

# STRIDE

## OWNERS MANUAL

Quick Set Up  
Instruction

VIDEO



# WELCOME TO THE STRIDE

Thank you from the Zero Friction Team for purchasing The STRIDE: *Your Personal Caddie!*

## IMPORTANT NOTICE!

Please read this manual before taking STRIDE out for a test drive. This manual contains important safety information, but more importantly tips and advice on how to have the best experience when using the STRIDE. STRIDE is designed only 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.

Please use common sense, caution and care must be exercised when operating or cleaning this equipment. Always contact Zero Friction or your local distributor/dealer about problems or conditions that you do not understand.

## BEFORE YOU PLAY...

What's in the Box:

1. Stride Bag
2. 2 x All Terrain Detachable Wheels (front wheels)
3. Battery unit
4. Remote Control with belt clip
5. 2 x small wheels (rear wheels) with 2 x small screws
6. Charger and charging cables for battery and remote control
7. Bag Hood





## NOW YOU'RE READY TO GET TO KNOW YOUR STRIDE

The first thing that you should do is give both the main battery and remote a full charge. Before you play, practice with it. Find an area of open grass with all your clubs and everything you usually play with in the STRIDE. Using it on grass is important: speed and steering are both affected by the surface the STRIDE is on, and it is designed to be used on grass. Practice with all three modes of operation: Follow, Remote and Manual. Even though Follow Me is the headline feature you will find yourself using all the modes during a round of golf. Ensure you are familiar with how they operate.

### STRIDE FEATURES



1. Remote Holder
2. Handle Bar
3. Bag Top with Club Clip
4. Magnets
5. Waterproof Phone & Scorecard Holder
6. Grab Handles
7. Valuables Pockets
8. Long Pocket
9. Insulated Cooler
10. Pocket with removable front
11. Drinks Pocket x 2
12. LCD Screen
13. Battery Pack
14. Detachable Hybrid All Terrain Wheels x 2
15. Detachable Rear Wheels
16. Rear Wheel Arm

## LCD SCREEN ICONS



1. Fault/ Warning - If this light shows- Please note the fault code that appears above in the Current Speed icon.
2. Bluetooth - when on your Stride is linked to the ZF Stride App
3. Camera - used to record your swing
4. Remote Mode - when on the Stride is controlled via the remote
5. Push Mode - when on the Stride is able to be pushed and electronic brakes off
6. Follow Mode - when on the Stride is in Follow Mode and will follow behind the remote control
7. Battery indicator - Shows the charge remaining in the battery. Note that the ZFStride App also gives detailed information on the battery status.
8. Current Speed
9. Distance Travelled: This indicates how far the Stride has travelled. It can be reset in the ZF Stride App.

## SETTING UP YOUR STRIDE

1. Stand your STRIDE unit on level ground without the battery or wheels inserted.
2. Release the two clips on the rear wheel arm unit.
3. Lower the rear wheel arm to the desired level and firmly press the clips back in place so they are locked.
4. The STRIDE unit is now securely resting on the ground with the rear wheel arms down on the ground.
5. Slide one of the wheels onto the wheel hub with one hand whilst supporting the unit with the other.
6. Press the red clip in and push the wheel firmly onto the hub until you hear a click.
7. Now slide the other wheel onto the wheel hub until you hear the click.  
Ensure both wheels are securely attached to their hubs before attempting to use the STRIDE.
8. Now firmly press the battery pack into the base of the STRIDE. Ensure that the battery is securely in place and that it is flush with the unit.
9. Press the Power button until the light is Green and you hear a beep. Your STRIDE is now on standby and ready to be paired with the remote.
10. To pair the remote simply press ON and wait for the STRIDE to beep.

## PACKING AWAY YOUR STRIDE

1. Ensure the STRIDE is OFF by pressing the Power button/Circle on the base of the unit.
2. Remove the battery.
3. Now remove each of the wheels by pressing the red clip on the wheel and slowly sliding the wheel off from the hub whilst pressing the red clip.
4. Once both large wheels have been removed, ensure the STRIDE is stable and standing on its base. Then release the clips on the rear wheel arm. Slowly raise the rear wheel arm until it is flat against the back of the bag and securely fasten the clips into place.
5. The bag should now be standing up on its own ready for you to lift into the trunk of your vehicle or store away.

