



kingcaddy

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KINGCADDY - The World's FIRST Motorised Golf Buggy with Suspension

TROUBLESHOOTING GUIDE FOR KINGCADDY PLATINUM

WHEN I PLUG A BATTERY IN, THE BUGGY DOESN'T MOVE

Be sure to check that the battery you are using has the correct connector on the battery. If you plug a battery in with the wrong connector, the buggy will not work and damage can be done to the battery or the buggy controller. The connector must connect to the plug on the battery with red lead to red lead and the black lead to the black lead.

Double check the charge in the battery. You can check the operation of the buggy with a different known charged battery and test the operation. If the buggy works then there is a problem with the battery charge. Take the battery and charge to you nearest service agent for checking.

If the battery condition is ok, check the connection to make sure it is not broken or damaged. If it is damaged you can simply purchase another battery lead from the spare parts section and replace the damaged part.

If the battery connection appears to be ok and the battery is ok, there may be a problem elsewhere. Make sure the speed control is turned off and the switch is switched off. Wait for 5 seconds then slowly rotate the switch and speed pot to forward motion. If the problem persists, take the buggy, battery and charger to your nearest service agent for repairs.

NO HANDLE LIGHT AT ALL WHEN I PLUG THE BATTERY IN

- Check the battery is charged. You can use the battery charger to check the battery charge, or get some help checking the voltage of the battery. You can try another compatible battery that you know is good. If this fixes the problem, take the battery and charger to the nearest Kingcaddy service outlet and they will help you get going again

- Check the wiring from the battery tray up to the handle. If the wire is broken or damaged then the light might not come on and the control modes not work properly. If you can wriggle the exposed wiring and the handle light comes on intermittently, then there is a problem with the handle wiring. Take the buggy to the nearest Kingcaddy service outlet and they will help you get going again.

THE HANDLE LIGHT WORKS PROPERLY BUT THE BUGGY ONLY TRAVELS 2-3 METRES AND STOPS

The controller uses a sensor to determine wheel travel. If you are experiencing the above complaint, the wheel sensor may not be picking up the wheel movement. Check the sensor located near the axle on the right side under the buggy adjacent the axle bearing. Sticks or dirt may interfere with the operation and affect the controller. Check the connector plug on the sensor wire and make sure it is not damaged. Check the operation again to make sure it works properly. You can switch the controller to FAILSAFE mode if required to overcome this problem on the golf course so you can still use the buggy. Please see FAILSAFE OPERATION below.

THE RED LIGHT FLASHES CONSTANTLY

This condition means that the battery voltage has dropped below the recommended level for safe operation. It will not affect the control of the buggy, but the buggy may travel a little slower. Check and charge the battery and determine the battery is good before using it again.

THE OPERATION OF THE CONTROLLER MODES IS DIFFERENT TO NORMAL

If you have any problem with the operation of the buggy and find the control is different to outlined in the CONTROL section, you can change the mode to FAILSAFE MODE. Please see FAILSAFE MODE below.

THE BUGGY PULLS TO THE LEFT OR RIGHT

An adjustment is provided for the correction of the steering of the buggy. Kingcaddy provide an Allen key suitable for adjusting the front wheel. At each side of the arms holding the front wheel is an Allen key slot. Simply use the Allen key provided to turn each side of the front wheel to correct/adjust the steering. Turning clockwise will turn left, and turning anti-clockwise will turn right.

THE BUGGY DRIVES AROUND IN CIRCLES

- Each rear wheel has a clutch. If one of these clutches is broken or has failed, then the buggy will not drive in a straight line. Each wheel should freewheel when rolled forwards and lock when rolled backwards. If there is a problem, simply replace the problem clutch with a spare parts kit available from us and you are away again.

- If the buggy drifts left or right and both clutches are ok, there is an adjustment available on the front wheel to correct this. A spanner is supplied for this with the buggy instruction manual. Take care not to over tighten and damage the adjustment system.

