

Course Setup Manual

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Visit www.mytempowalk.com for more information and training videos

1. Emails to Membership & Staff

A. Teaser/Launch Event Invitation

ANNOUNCEMENT LETTER TO MEMBERSHIP

Dear Members,

You may have recently seen the future of golf following one of our members down the fairway. (And it probably required a double take.)

Yes, [insert club] now offers Tempo Walk, the world's first hands-free autonomous caddy.

There's nothing else like this in golf, and [insert club] is one of only a handful of clubs in the world that offers this innovative technology.

Tempo Walk quietly follows golfers wherever they go. All you have to do is wear a transmitter and start walking. It's as easy as that.

What's the cost to membership? Only a rental fee. There are no hard costs to the club—all Tempo Walks are provided and maintained free of charge.

Tempo Walk is a spectacular way to enjoy our beautiful course the way it was meant to be played: on foot and without a care in the world.

We think our addition of Tempo Walk will help improve the health of our membership, bring new golfers to the course and speed up our play.

You really have to see this technology to believe it, so we invite you to Tempo Walk Demo Day on [insert date here]. Or simply call the pro shop at [XXX.XXXX] and let them show you this one-of-a-kind technology.

LETTER FROM PRO OPTION 1: PLAYS OFF THE MEMBERSHIP'S VANITY

Dear Members,

There is a new, innovative technology in golf and I am excited to tell you that [insert club] is one of only a handful of premier clubs in the country with this technology available right now at your pro shop.

It's called Tempo Walk. And it's the world's first hands-free autonomous caddy.

If you've ever played golf with a caddie, you know that it's golf as it was meant to be played: fun, fast and without a care in the world. Tempo Walk is no different. It carries your bag, supplies your yardages and even holds your drinks.

All you have to do is clip a small transmitter to your belt and Tempo Walk will follow you the entire round. Tell him to stop, he stops. Tell him to follow, he follows. There's nothing else like this in golf!

If you love to walk, you'll love Tempo Walk. And if you prefer a cart, I suggest you take Tempo Walk for a 9-hole round to see what you think. (I was a bit of a skeptic at first, but after one round with Tempo Walk I'm a believer.)

To play a round with Tempo Walk, call the pro shop before your next tee time at [xxx.xxxx].

I also invite you to our Tempo Walk Demo Day on [insert date], where I will show the ins and outs of how Tempo Walk can make your rounds more enjoyable than ever.

Sincerely,

Name

Title

LETTER FROM PRO OPTION 2: PLAYS OFF THE PRO/GM/COO'S VANITY

Dear Members,

Your golf staff and I are always searching for new technologies and ideas to improve your game and also grow the game here at [insert club].

Today, we have exciting news: we are now offering a new, innovative technology that is going to make walking rounds at [insert club] more enjoyable than ever. It's called Tempo Walk and it's the world's first hands-free autonomous caddy.

If you've ever played golf with a caddie, you know that it's golf as it was meant to be played: fun, fast and without a care in the world. Tempo Walk is no different. It carries your bag, supplies your yardages and even holds your drinks.

All you have to do is clip a small transmitter to your belt and Tempo Walk will follow you the entire round. Tell him to stop, he stops. Tell him to follow, he follows. There's nothing else like this in golf! (And the technology is so new, only a handful of premier golf clubs have access to Tempo Walk.)

If you love to walk, you'll love Tempo Walk. However, if you prefer a cart, we suggest you take Tempo Walk for a 9-hole round to see what you think.

Your golf staff and I are tremendously excited and we can't wait to see how Tempo Walk can help create the best golf experience we've ever offered at [insert club].

To play a round with Tempo Walk, call the pro shop before your next tee time at [xxx.xxxx].

I also invite you to our Tempo Walk Demo Day on [insert date], where I will show you the ins and outs of how Tempo Walk can make your rounds more enjoyable than ever.

