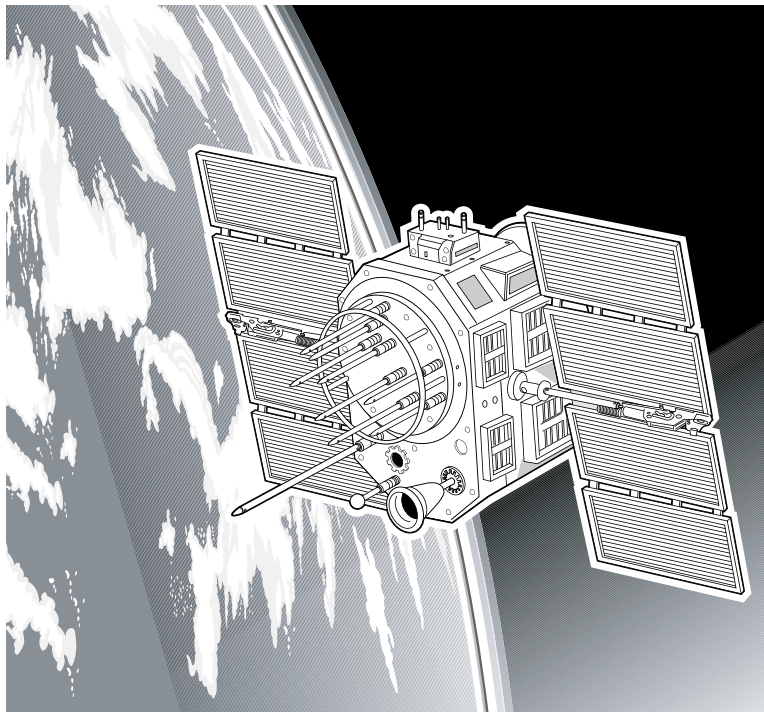


Club Car Guardian SVC System User Manual



Global Positioning Satellite- Controlled Vehicle System

Manual Number 103472528

Edition Code 0508C0309B

FOREWORD

Club Car products are designed and built to provide the ultimate in performance efficiency; however, proper care and use are essential for achieving maximum service life and continued safe and reliable operation.

This manual provides detailed information for the operation of the Club Car Guardian SVC System, and should be thoroughly reviewed prior to operating vehicles controlled by the Guardian SVC System and fitted with the Guardian SVC System Device. The instructions provided must be properly followed, and the DANGER, WARNING, and CAUTION statements must be heeded.

This manual was written for the trained technician who already possesses basic knowledge and skills in operating PCs (Personal Computers) running windows-based software and advanced knowledge of the operation of golf facilities. *If the technician does not have such knowledge and skills, attempted operation of the Guardian SVC System may render fleet vehicle operation unsafe.* For this reason, Club Car strongly advises that all personnel operating the Guardian SVC System be trained in the proper use and operation of the Guardian SVC System Device and the Guardian SVC System by an authorized Club Car distributor/dealer representative or by a Club Car factory-trained technician.

It is the policy of Club Car to assist its distributors and dealers in continually updating their service knowledge and facilities so they can provide prompt and efficient service for all Club Car product. Regional technical representatives, vehicle service seminars, periodic service bulletins, maintenance and service manuals, and other service publications also represent Club Car's continuing commitment to customer support.

This manual provides detailed information for the operation of the Club Car Guardian SVC System; however, unique situations may sometimes occur. If it appears that a question is not answered in this manual, please contact your nearest authorized Club Car dealer or distributor for assistance. You may also write to us at: Club Car, Inc., P.O. Box 204658; Augusta, GA 30917-4658 USA, Attention: Technical Services.

WARNING

- **Read Section 1 — Safety before attempting to operate the Guardian SVC System.**
- **Before operating the Guardian SVC System, read complete section(s) and any referenced information that may be relevant to the operation to be performed.**

NOTE: *This manual represents the most current information at the time of publication. Club Car is continually working to further improve its products. These improvements may affect use and overall system operation. Any modification and/or significant change in specifications or procedures will be forwarded to all Club Car dealers and will, when applicable, appear in future editions of this manual.*

Club Car reserves the right to change specifications and designs at any time without notice and without the obligation of making changes to units previously sold.

There are no warranties expressed or implied in this manual.

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for 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, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If the 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.
- Consult the dealer, or an authorized technician for help.

FCC CAUTION:

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

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To ensure the safety of those operating Guardian SVC System-equipped Club Car vehicles, and to protect the vehicles from possible damage, the procedures in this manual must be followed. Great care must be taken during the programming of action zones. Considerable thought must be given to the physical terrain (steep hills, buildings, hazards, dropoffs, etc.) and how the vehicles may interact with the environment. Tolerances of zones, GPS signal strength, Wifi signal strength, as well as roadway interaction must all be considered during the set up and operation of the Guardian SVC System.

It is important to note that throughout this manual there are statements labeled DANGER, WARNING, or CAUTION. These special statements relate to specific safety issues, and must be read, understood, and heeded before proceeding with procedures. There are statements labeled NOTE, which provide other essential service or maintenance information.

DANGER

- A DANGER indicates an immediate hazard that will result in severe personal injury or death.

WARNING

- A WARNING indicates an immediate hazard that could result in severe personal injury or death.

CAUTION

- A CAUTION with the safety alert symbol indicates a hazard or unsafe practice that could result in minor personal injury.

CAUTION

- A CAUTION without the safety alert symbol indicates a potentially hazardous situation that could result in property damage.

GENERAL WARNING

These general vehicle warnings and safety statements are included here due to the fact that operation of the Guardian SVC System requires vehicle-mounted devices to make full utilization of the system. The following safety statements must be heeded whenever a vehicle is being operated, repaired or serviced. System operators should become familiar with these general safety statements. Also, other specific safety statements may appear throughout this manual and on the vehicle.

DANGER

- **Battery – Explosive gases! Do not smoke. Keep sparks and flames away from the vehicle and service area. Ventilate when charging or operating vehicle in an enclosed area. Wear a full face shield and rubber gloves when working on or near batteries.**
- **Battery – Poison! Contains acid! Causes severe burns. Avoid contact with skin, eyes, or clothing. Antidotes:**

DANGER CONTINUED ON NEXT PAGE

DANGER

- External: Flush with water. Call a physician immediately.
- Internal: Drink large quantities of milk or water. Follow with milk of magnesia or vegetable oil. Call a physician immediately.
- Eyes: Flush with water for 15 minutes. Call a physician immediately.

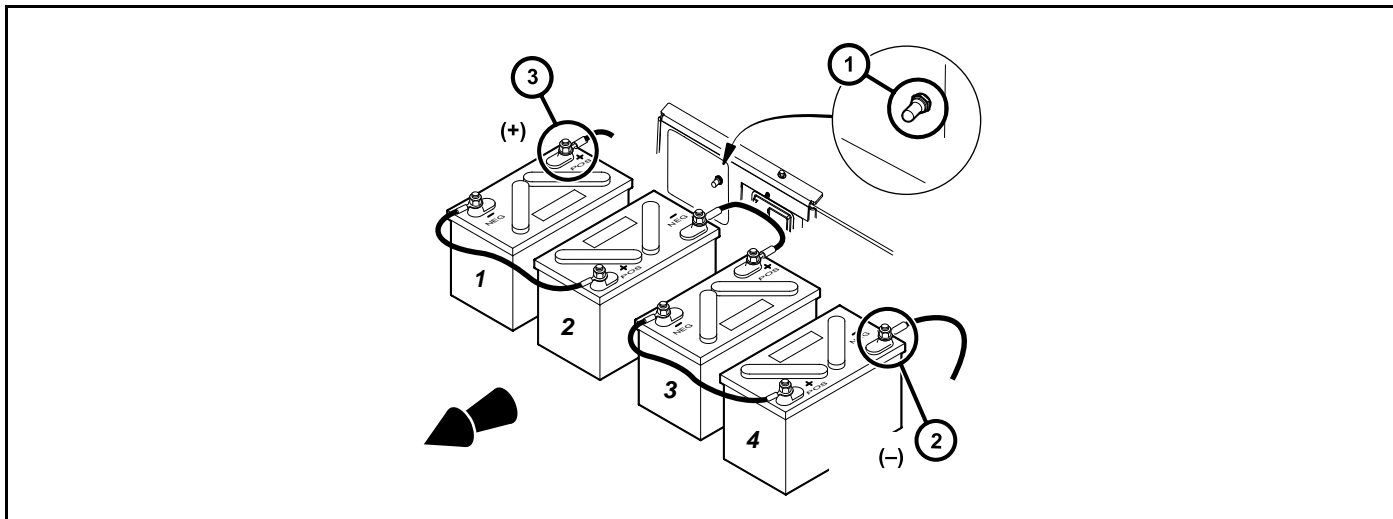
WARNING

- Follow the procedures exactly as stated in this manual, and heed all DANGER, WARNING, and CAUTION statements in this manual as well as those on the vehicle and battery charger.
- Only trained technicians should service or repair the vehicle. Anyone doing even simple repairs or service should have knowledge and experience in electrical and mechanical repair. The appropriate instructions must be used when performing maintenance, service, or accessory installation.
- Prior to servicing the vehicle or leaving the vehicle unattended, turn the key switch OFF, remove the key, and place the Forward/Reverse handle in the NEUTRAL position. Chock the wheels when servicing the vehicle.
- Place Tow/Run switch in the TOW position before disconnecting or connecting the batteries. Failure to heed this warning could result in a battery explosion or severe personal injury.
- To avoid unintentionally starting the vehicle, disconnect the batteries as shown. See Battery Disconnection on page 1–3.
- After disconnecting the batteries, wait 90 seconds for the controller capacitors to discharge.
- Wear safety glasses or approved eye protection when servicing the vehicle. Wear a full face shield and rubber gloves when working on or near batteries.
- Do not wear loose clothing or jewelry such as rings, watches, chains, etc., when servicing the vehicle.
- Moving parts! Do not attempt to service the vehicle while it is running.
- Ensure battery connections are clean and properly tightened.
- Use insulated tools when working near batteries or electrical connections. Use extreme caution to avoid shorting of components or wiring.
- Check the vehicle owner's manual for proper location of all vehicle safety and operation decals and make sure they are in place and are easy to read.
- Any modification or change to the vehicle that affects the stability or handling of the vehicle, or increases maximum vehicle speed beyond factory specifications, could result in severe personal injury or death.
- Lift only one end of the vehicle at a time. Use a suitable lifting device (chain hoist or hydraulic floor jack) with 1000 lb. (454 kg) minimum lifting capacity. Do not use lifting device to hold vehicle in raised position. Use approved jack stands of proper weight capacity to support the vehicle and chock the wheels that remain on the floor. When not performing a test or service procedure that requires movement of the wheels, lock the brakes.
- If wires are removed or replaced, make sure wiring and wire harness are properly routed and secured. Failure to properly route and secure wiring could result in vehicle malfunction, property damage, personal injury, or death.
- Improper use of the vehicle or failure to properly maintain it could result in decreased vehicle performance, severe personal injury, or death.

WARNING CONTINUED ON NEXT PAGE

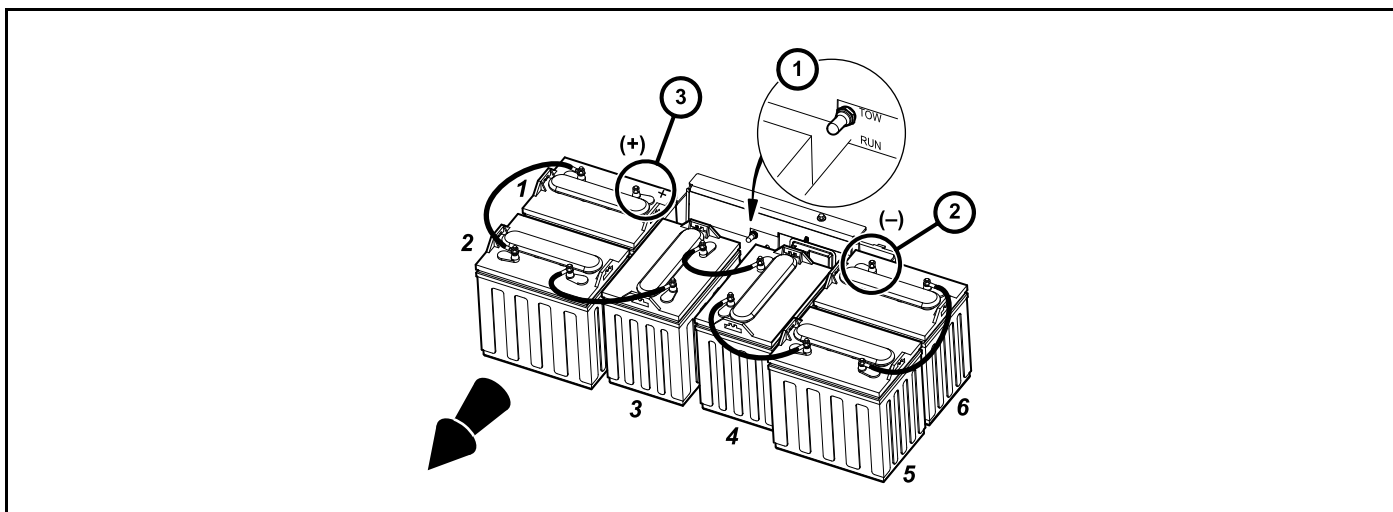
⚠ WARNING

- **Do not leave children unattended on vehicle.**



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Figure 1-1 Battery Disconnection 4 X 12V Configuration



49A

Figure 1-2 Battery Disconnection 6 X 8V Configuration

GUARDIAN SVC SYSTEM TECHNOLOGY OVERVIEW

GUARDIAN SYSTEM OVERVIEW

The Guardian System is comprised of your Guardian-equipped Club Car golf cars, the Guardian WiFi network at your site, and the Guardian Server. Your golf cars' Guardian units receive signals from Global Positioning System (GPS) Satellites. These signals are processed by the GPS receiver so that the Guardian device can determine the location of the golf car. The processor on the Guardian device then determines whether it is within an Action Zone you have defined on your course, and if necessary, will take an action; for example, it might instruct the golf car's motor controller to limit the top speed of the golf car or even stop it.

When the golf car returns within range of the Guardian WiFi network, the Guardian device transmits its stored history information via the Internet to the Guardian Server. You can view this information and communicate with golf cars within the WiFi network at your course by running the Guardian SVC Manager software from any Internet-connected PC.

