



FollowFit Smart Follow Robot

— Product Instruction Manual —

FollowFit X2 – X Series

Please read this manual carefully before using the product and keep it for future reference.
Do not operate this product until you fully understand its functions and safety instructions.

Welcome to the FollowFit X Series

Thank you for choosing FollowFit X series products!

FollowFit X2 is a high-end electric intelligent following robot equipped with cutting-edge AI vision technology, combining convenience, functionality, intelligence, and comfort. It is the world's first integrated realization:

- ▶ AI Vision Follow Mode
- ▶ Electric Assist Mode
- ▶ Remote Control Mode



The FollowFit is designed to enhance transportation, storage and fun during camping, while meeting the needs of other diverse applications.

All images shown in this manual are for reference only. Please refer to the actual product for details.

1. Safety Instructions

FollowFit X2 is a smart electric following robot that you need to practice to master.

General Requirements:

- Please carry people or goods as required by laws and regulations.
- When people or pets are inside the FollowFit X2, please ensure proper supervision and safety, especially when using the Remote Control Mode or Follow Mode.
- Do not use Remote Control Mode or Follow Mode in open roads or areas of the city.
- Do not modify FollowFit X2 privately; if you need to replace parts, please contact after-sales service.
- If FollowFit X2 makes a noise or abnormality, stop using it immediately and contact after-sales service for professional guidance or maintenance service.
- Keep the battery away from flammable and combustible materials during charging. Do not overcharge or leave the battery connected to the charger for an extended period. Never leave the battery unattended while charging.
- Please do not lend the FollowFit X2 to uncontrolled personnel to avoid injury.

Usage Environment Requirements:

- Please pay attention to road safety when operating the device in severe weather conditions, such as rain, snow, or fog.
- Please be careful to use remote control, AI visual tracking and other functions in complex environment and road conditions to avoid collisions or injuries caused by the robot losing control.

User Requirements:

The following persons should not use FollowFit X2 independently:

- a. Persons under the influence of alcohol or drugs
- b. Persons with disabilities in terms of behaviour and movement
- c. Pregnant women
- d. Children

Preparation Before Use:

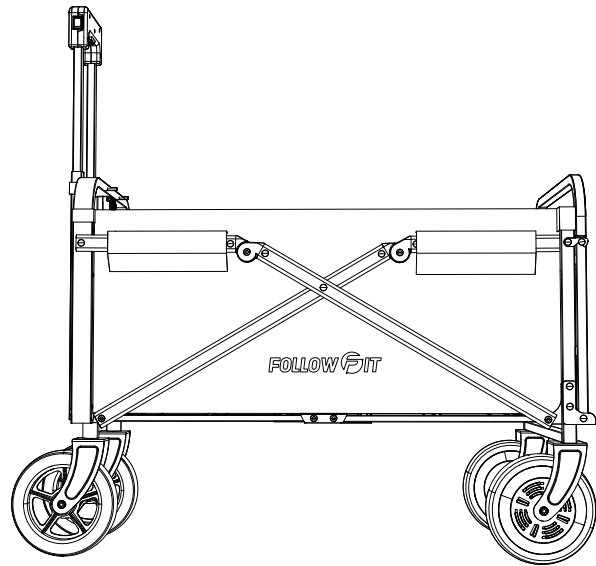
- Inspect the device before use. If any abnormalities are found (such as loose fasteners or damaged parts), repair them promptly or seek professional maintenance.
- Check and confirm the state of power circuit, control handlebar and other circuits.
- When the battery is low (the battery light on the control handle shows that the battery is less than 1 bar), please charge it in time.
- Before using FollowFit X2 or handing it over to others, please ensure that the user has read this manual or knows how to use it. You are responsible for ensuring the safety of new users. Please help new users learn about the product until they have learned the basic operation.

Driving and Use Instructions:

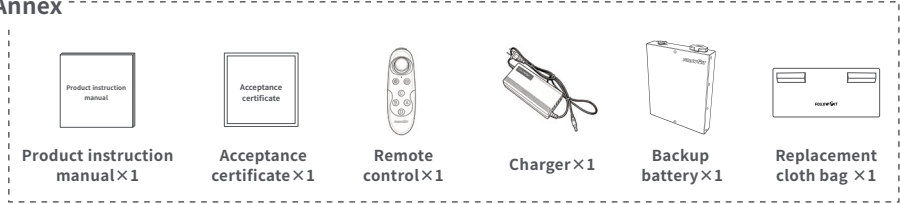
- In the Remote Control Mode, please pay attention to the control speed to avoid collision.
- In the Follow Mode, please keep walking at a uniform speed to avoid losing the follow due to too fast speed or too sharp turn. Please park the FollowFit X2 on a flat surface and turn off the power. Otherwise, it may roll away after the power is turned off.
- Allow the device to remain idle before charging, and disconnect the power supply promptly after charging is complete.
- Do not ride on this product. The user assumes all responsibility for any accidents or injuries resulting from riding.