Sincerely,

Name
Title

Launch Event Invitation

Dear [insert club] Golfers,

It gives me great pleasure to announce a brand new way to enjoy walking at [insert club]. Beginning [insert date], we will provide for your pleasure and use “Tempo Walk”, the world’s first autonomous caddy. This hands free walking option allows you to enjoy your round without the hassle of carrying your bag, or the awkwardness of pushing a cart. Tempo Walk utilizes state of the art technology, and includes amenities like a personal cooler, divot repair seed bottles, and even GPS yardages for each hole to the green.

We will offer these units for a daily rate of \$XX for 18 holes. In an effort to assist you in getting oriented to Tempo Walk, we have scheduled training session for the entire week of [insert date]. To learn more about this very unique product, you can visit the following website <https://youtu.be/wL51DOKknIM>.

Reserving Tempo Walk is easy, and can be done while booking your normal tee time or by contacting the Pro Shop at [xxx.xxxx]. Equipment and instructors are limited so call now to experience this exciting innovation that is sure to change the way you experience golf!

Best regards,
Name
Title

1B: Social Media Template -

- Members and guests will have much higher response rate if they see Tempo Walk moving.
- Head Pro to record 30 sec - 2 min enthusiastic video playing with Tempo
 - Walk on signature hole at course
 - Explain how Tempo Walk works
 - Features they enjoy
 - Program related info (launch date, price, how many units)
- Post to social media at peak hit times with review from Head Golf Pro + a few bell ringers.

1. Pictures of Successful Social Media Posts
2. Hootsuite for blog/social media blasts and updates

1C. Email for Staff Training -

- Quick Explanation of what they need to do to complete training on Staff training landing page.
- Link to Training Website

Proper New User Training Procedures

1. Show them the Tutorial Video (They must accept the Release)
2. Show them all of Tempo Walks Features
3. You demo the proper usage so they can see
4. Let the customer demo with your support
5. Key Tips
 - a. Do not turn towards Tempo Walk, keep the transmitter pointing at the unit always
 - b. Bring unit to a Full Stop, before turning off the transmitter
 - c. Users must take wide turns, Tempo Walk is wider than you think.
 - d. Keep the front sensors clear of towels, head covers, etc

1D. Add Tempo Walk to POS system

2. Course Setup Information

A. Unpacking Pallet



- Your new Tempo Walk units will come packaged 2 per pallet
- First, Cut the Nylon Straps on the outside of the box
- Next Remove: The Cardboard top, side, and separator



- Cut the shrink wrap, being careful not to scratch the Tempo Walk finish
- Remove any other packing materials



- Cut the 3 zip ties holding the wheels to the pallet
- You can also remove the “Cart Barn” boxes and “Pro Shop” box
- The unit transmitter is taped to the bottom of the inside of the cooler



- Remove the cooler, and reach up to reconnect the main fuse (Video Available)
- You should now be able to turn on the power to Tempo Walk



- When you turn on the power button, you should see the battery LED lights
- You can now put the unit in neutral to roll it easily
- There are 3 ways to move the Tempo Walk unit to your cart barn:
 - a. Lift and place on a utility flatbed cart
 - b. Roll the unit to the cart barn
 - c. If you have watched the tutorial video, you can use the transmitter to connect to the unit and walk it.
- **Once the unit is in the cart barn, disconnect the main fuse under the cooler**
- Lastly, store the “Cart Barn” boxes and “Pro Shop Box” in their respective areas

B. Initial Tablet Setup

1. Power On Tablet (hold button on top left).
2. Select gear at the top right of operating instructions screen (Password: 6456 - Submit).
3. Select "Location Setup" from left column, and then type in the course name you want to find in the search box. Be patient it may take up to 60 seconds for the file to be located.
4. Select the desired course file that is displayed below the course search field (Hit Save, then ok).
5. Verify that this is done correctly
6. Select "Exit" tab from the left column when finished.
7. Press the "Start" button and hole selection to confirm tablet has been set up correctly.

**If you cannot locate the course file by name and/or city, reach out to your Club Car representative or search for the course at <https://skydroid.net/courses.php>.

