



**FOLLOW**

OWNER'S MANUAL



**StewartGolf**  
GREAT BRITAIN



## 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 or your local distributor/dealer about problems or conditions that you do not understand.

### INTELLECTUAL PROPERTY

The design and technology within the Stewart Golf X Series, 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 [stewartgolf.com/IP](http://stewartgolf.com/IP).

### GOLF BAG TYPE & WEIGHT

The X10 Follow has been optimised for use with a cart or tour style bag weighing **14kg (31lbs)**. Weigh your golf bag and ensure it is **between** 13kg (28lbs) and 15kg (33lbs).

Using a light and often 'top heavy' stand bag reduces the load on the front wheels, which means the steering may react faster than intended (particularly in Follow), and the machine will spend more time on the stabiliser than is desirable.

Using a golf bag heavier than advised increases the load on the front wheels, slowing steering speeds. Additionally a heavy bag will increase the strain and wear on the structure of the X10 Follow, 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

For further certificates and declaration of conformity please visit [stewartgolf.com/technical](http://stewartgolf.com/technical).

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## WELCOME

Congratulations on buying a Stewart Golf X10 Follow!

First things first: resist the temptation to take your X10 Follow straight out for a round immediately – first 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 8 and 11.

Next, practice with it. Find an area of open grass with your normal golf bag on the machine, with all your clubs and everything else in it: we recommend a weight of 14kg or 31lbs (see page 4 for why). Using it on grass is important: speed and steering are both affected by the surface the X10 Follow is on, and it's obviously designed to be used on grass.

Remember to practice with all three modes of operation: manual; remote; and Follow. Even though the the word "Follow" is used in the name, remote control and manual steering (holding the handle) are just as useful in the right circumstances.

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 in the rough or around tees and greens. Follow is best when you've got a longer distance to travel without obstacles, such as on a fairway. Please see pages 12-15 for more on this.

There are lots of videos available at: [www.stewartgolf.com](http://www.stewartgolf.com) and on our YouTube channel ([youtube.com/c/stewartgolf](https://youtube.com/c/stewartgolf)): they'll help you get the most from your X10 Follow.

## X SERIES ANATOMY

The X10 Follow is made from a unique construction of bonded composites and injection mouldings, probably very different from any other trolley you may have owned in the past. Here you can familiarise yourself with its basic features and parts.

- |                           |                                  |
|---------------------------|----------------------------------|
| 1. Handle                 | 11. Handset Cradle               |
| 2. Scorecard Holder       | 12. Accessory Point              |
| 3. Golf Ball & Tee Holder | 13. Bluetooth Light              |
| 4. Top Bungee             | 14. On/Off Button                |
| 5. Bag Cushion            | 15. Main Support Release Buttons |
| 6. Main Support           | 16. Rear Stabiliser              |
| 7. Front Cover            | 17. Rear Cover                   |
| 8. Bottom Bungee          | 18. Front Wheels                 |
| 9. Front Lifting Point    | 19. Rear Wheels                  |
| 10. Front Cover "S" Clips | 20. Handle Release Clip          |



### UNDER THE COVER

Under the front cover you will find the main battery in a protective neoprene case, and the small black electronics system.

## SETTING UP

1. When removing the X Series from the car, only lift from the two lifting points. These are the stabiliser and under the front of the chassis (parts 9 and 16). **Lifting from other parts of the trolley cover could cause unintended damage that will not be covered under warranty.**
2. To unfold, simply grip the handle and pull it towards you. The top & bottom clips will snap into place automatically.
3. To remove the front cover, hold the two 'S' clips (part 10), apply slight outward pressure and lift.
4. Insert the battery into the tray and secure with the strap. Connect the battery to the electronics box.
5. Replace the front cover by aligning the two lugs on the straight edge with the corresponding gaps in the rear cover, and pivot in to place. Ensure the front of the cover is behind the small bump near the lower bag stay, apply downward pressure to the 'S' clips until the cover is secured.
6. Turn the on/off switch to 'ON' (I) and wait for the blue light to flash. Press the bluetooth on/off button on the handset for 1 second to switch the handset on. When both blue lights are constantly illuminated, the bluetooth connection is established.



## FITTING YOUR GOLF BAG

1. Stand the base of your golf bag on the front chassis.
2. Ensure the bag cradle is fully lowered, then lean the golf bag back until it rests on the silicone bag cushion.
3. Pull the upper bungee around the golf bag evenly and fix.
4. Pull the lower bag strap over the bottom of the bag using the handle.

**Note:** The X10 Follow has been optimised for use with a cart or tour style bag weighing 14kg (31lbs). Please refer to page 1 for more information.