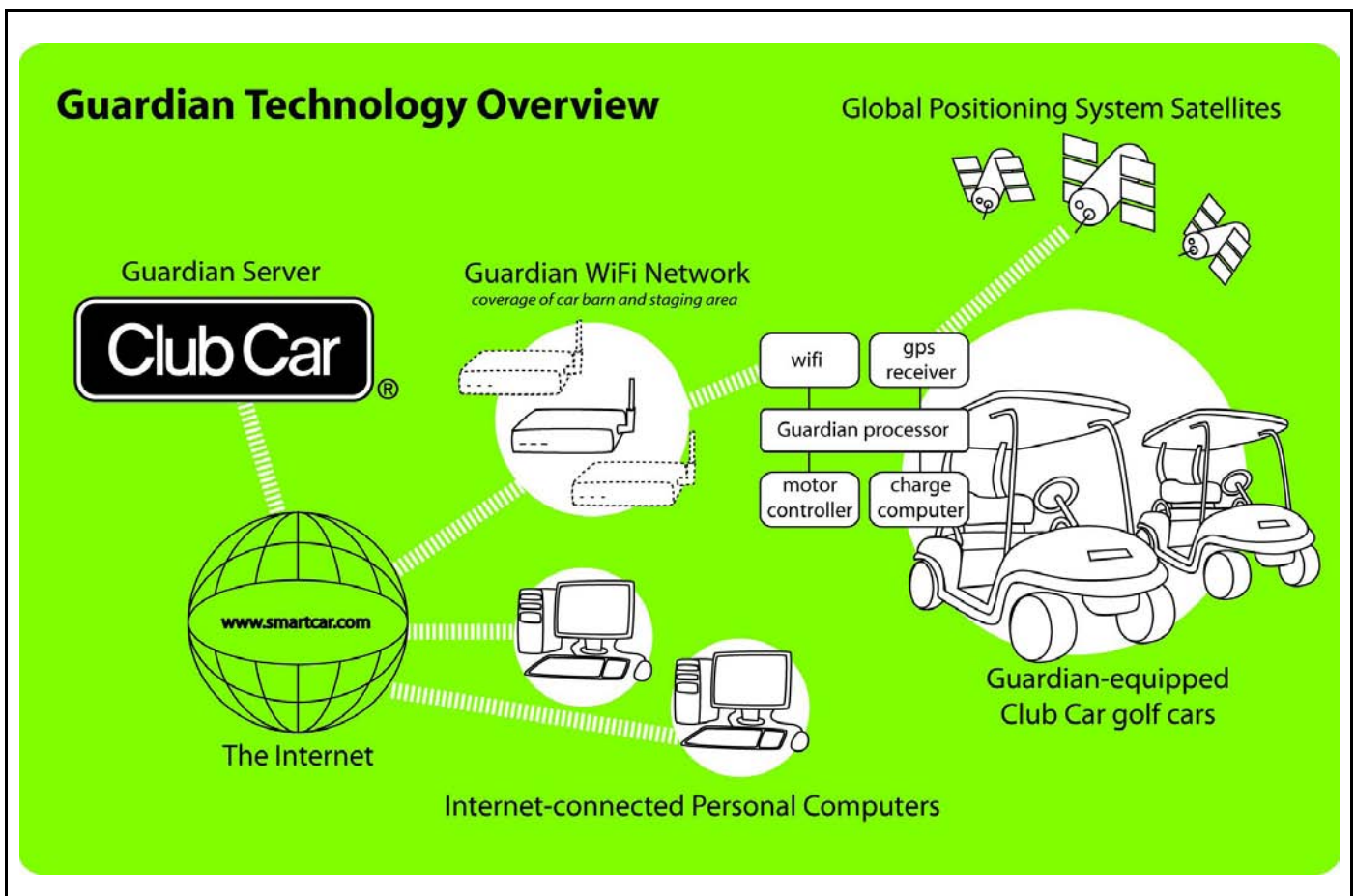
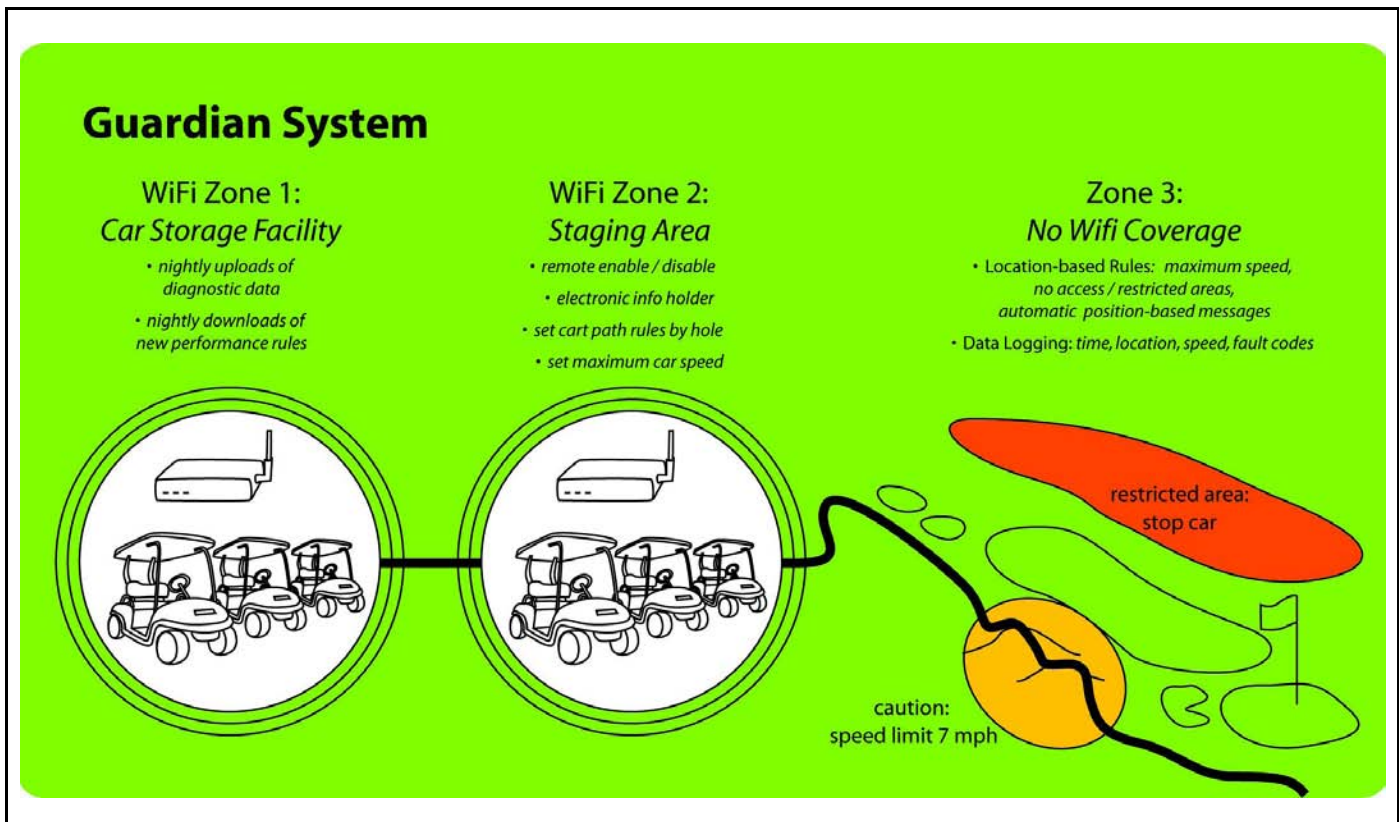


Figure 2-1 Guardian Technology Overview



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Figure 2-2 Guardian System

The Guardian System can be used to set up areas called Action Zones at your site where Guardian device-equipped vehicles will perform in a user-specified manner. Performance rules are downloaded to the vehicle when it is within a WiFi coverage area and will perform according to those location-based rules, so WiFi coverage is only necessary over the Car Storage and Staging areas, not your entire site. (An example performance rule would be a defined, limited vehicle speed of 7 mph (11 kph) when in an Action Zone around steep hills.) See Figure 2–2.

GUARDIAN SVC APPLICATION SYSTEM REQUIREMENTS AND BASIC COMPUTER SETUP

The Guardian SVC Manager is built using the latest in computer software technology. For it to run satisfactorily, you will need a computer with the following minimum specifications:

- PC running Windows XP or Vista
- 2.7 GHz Intel Duo-core processor (or equivalent)
- 2 Gigabytes of RAM
- At least 10 Gigabytes of free space on the Hard Drive

INSTALLING THE GUARDIAN SVC MANAGER

1. To install the Guardian SVC Manager, visit **www.guardian.clubcar.com** and click the “Install” button. This will start download of “setup.exe.”
2. If your browser gives you the option, select “run.” Otherwise, save the file to your My Downloads folder. Then, browse to that folder in Windows Explorer and double-click the file to run it.
3. Follow the on-screen directions to complete the setup of the .NET framework. You will need Administrative privileges on your PC in order to complete the installation and run the software.

After installation, you can run the program by going to Start > Programs > Club Car > Guardian SVC Manager (for Vista, you will click the Windows button instead of “start”).

To run the program from a different PC, access **www.guardian.clubcar.com** and complete the installation from that PC.

GUARDIAN SVC DEVICE INSTALLATION TO VEHICLE

To install the Guardian SVC device to the vehicle, refer to the Installation Instructions (CCI 103501601) included with the Guardian SVC Device Kit (CCI 103520801).

EXPLANATION OF GUARDIAN SVC MANAGER FEATURES

The Guardian SVC System allows for highly effective management of your vehicle fleet. Below are several Guardian SVC System features:

DISCOURAGING DRIVERS FROM ENTERING RESTRICTED AREAS

You can define areas on your property where cars will take special actions, such as reducing their maximum speed, or even temporarily stopping the vehicle. These areas are called “Action Zones.” By setting up Action Zones around restricted areas at your facility, you can discourage people from driving cars into those areas.

IMPROVING DRIVING SAFETY IN POTENTIALLY HAZARDOUS AREAS

You can also use Action Zones to limit a golf car’s maximum speed in areas with high traffic (such as around a clubhouse), at sharp turns, or in hilly areas.

DETECTING FAULTS AND REVIEWING THE HEALTH OF YOUR CAR FLEET

Guardian will keep you informed as to the status of your fleet. If a critical fault is detected, the system will alert you, so that you can take steps to repair the vehicle.

REVIEWING CAR DRIVING HISTORY

Guardian will reveal the driving habits of patrons at your facility. You can know where people are taking shortcuts off the intended path, or even where people have driven into restricted areas.

STAGING VEHICLES FOR USE

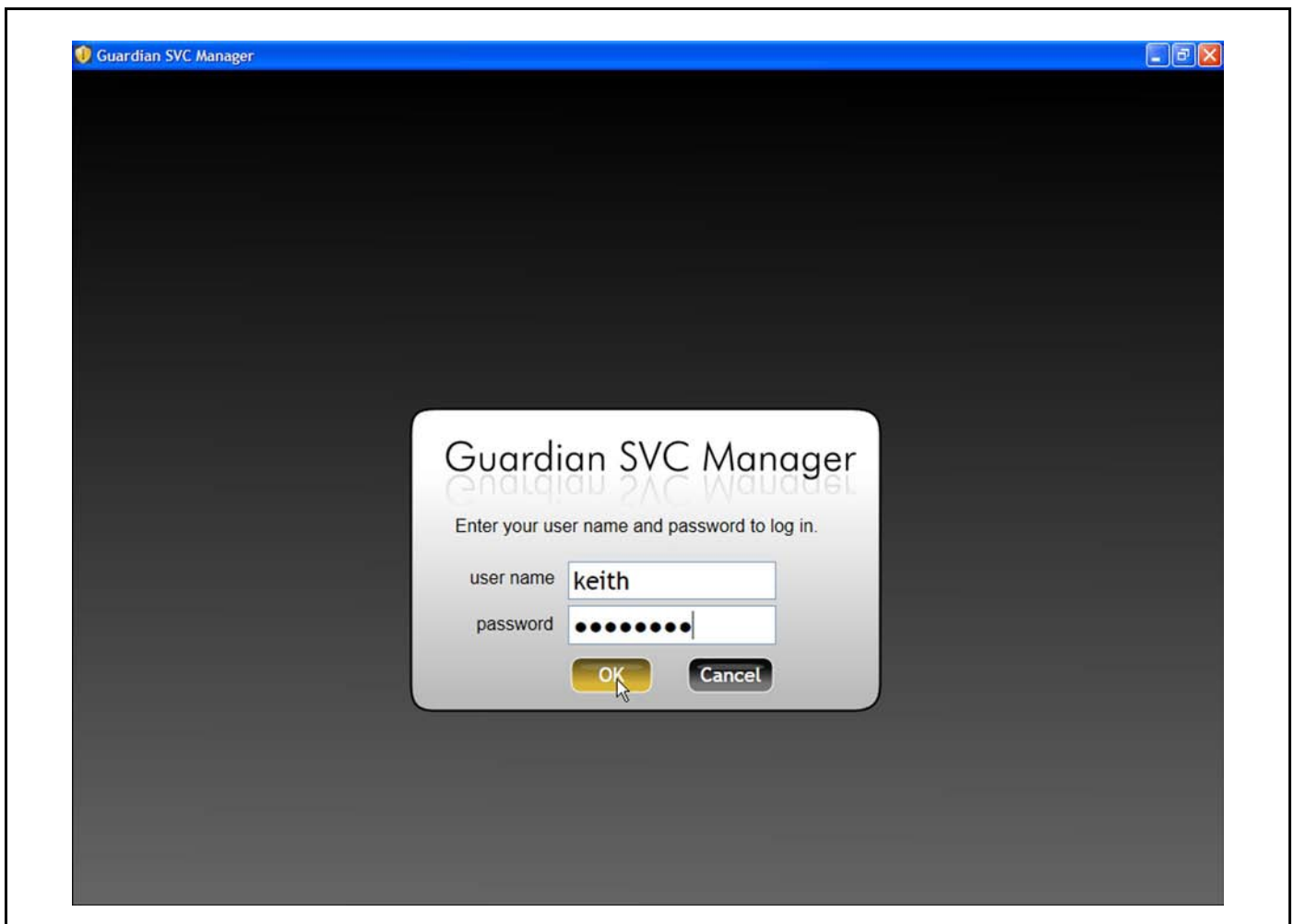
You no longer have to worry about someone taking a vehicle who has not been authorized to do so. When a vehicle is pulled from the car storage facility and staged, it will be disabled until you use the Guardian SVC System to enable that car for use. The system allows for vehicles to be moved briefly for a short distance should adjustment of staged vehicles become necessary.

VEHICLE LOCK DOWN

Guardian also helps you improve the security of your fleet with Lockdown Mode. Under this mode, golf cars cannot be driven until you use the Guardian System to re-enable them.

