.

Not for: Car parks, bridges, paths.

To start the machine moving forwards, press the forward button. Once the machine is in motion, continually pressing the "speed up" or "slow down" buttons will either speed up or slow down the machine respectively. You can also use the cruise control buttons to start the machine.

To reverse the machine, press 'stop' and then select the "reverse" button. When reversing, the speed is fixed and cannot be increased or decreased.

To steer the machine, press and release either the left or right buttons. When in motion this will change the direction slightly and continue moving. A prolonged press will tighten the turn. If you press either button with the STEWART REMOTE stationary, the machine will turn on the spot.

The advanced Bluetooth connectivity built use STEWART REMOTE can give a pairing range of well over 100 yards but this is excessive for normal use, as a result we have added a further safety protocol to ensure your trolley always remains fully under your control.

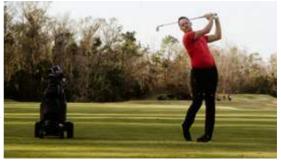
Once the signal strength drops below a certain level, indicating that the trolley is approximately 25 yards from the handset, if no button has been pressed on the handset for more than three seconds, the trolley will stop immediately.

The trolley and handset will remain paired and pressing any button will then give you back full control but buttons will continue to need to be pressed every three seconds until the signal strength indicates the trolley is back within 25 yards of the handset.

The three-second protocol will remain in place whenever the trolley is more than 25 yards away from the handset but closer than its maximum Bluetooth pairing range. Should the trolley ever exceed its Bluetooth pairing range it will disconnect from the handset and the trolley will stop as a safety measure. Walking the handset back into the pairing range will initiate re-pairing.

#### BEST PRACTICE:

- The remote has a nominal 100 yard range. However it is recommended that you keep the machine within 25 yards so that you can see obstacles in its way.
- Hold the handset in your hand and position the machine approximately 15 yards in front of you and on the line of your ball. Make small adjustments to direction and speed as you see fit. Do not place the handset in your pocket.
- When you get to your ball, park the machine to the right of your ball (or to the left if you are left handed). Place the handset on the cradle when taking a shot.



If you are going to walk any distance away from the machine (such as on the green), keep your handset with you so you can drive it to your next position rather than walking back to it.



#### IMPORTANT INFORMATION

#### SPEED:

The STEWART REMOTE can travel at speeds of up to 6mph but performing delicate manoeuvres, such as negotiating bridges or steering between obstacles, should not be performed at top speed and any damage caused will NOT be covered by warranty. The machine will perform best when being driven at walking speed and this is what is strongly recommended.

## **OTHER STEWART REMOTE FEATURES**

#### HANDLE FEATURES

As standard the STEWART REMOTE has:

- Built in scorecard and pencil holder.
- Handset storage.
- Umbrella holder mount.
- Dual handset cradle.

#### **CRUISE CONTROL SPEEDS**

Your STEWART REMOTE has three Cruise Control speeds, on buttons 1, 2 and 3. You can program these for your own walking speeds as follows:

- 1. Use the speed up and slow down buttons to find your desired walking speed.
- 2. Press and hold either button 1, 2 or 3 for three seconds. The machine will stop to show that the instruction has been received. Now release the button and the machine will restart. Your new speed is now stored.
- 3. To activate the new speed press button 1, 2 or 3 and release the button as normal.

#### QUICK-RELEASE REAR WHEELS

To remove a wheel:

- 1. Tilt the machine (holding the main support) so that one wheel is off the floor.
- 2. Hold the centre of the wheel and press the metallic button with your thumb, and pull the wheel away.



#### FREE-WHEEL

The STEWART REMOTE has a free-wheel setting which allows you to complete your round even in the unlikely event of a fault. To engage this mode:

- 1. Tilt the machine so that one wheel is off the floor (hold the main support).
- 2. Press down on the metallic button in the wheel centre and slide the wheel 25mm (1") away from the motor, but still on the axle.
- 3. Rotate the wheel 45 degrees and push it towards the motor until it stops, engaging the wheel on the outer ring of the axle.
- 4. Release the metallic button and the wheel should now be locked on to the shaft, but not engaged onto the drive dog. You may find it easier to pull the STEWART REMOTE than push it when in free-wheel.

## FAQ

#### How should I clean the STEWART REMOTE?

After your round, clear grass, leaves and dust etc from the machine using a soft cloth/brush or compressed air. Clean your STEWART REMOTE using standard furniture polish and a soft cloth.