## PUTTING AWAY

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 base of the main support arms for small stones or grit. See the FAQ for a cleaning guide.

1. Remove one side of the top bungee and lift your bag up & away from the machine. The bottom bungee will release automatically.
2. Remove the front cover, disconnect and remove the battery and replace the front cover.
3. Release both bottom clips simultaneously by pressing the clips with your thumbs. Slowly lower the main support until the top bag support comes to rest on the chassis.
4. Whilst supporting the handle, release the top clip and lower the handle until it comes to rest on the rear cover. Do not 'drop' the handle or main support.
5. Lift the X10 Follow in to your car using the lifting points specified.



### WARNING:

Always ensure that your X10 Follow is turned **OFF** at the switch or disconnected completely when not in use. Leaving it **ON** or connected could drain the battery totally and risk irrecoverably damaging it.

Turning **OFF** or disconnecting the battery will ensure that the trolley is not accidentally activated in transit.

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

In any case, it is good practice to always turn the switch to the **OFF (O)** position when not in use.

## BATTERY CHARGING

The X10 has two lithium batteries: one large battery that powers the trolley (available as 22Ah or 30Ah), and one small one that powers the handset. These pages cover the large trolley battery.

Always start a charging cycle by following these steps:

1. Connect the charger to the battery.
2. Connect the charger to the wall.
3. 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.

Note that the charger also shows green if connected to the wall but not the battery. 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.

### 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 X10 Follow 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).

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 X10 Follow.

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 X10 Follow 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** ensure the battery is fully charged before each round 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** use water or a hose to clean the battery.
- **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 X10 Follow is supplied with a rechargeable Bluetooth handset. The handset is supplied paired to your machine and cannot be used with any other.

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. Also see notes on glide steering.
7. Cruise Control speeds.
8. Follow.
9. 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.

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

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

### WARNING

**NEVER** open the handset unless you have been instructed to do so by our support team. Always ensure you are electrically earthed/grounded to avoid damaging the internal components of the handset.

The handset may **only** be opened to replace the lithium battery within.



## 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 9. 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 the black plug.
4. Connect the USB power cable to any 5V USB power outlet.
5. Connect the 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 showerproof (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 9 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 X10 Follow 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 X10 Follow has **THREE** modes of operation: manual, remote and Follow.

Follow is just one of the three and should not be thought of as a default setting. It is your responsibility to choose the correct steering mode for each situation, please read more for tips on how to make these decisions.

### 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 P16).

#### BEST PRACTICE:

When in tight areas you should physically keep control of the X10 Follow by steering from the handle. The handset can either be clipped to the cradle (which can be fitted to either side of the handle) or you may find it easier to hold it with your other hand.

### 2. REMOTE CONTROL

**Good for:** 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 the "reverse" button (it must first be stopped). 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 X10 Follow stationary, the machine will turn on the spot.

#### BEST PRACTICE:

- The remote has a nominal 50m range. However it is recommended that you keep the machine within 25m so that you can see obstacles in its way.
- Hold the handset in your hand and position the machine approximately 10m 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, keep your handset with you so you can drive it to your next position rather than walking back to it.



#### STEERING MODES:

There are two modes of steering: **Regular** and **Glide** steering. Regular steering is suitable for most situations, whereas Glide steering reacts slower.

Regular steering is the default setting and can always be restored by pressing the **STOP** button. In Glide steering mode, the machine steers much more gently. To activate Glide Steering, press the orange **GLIDE STOP** button and then start the trolley moving **within three seconds**.

The machine will default back to the Regular steering mode every time the trolley stops. If you use the GLIDE STOP, then the 'STOP' will engage automatically after six seconds which will reset the steering to Regular.

#### WARNING

Ensure you practice in an open area away from other people or objects. This will allow you to familiarise yourself with the remote and follow 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.

Other devices that emit electrical signals can affect the Follow zones (page 13) and therefore performance. This includes other X10 Follow machines, so stay at least 5 metres away from your playing partners. Metal grids on or in the floor can affect the field. Other devices that transmit/create radio/magnetic fields can affect performance.



### 3. FOLLOW

**Good for:** Open, flat fairways.

**Not for:** Car parks, paths, bridges, steep hills, around greens, lakes, streams or any other obstacles.

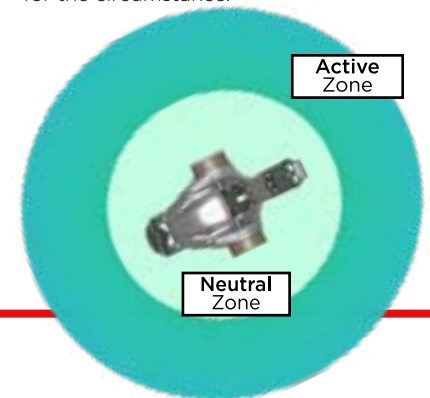
The open fairway is the perfect environment for Follow, and is where you should use this feature most.