2. Product Overview

Carload

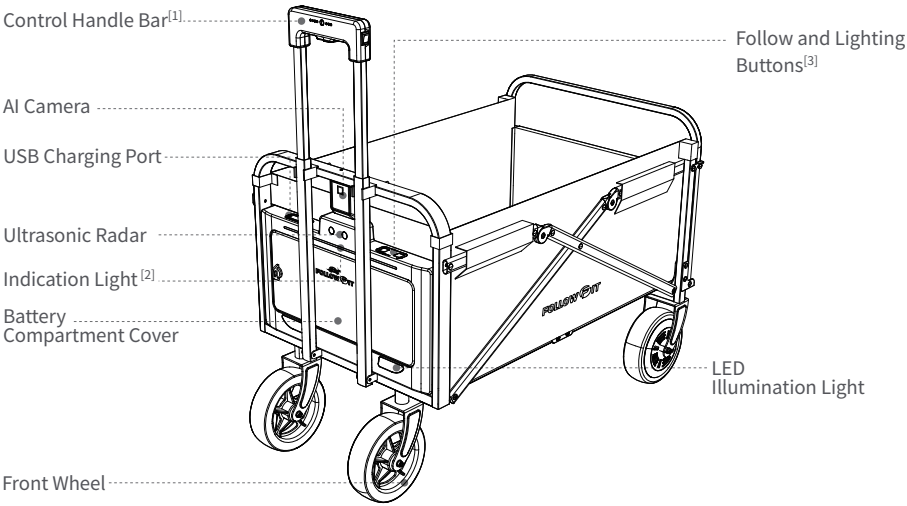


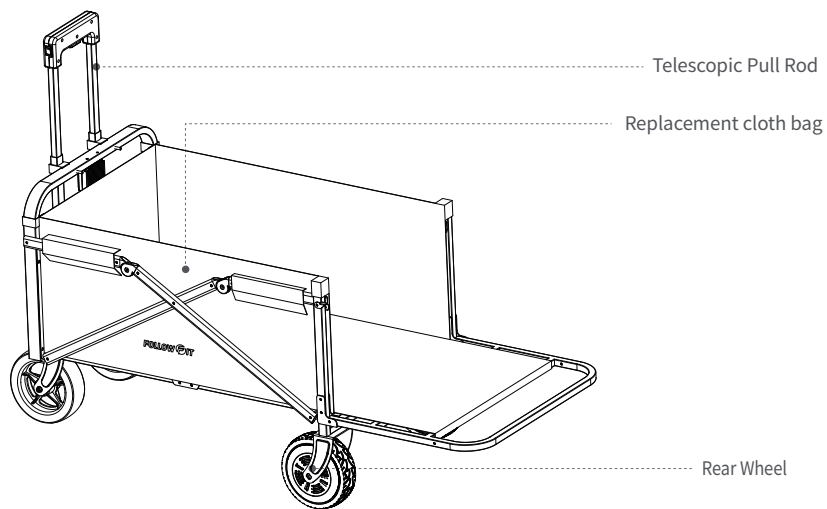
Annex



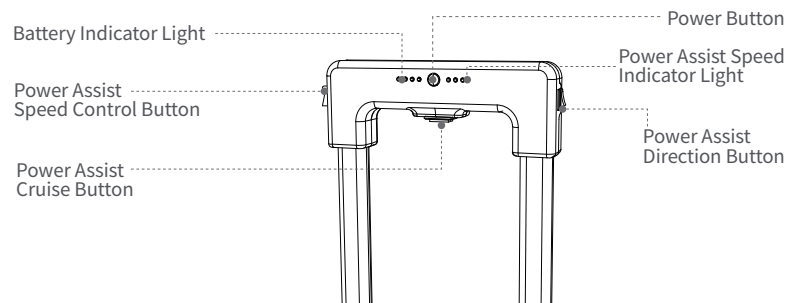
3. Functional Diagram

Overall composition





[1] Control Handle

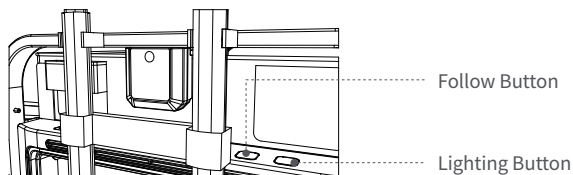


Item Name		Operation Description
Power on Key		Press and hold for 3 seconds and hear 3 "drip" —the device will power on a Press and hold again for 3 seconds, release after hearing one long "drip" sound—the device will power off and the device indicator light will turn off.
Electrically Assisted Steering Keys		When the device is pushed up, it will move forward after the user presses the electric cruise button; when the device is pushed down, it will move backward after the user presses the electric cruise button.
Electric Assist Speed Gear Button	Assisted Mode	Toggle the switch down to the "I" position for low speed in Assisted Mode, suitable for light loads. Toggle to the middle "II" position for medium speed in Assisted Mode, suitable for medium loads. Toggle up to the "III" position for high speed in Assisted Mode, suitable for heavy loads.
	Follow Mode	Toggle the switch down to the "I" position for low speed in Follow Mode, suitable for slow walking and light loads. Toggle to the middle "II" position for medium speed in Follow Mode, suitable for moderate walking speed and medium loads. Toggle up to the "III" position for high speed in Follow Mode, suitable for fast walking and heavy loads.
Electric Cruise Button		After the device is turned on, it automatically enters the Electric Assist Mode. At this time, press and hold the electric assist cruise button, and the device will carry out the electric assist movement according to the driving direction and speed gear set by the user; release the electric assist cruise button, the device will exit the Electric Assist Mode and enter the Manual Mode, and the user can manually drag the device.
Battery Indicator Light		When all four lights are on, the power is indicated at 100%; when three lights are on, the power is indicated at 75%; when two lights are on, the power is indicated at 50%; and when one light is on, the power is indicated at less than 25%.
Electric Assist Speed Indicator		When one light is on, it indicates the low speed assist state; when two lights are on, it indicates the medium speed assist state; when all three lights are on, it indicates the high speed assist state.

[2] RGB Ambient Light Color and Meaning

Ambient Light Color	Meaning
White (solid)	Electric Assist Mode
Purple (solid)	Remote Control Mode
Blue light bar moves from left to right and flashes three times	Follow Mode Initialization Completed
Blue (solid)	Follow Mode Active
Yellow (solid)	Follow Mode Paused/Remote Control Paused
Yellow (flashing)	Obstacle Detected Ahead
Red (flashing)	Target Lost – please return to the camera view

[3] Follow and Lighting Buttons



Signs	Button Name	Operation Description
	Follow Button	After pressing the "Follow" button, stand 1-2m in front of the camera and wait for the blue light bar to light up sequentially from left to right and flash twice. Then the device enters the follow mode. To pause or resume following, press the "Follow" button again.