**NEVER** use a hose or pressure washer to clean the STEWART REMOTE: faults caused by water ingress will not be covered by the warranty. Water cannot enter the motors or electronics in normal use.

#### Is the STEWART REMOTE OK to use in the rain?

Yes. The STEWART REMOTE is designed for use in all conditions appropriate for golf. The design of the STEWART REMOTE protects the major components from rain, so water ingress cannot occur during normal use. You should avoid any situation where moisture or water could reach the electronics or motors. Some examples of this are:

- Driving through puddles or standing water.
- Submerging the machine in a river or lake.

aults caused by water ingress will not be covered under the warranty.

#### How do I get the STEWART REMOTE up a step or kerb?

First, exert downward pressure on the handle, to then lift the front wheels onto the higher level. If the natural traction of the rear wheels do not carry the rear of the machine onto the higher level, lift from the top of the main support.

#### How many holes will the battery last for?

We expect the new SmartPower battery to last 27 holes (or 45 with our extended capacity option) on a 'normal' course, with a 'normal' weight bag and in 'normal' conditions.

*However...* A hole of golf can be anywhere between 100 and 700 yards long, so is not a reliable unit of measurement. Terrain, ground condition, bag weight and a number of other factors can make a difference. How you play will also affect power consumption; you'll cover less ground shooting 65 than you will shooting 120.

#### Can I improve the battery life?

Yes, there are a number of things you can do:

- Don't overload your golf bag.
- Steering is a big source of power consumption, so use try to minimise turning inputs.
- Accelerate slowly, in the same way you would in a car if you were trying to be efficient.

Be sure to download the free battery app which will allow you to measure exactly how much power you use on your round, and try different variables to see how much difference it makes (see page 9 to download the app.)

#### Can I use the STEWART REMOTE without the handset?

No. The STEWART REMOTE can only be operated via the handset (unless the wheels are in free-wheel).

#### Can the STEWART REMOTE cope on hills?

Yes. The STEWART REMOTE chassis has been designed with stability in mind. The machine may tip onto the rear stabiliser wheels, but if this happens don't worry as that's what they are designed to do.

Bag weight and weight distribution makes a big difference here, a light and/or top heavy bag will not put enough weight on the front wheels and therefore it may tip easily. You will find out which hills work with your particular setup through experience.

With ATC, the STEWART REMOTE Remote is the most capable machine on hills we have ever produced.

## WARRANTY INFORMATION

Your Stewart Golf STEWART REMOTE is guaranteed to be free from defects in materials or workmanship for a standard period of two (2) years from delivery.

If you think there may be a problem with your STEWART REMOTE, please contact our customer care team or your local distributor for further advice.

#### Conditions of warranty:

If notice is received of any breach of this warranty during the relevant period, then we shall at our own expense and within reasonable time, repair, or at our option, replace the goods or such parts as are defective or otherwise remedy such defect. If your address is in the UK we will arrange and pay for collection.

Outside the UK, please contact your place of purchase or your local distributor. If your address is outside the UK but you do not have a local distributor, we are still be able to arrange collection but you shall bear the associated costs.

Stewart Golf will authorise the repair, or at our option, replacement of any part found to be defective due to faulty workmanship or materials. We reserve the right to inspect these parts. We will not bear any costs incurred (including carriage) due to an item being returned with a suspected fault, and after inspection no fault can be found, or it is found that the customer has not fully understood all of the functions of the STEWART REMOTE or the part in question.

Exclusions to the warranty include, but are not limited to: damage during shipment if not packed in a Stewart Golf designated box or according to Stewart Golf instructions; wear & tear; results of neglect, misuse or accidents; damage howsoever caused; or utilisation for any purpose other than carrying a golf bag on a golf course. STEWART REMOTE units, which have been fitted with non-genuine Stewart Golf parts, or have been modified from the manufacturers specifications, are excluded. Stewart Golf products used for commercial or rental purposes are excluded. The warranty is transferable between owners.

Both the handset battery and SmartPower battery is covered by a two (2) year warranty against faulty workmanship and materials. Loss of battery performance owing to external damage (howsoever caused), misuse and/or abuse, incorrect charging or other failures not attributable to a manufacturing defect are specifically excluded from this warranty. The handset and SmartPower batteries must be charged only with the equipment supplied by Stewart Golf, and the instructions must be followed exactly.

# Register your warranty: stewartgolf.com/warranty

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**TROUBLE SHOOTING GUIDE FOR STEWART REMOTE** 



## www.STEWARTGOLF.com