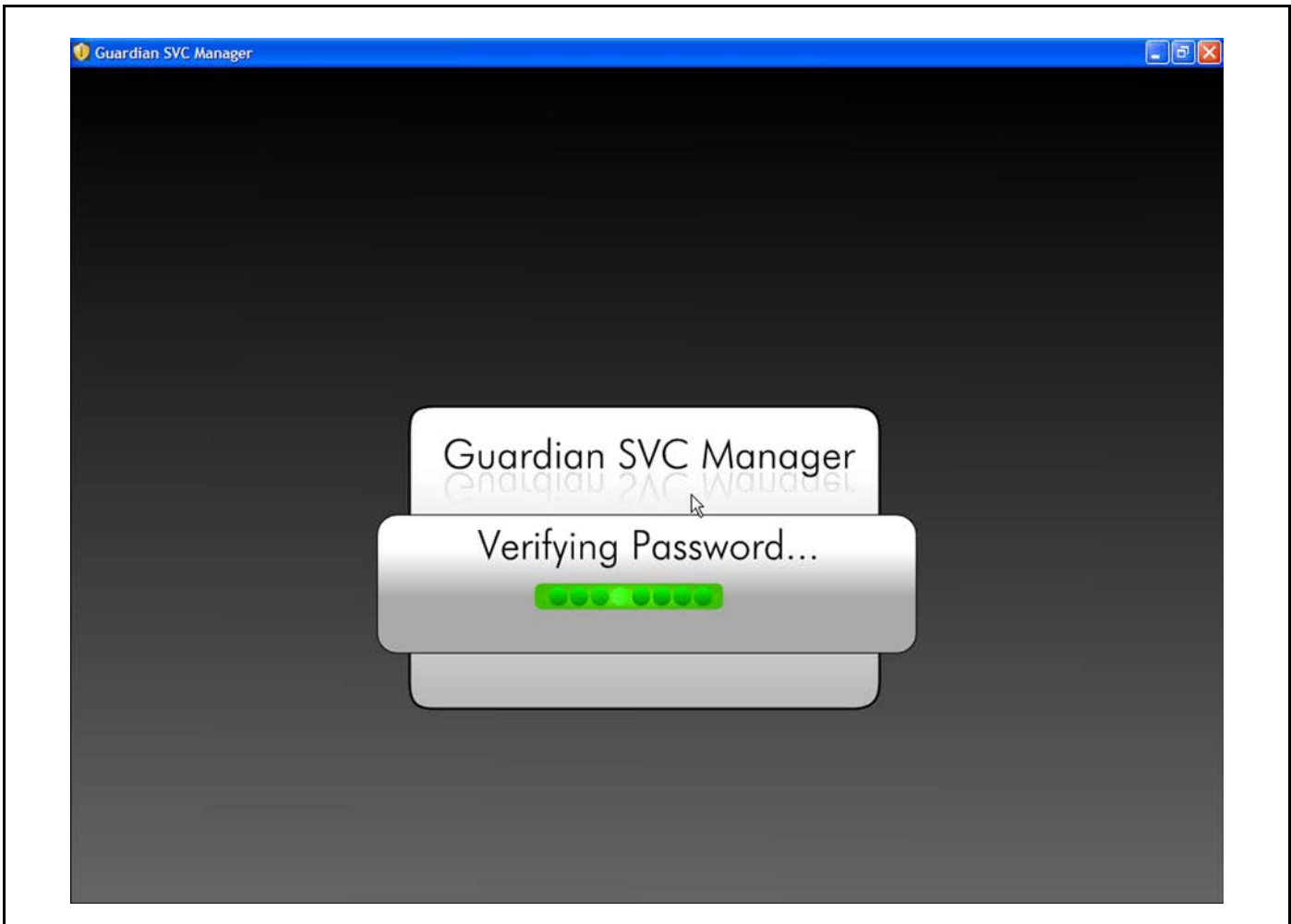
LOGGING IN TO GUARDIAN SVC MANAGER

1. To launch the program, select the Guardian SVC Manager at Start>Programs>Club Car>Guardian SVC.
After the Guardian SVC Manager is launched, enter your username and password. The master user (usually the owner or general manager) for your site's account should have defined this information for you using the Guardian SVC Online website.
2. Click in the username field, and type your username, then click in the password field and type your password. The Guardian SVC Manager will then contact the Guardian Server. There are several possible outcomes:



1209

Figure 6-1 Login Screen



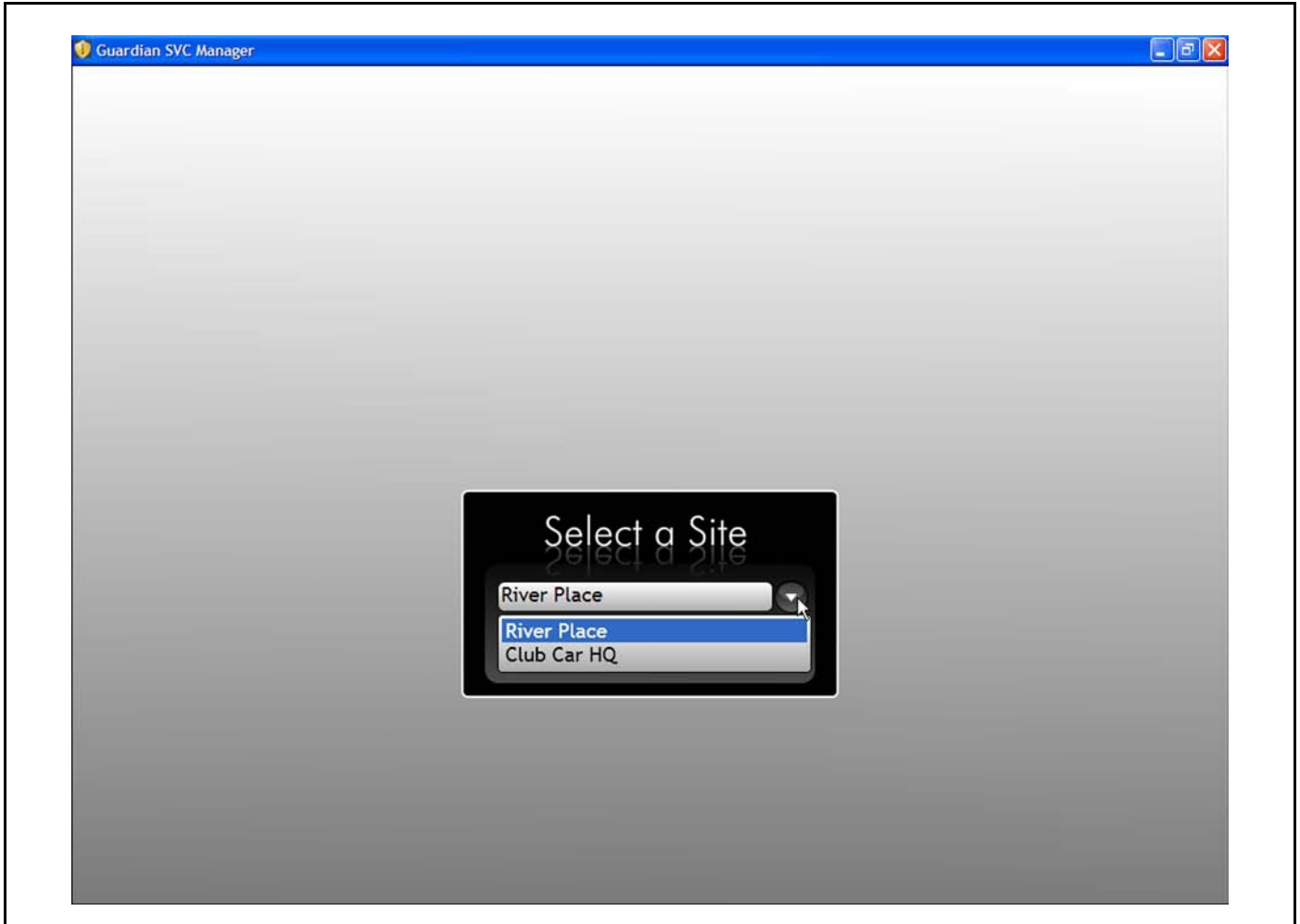
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Figure 6-2 Password Verification

- If the Guardian SVC Manager is able to confirm your username and password, it will go to the site selection screen (if your username has access to multiple sites) or directly to the main screen.
- If the Guardian SVC Manager cannot contact the server (for example, if the Internet connection is down), it will notify you that it could not contact the server.
- If the Guardian SVC Manager contacts the server, but is unable to verify your login information, you will see the notice "user name or password incorrect." You can re-enter your username and password at that point. If you continue to see the error message, please check with your account's master user to verify or obtain a username and password.

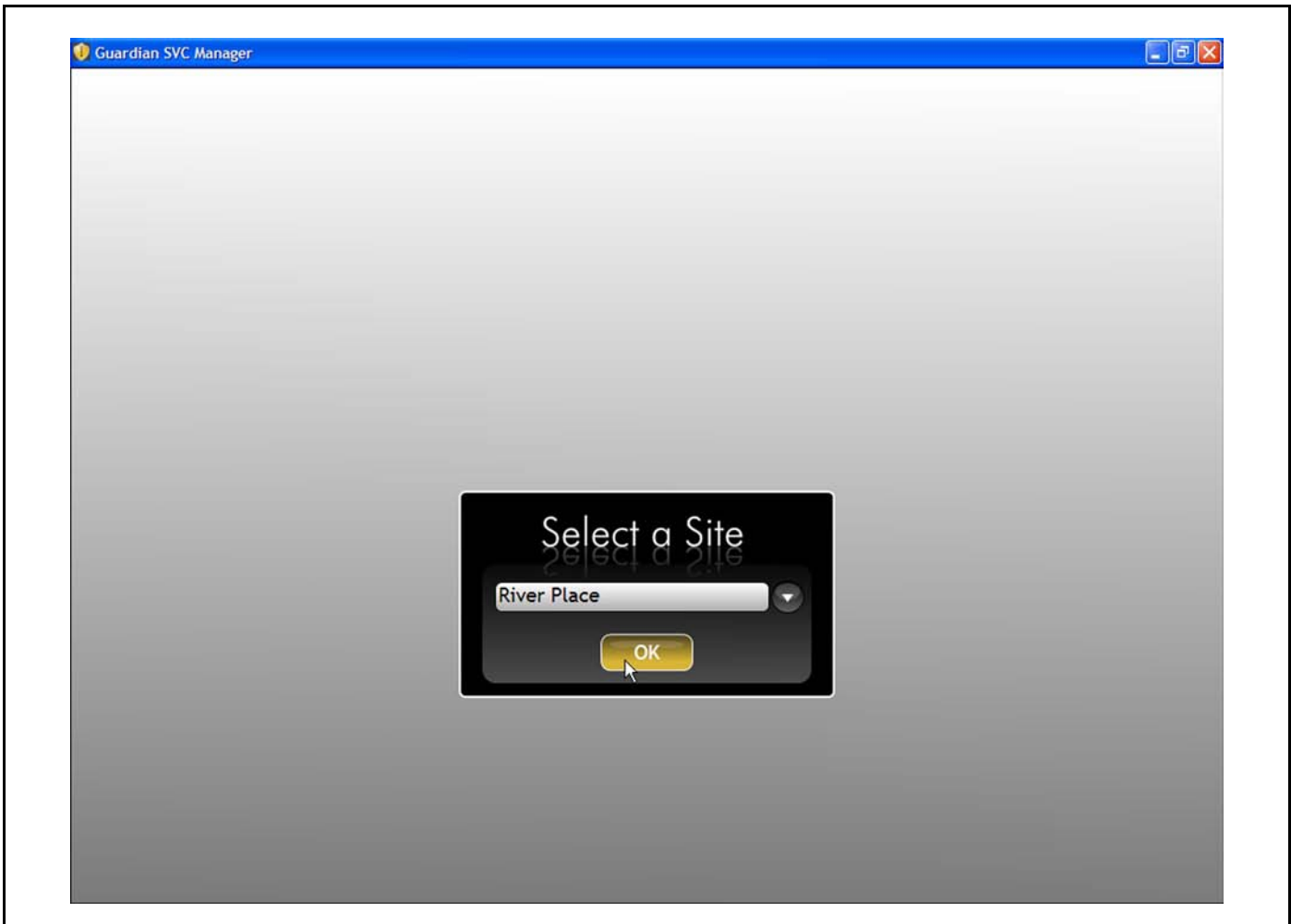
SELECTING A SITE

After the Guardian SVC Manager verifies your username and password, if your account has privileges to access multiple sites, you will see a dialog box asking you to select the site you wish to manage.



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Figure 7-1 Selecting a Site



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Figure 7-2 Select a Site Dropdown

1. Select the site you wish to manage from the dropdown menu and press OK.

You can choose a different site at any time after logging in by pressing the "Select Site" button in the upper right-hand corner of the screen. This button will not be visible if your account is not set up to manage multiple sites.

MANAGING YOUR SITE WITH THE GUARDIAN SVC MANAGER

The Guardian SVC Manager has four views to help you manage your course:

- Car Status and Lockdown
- Action Zones and Car History
- Diagnostics
- Help

Clicking one of the four round buttons across the top of the screen allows you to access any one of these views. The button corresponding to the view you currently have selected will be green and the other three will be gray.

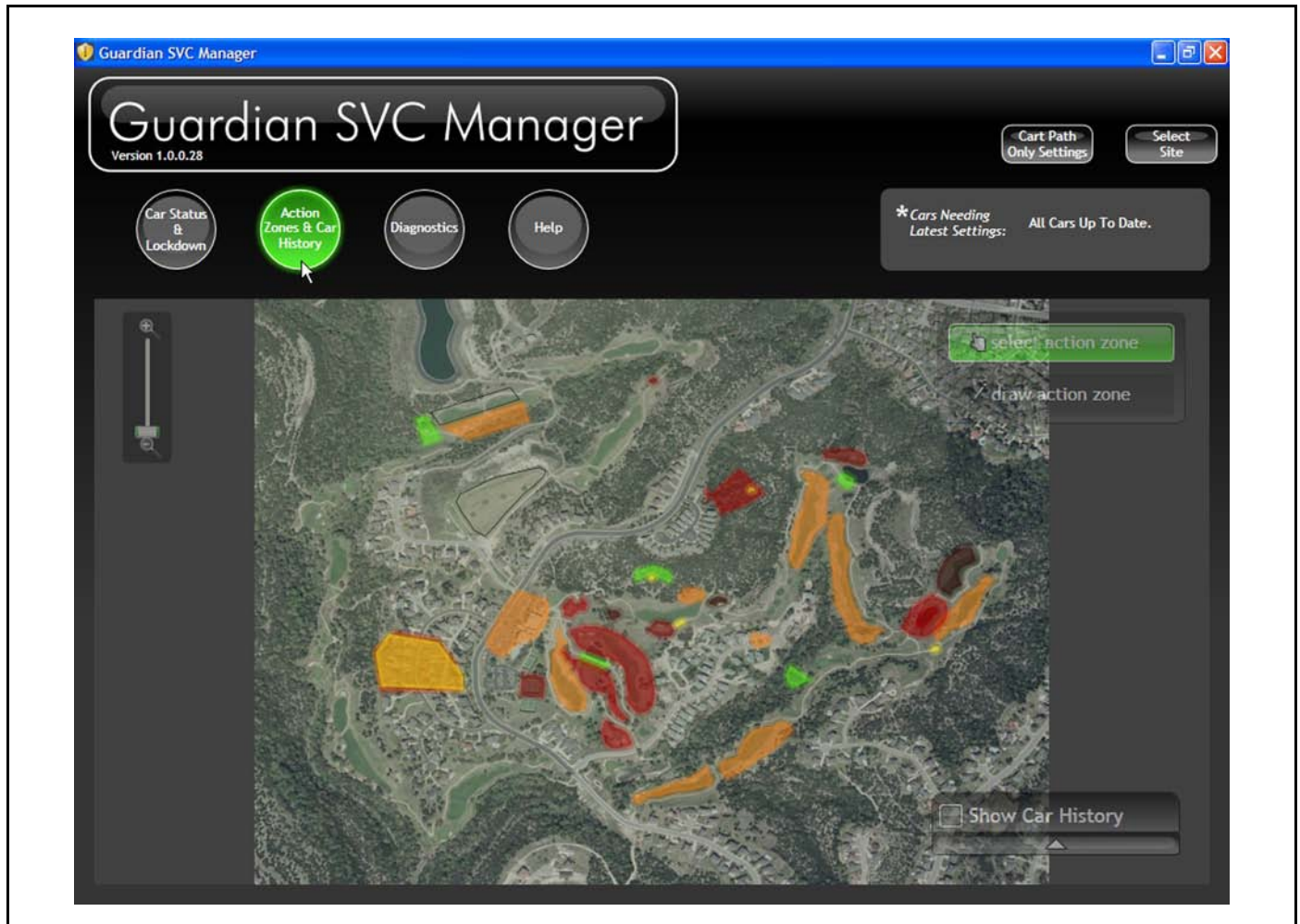
By default, the Guardian SVC Manager will launch with the Car Status and Lockdown view.



Figure 8-1 Car Status and Lockdown View

ACTION ZONES AND CAR HISTORY VIEW

The Action Zones and Car History view displays a map of your site. You can set up Action Zones, view the Action Zones you have created, and view a record of where your site's cars have traveled.



1214

Figure 9-1 Action Zones & Car History View

WHAT ARE ACTION ZONES?

An Action Zone is a region of your site that can be defined using the Guardian SVC software. If a car with a Guardian device travels into an Action Zone, the Guardian device will take the action you have chosen for it to take.