	Lighting Button	Press the "Lighting" button to turn on the LED searchlight in soft light mode; press again to switch to bright light mode; press once more to turn off the LED.

4. Learn to Use It

Power On / Power Off

- Long press the power key in the middle of the lever handle for 3 seconds until you hear three "drip" sounds, and then the device is turned on;
- Long press the power on key for 3 seconds and release it again. The device will be turned off when all the indicator lights are off.

* Note: The device will enter Electric Assist Mode by default after being powered on. The corresponding RGB ambient light color is white.

Electric Assist Mode

- After the device is turned on, it will enter the Electric Assist Mode by default (the corresponding RGB ambient light color is white). Users can set and switch the driving direction (Forward:F / Reverse:R) and driving speed (Low Speed:I / Medium Speed:II / High Speed:III) of the device through the electric assist direction key and electric assist speed gear key on both sides of the lever handle;
- Press and hold the electric cruise button, at this time the equipment will carry out electric assistance according to the set driving direction and speed gear;
- Release the electric assist cruise button, at this time the device will exit the Electric Assist Mode and enter the Manual Mode, the user can manually drag the device;
- Press and hold the electric cruise button again to re-enter the Electric Assist Mode.

* Note: When exiting Assisted Mode on a slope, please lock the device by briefly pressing the power switch (once only) or by applying the foot brake to prevent it from rolling away.

Remove Control



Remote Control Mode features "General Remote Control" and "Cruise Control." With "Cruise Control," the FollowFit X2 travels at a constant speed, and the user simply controls the direction to keep it in front.

First-Time Setup

- Press and hold the Power Button for 3 seconds. Three consecutive beeps indicate that the wagon has powered on successfully.
- After the FollowFit X2 is powered on, check whether the remote control indicator is solid blue.
Solid blue: Connection successful.
Flashing blue: The remote signal is unstable. Re-pair the remote control (see Remote Pairing below).
- Press the Power Button on the remote control to test the Emergency Stop (RGB status light: Yellow), then press it again to release the Emergency Stop (RGB status light : Purple).
- Press the Light Button to test the lighting modes.

1) General Remote Control Operation

- Power on the FollowFit X2.
- Turn on the remote controller.
- Short press the power button once to switch the FollowFit X2 from other modes to Remote Control Mode (the RGB status light will turn purple).
- Use the joystick to control the wagon. Push forward/backward to move forward/reverse, and left/right to turn. The farther the joystick is pushed, the higher the speed or turning rate.
- Press the electric assist cruise button or the follow button to exit Remote Control Mode.