To use Follow:

- Press the 'Follow' button with the handset within 50cm/20" and directly in front of the machine.
- Then slowly walk away in the direction that the machine is facing with the handset on your belt or back pocket. As you enter the Active Zone, the Follow system will react to your speed and movements.
- If you walk away too quickly or at an angle, the X10 Follow may not be able to react quickly enough and could lose connection.
- When you reach your ball and stop, the X10 Follow will also stop.
- Put the handset on the cradle (don't press any buttons). Because the handset is inside the Neutral Zone, the trolley won't move. Select your club and take your shot.
- Replace your club, put the handset back on your back pocket/belt and resume walking in the direction the trolley is facing. The X10 Follow will again pick up your pace.
- If you stop for any reason (such as to let another player take a shot), the X10 Follow will stop behind you. Take half a step back towards the machine to ensure you are fully in the Neutral Zone. When you are ready, just start walking again and the X10 Follow will start again automatically as you enter the Active Zone.
- To turn follow mode off, press the STOP button.

### BEST PRACTICE:

- Use the Follow function when on a clear, relatively flat fairway.
- If you walk/run faster than the top speed of the machine, you will eventually leave the Active Zone and the X10 Follow will stop as a safety precaution.
- Always place the handset on a back pocket or belt when using Follow to allow for smooth operation. The Q Follow's control system follows the handset, not the golfer. Do not carry the handset in your hand, as its natural back and forth motion may cause the X10 Follow to accelerate and brake accordingly.
- If you are playing golf with someone else who has a Stewart Golf Follow (any model), then make sure you operate Follow at least **5m/5.5yds** from the other machine. Within this range the 'active zones' may interfere.
- At any time you can switch from Follow to remote mode by simply using any of the forward buttons. To resume Follow mode, stop the machine and start the Follow process as usual.
- The X10 Follow has a **'follow'** system, not a **'find'** system. Only activate Follow from inside the Neutral Zone and walk in the direction the machine is facing.
- Think of the Follow feature like cruise control on a car: it's perfect for motorway driving, but not for town or car parks. The follow feature is designed for the fairway primarily, remote and manual steering modes for other scenarios. It is up to you as the 'driver' to select the correct mode for the circumstance.



### IMPORTANT INFORMATION

#### FUSE:

The 40A fuse fitted to the X10 Follow is designed to protect the electronics from accidental damage in normal use. However, extreme strain caused by failure to use the machine as advised can blow this fuse: in such cases, replacement of the fuse will **NOT** be covered by warranty.

#### SPEED:

The X10 Follow can travel at speeds of upto 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.

#### STOPPING WHEN ON FOLLOW:

When the handset is inside the Neutral Zone and 'Regular' steering is in use, the X10 Follow will apply the brake automatically.

If you have chosen to engage 'Glide Steering' and then engaged 'Follow', the braking function will default to the 'Glide Stop' so the trolley will take longer to stop and may collide with you. Glide steering will also be engaged. It is recommended that you use 'Regular Steering' when using Follow.

In any case, it is vital that you always allow the X10 Follow time to react to your movements & behaviour. For example, if you are walking down a steep slope and come to a sudden stop, the machine may not be able to react quickly enough and could collide with you. Likewise if the ground is damp or loose, the X10 Follow may skid.

#### DO NOT USE FOLLOW:

- In car parks.
- In rough terrain.
- On steep hills.
- Anywhere the X10 Follow could collide with any object or person.
- When you are looking for your ball. Walking in tight circles will increase the risk of losing the connection, but you will also waste battery power and risk blowing the fuse. In this scenario you are better to leave the machine stationary on the fairway, then use Remote to drive it towards you once you have found your ball.





## OTHER FEATURES

### HANDLE FEATURES

As standard the X10 Follow has:

- Built in scorecard and pencil holder.
- Handset cradle.
- Golf ball and tee holder.



### CRUISE CONTROL SPEEDS

Your X10 Follow has two Cruise Control speeds, on buttons 1 and 2. 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 or 2 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 1 or 2, just press and release the button as normal.