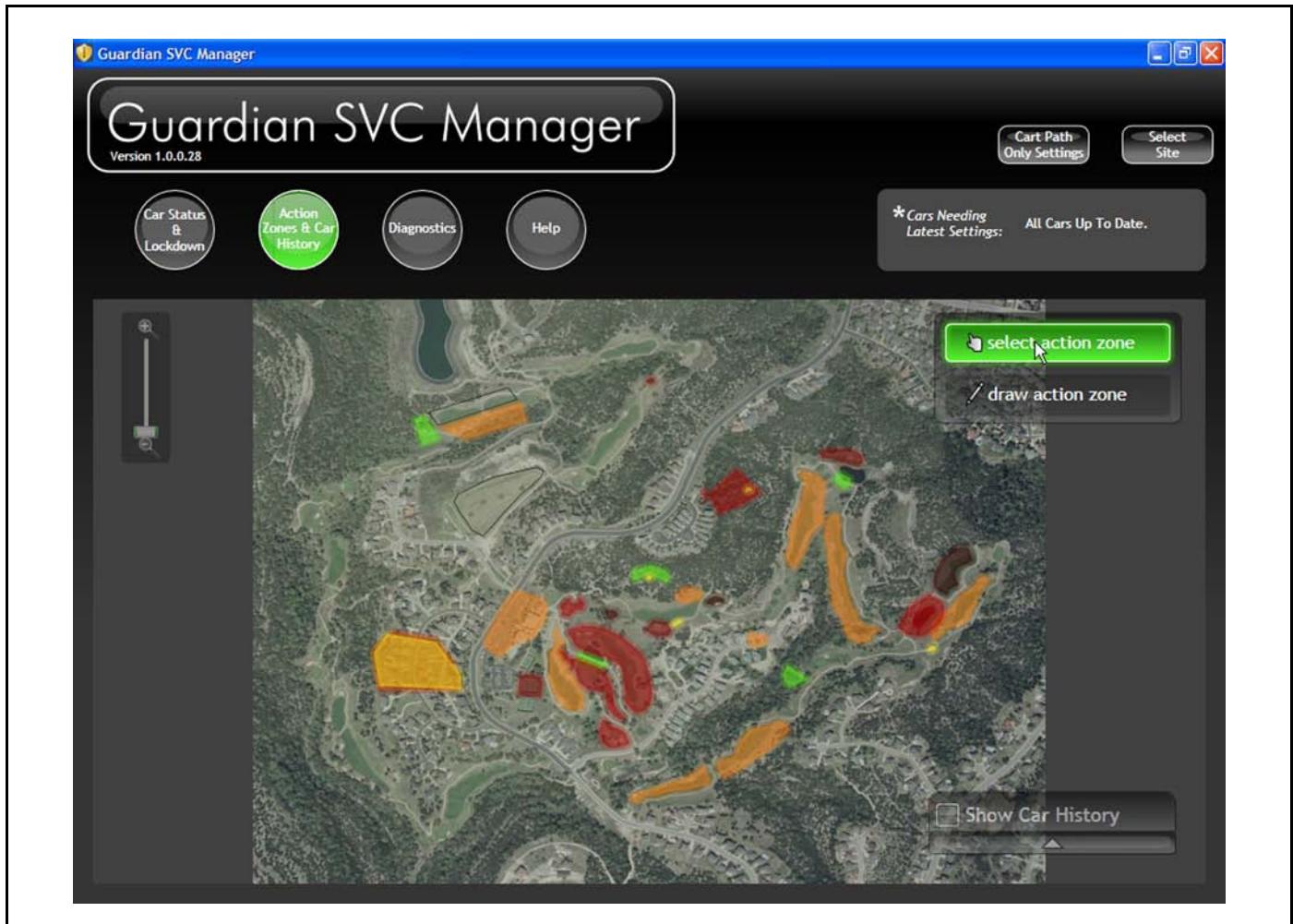
For example, this action might be to lower the golf car's maximum speed, stop it completely, or simply to display a message on the screen. When the car leaves the Action Zone, the Guardian device will restore the car's default behavior until it enters the next Action Zone.

Note that an assigned action occurs after the car has entered the Action Zone. If, therefore areas exist in which you do not want someone to drive, the boundaries of your Action Zone will need to be larger, to give the Guardian device an opportunity to take the action.

PANNING THE MAP

1. To pan the map click on the “Select Action Zone” button.
2. Click on the map, hold the mouse button down, and move the mouse (click-and-drag). The map will move along with the grabber hand movement.

If you accidentally pan too far, past the boundaries of your map into the gray border area, the Guardian SVC Manager will move the map back onto the screen automatically.



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Figure 9-2 Selecting Action Zone button



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Figure 9-3 Panning the Map (1)



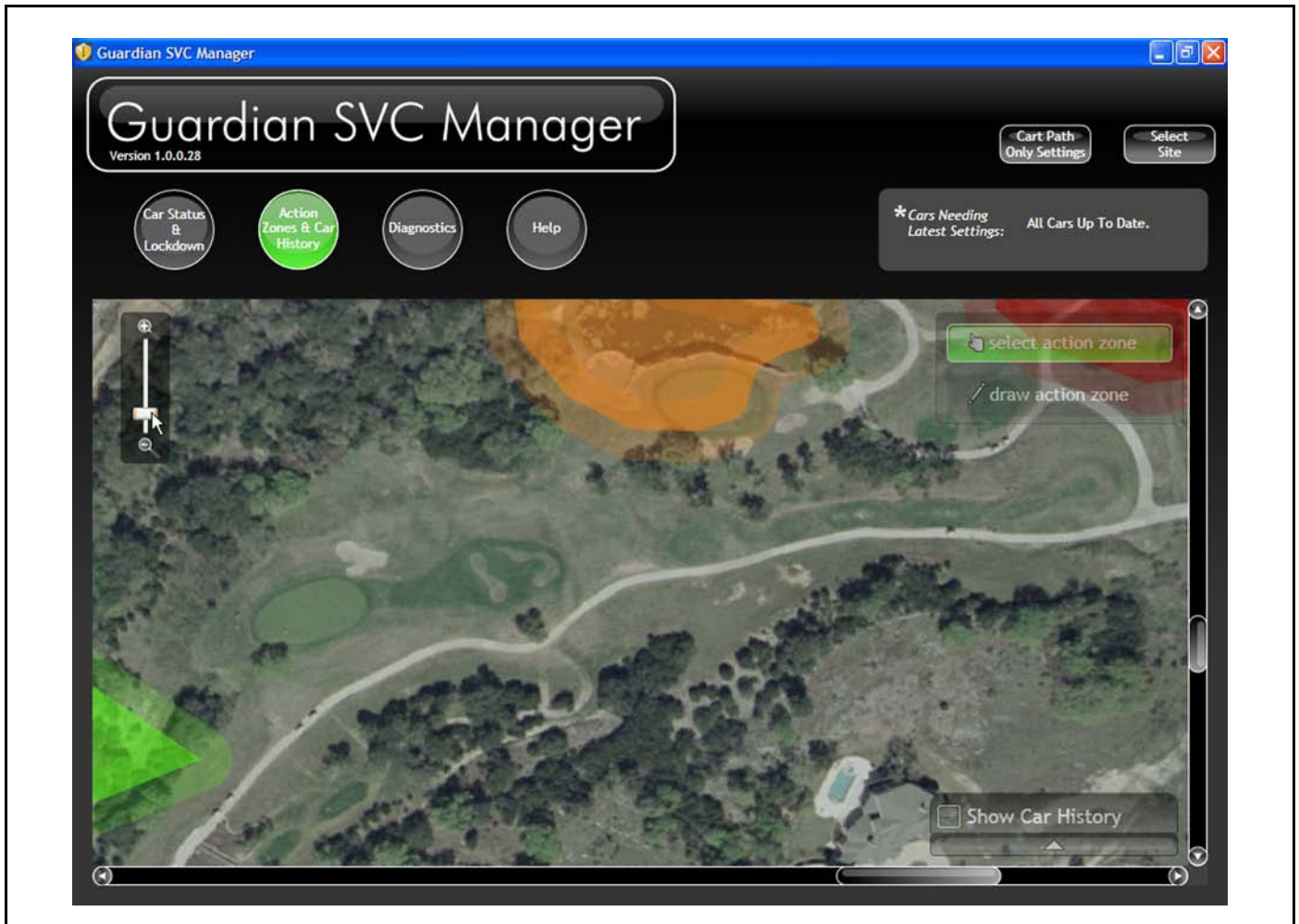
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Figure 9-4 Panning the Map (2)

ZOOMING THE MAP

There are three ways to zoom in or out:

1. You can click on the + or – magnifying glass icon on the zoom slider to zoom in a level at a time, or click-and-drag the zoom slider up and down to zoom in and out quickly.
2. You can use the scroll wheel of your mouse (if your mouse is equipped with one) to zoom in and out quickly.
3. You can double-click any point on the map to center the map on that spot and zoom in.

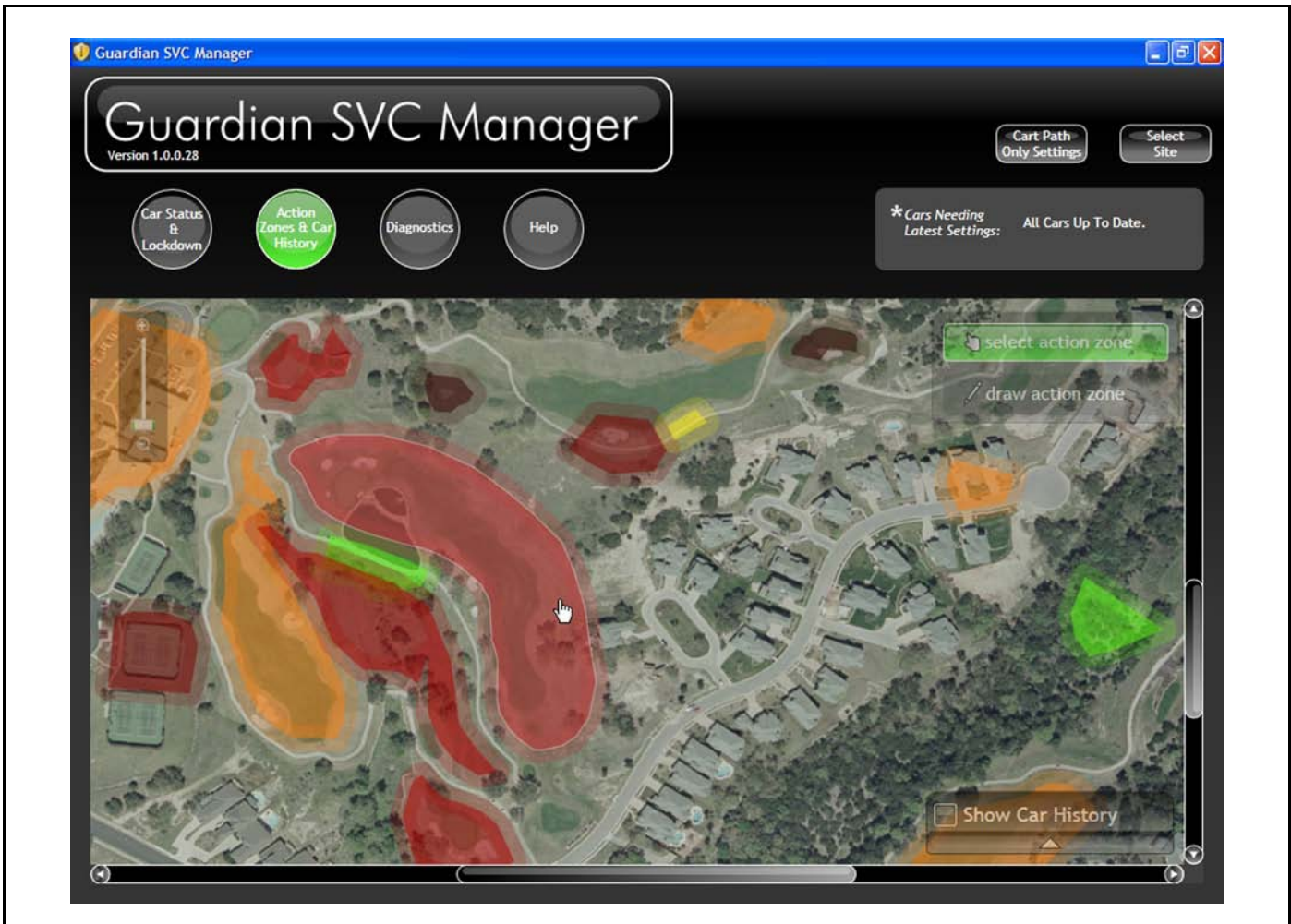


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Figure 9-5 Zooming In

SELECTING AN ACTION ZONE

1. Click on the "Select Action Zone" button.
2. Click on an Action Zone. The Action Zone Properties dialog box should appear to allow you to configure the selected Action Zone. See Section 10 — Action Zone Properties to assign or revise properties for an Action Zone.



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Figure 9-6 Selecting an Action Zone (1)

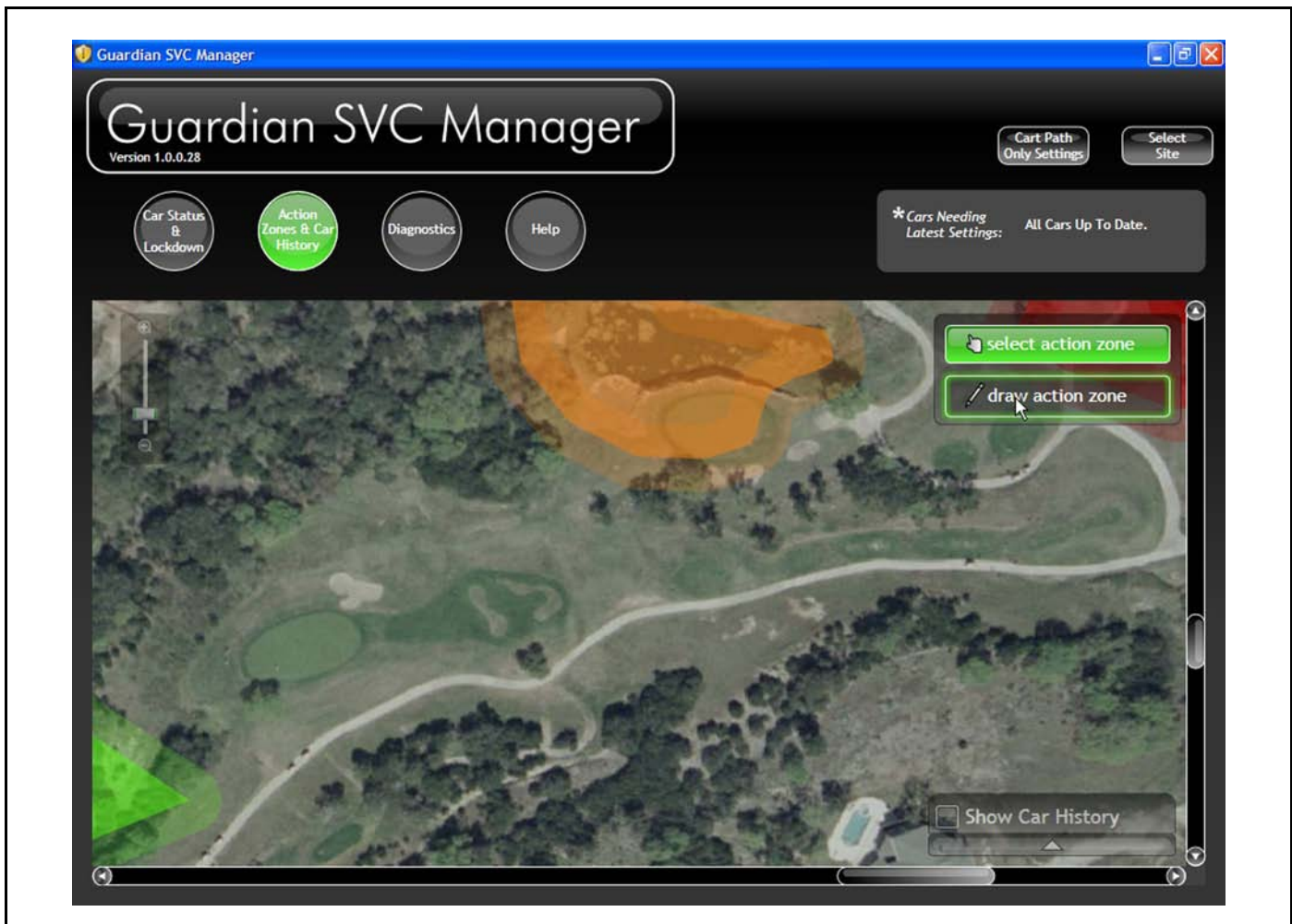


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Figure 9-7 Selecting an Action Zone (2)