If it is not preloaded, Club Car will need to map the course, which may take a couple days. When this is finished follow these instructions on how to download a file via WiFi.**

WiFi Download Method

1. Tap the Screen 7x quickly (use multiple fingers)
 - a. Exit passcode 3897
 - b. Press the "Stop Kiosk Mode" button (bottom middle)
 - c. Disable Kiosk Mode to confirm.
2. Select the 4x4 white grid icon on the bottom right of the screen. (All Applications)
3. Find and Select the Settings App
 - a. Navigate to the WiFi settings
 - b. Connect to WiFi or your phone's mobile hotspot
4. Press Tablet's Home button
5. Select the 4x4 white grid icon on the bottom right of the screen. (All Applications)
6. Find and Select the Fully Single App Kiosk
 - a. Select the "Start Kiosk Mode" button.
 - b. Disable Test Mode then select Yes.
 - c. Select Fully Single App Kiosk and Always for the default launcher
7. Within the Tempo Walk App
 - a. Navigate to Gear Icon, then enter passcode 6456
 - b. Select "Location Setup" tab on the left side.
 - i. When the data fields load, scroll to bottom of screen
 - ii. Press the "Download A Course" button
 - iii. Navigate to the correct course
 1. Note: This course will need to be mapped first, so contact Club Car contact to make sure this is completed.
 - iv. Select "Save" button on top of screen
 1. Press OK to confirm
 - c. Select "Exit" tab on the left side (you may need to scroll screen up to see this).
 - d. Verify that course file loaded correctly

- i. Press Start button on Operating Instructions page
- ii. Select 9/18 holes
- iii. Verify course name is correct (top left)

C. Cartbarn Setup

Hang chargers off of the ground, easily visible and accessible for charging cables



D. Proshop Setup

- Find place for Transmitters to charge with provided power strip.



3. Launch Event Information

A. Top 5 Critical Success Factors for Tempo Walk Launches

1. Training, Training, Training!!!
 - a. Pro Shop Staff:
 - i. How to rent to customers
 - ii. How to train new users
 - iii. Proper Transmitter Charging
 - b. Cart Barn Staff:
 - i. How to train new users
 - ii. How to stage units
 - iii. How to Clean Units
 - iv. How to properly charge units
 - c. New Users:
 - i. How to properly use Tempo Walk and its features
2. Hold fun launch event (obstacle course, etc)
3. All units absolutely MUST be staged first thing everyday
4. Review Rental results and take action where needed

Follow up immediately on any issues/problems

B. Obstacle course



C. FAQ

- **How much does Tempo Walk weigh?** 95 lbs. without the bag
- **How many holes can it do on a charge?** When fully charged 36 holes on most courses
- **What color does it come in?** We are launching this product in Black only
- **What type of battery does it have?** Lithium Ion, maintenance free battery
- **How fast will it go?** Tempo Walk can keep up with even the fastest walkers!
- **What happens if I forget to turn it off?** Tempo Walk will follow you until you turn off the transmitter, but to get your club you will need to turn it off, or Tempo Walk will back away from you. In that regard, Tempo Walk is self-teaching.
- **How far away does it follow me?** The unit stays 3-5' behind you depending on speed/terrain
- **Can I put the transmitter in my pocket?** Absolutely not this is a safety hazard, and the product will not operate correctly. The transmitter must be worn in the small of the back.
- **How much does it cost?** Rental prices will be set by your course