## BATTERY INFORMATION

### CHARGING

Please follow these instructions exactly. Only use the charger supplied to charge the battery. Charge the battery immediately after each use, certainly within 48 hours. Always check the battery charge level with the app or LCD screen prior to use to ensure you have sufficient power to complete your round. Charge in a well ventilated area. Store & charge the battery in a dry environment between 15°C and 25°C (59°F and 77°F). Fully disconnect and unplug the charger from the mains and battery between charges.

Never drop, throw, puncture or crush the battery. Do not immerse in water or any liquid. Never clean with any abrasives or solvents; a damp cloth is fine. DO NOT leave the battery in a discharged state. Never open or disassemble the battery or charger. This is dangerous and will void the warranty. Avoid covering during use or charging. Do not expose the battery to extreme temperatures (never store in a car in winter or summer. Never open the battery or connect anything to internals of the battery.

## CARING FOR YOUR BATTERY 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
- Battery: Rechargeable Lithium- ion, 24v, 360watt hours, 15 amp hours

## REMOTE GUIDE



1. On/Off button. Used to turn off remote and to turn off your Stride unit. Stride is in Manual mode when OFF.
2. Z logo- one press and the Stride is in Follow Mode. To disengage follow mode press any button or use the On/off button.
3. Camera- One press and your synced smartphone will open your front facing camera to record your swing. Pressing again will start recording your swing.
4. Thumbpad/Joystick- Multi directional pad to drive the Stride in remote mode. If you use whilst the Stride is in follow mode it will change the control to remote and stop following.
  - Keep pushing up on the thumbpad to increase the speed of the Stride.
  - Pushing up twice will engage cruise control and the Stride will continue moving forward on it's own.
  - Pushing down twice will engage cruise control in reverse and the Stride will continue to move backwards on it's own.
  - Push Left & Right whilst in cruise control to direct the Stride.

**CHARGING:** Charging port is located at the bottom of the remote. Red light indicates charging. Blue light indicates the remote is fully charged.

## REMOTE BATTERY CARE

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

Always charge the remote indoors and at room temperature.  
The charging process can take up to six hours.

1. Ensure the handset is switched off and the indicator light is off..
2. Connect the USB power cable to any 5V USB power outlet.
3. Connect the USB power cable to the remote & switch on power (if applicable).
4. The indicator light on the handset will show RED while charging, and GREEN when fully charged.
5. Once the indicator light is GREEN, disconnect the power cable from the remote.

- Never allow the remote to be immersed in water and don't wash it.
- Don't store the handset anywhere that water or moisture might get into it.

## LONG TERM STORAGE

If you are not going to use your Stride or more than one month, the remote 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 it should be fully charged.

## FOLLOW MODE

Note: When using follow me function ensure you are in an uncrowded area free from obstacles. Follow Me function is designed for open fairways and flat light rough only. Ensure you are clear from hazards before engaging the function. Allow for 3ft of unobstructed space before engaging follow function.

1. Start by standing in front of the Stride unit with it facing you.
2. Press the left outer circle on the remote once.
3. The Stride will start and follow the remote. The Stride will stay between 5 to 8ft behind you.
4. To stop the Follow me function simply press the left outer circle button once or press any button on the remote.

We recommend keeping the remote on your belt buckle to give the optimum Follow experience. Walk at a steady pace to ensure the best connection with your Stride unit.

Follow Me is not to be used in car parks, non golf environments and crowded areas. All accidents and damage caused by improper handling are the responsibility of the user. When in crowded areas or non fairway areas of the golf course use the MANUAL mode for optimum control.

## REMOTE MODE

You can control the Stride via the remote control. You can check that your unit is in the remote mode via the LCD screen, which should display the remote icon.

Keep pushing the joystick up to increase the STRIDE speed from 3km/h, 4.5km/h and lastly 6km/h. If you continue to push the joystick up it will return to the 3km/h pre-set speed.

## CRUISE CONTROL



To engage Cruise Control FORWARD MODE push the joystick up TWICE. The STRIDE will keep going forward until the user stops the function or the STRIDE is 40m away from the remote.

To engage Cruise Control BACKWARDS MODE push the joystick down TWICE. The STRIDE will keep going BACKWARDS until the user stops the function or the STRIDE is 40m away from the remote.

Push the joystick LEFT and RIGHT when the STRIDE is in CONTINUE MODE to direct the unit.

## MANUAL MODE

Simply press on the ON/OFF button on the remote control to engage MANUAL mode. The STRIDE will now operate as a PUSH TROLLEY. Please note the autobrake function will be disengaged so ensure you keep control of the STRIDE in manual mode.

To steer in manual mode you must pivot steer. Gently lift the handle to put weight on the front wheels and pivot the unit in the direction you wish to turn.