### TRIM ADJUSTMENT

If your motors become unbalanced for any reason, your X10 Follow may develop a bias. If this happens, you can adjust the trim as follows:

1. Ensure that your machine is on a flat surface and that your golf bag is balanced (no heavy items in side pockets).
2. Hold down the lower left two buttons (1 and Follow) for three seconds. The machine will start moving forwards.
3. Use the left and right buttons to fine tune the direction until the machine is travelling in a straight line. Alternatively press the forward button to restore the factory setting.
4. Press STOP to store the new setting.

### 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 black button with your thumb, and pull the wheel away.



### FREEWHEEL

The X10 Follow has a freewheel 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 black 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 black 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 X10 Follow than push it when in freewheel.

## FAQ

### How should I clean the X10 Follow?

After your round, clear grass, leaves and dust etc from the machine using a soft cloth/brush or compressed air. Clean your X10 Follow using standard furniture polish and a soft cloth.

**NEVER** use a hose or pressure washer to clean the X10 Follow: faults caused by water ingress will not be covered by the warranty. Water cannot enter the motors or electronics in normal use.

### Is the X10 Follow OK to use in the rain?

Yes. The X10 Follow is designed for use in all conditions appropriate for golf. The design of the X10 Follow 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.

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

### How do I get the X10 Follow up a step or kerb?

Firstly exert downward pressure on the handle to 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 any genuine Stewart Golf battery to last 18 holes on a 'normal' course, with a 'normal' weight bag and in 'normal' conditions.

*However...* a hole of golf can be anywhere between 100 and 600 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 Remote steering and Follow less if you want to conserve energy.
- Accelerate slowly, in the same way you would in a car if you were trying to be efficient.

### Can I use the X10 Follow without the handset?

No. The X10 Follow can only be operated via the handset (unless the wheels are in freewheel).

### Can the X10 Follow cope on hills?

Yes. The X10 Follow chassis has been designed with stability in mind. The machine may tip onto the rear stabiliser, but if this happens don't worry - that's what it's there for.

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. Please refer to P14 for more information.

When going down hill using remote control, the X10 Follow may speed up under gravity. Hold the handle if on a path or allow the machine to travel safely away from you, then use the red 'STOP' button to apply the brake. Always park at 90 degrees to a slope.

## WARRANTY INFORMATION

Your Stewart Golf X10 Follow 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 X10 Follow, the first thing to check is the troubleshooting guide opposite. If this does not solve your issue, please contact us 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.

If you are outside the UK, please contact your place of purchase or your local distributor or dealer. If your address is outside the UK but you do not have a local distributor, we may 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 X10 Follow 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. X10 Follow 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 not transferable to a third party.

Both the handset battery and trolley 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 trolley 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](http://stewartgolf.com/warranty)

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## TROUBLE SHOOTING GUIDE

### SYMPTOMS

### POSSIBLE ISSUE

### POSSIBLE SOLUTION

The X10 Follow is not responding when I press a handset button.

1. Rear wheels may be in freewheel.
2. On/Off switch on the trolley is off.
3. Handset battery is flat.
4. SmartPower battery is flat.
5. Out of range.

1. Follow the freewheel guide on P15.
2. Turn the switch on the trolley to on (I)
3. Charge the handset.
4. Check the SmartPower status on the app.
5. Move closer to the machine. If your range is consistently under 25m please contact us.

It is difficult to push the X10 Follow.

Freewheel mode not engaged.

Use the quick release system to put the wheels in to the 'freewheel' position.

The X10 Follow moves in circles when pressing the forward button.

One wheel in freewheel, one in drive.

Ensure both wheels are not in freewheel mode.

The X10 Series does not travel in a straight line.

1. Bag not balanced.
2. Motors have become imbalanced.

1. Ensure your bag is evenly weighted from side-to-side.
2. Follow the guide on 'trim adjustment' on P16.

The handset won't turn on.

Battery not charged.

Charge handset using USB power cable provided.

The Follow button has stopped working.

Accidentally unprogrammed 'Follow'.

1. Ensure your handset is turned off.
2. Press and hold down the "Follow" button, then also press the blue "On/Off" button at the same time: the blue light on the handset will flash once.
3. Release all buttons and switch on your handset again by pressing the blue "On/Off" button. Your handset will now work in Follow mode again.

No power light on trolley.

1. No power from battery.
2. No power connection.
3. Switch / LED not connected.
4. Fuse blown.

1. Check SmartPower app to ensure battery has power.
2. Ensure a connection can be made between SmartPower battery and trolley. Check terminals are clean and clear.
3. Check connections at either end.
4. Contact Stewart Golf for support.

IF YOUR ISSUE IS NOT RESOLVED AFTER FOLLOWING THIS GUIDE, PLEASE CONTACT STEWART GOLF OR YOUR LOCAL REPRESENTATIVE.



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