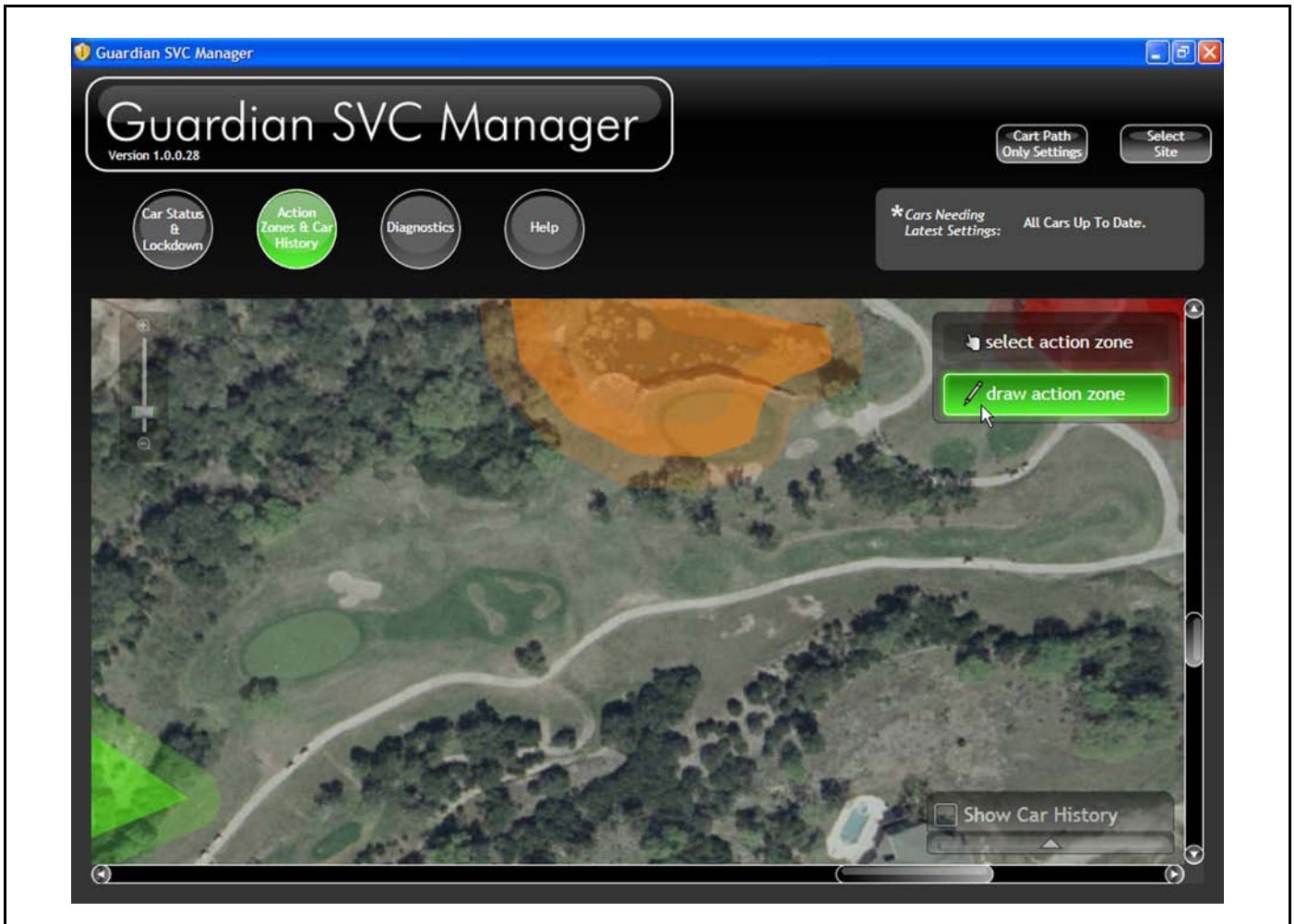
DRAWING AN ACTION ZONE

1. Select the "Draw Action Zone" button.
2. Click once to draw the first point. Release the mouse button, and move the cursor to where you want the next point. Click again to define the next point. Continue clicking to place points for the boundaries of your Action Zone.
3. When you have finished drawing the Action Zone, a circle will appear at the tip of the drawing pen. This circle helps you to include a buffer when you are drawing an action zone. Don't allow the circle to overlap areas where you do not want an action to be taken. See Buzzer Zones Around Action Zones on page 10–7.



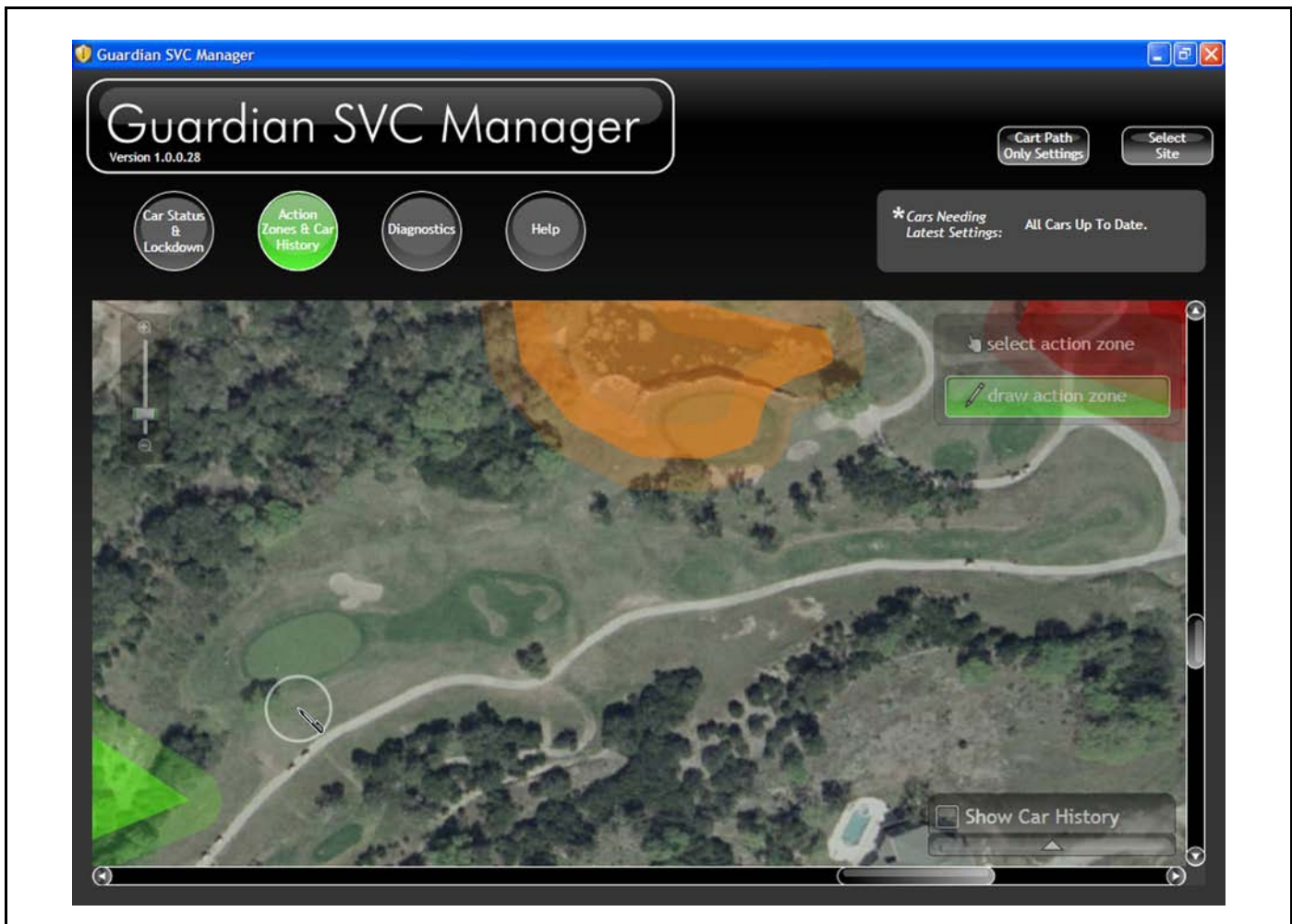
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Figure 9-8 Drawing an Action Zone (1)



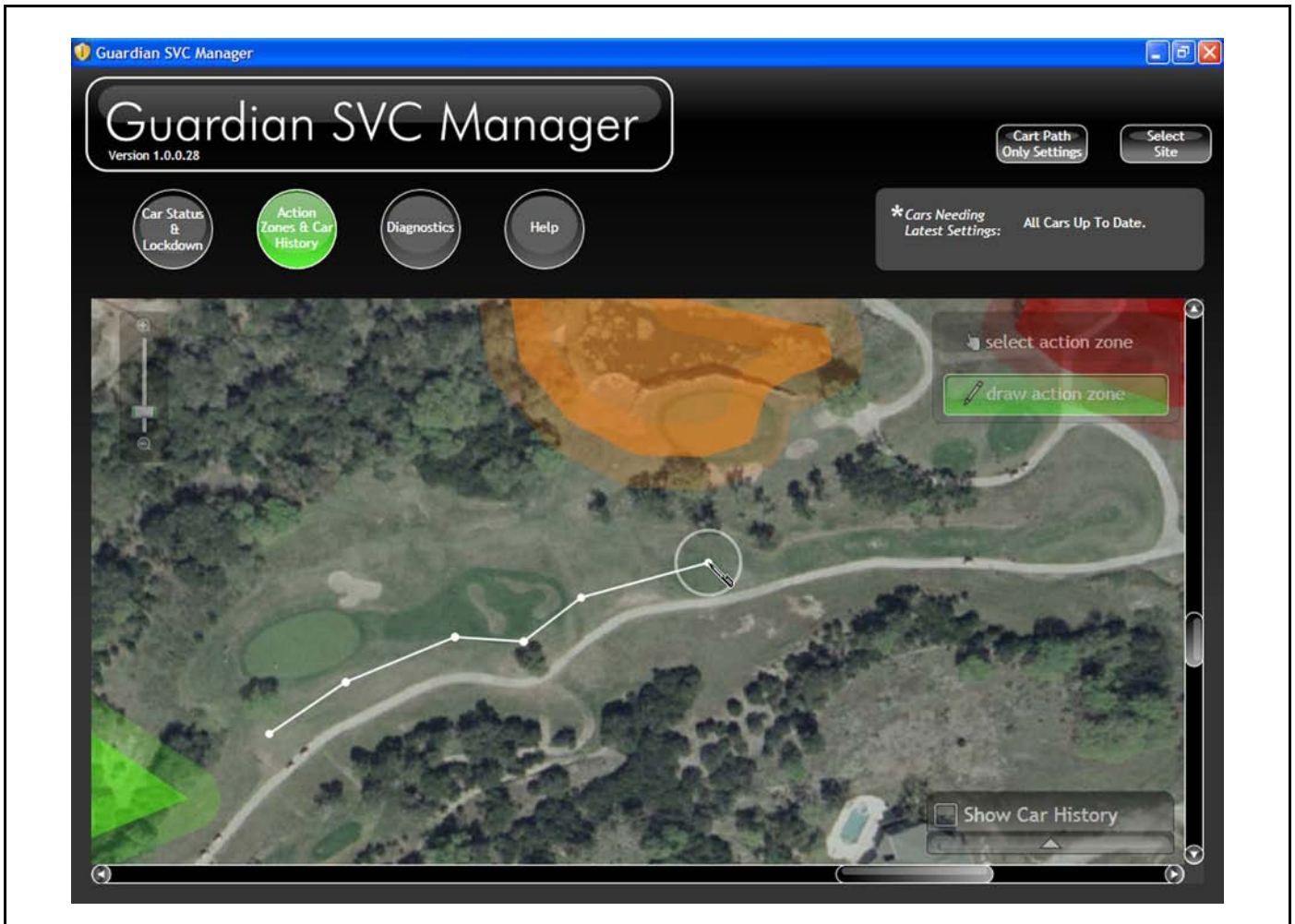
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Figure 9-9 Drawing an Action Zone (2)



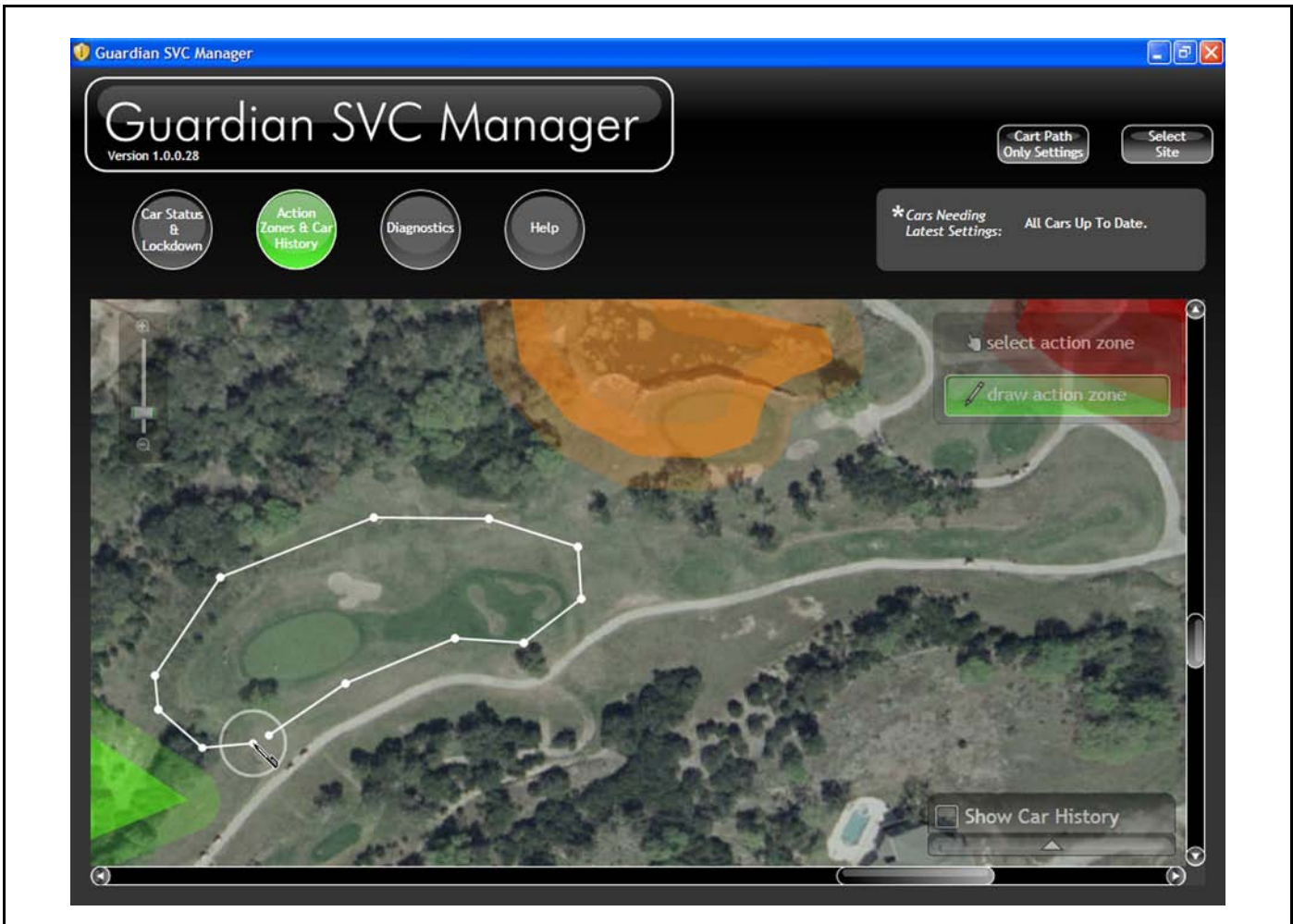
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Figure 9-10 Drawing an Action Zone (3)



