



FOLLOW
OWNER'S MANUAL



STEWART



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 Q 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.

GOLF BAG TYPE & WEIGHT

The Q 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 stabilizer 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 Q 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.

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WELCOME

Congratulations on buying a Stewart Golf Q Follow: the lightest, smallest, strongest Follow golf caddie in the world.

First things first: resist the temptation to take your Q 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 7 and 10.

Next, practice with it. Find an area of open grass with your normal cart bag on the machine, with all your 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 Q 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 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 11-14 for more on this.

There are lots of videos available at:

www.stewartgolf.com and on our YouTube channel (**youtube.com/c/stewartgolf**): they'll help you get the most from your Q Follow.

Q FOLLOW ANATOMY

The Q Follow is built from a unique microcellular 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. Handle
3. Bag cradle
4. Silicone bag strap
5. Handle release button
6. LED
7. SmartPower battery
8. Lower bag strap
9. Front chassis
10. Front wheels
11. Main chassis
12. EcoDrive motors
13. Rear wheels
14. Wheel arches
15. Electronics enclosure
16. Stabilizer wheels
17. Main support release button
18. Follow aerials
19. Main support
20. Handset storage
21. Accessory points
22. Handset cradle
23. Umbrella holder mount



UNFOLDING YOUR Q FOLLOW

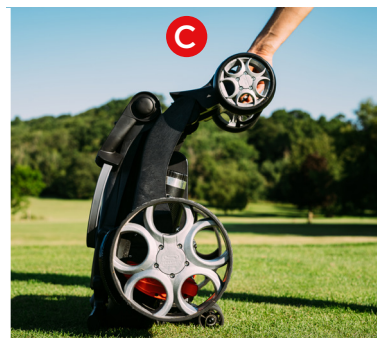
1. Stand the machine on the floor so it is sitting vertically (A).
2. Squeeze the slider on the front chassis (between the front wheels) to release (B).
3. Rotate the front chassis 180° until it clicks in to place (C).
4. Grabbing the front chassis, put the machine on all four wheels (D). Now fold the bag cradle all the way out. This automatically releases a hidden lock that secures the main support to the chassis.
5. Now press the handle release button (E) and simultaneously lift the handle and main support (F) until they both click in to place. As the main support is lifted, the stabilizer wheels automatically deploy.

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

FITTING YOUR CART 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 pads.
3. Pull the silicone bag strap around the bag evenly and fix. 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 Q Follow has been optimised for use with a cart or tour style bag weighing 14kg (31lbs). Please refer to page 1 for more information.



FOLDING YOUR Q FOLLOW

Prior to folding, clear any debris from the caddy 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 cart bag removed, press the main support release button, then press the handle release button (image A).
2. You can now lower the handle and main support to rest on the chassis. You will see that the stabilizer 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 Q Follow 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 caddy 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.

WARNING:

Always ensure that your Q Follow is turned **OFF** at the switch when not in use. Leaving it **ON** could drain the SmartPower battery totally and risk irrecoverably damaging it. This will ensure that the caddy is not accidentally activated in transit.

You may choose to remove the SmartPower 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.

CARRYING YOUR Q FOLLOW

You can pick up your Q Follow from either its vertical or horizontal positions.

Vertical: When folded, the carry handle is in the centre of the caddy and clearly visible. Lift with the wheel arches closest to your body (image B).

Horizontal: To lift with two hands: lift from the handle/main support pivot point with one hand and just above the stabilizer arm at the back of the machine (image C).

Never pick up the Q Follow by any points other than those described, doing so may cause damage.



SMARTPOWER BATTERY

Your Q Follow is designed to fit a SmartPower battery, that slots seamlessly into the chassis, connecting automatically.

Removal: The release button is located at the end of the case, just behind the battery ON/OFF button. Press the release button in and simultaneously lift, pulling the battery towards you if necessary. Once the battery is partially out, use your other hand to fully remove the battery.

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 Q Follow, our free app lets you monitor both on and off the course.

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

Bluetooth Connectivity

Connect your phone via the Stewart Golf app and check the battery.

Power Updates

Never be caught out on the course. Use the app to receive real-time battery usage.

Free Of Charge

No hidden charges. Just scan the QR code to download.



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 Q Follow for more than one month, the battery should be fully charged after its last round 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 Q 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 Q 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** 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 to extreme temperatures (never store in a car during winter or summer).
- **DO NOT** solder or connect anything to the terminals other than as guided in this manual.

HANDSET GUIDE

Your Q Follow is supplied with a rechargeable Bluetooth handset. (The handset supplied will pair to your machine and can be paired 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. 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.

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.



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

Do not use a USB quick charger with a power output exceeding 1A to charge the handset. Only use the provided USB power cable for charging. Using alternative cables or power sources above 1 Amp may cause damage to internal components, and such damage 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 Q 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 Q 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 Q Follow 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 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 Q 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.

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 Q 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 caddy moving **within three seconds**.

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

3. FOLLOW

Good for: Open, flat fairways.