- **Can I buy one for myself?** Tempo Walk is not available for personal purchase, only for courses
- **What happens in the rain?** It is great in normal rain. Down pours however may trip safety sensors
- **What if 2 units are close to each other?** Each unit is mutually exclusive from other units
- **How heavy a bag will it carry?** It will carry a payload of 50 Lbs.
- **Will it do 2 bags?** Putting your child's bag in with yours is no problem
- **Will it handle a Pro bag?** Yes with ease
- **How big is the cooler?** It will hold 6-12oz cans
- **Will it go in reverse?** Yes, but very slowly
- **What if I get it stuck?** The unit has a neutral function so you can roll it out of trouble.
- **How can I tell the battery level?** The dashboard has a stop light system for battery level. Green- fine for 18 holes, Yellow- fine for 9 holes, Red-get it back to barn ASAP. Note: If the battery runs completely down, the wheels will lock up. Tempo Walk must be carried home on a flat bed utility cart.
- **How can I tell the transmitter battery level?** If the green light is solid, it has power. If it begins blinking green, it is getting low, recharge ASAP.
- **How will I know if it is fully charged?** The NOCO charger light will be solid green, indicating 100% Charged.
- **How will I know if the transmitter is fully charged?** The orange charging light turns off.
- **What technology is it using?** This is the first truly autonomous caddie, and as such it uses many technologies. GPS, Cellular, ultrasound and Bluetooth are just a few.
- **Is it safe for the course?** Absolutely, 95 lbs. spread across robust tires makes Tempo Walk very course friendly
- **What if our course is really hilly?** Tempo Walk has been extensively tested on Blue Ridge Mountain courses, and can climb virtually any hill a golf cart can.
- **How many Tempo Walks can I get for our course?** Most clubs start with 4 Tempo Walks, but we can increase this amount as course demand dictates.
- **Will adding Tempo Walks impact our car rentals?** The majority of Tempo Walk renters are already walkers (87% of renters switch from carry or push-carts), so any reduction in cart fees is minimal. In addition, the incremental income from walkers switching to Tempo Walk exceeds this amount multiple times over.
- **Can it go out on cart path only days?** Yes, unless the course is extremely wet (i.e. lots of standing water). Tempo Walk is lightweight at less than 100 lbs. and comes equipped with wide turf tires, so it has virtually no impact on the course
- **What if we already have caddies?** This may seem counter intuitive, but clubs with caddy programs are our most active courses. We believe this is because the membership is already accustomed to walking with a caddy. Tempo Walk plays a complementary role at these clubs filling in when caddies are unavailable, like late afternoons and when students return to school. A good example would be Westwood CC in Rocky River, Ohio. They have an excellent program with over 200 caddies, and the club and membership love having Tempo Walks!
- **How much space will they take up in our cart barn?** Each unit has been designed to sit up on its backside, so we can fit 4+ Tempo Walks in the space of 1 golf car.

4. How To Stage Tempo Walk Properly

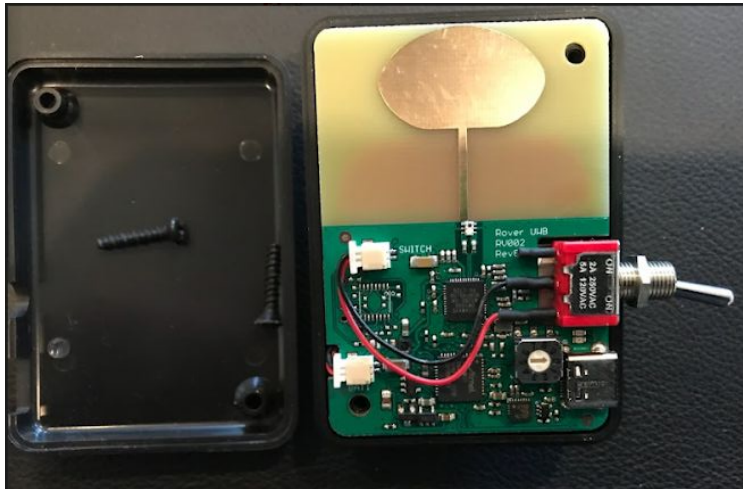
- a. EVERY DAY TEMPO WALK MUST BE STAGED FIRST THING!!
- b. Make sure Tempo Walk units are fully charged, before unplugging from NOCO charger.
- c. Fill Tempo Walk with tees, towel, ice, etc...
- d. Position Tempo Walks in a line near or with easy access to the first tee.
- e. Power off Tempo Walk dashboard to conserve battery.

- f. Position front tires to point forward for easy straight following after users connect.

5. Troubleshooting Common TW Problems









View all Training Videos at www.mytempowalk.com

- A. Calibrate unit to follow centered on user (Video Available)
- B. Broken Toggle Switch (Video Available)
 - a. Make sure the transmitter is turned off.
 - b. Loosen the nut securing the toggle switch at the side of the transmitter case.
 - c. Remove the 2 screws on the front lid of the case.
 - d. Gently remove the transmitter case lid.
 - e. Gently unplug the white toggle switch connector from the Transmitter board
 - f. Plug in a new toggle switch to the transmitter board. Make sure the toggle switch is oriented so that the “On” position will be up when the case lid is reattached.
 - g. Repeat steps 2-4 in reverse order to close and secure the transmitter case.