## ON COURSE USAGE

- Good: Fairway, Light Rough, Solid Paths
- Bad: Hazards, Loose Surfaces, Standing Water, Ditches, Potholes
- Fits on the back of a Golf Cart
- Slopes: Max 35 degree

AVOID HAZARDS- REMEMBER THE STRIDE UNIT WILL FOLLOW THE REMOTE SO ENSURE THAT YOU HAVE DISENGAGED FOLLOW OR REPLACED THE REMOTE INTO IT'S HOLDER BEFORE ENTERING ANY HAZARDS.

## USAGE ON HILLS & SLOPES

Always park you STRIDE at a 90 degree angle to the slope. The Stride can navigate slopes of 35 degrees in remote mode. If there are steeper slopes or obstacles then the user must steer using MANUAL mode to ensure optimum control. Do not use Follow function on hills or slopes.

## USING IN THE RAIN OR WET CONDITIONS

The STRIDE is designed for use in all conditions appropriate for golf. The STRIDE design 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, lake or water hazard. Faults caused by water ingress will not be covered under the warranty

## CLEANING YOUR STRIDE

After using on the golf course, clear grass, leaves and dust using a soft cloth/soft nylon brush or compressed air. Clean using standard furniture polish and a soft cloth. NEVER use a hose or pressure washer: faults caused by water ingress will not be covered by the warranty. Water cannot enter the motors or electronics in normal use.

## UPDATES,FAQS and CERTIFICATION

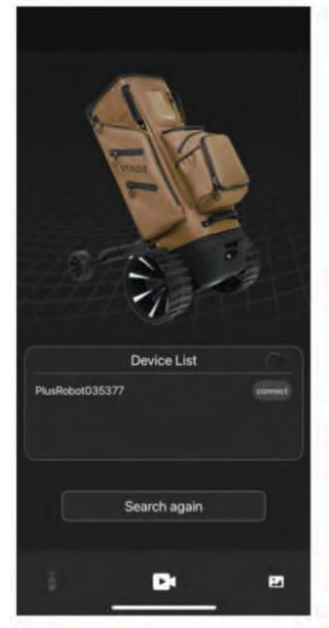
For the latest information, updates, manuals, legal information and notices visit  
*[www.zerofriction.com/technical](http://www.zerofriction.com/technical)*

## ZF STRIDE SMARTPHONE APP

Download the ZF STRIDE App from your Appstore. The app can be used to control your Stride, take video of your swing, change preferences and to update your Stride unit in the future.

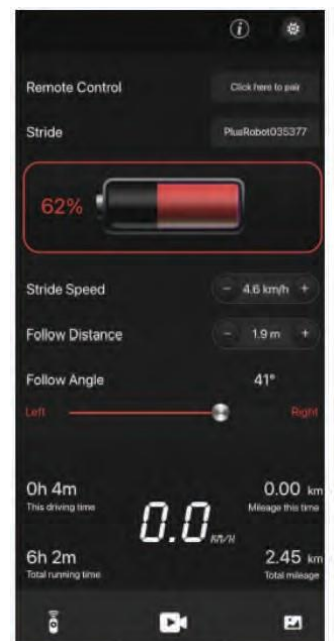
How to download & use the APP

1. Scan the QR code to download the “ZF Stride” APP alternatively search your app store for “ZF Stride”
2. Ensure that your Bluetooth is ON
3. Find your trolley listed on the App’s home screen and select to connect.



## STRIDE PERFORMANCE

1. “Click here to pair”: Used to pair another remote
2. “PlusRobot035377”: The name of your Stride
3. Battery display
4. Stride Speed: Speed of “Follow Me”, can be adjusted from 2km/h to 10km/h
5. Follow Distance: The distance between user and trolley under “Follow Me”, can be adjusted from 0.5m to 4m
6. Follow Angle: Correct the following angle
7. Date of the trolley: Driving time and mileage for a singleplay, driving time and mileage in total, speed of the trolley



## ICONS AT THE BOTTOM OF THE APP EXPLAINED

1. Click “remote icon ” to change to phone remote control page of the app.
2. Click “camera icon ” to record your swing alternatively click the recording button on remote.
3. Click “picture icon” to see your saved swings.