*Note: Always turn on the remote control before switching the FollowFit X2 to Remote Control mode to avoid signal interference. Before turning off the remote control, make sure to exit Remote Control mode first. If the remote control remains inactive for an extended period, it will emit a warning beep for 10 seconds before automatically powering off.

2) Cruise Control with Remote

The FollowFit X2 remote control supports two ways to activate Cruise Control.

Method 1: While Moving

Push the joystick to accelerate to the desired speed, then press the Cruise Control Button on the back of the remote. The X2 will maintain the current speed and enter Cruise Control mode. Use the C-A Direction Buttons to increase or decrease the cruise speed and make fine steering adjustments.

Method 2: From a Standstill

Press the Cruise Control Button on the back of the remote to enter Cruise Control mode directly. Use the C-A Direction Buttons to adjust the cruise speed and make fine steering adjustments.

* Note: Press the Cruise Control Button again to exit Cruise Control mode and return to Remote Control mode.

C-A (Cruise Fine Adjustment)

C: Press once to increase the forward cruise speed by one level.

D: Press once to increase the reverse cruise speed by one level.

B: Press once to make a slight left steering adjustment. Press and hold for continuous left adjustment.

A: Press once to make a slight right steering adjustment. Press and hold for continuous right adjustment.

3) Remote Battery Level Check

a. Battery Level Check:

Press the @ Button once to display the battery level by the indicator light (displayed for approximately 3 seconds).

High Battery: Solid green

Medium-High Battery: Flashing green

Medium-Low Battery: Flashing yellow

Low Battery: Rapid flashing red

4) Light Control

Press the Light Button once each time to switch the lighting mode in the following sequence:

Low Brightness → High Brightness → Off (repeats).

Follow Mode

- After turning on the device, please check the lens to ensure it is clean, and make sure there are no obstructions—other than people—within 1 meter of the ultrasonic radar.
- After the device is turned on, pressing the "Follow" button, stand 1-2m in front of the camera and wait for the blue light bar to move from left to right twice and flash twice, after which the device enters the Follow Mode (the corresponding RGB state light color is blue);
- In the Follow Mode, when the RGB status light starts to flash red, it means that the follow object is lost. At this time, the follow object needs to return to the front of the lens and wait for the RGB status light to restore to blue;
- In Follow Mode, press the "Follow" button again to pause following; the RGB status light will turn yellow. Press the "Follow" button once more to resume following; the RGB status light will turn blue.
- In Follow Mode, you can control the maximum traveling speed of the FollowFit X2 using the speed gear button next to the handle to better match different walking speeds and loading conditions.

* Note:: When using Follow mode, place the load toward the rear of the wagon. Do not use Follow mode on slopes exceeding 10°. For your safety, switch to Power Assist mode when traveling uphill or carrying heavy loads.

Manual Mode

- When the device is not powered on, users can use Manual Mode;
- When the device is powered on, press the Electric Assist Cruise Button once to switch to Manual Mode, regardless of whether the device is currently in Electric Assist Mode, Reverse Control Mode, or Follow Mode.

* Note: When the device is in electric assist/reverse control/follow mode, the motor is enabled, so you cannot forcibly drag the device.

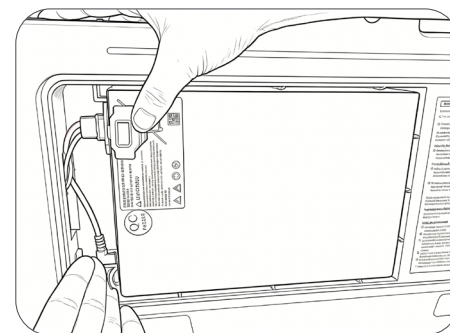
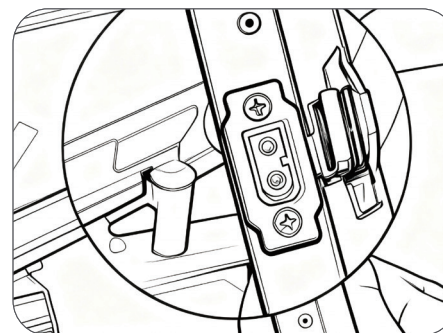
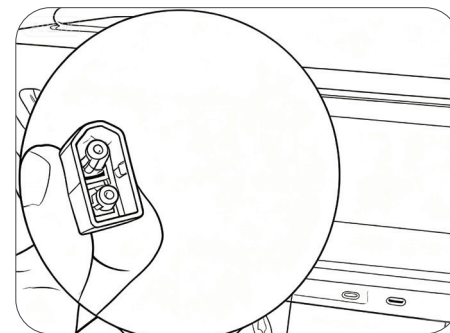
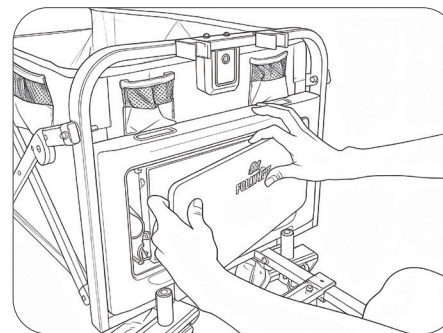
Switching Between Different Modes

The device enters the Electric Assist Mode by default after being turned on; after being turned on, each mode can be freely switched with one button.