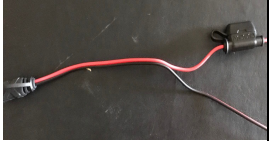



- C. Replacing Scratched or Broken Ultrasonic Sensors (Video Available)
 - a. The sensor disabled alert will be triggered at power up, if a single sensor trips 3 times in 30 mins or any combination of sensors trip 5 times in 30 minutes. (Note: if it says sensor system disabled: This may also be caused by a towel or head cover hanging in front of the sensors or by inexperienced users repeatedly turning towards the unit while they are still connected to the Tempo Walk).
 - b. Begin with a visual inspection of all 3 sensors on the front of the Tempo Walk. You should look for scratches and pressed in center sensors as a sign of damage. Sensors showing this should be replaced immediately. See the ultrasonic sensor replacement guide for instructions on how to do this.
 - c. Finally, after you complete the sensor replacement, power ON the Tempo Walk, wait for the audible alert to finish, and then press the neutral button 2 times to reset this alert. You will hear a beep to confirm the reset.
- D. Tempo Walk Charging Procedures

Turn Transmitter OFF	Plug in Charger	Check for Orange light	When Full Light goes OFF
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Turn Tempo Walk OFF	Plug in Charger	Check for Flashing light	When Full Green Light ON
			

E. Tempo Walk Still Not Charging

Status	Situation	Steps to Fix	Tools Required
Normal: Tempo Walk powers on, but won't charge.	Charger not plugged in right.	Plug in normal charger (make sure to align tabs) and wait for progress % lights. If charger adapter is forced in the wrong way, the inline fuse can blow on the TW charger cable. Tilt the TW up and pull the fuse holder out to examine 10A fuse. This is located 12" from plug end, inside the TW frame area.	
Stage 1: Battery % lights don't work	Battery went into protection mode.	Press circuit breaker button only and then replug the normal charger and wait for progress % lights. Only close the circuit breaker arm after the TW is charging properly.	
Stage 2: Battery % lights still don't work	Stage 1 charging doesn't work.	Leave circuit breaker open and charger plugged. Next, hold the mode button until 13.6V repair mode shows, they press it again until 12V repair is selected. Leave trickle charging overnight and try 24V normal mode after to see if it charges.	

Stage 3: TW battery voltage below PCM threshold	Stage 2 charging doesn't work.	Leave circuit breaker open and then plug in jumper cable to trickle charge (5-30 min). Then plug in the normal charger and wait for progress % lights.	Jumper Cable
Stage 4: TW battery voltage way below PCM threshold	Stage 3 charging doesn't work.	Leave circuit breaker open, remove top plastic (careful with all wires). Next attach the jumper cable with alligator clips to battery terminals. Finally, plug in the normal charger and wait for progress % lights.	Jumper Cable w/ alligator clips, and 7/16 hex nut with drill.
Stage 5: TW battery is unresponsive	Stage 4 charging doesn't work.	Watch training videos on how to replace the battery.	7/16 hex nut with drill, and new battery