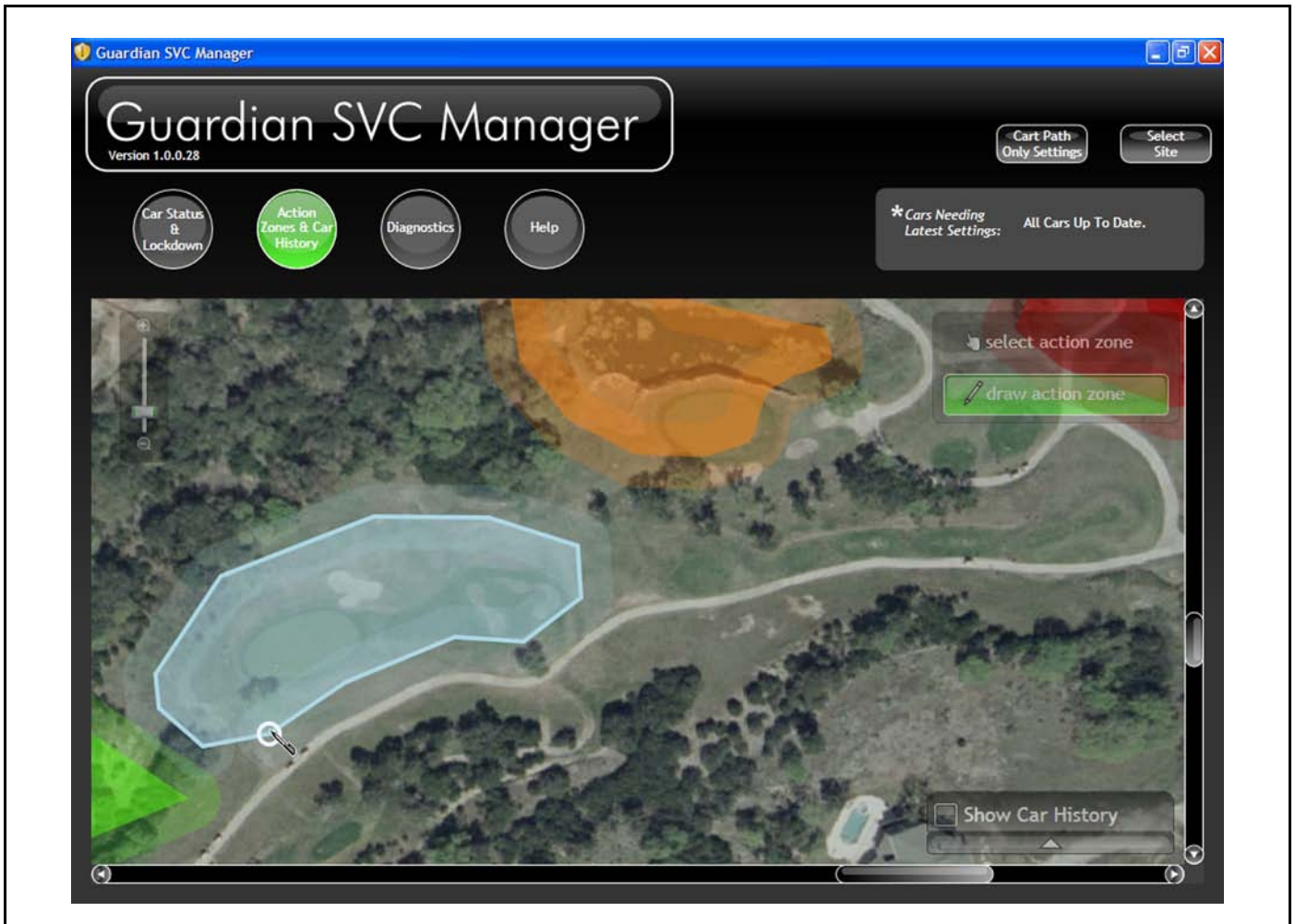
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Figure 9-11 Drawing an Action Zone (4)



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Figure 9-12 Drawing an Action Zone (5)



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Figure 9-13 Drawing an Action Zone (6)

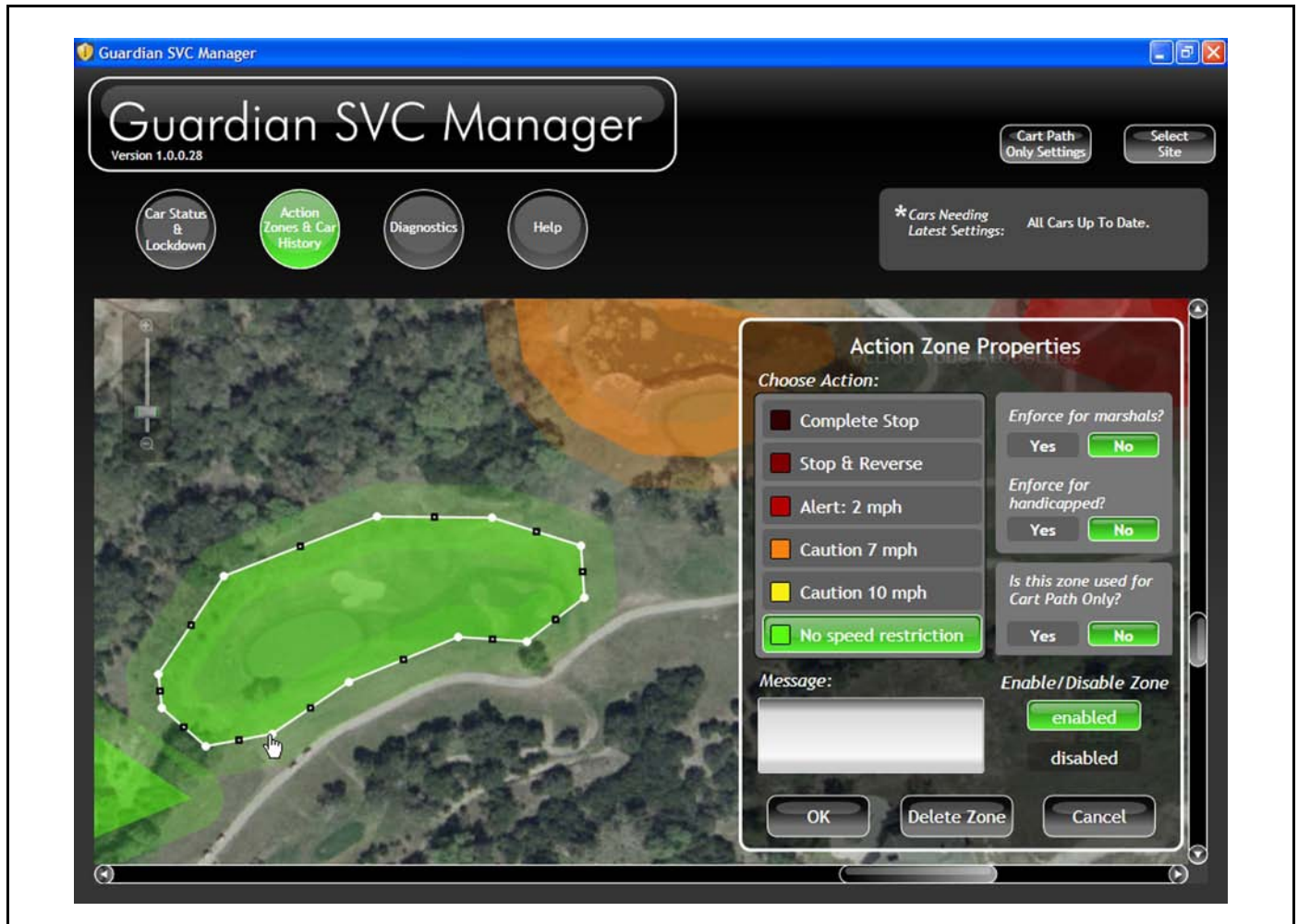


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Figure 9-14 Action Zone 10-Yard Buffer

ACTION ZONE PROPERTIES

When you have finished drawing an Action Zone, the Action Zone Properties window appears.



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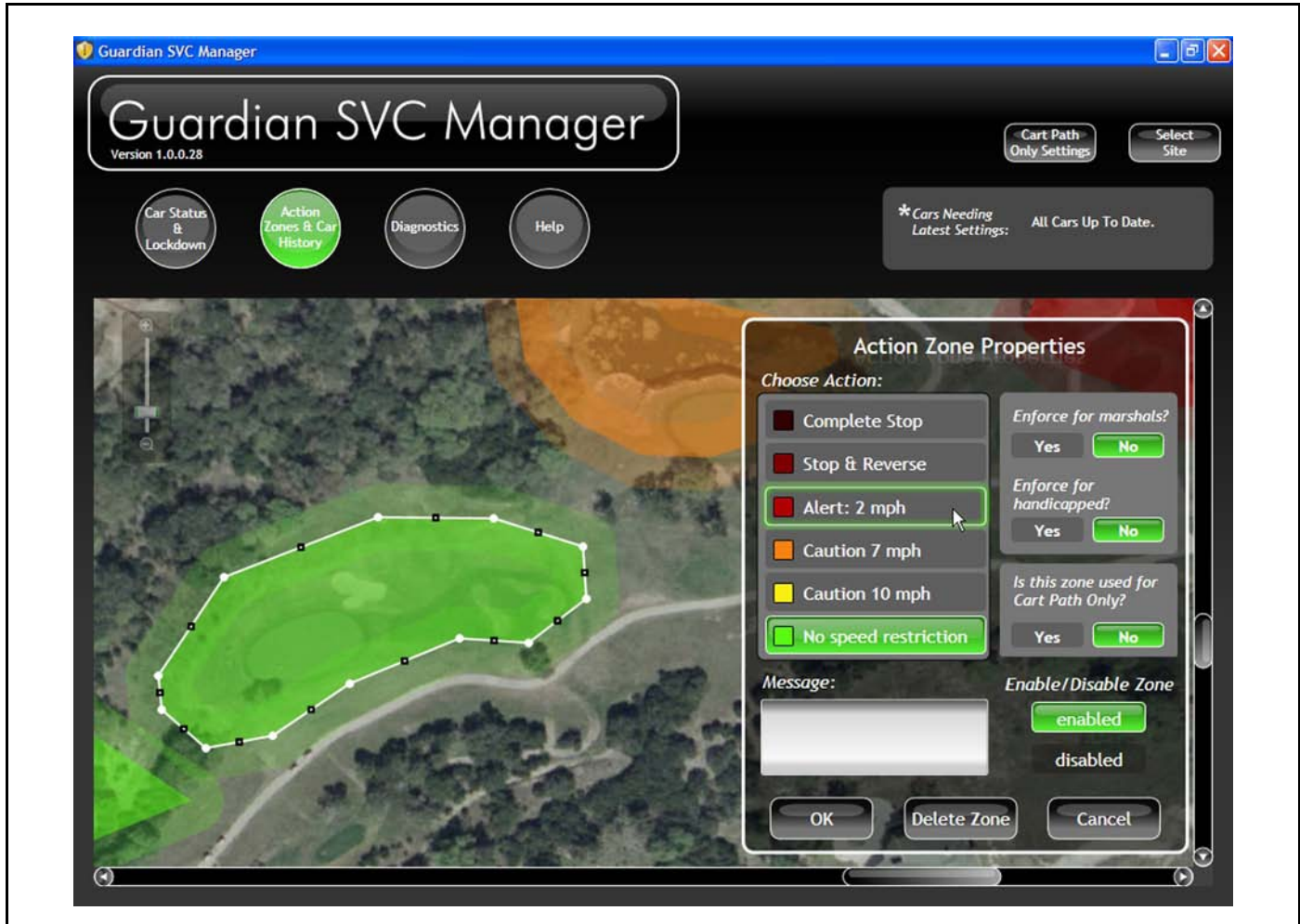
Figure 10-1 Action Zone Properties

This window allows you to select the following options for your Action Zone:

- The action a vehicle should take if it enters the zone;
- What message (if any) will be displayed;
- Whether or not the Action Zone properties will apply to vehicles that have been defined for use by a marshal or by a handicapped person;
- Whether or not the zone is designated Cart Path Only, and if so, to which hole it applies.

CHOOSING AN ACTION FOR AN ACTION ZONE

You can choose the action you want a vehicle to take in each Action Zone by clicking on an item in the “Choose Action” list.



1229

Figure 10-2 Choosing an Action (1)



1230

Figure 10-3 Action Zone & Car History – Choose Action Zone Action 2

The actions range in severity from “Message Only” to “Complete Stop.” Be sure to carefully consider the consequences of the action you choose. For example, the Complete Stop action would strand the driver and disable the car until it is reset by the IQDM controller or towed or pushed out of the Action Zone. You would typically use this type of zone as a last-ditch theft deterrent, but you would not want to disable the car of a golfer who took a wrong turn by mistake, and certainly you would not want to strand the car in a dangerous location (such as an intersection).

Similarly, you would not want to set up a Stop & Reverse Action Zone in the middle of a street, or in an area where driving backwards could be dangerous (such as an area with a narrow path next to a pond or a steep drop-off).

We recommend that you use the Complete Stop and Stop & Reverse actions sparingly. The Alert: 2 mph action limits the car’s maximum speed to 2 mph; this would be perceived by a driver as very slow, and should serve as a sufficient deterrent in all but the most extreme cases.

THE COLOR OF ACTION ZONES

The color of the Action Zone on the map corresponds to the action you have selected for the Action Zone. For example, a “Caution 10 mph” Action Zone would be colored a semi-transparent yellow.