About to Switch Mode	Switching Method
Electric Assist Mode	Press and hold the electric cruise button
Remote Mode	After turning on the remote control, press the FollowFit X2 Power Button once or the remote Power Button once.
Follow Mode	Press the "Follow" button and wait for initialization to complete
Manual Mode	Short press the electric cruise button once

5. Battery Replacement

- Ensure the camping cart is powered off.
- Rotate the lock lever of the battery compartment and remove the battery compartment cover.
- Unplug the battery power cable and charging cable, then remove the old battery.
- Connect the new battery to the battery power cable and charging cable, then place the battery into the battery compartment.
- Put the battery compartment cover and lock the battery compartment securely.



6. Specification Parameter Table

Item	FollowFit X2
Dimensions	80.5 × 52 × 71 cm
Capacity	102 L (rear door closed) , 300L (unfolded)
Frame Material	High-carbon steel and aluminum alloy
Weight	15kg
Load Capacity	Static Load: 150 kg, Dynamic Load: 100 kg
Wheel Size	Width: 6 cm, Diameter: 16.5 cm
Motor Power	Dual 250W motors
Motor Speed	0-3.5m/s
Battery	4.4Ah@25.2V , 97.68Wh
Range	14-18 km, 5-7 h
Remote Control Distance	100 meters
USB Power Output	10 W (5V@2A)
Charging Time	2 hours
Following Distance	Around 1.5 meters

7. Battery Instructions

Service Environment :

1. Use the battery within an ambient temperature range of -10°C to 40°C;
2. Prevent the battery from coming into contact with water, beverages, corrosive substances, or other liquids;
3. Keep the battery away from heat sources, open flames, and flammable or explosive gases or liquids;
4. Prevent metal objects or foreign materials from entering the battery compartment.

*In the case of low temperature, the available capacity of the battery will be attenuated to varying degrees. The specific reference degree is as follows: the available capacity is 70% at -10°C, 85% at 0°C, and 100% at 25°C. If the battery has an odor, heat, deformation or other abnormal conditions, please stop using it immediately, keep away from the battery and contact the after-sales department.

Charging Environment:

1. Please charge the battery at ambient temperature between 0°C and 35°C;
 2. The charging time should not exceed 8 hours to avoid affecting the battery life;
- *The charge quantity rises quickly in the early stage and slows down in the later stage, which is set for charging safety and is normal.
- *When charging in winter, the outdoor temperature is low and the environment is below 0°C. The battery will stop charging, which is a normal phenomenon. Please place the battery in an appropriate ambient temperature for charging to ensure the charging effect.

Battery Usage Instructions:

1. For first-time use, fully discharge the battery as much as possible, then fully charge it. Repeat this cycle 2-3 times to achieve optimal performance;
 2. In the later stage of use, try to keep the battery power not less than 20%, and charge in time to extend the battery life cycle;
 3. If you find that the battery usage is abnormal or the battery life is significantly shorter, please contact after-sales service or go to the designated network for maintenance;
 4. Do not disassemble the battery. Unauthorized disassembly may result in electric shock, short circuits, fire, explosion, or other safety hazards.
- * The battery is not a part that can be repaired by the user. If any abnormal phenomenon occurs, please contact the after-sales department for maintenance. Unauthorized disassembly of the battery will not enjoy the three guarantees policy, and may cause the battery to heat up, smoke, catch fire or explode.

Charging Status Indication

The battery charger is equipped with a charging status indicator:

- Red light: Charging in progress
- Green light: Battery fully charged

Storage Environment:

1. After the battery is placed on the vehicle for a long time, it is normal for the meter to show that the power has decreased;

2. Please store the battery at ambient temperature between 0°C and 35°C, do not store the battery in the environment higher than 40°C, otherwise it will lead to irreversible capacity attenuation of the battery;
 3. If FollowFit X2 is not used for a long time, please remove the battery and store it separately, and maintain and charge it regularly, otherwise it may lead to complete depletion of battery power and irreversible damage; for such problems, the battery failure will not be within the scope of warranty period;
 4. The most appropriate storage capacity of the battery is 50%. If the storage capacity is lower than 10% or higher than 90%, the battery will suffer irreversible capacity attenuation;
 5. Avoid storing batteries in places where there is a risk of falling, which may cause uncontrollable damage to the battery and may cause leakage, heating, smoking, fire or explosion.
- * Improper use above causes poor battery performance and power supply is not covered by the warranty period.