F. General Troubleshooting

	Symptom	Likely Cause	Fix	Future Solution	Future Status
1	Both brakes locked up 4	Motor Fuse blown	Replace blown fuse on Motor Board	Software Upgrade	Less likely to happen
1	Both brakes locked up 5	Disconnect brake connector	Unplug and replug brake wires	Better Connectors	Less likely to happen
2	DB doesn't show channel #	Broken Dashboard	Replace CPU and Dashboard	Water Proofing	Less likely to happen
3	One brake locked up 1	Disconnected brake connector	Unplug and replug brake wires	Better Connectors	Less likely to happen
3	One brake locked up 2	Disconnected motor wires	Unplug and replug motor wires	Cable outside of box	Easier to access
3	One brake locked up 3	Motor Fuse blown	Replace blown fuse on Motor Board	Software Upgrade	Less likely to happen
3	One brake locked up 4	Motor Broken	Replace Motor	Cable outside of box	Easier to access
4	Tablet won't charge 1	Charge cable unplugged	Replug cable securely	N/A	Easy Fix
4	Tablet won't charge 2	Charge cable bent	Rebend and then plug cable in again	N/A	Easy Fix
4	Tablet won't charge 3	Charge cable broken	Replace broken cable	Cable outside of box	Easier to access
4	Tablet won't charge 4	Water Damage	Replace CPU	Water Proofing	Less likely to happen
5	TW "Front Sensor" Repeatedly 1	Something covering sensors	Ensure that no towels or head covers are hanging in front of the sensors	Software Upgrade	Less likely to happen
5	TW "Front Sensor" Repeatedly 2	Broken Sensor	Replace sensors (look for sensors with damage or scratches)	N/A	Easy Fix
5	TW "Front Sensor" Repeatedly 3	TW following too close	Calibrate TW	N/A	Easy Fix

6	TW won't power on 1	Battery level low	Charge it, review charging stages document	N/A	Easy Fix
6	TW won't power on 2	Circuit Breaker	Circuit Breaker is open or broken	N/A	Easy Fix
6	TW won't power on 3	Water Damage	Replace DB, CPU or TW	Water Proofing	Less likely to happen
7	Tx won't connect to TW 1	Battery level low	Charge it		
7	Tx won't connect to TW 2	Wrong Channel	Make sure Tx and TW stickers match	N/A	Easy Fix
7	Tx won't connect to TW 3	Wrong Channel	Make sure TW and Tx have same channel assigned	N/A	Easy Fix
7	Tx won't connect to TW 4	Bad Calibration	Calibrate TW	N/A	Easy Fix
7	Tx won't connect to TW 5	Bent antenna bracket	Bend antenna bracket to be 90 degrees from frame, then Calibrate TW	N/A	Easy Fix
7	Tx won't connect to TW 6	Broken Tx	Replace Tx	N/A	Easy Fix
8	Tx won't power on 1	Battery level low	Charge it	N/A	Easy Fix
8	Tx won't power on 2	Water Damage	Replace Tx	N/A	Easy Fix
9	Unit follows erratically 1	Dropped Tx	Calibrate TW	N/A	Easy Fix
9	Unit follows erratically 2	Bent antenna bracket	Bend antenna bracket to be 90 degrees from frame, then Calibrate TW	N/A	Easy Fix
9	Unit follows erratically 3	Same Channel	Make sure 2 channels aren't on at the same time	N/A	Easy Fix
9	Unit follows erratically 4	Wet CPU board	Replace CPU	Water Proofing	Less likely to happen
10	Unit shuts off frequently 1	Broken Sensor	ensure TW says "front sensor" repeatedly, then replace sensors	Software Upgrade	Less likely to happen
10	Unit shuts off frequently 2	Dropped Tx	Calibrate TW	N/A	Easy Fix
10	Unit shuts off frequently 3	Bent antenna bracket	Bend antenna bracket to be 90 degrees from frame, then Calibrate TW	N/A	Easy Fix
10	Unit shuts off frequently 4	Same Channel	Make sure 2 of the same channels aren't on at the same time	N/A	Easy Fix
10	Unit shuts off frequently 5	Broken Tx	Replace Tx	N/A	Easy Fix