THE BUGGY SPEED IS ERRATIC AND THE SPEED CONTROL JUST KEEPS TURNING

- The speed control adjuster may have been damaged by force and is causing the speed to be erratic. Our speed control spare parts kit can be bought to replace the old part and fix the problem

THE BUGGY REAR WHEEL KEEPS FALLING OFF

- The wheels are held onto the axle by a small silver clip located near the hub of the wheel. Sometimes things might get caught on the clip and stop it from locking the wheel on. Remove the wheel and check that the clip springs out when released. When the wheel is put onto the buggy, it has to be pushed on completely before releasing the clip. If not, the wheel clip may not sit in the axle slot and the wheel will fall off.

THE BUGGY FRONT WHEEL KEEPS FALLING OFF

- The front wheel on the Kingcaddy Platinum is designed to be removed for storage and transport. If the small retainer clip at the back of the lower bag holder is not pushed hard up against the bag holder the front wheel may come out during operation. Simply ensure the front wheel is pushed into the buggy frame sufficiently, and the retainer clip pushed back completely and you will have no problems with the wheel coming out during operation.

THE BUGGY SLOWS AND STOPS WHEN THE SPEED IS SET VERY SLOW

- The Kingcaddy Platinum has a safety feature that will cut the power from the controller when the wheels have stopped turning. This is normal and protects the controller from damage. Simply press the green GO button again and increase the speed slightly and the buggy will move away and continue along the fairway.

THERE IS A SQUEAK IN THE WHEEL AREA WHEN THE MOTOR IS TURNED ON

- The bearings holding the axle at each side require lubrication to allow free and easy running. Simply spray some WD40 or similar lubricant into each side axle carrier and run the motor for a minute or two. If the squeak persists, contact our technical help on 1300 667 224 and we will be able to help you further.

THE BUGGY FRAME IS HARD TO UNLOCK WHEN I TRY TO OPEN THE FRAME UP

- The locking system for the Kingcaddy Platinum is designed so the buggy packs up tight and stows away easily. Sometimes the frame lock can be tight to undo. Simply push down on the handle area before attempting to open the frame up and the frame lock will be easier to open.

THE BUGGY FRAME LOCKS ARE TIGHT TO OPERATE

- The frame locks on the Kingcaddy are designed to be a tighter fit than other buggies, so that the frame doesn't rattle or move against itself. To loosen up the frame locks, simply apply some silicon spray onto the frame where the frame lock meets the shaft and the frame lock will loosen up.

WHEN THE BUGGY GOES OVER ROUGH GROUND I CAN HEAR A CLUNK NOISE

- The lower frame of the buggy is designed to move independently from the upper frame. The frames are joined by a gimbal joint near the front of the buggy. If this joint becomes loose there may be a knocking sound throughout the use of the buggy. An Allen key and an adjustable spanner will tighten this joint up and stop the sound.

THE BUGGY SLOWS DOWN DURING THE ROUND AND I HAVE TO KEEP TURNING THE SPEED UP

- The Kingcaddy Platinum comes with a cruise control function to maintain the speed of the buggy over different surfaces. The speed set should be maintained by the buggy. If the buggy is slowing down during the course of a game, the battery voltage might be getting low. Charge and check the battery for condition and try again.

HOW OFTEN SHOULD I GET THE BUGGY SERVICED

- Your Kingcaddy has been designed and manufactured to give a long service life. To achieve this though, the buggy should be regularly service and maintained. If you play golf once to twice a week, we suggest getting the buggy serviced yearly at your local service agent. They will keep the buggy in top condition and ensure you have good service out of the product. Please see the list of service agents above to locate your nearest one.

HOW SHOULD I CLEAN THE BUGGY

- The Kingcaddy Express comes with a smooth powder coated finish to allow easy cleaning. Simply use WD-40 and a clean cloth to wipe over the buggy after each use, and you buggy will keep looking good for many years. Avoid spraying WD-40 into the motor itself and the clutches. Simply wipe these components down with a rag that has been wet with the WD-40.