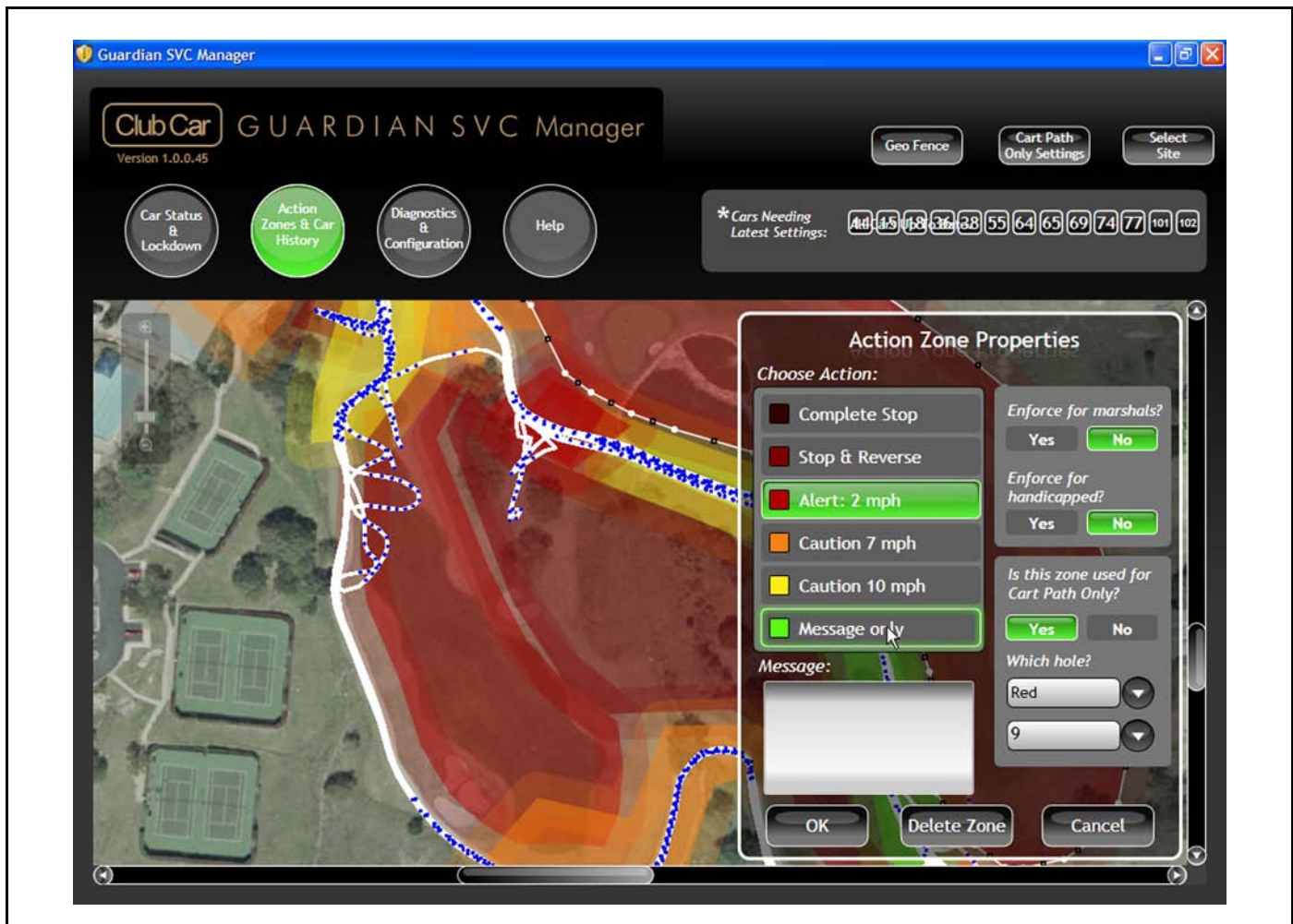
Zones that have been disabled will display on the map as a black outline with no fill.

See Enabling and Disabling Zones Section

AUDIBLE ALERTS FOR ACTION ZONES

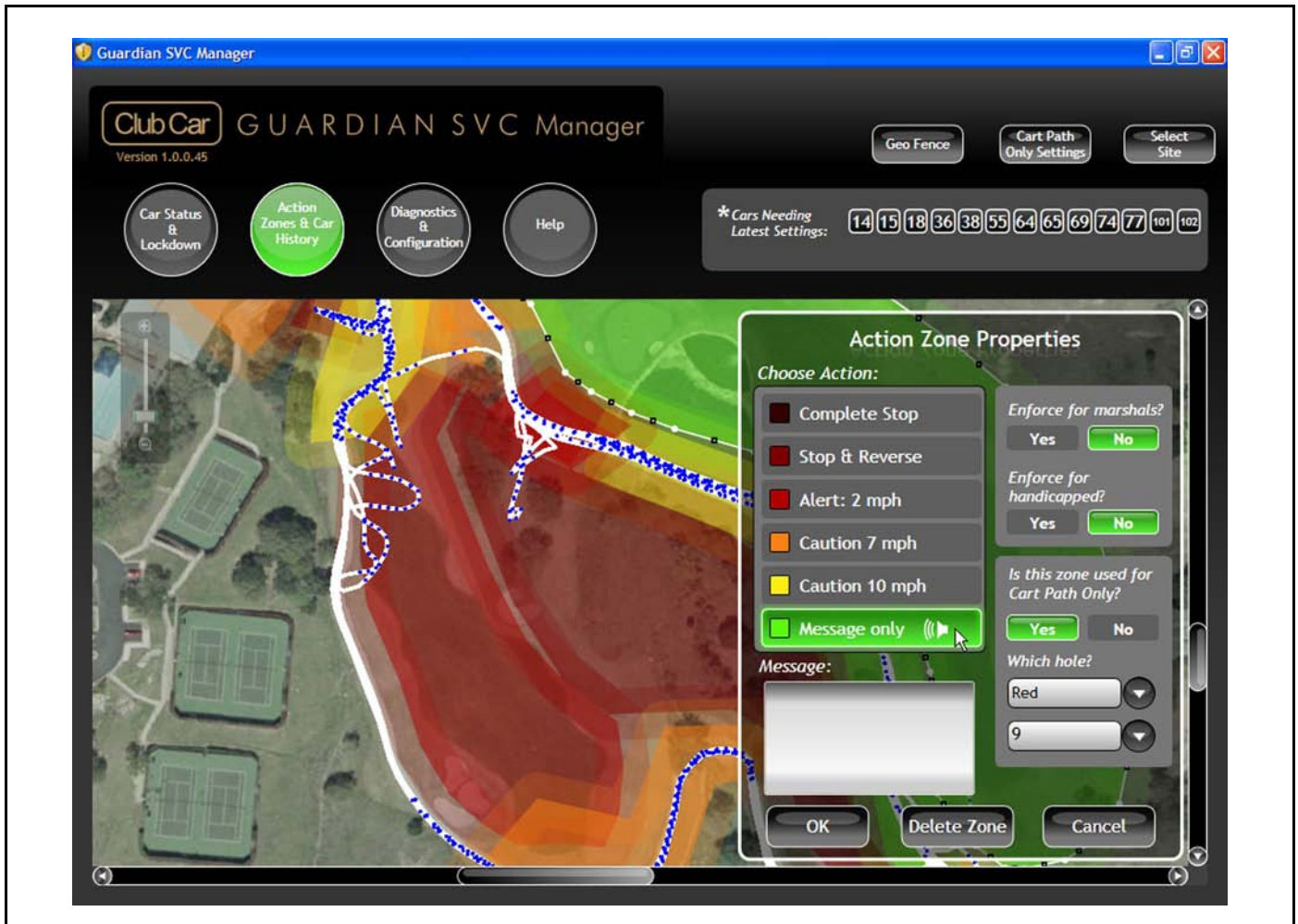
When a vehicle enters an Action Zone, the Guardian system typically will display a message on its screen and play an audible alert (a series of beeps). In Message-only Action Zones, you have the option to turn off the audible alert. For safety reasons, audible alerts are mandatory for other types of Action Zones.

When you select Message-only as the Action, a speaker icon with sound waves appears. This icon indicates that the Guardian device will play an audible alert when it enters the Action Zone. Click on the speaker icon to turn the audible alert off for that particular zone. When audible alerts are turned off, the sound waves disappear from the icon.



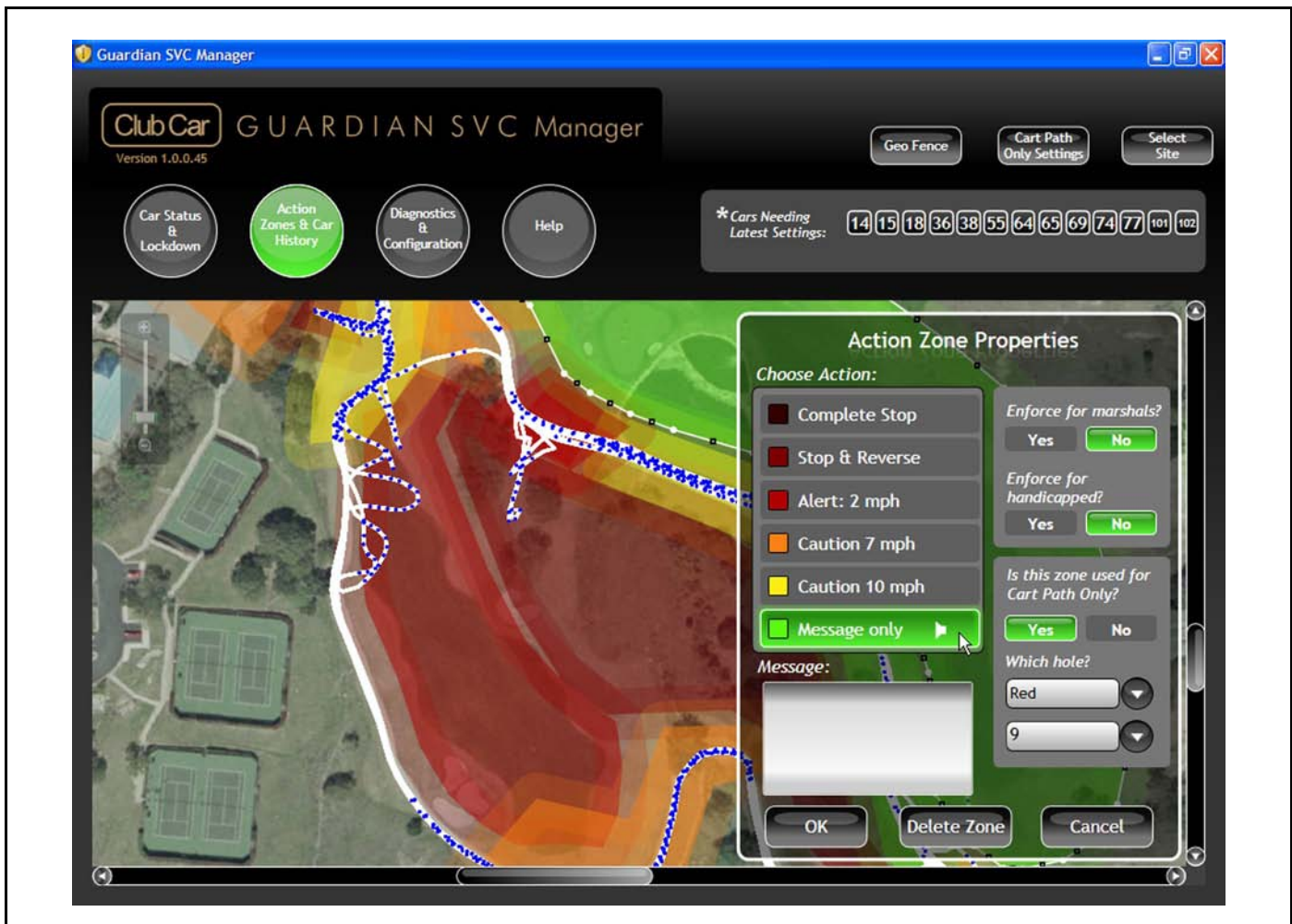
1284

Figure 10-4 Audible Alerts for Action Zones



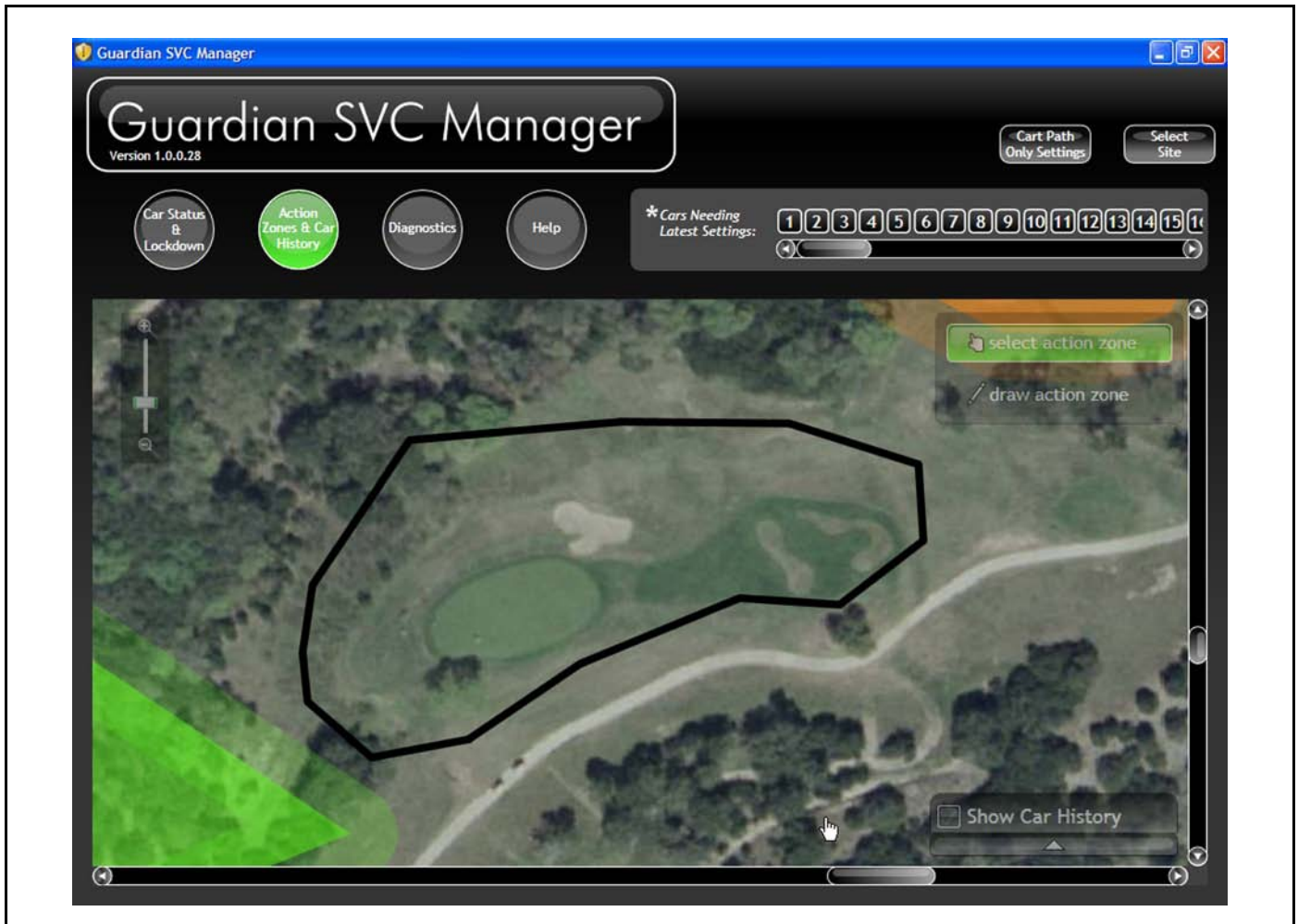
1285

Figure 10-5 Audible Alerts — Sound Turned On



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Figure 10-6 Audible Alerts — Sound Turned Off



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Figure 10-7 Action Zone Disabled

BUFFER ZONE AROUND ACTION ZONES

In open spaces, GPS locations are normally accurate to within approximately three yards. Occasionally, GPS may have an error of ten or more yards, particularly in areas with dense tree cover or tall buildings. Due to the nature of GPS, it is possible that a Guardian device that is close to an Action Zone, but not in it, will believe itself to be within the Action Zone and respond accordingly. When you are drawing an action zone, make sure that the circle around the "Draw Action Zone" tool does not overlap with any areas where golfers are allowed to drive.

After you have completed drawing an Action Zone, the Guardian SVC Manager adds a faint outline approximately 10 yards wide outside the outline of each Action Zone. This outline will help remind you to provide a buffer between areas where cars can and cannot be driven on your site. If the faint outline overlaps with a cart path or other area where cars are allowed, adjust the shape of the Action Zone to eliminate the overlap.