6. Maintenance

1. Daily

- a. Transmitter charger
 - i. Make sure you see the “red” light when you plug the cable in confirming proper connection
 - ii. DO NOT just pull on the cable to unplug the cable from transmitter. Use the base of the plug to disconnect
 - iii. Visual inspect for any damage
 - 1. Bad cable from improper unplugging
 - 2. Overloaded outlet
 - b. Transmitter
 - i. Check for visual damage
 - 1. Scratches from being dropped
 - 2. Rust from water damage
 - 3. Working toggle switch
 - 4. Belt clip
 - 5. Properly numbered
 - ii. When charging make sure transmitter is “OFF”
 - iii. Check the charge level
 - 1. No light = dead
 - 2. Flashing Green = low battery
 - 3. Solid Green = charged
 - 4. Red = charging
2. Monthly
- a. Tempo Walk Unit
 - i. Front Caster
 - 1. Make sure caster wheel spins freely and does not have more than one inch of play (move wheel front to back to measure play)
 - 2. Check tire pressure for proper inflation
 - 3. Check to make sure front wheel spins freely
 - ii. Rear Drive Wheels
 - 1. Make sure tires are clean and do not have excessive debris in grooves
 - 2. Check to make sure the left and right rear tires are properly inflated and have the same tire pressure
 - 3. Put unit in Neutral and roll each wheel to confirm both brakes release and motors seem to move freely. Also notice noise level of the motors.
 - iii. Body
 - 1. Visually inspect the body for cracks, scraps, burn marks. Report any damage
 - 2. Make sure all warning stickers are visible and the unit number sticker is still on the unit
 - iv. Sensors
 - 1. Inspect each of the 3 sensors to make sure they are still properly installed, loose wires etc.
 - 2. Inspect each sensor for scratches, cracks, or silicon based cleaning products
 - 3. Power on the unit and wait 5 seconds while the unit does a self check. The dashboard will report back any sensors that are shut off or if the system is disabled.
 - v. Dashboard

1. Power on the unit and check battery level: RED = do NOT send the unit out, further charging is needed; Yellow = do NOT send unit out, it needs further charging; Green = unit is ok to send out
2. While the unit is powering up make sure the dashboard number corresponds with the sticker on the unit and transmitter.
3. Wait 5 seconds at startup and listen to the dashboard for any sensor faults.
 - a. If faults are fixed reset the system by pressing the N button 2 times after alert on startup
4. Press the N button and make sure the unit rolls freely
- vi. Tablet
 1. Ensure that that Tablet is charging. Notice the lightning icon in battery on the top right of the tablet screen.
 - a. If not, make sure that the tablet is plugged in. (look to the right side of the tablet to see if the power cable is securely plugged into the tablet)
 - b. If the tablet still does not charge with the cable fully plugged in, you might need to replace the tablet.
 2. Make sure tablet is charged and powered on (if the screen is black on only shows a green battery icon the tablet is powered off).
 3. Inspect tablet case to ensure that the screen protector is snapped down and protecting the tablet from water damage.
- vii. Bag Strap (Top and Bottom)
 1. Make sure bottom strap is connected to both sides of the bottom bag holder plastic.
- viii. Tempo Walk Charger
 1. Inspect the charger wires for any damage. Pay close attention to the end that plugs into the unit for frayed or damaged wires.
3. Quarterly
 - a. Grease all fittings on the unit
 - i. One on each motor
 - ii. Two on the front castor (one on castor, one on wheel)
 - iii. Clean off any excess grease
 - b. Walk each unit for a few holes on the course to check:
 - i. proper follow distance
 - ii. sensors are working
 - iii. the unit turns/maneuvers obstacles properly
 - c. Recalibrate the unit if necessary (see video or owners manual)
 - d. Fully detail the unit
 - i. Clean out the cooler and all compartments
 - ii. Clean out bag bucket
 - iii. If using Tire Shine be careful to not get overspray on the sensors or tablet screen
4. Yearly
 - a. Allow a full charge on the unit and test the voltage of the battery with a voltmeter
 - i. If a full battery voltage is below 25 volts contact Club Car