8. Daily Maintenance and Maintenance

1. Vehicle cleaning and maintenance

Cleaning

1. Please turn off the power before cleaning the vehicle. Please use clean water and neutral detergent to clean it. Do not use a strong water jet to flush. Clean with a soft cloth or sponge, and dry after cleaning;
2. The vehicle cloth can be wiped with a wet cloth at ordinary times; when the cloth is stained with dirt, juice and other stains, it can also be cleaned with a soft brush;
3. Do not use metal brushes, sandpaper and other abrasive materials on the surface of the vehicle body to avoid scratching the part surface and paint. After cleaning, please dry the vehicle with a soft cloth.

Storage

1. The vehicle should be parked in a dry and cool room as far as possible to avoid sun and rain, so as not to shorten the service life of parts due to rust; when stored for a long time, disconnect the power interface (disconnect the battery plug for lithium batteries) to prevent excessive discharge of the battery;
2. If you find any abnormality during maintenance, please contact the after-sales service or designated authorized service outlets.

2. Parts Maintenance

Wheel

1. When using water, pay attention to not let the water surface exceed the position of the rear wheel center axis;
2. Check the fastening state of wheels and fuselage regularly. If there are signs of loosening of nuts, tighten them in time;
3. After the vehicle stops running, simple cleaning and protection work can be done. Do not use water to directly spray when cleaning;
4. Check whether the hub motor cable at the bottom bracket is scratched and whether it is well tied and fixed.

Battery

1. If the battery has abnormal phenomenon, please contact after-sales or designated authorized service outlets;
2. It is not recommended to use the battery frequently until the power is completely exhausted, and keep the battery level above 15%; charge in time after use to extend the service life of the battery;
3. It is strictly prohibited to dismantle the battery privately, otherwise it may cause electric shock, short circuit, fire, explosion and other safety accidents;
4. When the battery charge indicator light is on, it indicates that the battery is fully charged;
5. The suitable storage temperature of battery is: 0°C~30°C;
6. If the vehicle is not used for a long time, disconnect the battery after charging it and place it in a dry and ventilated place;
7. Do not store the battery in a place where there is a risk of falling, which may cause damage to the battery and cause short circuit, fire or explosion;
8. Waste batteries shall not be disassembled without authorization and should be recycled by relevant professional departments..

Charger

Before Charging

1. The vehicle should be placed in a well-ventilated place;

2. Confirm that the access power supply is the standard AC power supply in your country/region;
3. If you find that the cable is damaged or the connector is loose, please do not use it. Please contact after-sales service or designated authorized service outlets.

Charging

1. The vehicle should be placed in a well-ventilated place;
2. Confirm that the access power supply is the standard AC power supply in your country/region;
3. If you find that the line is broken or the joint is loose, please do not use it. Please contact after-sales service or designated authorized service outlets.

After Charging

1. After the battery is fully charged, unplug the charger plug first;
2. Wait for the charger to cool down, organize the power cord and put it back in its original position.

WARNING

1. During the charging process, a well-ventilated environment should be ensured. Keep the charger away from explosive gases and potential fire hazards;
2. There is high voltage inside the charger. Do not disassemble or replace any components inside the charger;
3. Do not charge for a prolonged period of time.;
4. If you want to replace the charger, please contact after-sales service or designated authorized service outlets, and the replacement charger should match the battery model.

9. Trademarks and Legal Notices

FollowFit X2 is an electric product with remote control and automatic following functions. When you use the electric function, there may be a risk of losing control and collision. In order to reduce this risk, you have the responsibility and obligation to learn how to use FollowFit X2 and avoid using remote control and automatic following functions on public roads in cities.

Folfit (Hong Kong) Technology Co., Ltd. hopes you enjoy outdoor activities and stay safe. You can reduce risks by following the warnings and precautions in the product manual, but these measures cannot

eliminate all risks. Please read the instructions, prohibitions, and warnings listed in the product manual, as well as the legal statement below carefully.

1. Trademark and Copyright Law Statement

FollowFit is the registered trademark of Folfit (Hong Kong) Technology Co., Limited.

This manual has been printed as much as possible to include the introduction of various functions and instructions for use. However, due to continuous improvement of product functions and design changes, there may still be differences between the product you purchased and this manual. Please pay attention to FollowFit official website and download the latest electronic version of FollowFit X2 manual.

In addition to the FollowFit X2, FollowFit offers a variety of different features and models. Some of the features mentioned in this manual may not be available on your other FollowFit products.

Due to product updates, the products described in this manual may be different from the actual products purchased in terms of color, appearance and other aspects. Please refer to the actual product.