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

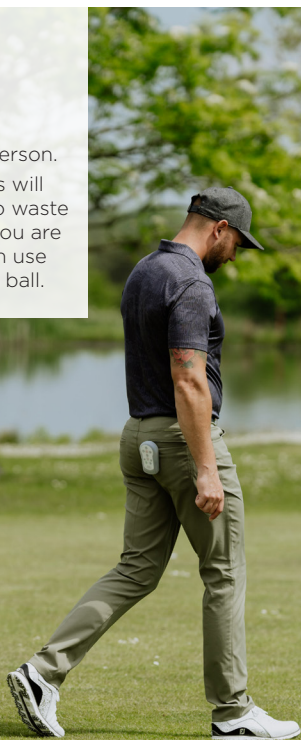
The open fairway is the perfect environment for Follow, and is where you should use this feature most.

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 Q Follow may not be able to react quickly enough and could lose connection.
- When you reach your ball and stop, the Q Follow will also stop.
- Put the handset on the cradle (don't press any buttons). Because the handset is inside the Neutral Zone, the caddie 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 caddie is facing. The Q Follow will again pick up your pace.
- If you stop for any reason (such as to let another player take a shot), the Q 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 Q Follow will start again automatically as you enter the Active Zone.
- To turn follow mode off, press the STOP button.

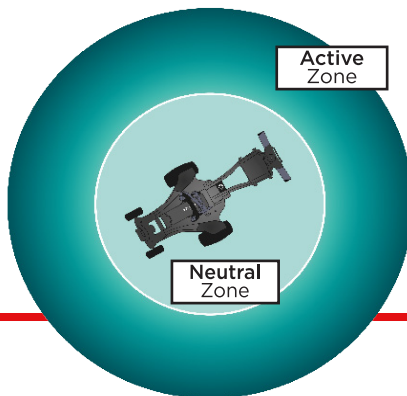
DO NOT USE FOLLOW:

- In car parks.
- In rough terrain.
- On steep hills.
- Anywhere the Q 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.



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 Q 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 Q 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 Q 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 Q 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 Q 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 Q 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 caddie 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 Q 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 Q Follow may skid.

OTHER Q FOLLOW FEATURES

HANDLE FEATURES

As standard the Q Follow has:

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



CRUISE CONTROL SPEEDS

Your Q 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 Q 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 Q 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 Q Follow than push it when in freewheel.

FAQ

How should I clean the Q Follow?

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

NEVER use a hose or pressure washer to clean the Q 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 Q Follow OK to use in the rain?

Yes. The Q Follow is designed for use in all conditions appropriate for golf. The design of the Q 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 Q 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 (or 36 if you have the larger battery) 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.

Be sure to download the free smartphone 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.

Can I use the Q Follow without the handset?

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

Can the Q Follow cope on hills?

Yes. The Q Follow chassis has been designed with stability in mind. The machine may tip onto the rear stabilizer 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. Please refer to P14 for more information.

When going down hill using remote control, the Q 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 Q 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 Q 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.

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 Q Follow or the part in question.

Exclusions to the warranty include, but are not limited to: damage during return 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. Q 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 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

Stewart Golf Ltd

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TROUBLESHOOTING GUIDE

SYMPTOMS

POSSIBLE ISSUE

POSSIBLE SOLUTION

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

1. Rear wheels may be in free-wheel.
2. On/Off switch on the caddie is off.
3. Handset battery is flat.
4. SmartPower battery is flat.
5. Out of range.
6. SmartPower battery is turned OFF.

1. Follow the free-wheel guide on P18.
2. Turn the switch on the caddie 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 Q Follow.

Free-wheel mode not engaged.

Use the quick release system to put the wheels in to the 'free-wheel' position.

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

One wheel in free-wheel, one in drive.

Ensure both wheels are not in free-wheel mode.

The Q Follow does not travel in a straight line.

Bag not balanced.

1. Ensure your bag is evenly weighted from side-to-side.
2. Contact Stewart Golf for support.

The handset won't turn on.

Battery not charged.

Charge handset using USB power cable provided.

No power light on caddie.

1. No power from battery.
2. No power connection.
3. Switch / LED not connected.
4. Caddie not turning on.
5. SmartPower battery is turned OFF.

1. Check SmartPower app to ensure battery has power.
2. Ensure a connection can be made between SmartPower battery and caddie. Check terminals are clean and clear.
3. Check connections at either end.

The handset won't connect to my caddie

Contact Stewart Golf for support.

1. Turn ON the caddie
2. Remove the battery and wait until L.E.D goes off
3. Using the handset press and hold the FORWARD button and then press the ON button - hold for a couple of seconds until the handset flashes red/yellow colour once flashing release both buttons, the handset is now in pairing mode
4. Re-insert the battery with caddie switch turned ON (Bluetooth pairing active for 15secs)
5. The handset will now pair to the caddie. Once the handset stops flashing, the L.E.D will be a solid blue colour and pairing is complete.
6. The caddie and handset Bluetooth connection is now paired and the caddie can be used as normal.

IF YOUR ISSUE IS NOT RESOLVED AFTER FOLLOWING THIS GUIDE, PLEASE CONTACT STEWART GOLF'S CUSTOMER CARE TEAM OR YOUR LOCAL REPRESENTATIVE.



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