	<u>Tempo Walk Care & Maintenance</u>	<u>Who Performs at Course</u>		<u>Performed by Maintenance Provider</u>	<u>Support References</u>	
	<u>Item</u>	<u>Cart Barn Staff</u>	<u>Pro Shop Staff</u>	<u>Club Car / Distributor</u>	<u>Videos</u>	<u>Hard Copy</u>
S E T U P	Tempo Walk Unpacking	X	X		TW Tech: Unboxing of Cart Barn Box	Unpacking Instructions
	Cart Barn Set Up	X			<i>Need Video</i>	Owners Manual pg. 32-34
	Pro Shop Set Up		X			
	Course Set Up (Signage & Curb Ramps)	X	X			
	Safety Committee		X			Owners Manual pg. 8
	New User Training	X	X		Tutorial Video	Proper New User Training
D A I L Y	Properly Charge TW unit	X			TW Tech: Charging Tempo Walk	TW Charging Instructions
	Clean Tempo Walk	X			TW Tech: Washing and Staging	Owners Manual pg. 37
	Stage Unit: Tees, Towels, Sand, Cooler	X			TW Tech: Washing and Staging	Owners Manual pic. Front Cover
	Properly charge transmitter		X		TW Tech: Charging Transmitter	TW Charging Instructions
	Move units to staging area	X				
	Check Function: Tablet, tracking, braking	X			<i>Need Video</i>	Owners Manual pg. 10
	Safety Checklist	X				Owners Manual pg. 10
M O N T H L Y	Rear Wheels roll freely in neutral	X				
	Front Caster rolls freely/spins freely	X				
	Safety Decals are affixed	X				Owners Manual pg. 4
	Lubrication Schedule	X				Owners Manual fig.13
T R O U B L E S H O O T	Unit won't charge	1st		2nd	TW Tech: Unit not charging	Owners Manual pg. 33-37
					<i>Need Video: Hot Charging and safety</i>	
	Unit won't connect to transmitter	1st		2nd	TW Tech: Unit not working	Owners Manual pg.
					TW Tech: Channel Change on TW	Owners Manual pg. 15
					TW Tech: Channel Change on Transmitter	Owners Manual pg. 15
	Unit not following in the center	X			TW Tech: Recalibration	Owners Manual pg: 16
	Sensor Replacement	X			<i>Need Video: Replacing US Sensors</i>	Sensor Instruction Sheet
						Owners Manual pg. 17

WARRANTY	Transmitter Toggle Switch Broken		X		TW Tech: Replace broken Toggle	Owners Manual pg. 13
	Transmitter replacement		1st	2nd	TW Tech: Channel Change on Transmitter	Owners Manual pg. 15
	Dashboard	1st		2nd	TW Tech: Power, Neutral, & Battery Meter	Owners Manual pg. 9
	Sensor replacement	1st		2nd	<i>Need Video: Replacing US Sensors</i>	Sensor Instruction Sheet
	Tablet	1st		2nd		
	Tempo Walk Charger	1st		2nd		
	Dual USB charger replacement	1st		2nd		
	Plastic top replacement			X		
	Micro USB-c replacement			X		
	Motor Replacement			X		
	Computer Electronics Replacement			X		
	Motor Board Electronics			X		
	Battery			X		
	Master Circuit Breaker			X		
	Antenna			X		

7. MOST FREQUENT WARRANTY WORK

Item	Where Performed		Who Performs			Economics			
	At Site	C.C. / S.D. C	Course Staff	Sales Rep	Warranty Maint Rep	Within Warranty		Outside Warranty	
						Labor	Parts	Labor	Parts
Transmitter Toggle Switch	X		X	X		N/A	Provided	N/A	At Cost
Transmitter replacement	X		X	X		N/A	Provided	N/A	At Cost
Dashboard	X		X	X		N/A	Provided	N/A	At Cost
Tempo Walk top replacement	X				X	10 min	Provided	10 min	At Cost
USB charger replacement	X			X	X	10 min	Provided	10 min	At Cost
Sensor replacement	X			X	X	15 min	Provided	15 min	At Cost
Micro USB-C replacement	X				X	15 min	Provided	15 min	At Cost
Motor Replacement	X				X	30 min	Provided	30 min	At Cost

CPU Board Replacement	X	X			X	15 min	Provided	15 min	At Cost
Motor Board Electronics	X	X			X	30 min	Provided	30 min	At Cost
Battery	X	X			X	30 min	Provided	30 min	At Cost
Circuit Breaker	X				X	15 min	Provided	15 min	At Cost
Antenna	X				X	10 min	Provided	10 min	At Cost
Tablet	X		X	X	X	N/A	Provided	N/A	At Cost
TW Charger	X		X	X	X	10 min	Provided	10 min	At Cost