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2. Product Legal Statement

The more familiar you are with FollowFit X2, the easier and safer it will be to use. Therefore, we ask you:

1. Read the product manual carefully. If you do not understand the functions and features of the product, please do not use the electric functions of the product.
2. Please do not allow anyone who has not read the product manual or understood the functions of the product to use your FollowFit X2. When you lend your FollowFit X2 to others, you must deliver the product manual together with it, and inform them of the usage method and safety precautions.
3. It is prohibited to use remote control or follow function on open roads or areas in cities, as well as along rivers or near water bodies.
4. Do not allow children and pregnant women to use the remote control or follow function of FollowFit X2 alone; do not use the remote control or follow function when people and pets are in FollowFit X2.
5. When you receive this product, please immediately check whether the product and accessories are in good condition and complete. Due to the special needs of the robot in logistics transportation, we will use the packing box to keep its transportation safe. In order for you to better enjoy the service provided by us, it is recommended that you keep the packing box for at least 15 days from the date of receipt of the product.

6. All FollowFit X2 components must be properly packaged according to the product instructions. Improper installation may result in a risk of loss of control or collision. Turn off the power before installation or repair; install parts with appropriate force. Loose or tight installation will cause damage or failure of the product.
7. The product may contain detachable parts, which should be avoided by children swallowing or taking it by mistake.
8. Check before use. If there is any abnormality (such as loose fasteners, damaged parts, etc.), please repair it in time or seek professional maintenance.
9. In the remote control mode, please pay attention to the control speed to avoid collision; in the following mode, please try to keep a uniform speed to avoid losing the follow due to too fast speed or too sharp turn.
10. Do not park the product in the area where parking is prohibited, such as safety exit and evacuation passage. Do not throw or fall the product, Do not drop the product in open fire or high temperature.
11. Please use the original battery pack and charge with the original charger, otherwise it may cause damage to the charger and battery or safety risks.
12. When charging, please plug the power cord into the correct socket, avoid contact with children and pets, and keep away from flammable items. If the battery is damaged or water has entered the battery, do not charge or continue to use the battery. Do not charge FollowFit X2 when the socket is wet. Do not charge for too long.
13. It is strictly prohibited to immerse the battery or vehicle body in water or expose it to heavy rain or ride in the rain, so as to avoid water entering the battery compartment and circuit chip.
14. Due to the operation of the vehicle's intelligent system and alarm system, the battery will continuously consume power. After the battery has been in the vehicle for some time, it is normal for the instrument to show a decrease in battery level. If the FollowFit X2 is not used for an extended period, remove the battery and store it separately, and perform regular maintenance and charging. Otherwise, it may lead to the battery completely draining, causing irreversible damage.
15. Do not store the battery in an environment above 50°C or below -20°C, otherwise the battery will suffer irreversible capacity attenuation.
16. Please avoid storing batteries or vehicles in places where there is a risk of falling, which may cause uncontrollable damage to the battery and may cause leakage, heating, smoking, fire or explosion.
17. There are harmful substances in the battery. Please do not try to destroy the battery. The battery is not a user-repairable part. If the battery has an odor, heat, deformation or other abnormal conditions,

please stop using it immediately, keep away from the battery and contact the after-sales department.

18. Because it is used for the battery performance attenuation or failure to use normally without normal use and maintenance of the battery, it is not within the scope of the three guarantees.
19. Improper disposal of waste batteries may seriously pollute the environment. Please do not throw away this battery pack at will. Protect the natural environment together. Please comply with local laws and regulations when disposing of waste battery packs.
20. Warning: Modification may increase safety risks. Please avoid using non-original parts, and do not modify, disassemble or crack this product and accessories without permission. Otherwise, you will bear the damage or loss caused by this.
21. If the product is not covered by the warranty service, you will have to pay for the repair and purchase related services.
22. If you need to repair or replace the products and their parts during the use, please keep the corresponding after-sales service data after maintenance or replacement.

Other

1. Product data and parameters vary with different models. If there is any change, it will not be notified separately.
2. Within the limits of the law, Folfit reserves the right to interpret and explain this statement.
3. Folfit shall not be liable for any claims, liabilities and losses arising from or likely to arise from the consumer's breach of the above-stated terms. Users shall be solely responsible for unforeseeable or unavoidable risks encountered during use.

Thank you again for your choice and trust in this product.

10. Common Faults and Solutions

Number	Common Faults	Failure Cause	Solution
1	Stuttering in Follow Mode	On uneven ground, the radar may misjudge distance due to rough terrain	It is recommended to use Follow Mode on relatively flat ground
2	Failure to Recognize Person in Follow Mode	The camera may face strong light, resulting in blurred images and failure to recognize the person	It is recommended not to use Follow Mode facing strong light directly
3	Failure to Start in Follow Mode	Camera Obstructed by Foam Packaging on the Handle	Remove Foam Packaging from the Handle to Avoid Blocking the Camera
4	No Response When Pressing the Power-On Button	The battery may be dead, or the battery plug is not properly inserted	Recharge the battery or open the battery compartment to check whether the plug is properly connected to the battery.