## CONTROLLING STRIDE VIA YOUR SMARTPHONE

1. Remote control of the phone: using your phone to make the trolley move forwards/backwards/left/right turn left/right
2. Speed adjustment: adjust the speed of the remote
3. Remote control mode: Please only use the “Touch mode” DO NOT USE “Gravity mode”





## SETTINGS

Click the “gears icons ” on the first page to enter the settings page. Here you can:

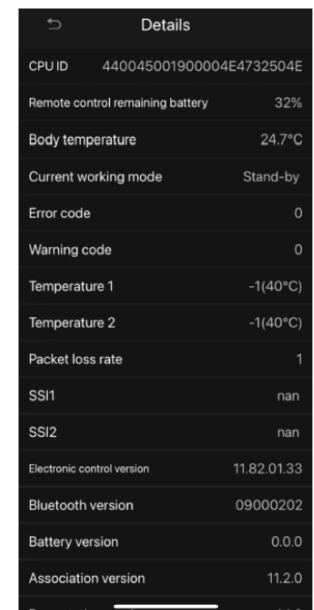
1. Rename the Bluetooth
2. Change Standby automatic shutdown time: 10-60 mins
3. Automatic adjustment of steering sensitivity: optional, the default value is 100
4. Automatic adjustment of driving sensitivity: optional, the default value is 100
5. Unit: Metric system/British system (m or yds)
6. Posture calibration: for following or remote mode, The settings have been calibrated when assembling. It is recommended not to try them randomly as it may effect the performance of your unit.
7. Remote control position: to find your remote in relation to the unit.
8. Firmware upgrade and reset the trolley



## DETAILS (FOR INTERNAL USE AND SERVICING ISSUES)

Click the “i icon ” to enter this page

This page is for after-sale/internal use, if there is an error code showing on your unit please send a screenshot for this page. in order to inform the engineer about the issue and repair your unit.



## Remote Paring

(skip this section if you have already paired the remote to the Stride)

Step 1: Download “ZF Stride” APP by QR code or searching from IOS APP Store or Google Play Store

Step 2: Turn off the remote control by holding the power button for 3 seconds till hearing the short beep

Step 3: Open the APP and click the “click here to pair” button, and hear the beep from the trolley

Step 4: Press and hold “z logo” and “camera” button at the same time for 3 seconds, then press the “on/off ” button. You will hear a short jingle sound from the remote when paired successfully.



If you have any questions or require further technical information, please visit:

[www.zerofriction.com/technical](http://www.zerofriction.com/technical)

or email [help@zerofriction.com](mailto:help@zerofriction.com)

## WARRANTY INFORMATION

Your STRIDE is guaranteed to be free from defects in materials and workmanship for two (2) years from purchase date. If you think there may be a problem with your STRIDE the first thing to check is the Instruction Manual. Many issues can be solved by best understanding the product functions & features. If this does not solve your issue, please contact us or your local distributor for further assistance.

## CONDITIONS OF WARRANTY

If notice is received of any defect during the 2 year period, then we shall at our own expense and within reasonable time, repair or replace the part(s) that are defective. If your address is in the USA we will arrange for pick up and shipment of the unit from your registered address. If you are outside the USA, please contact your place of purchase, your local distributor or dealer. If your address is outside the USA, but you do not have a local distributor, we may still be able to arrange pick up and shipment (however the owner will assume the related costs).

Zero Friction will authorize the repair or replacement of any part found to be defective. We reserve the right to inspect all parts. The customer will incur all charges including pick up and shipping if it is determined the product has been misused or if the issue is due to normal wear.

Exclusions to the warranty include, but are not limited to: damage during shipment (if not packed in a Zero Friction designated box or according to Zero Friction standards and instructions), wear & tear, results of neglect, misuse, accidents, or use for any purpose other than carrying golf equipment on a golf course. STRIDE units which have been modified with third party parts, or have been modified from the manufacturer's specifications are excluded. Zero Friction products used for commercial or rental purposes are excluded. The warranty is not transferable.

Both the remote battery and power battery are covered by a two (2) year warranty. Loss of battery performance due to external damage, misuse and/or abuse, incorrect charging or other failures not attributable to a manufacturing defect are specifically excluded from this warranty. The remote battery and power batteries must be charged only with the charging equipment supplied by Zero Friction and all instructions must be followed in accordance with the USER MANUAL.

Register your STRIDE at:

<https://zerofriction.com/stride-warranty/>



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[zerofriction.com](http://zerofriction.com)

Made in China/Fabriqu  en Chine

## FCC Statement

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the

instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur

in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined

by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

To comply with RF exposure requirements, a minimum separation distance of 20mm must be maintained between the user's body and the handset, including the antenna.

UWB:-4.62dBm

BLE:2.745dBm