Number	Common Faults	Failure Cause	Solution
5	Sudden Power Off and Failure to Start When Under Heavy Load	Overloading may trigger power-off protection	Re-plug the battery after removing it and letting it stand for a few minutes, then turn it on again
6	Stuttering in Follow/Remote Control Mode Under Heavy Load	Speed May Not Match the Heavy Load	Adjust the Speed Setting on the Left Side of the Handle: I for Light Load, II for Medium Load, III for Heavy Load
7	Physical Brake Is Not Sensitive Enough	The physical brake pad may be bent after a collision or long-term use	Straighten the brake pad with tools such as pliers
8	Stuttering and High Resistance During Driving	Foreign objects stuck in the front and rear wheels	Check and clean the gaps between the front/rear wheels and the wheel forks

11. Warranty and After-Sales Service

Warranty Service Policy

To protect your rights and provide comprehensive service support for your robot, FollowFit strictly implements the Three Guarantees after-sales service in accordance with relevant laws and regulations. The specific service content is as follows:

1. For non-human-caused malfunctions of spare parts during the warranty period, repairs will be provided in accordance with the Standards for Warranty of Spare Parts, with free repair service.
2. Calculation of the warranty period start date:
 - For offline purchases: Based on the date on the invoice or shopping receipt.
 - For online purchases: Based on the date of receipt (calculated from the day after the receipt date).
 - Delivery receipts and purchase invoices serve as valid proof of purchase. In the absence of proof, missing proof, or unclear/smudged proof, the sales date recorded in the system shall prevail.

Item	Spare Part Category	Warranty Period	Warranty Description
Body Parts	Frame	12 Months	Natural welding defects, weld detachment, or fracture
	Plastic Parts	/	Please inspect the product upon receipt to ensure it is in good condition. If you notice any issues, please contact customer service immediately for assistance.
	Baking Paint	/	
	Fabric Pocket	/	
	Front Wheel	3 Months	Tires are consumable parts. The warranty covers natural cracking or breakage, but not normal wear and tear.

Item	Spare Part Category	Warranty Period	Warranty Description
Electrical Components	Control Handle, Sensors (AI Camera, Ultrasonic Radar), LED Light, RGB Light, USB Charging Port	12 Months	Performance failure or quality problem due to product-related reasons that cannot be repaired
Motor	Rear Wheel Hub Motor Assembly	12 Months	Coil burnout, phase loss, demagnetization, short circuit, open circuit, abnormal noise, insufficient power, etc. due to product quality reasons, excluding short circuit, hub deformation, etc. caused by use such as collision or water immersion
Battery	Lithium-ion Battery	12 Months	Leakage, capacity less than 60%, short circuit, open circuit, reverse polarity, etc.
Accessories	Fasteners	One complimentary repair kit	/
Others	Wearable Parts, Advertising Promotional Items, Gift Items, and other spare parts not included in the above categories	Not Covered by Warranty	Wearable Parts

* Note:

Spare parts are not eligible for recurring Three Guarantees service. For spare parts replaced during the warranty period, the Three Guarantees period will be calculated based on the remaining days of the original warranty from the date of purchase. For spare parts purchased or replaced separately by users at their own expense, the Three Guarantees period will be recalculated from the date of purchase or replacement.

12. Detailed Rules for Non-Warranty Cases in After-Sales Service

If the sold product falls under any of the following circumstances, it is not covered by the warranty service, and the user is responsible for the cost of repair and related services:

1. The warranty period has expired; no valid proof of purchase; invoice information inconsistent with the product; intentional damage to the product serial number or robot information, including but not limited to blurring, tearing, tampering, etc.
2. Damage caused by failure to use, maintain, or adjust the product correctly according to the manual; product failure or damage caused by collision or other factors during operation; failure or damage due to abnormal conditions such as overloading.
3. Damage resulting from unauthorized disassembly, modification, replacement, alteration of circuits or wiring, destruction of the normal state of the product or its components, or use of non-original accessories.
4. As the electronic control system (including battery, controller, and motor) and sensor system (AI camera, ultrasonic sensor) have been calibrated, they must not be disassembled or replaced arbitrarily. Any after-sales service not performed by an authorized service center is not covered by the Three Guarantees.
5. Product damage caused by force majeure such as earthquakes, typhoons, fire, floods, hail, saline-alkali environments, etc.; or damage caused by sun exposure, flooding, soaking, smoke, or chemical corrosion.
6. Batteries that cannot be repaired due to undervoltage resulting from improper use or maintenance are not covered by warranty.
7. Other failures or damages not caused by the product itself.
8. Sample products, demo vehicles, or spare parts specifically designated as not covered by warranty (those with separate agreements or contract provisions shall be handled accordingly).
9. Other accessories not covered by warranty: standard parts such as screws and nuts, decorative parts, wearable parts, promotional items, and gifts.