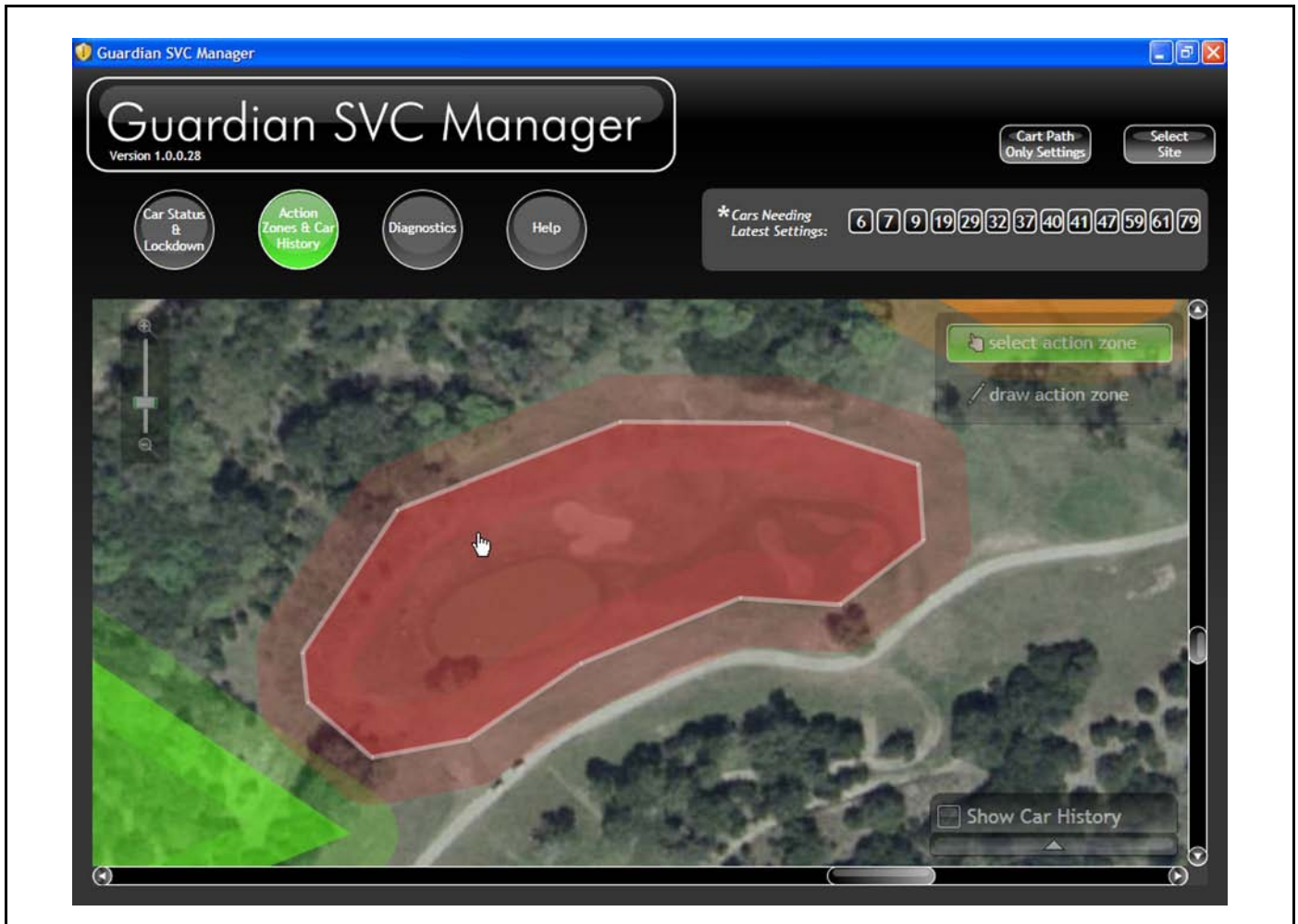


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Figure 10-8 Action Zone & Car History – Action Zone 10 Yard Buffer

ADJUSTING THE SHAPE OF AN ACTION ZONE

1. Click on the Action Zone you want to edit using the Select Action Zone tool. The Action Zone Properties window will appear, and you will see a white outline around the Action Zone with white dots at the corners and black dots between the white dots.
2. To reshape the zone, click and drag one or more of the white or black dots to the location where you want them to be. Note: If you click and drag a black dot, it will become a white dot, and black dots will be added between the new white dot and the other white dots next to it.
3. To remove one of the white dots, drag it onto another white dot, and release the mouse button.



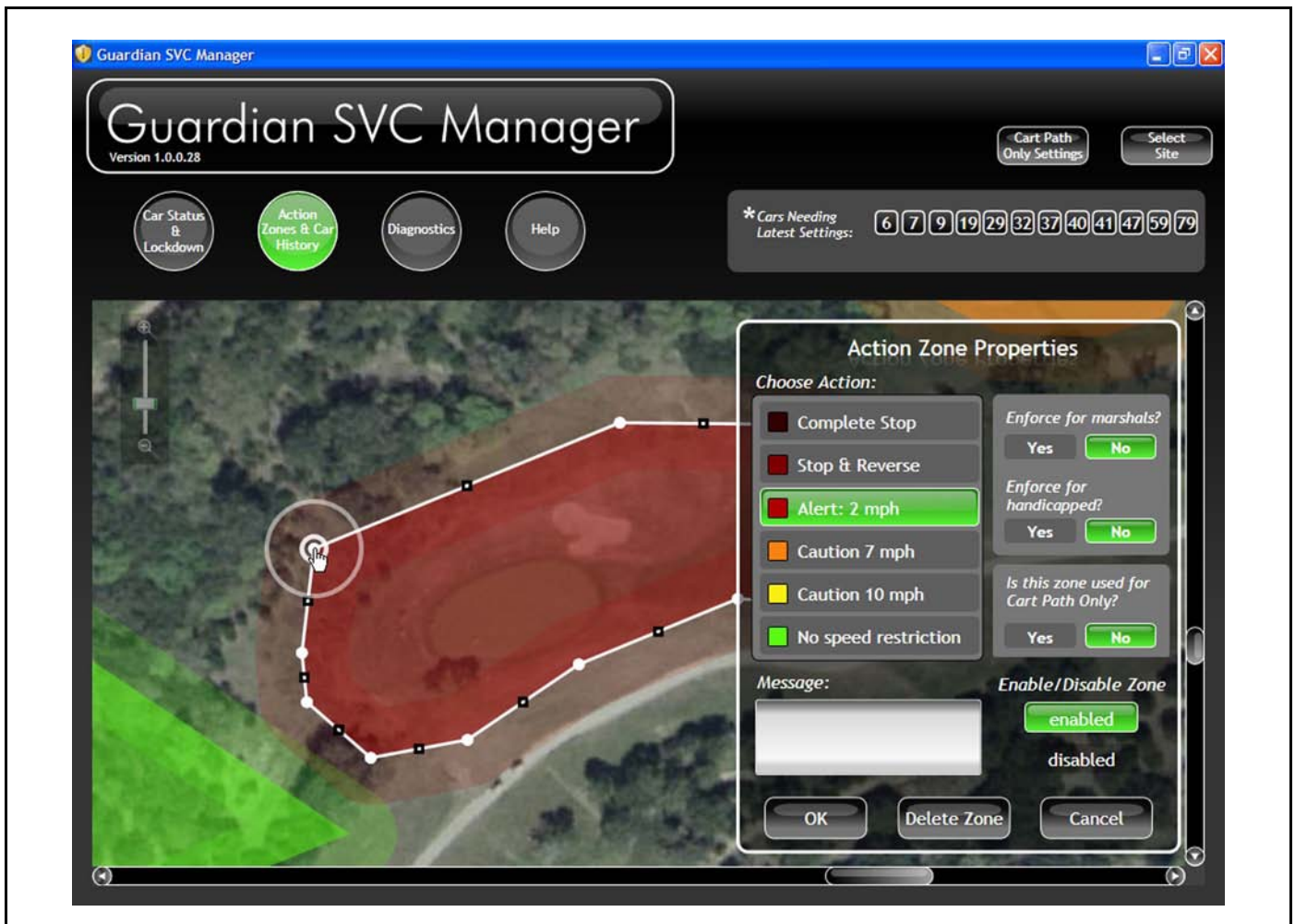
1286

Figure 10-9 Adjusting an Action Zone — Select the Zone



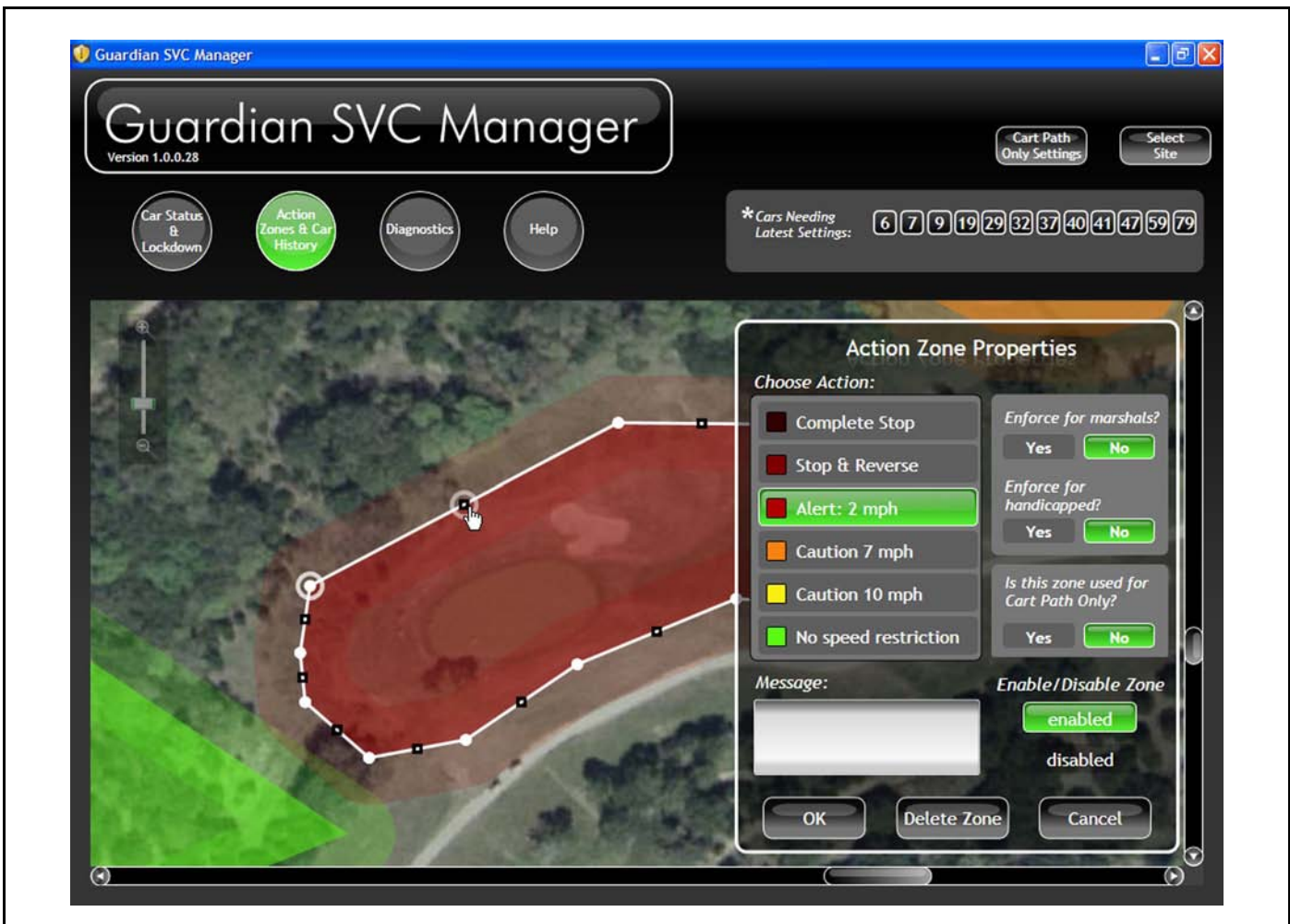
1232

Figure 10-10 Adjusting an Action Zone — Selecting a White Dot



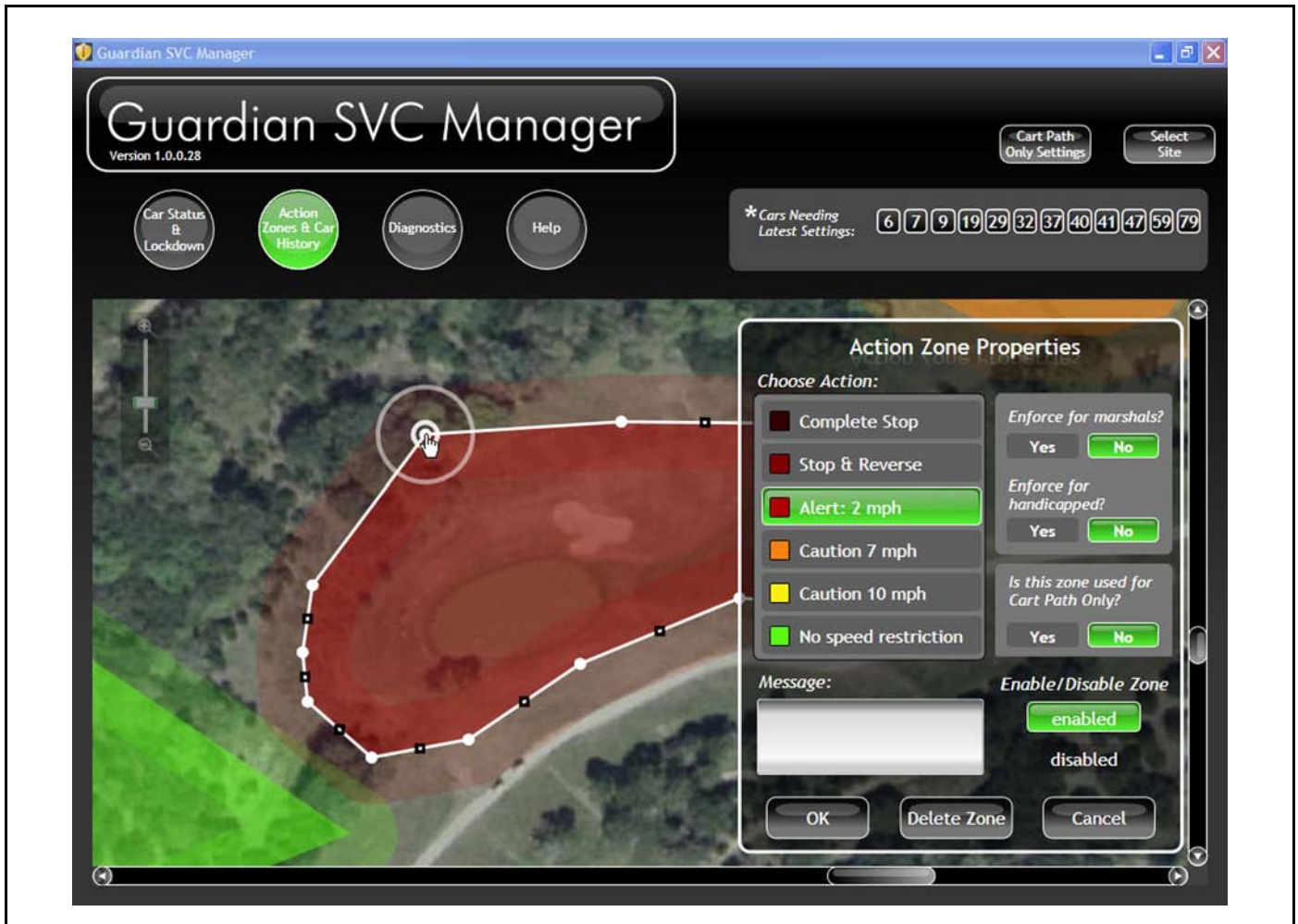
1233

Figure 10-11 Adjusting an Action Zone — Repositioning a White Dot



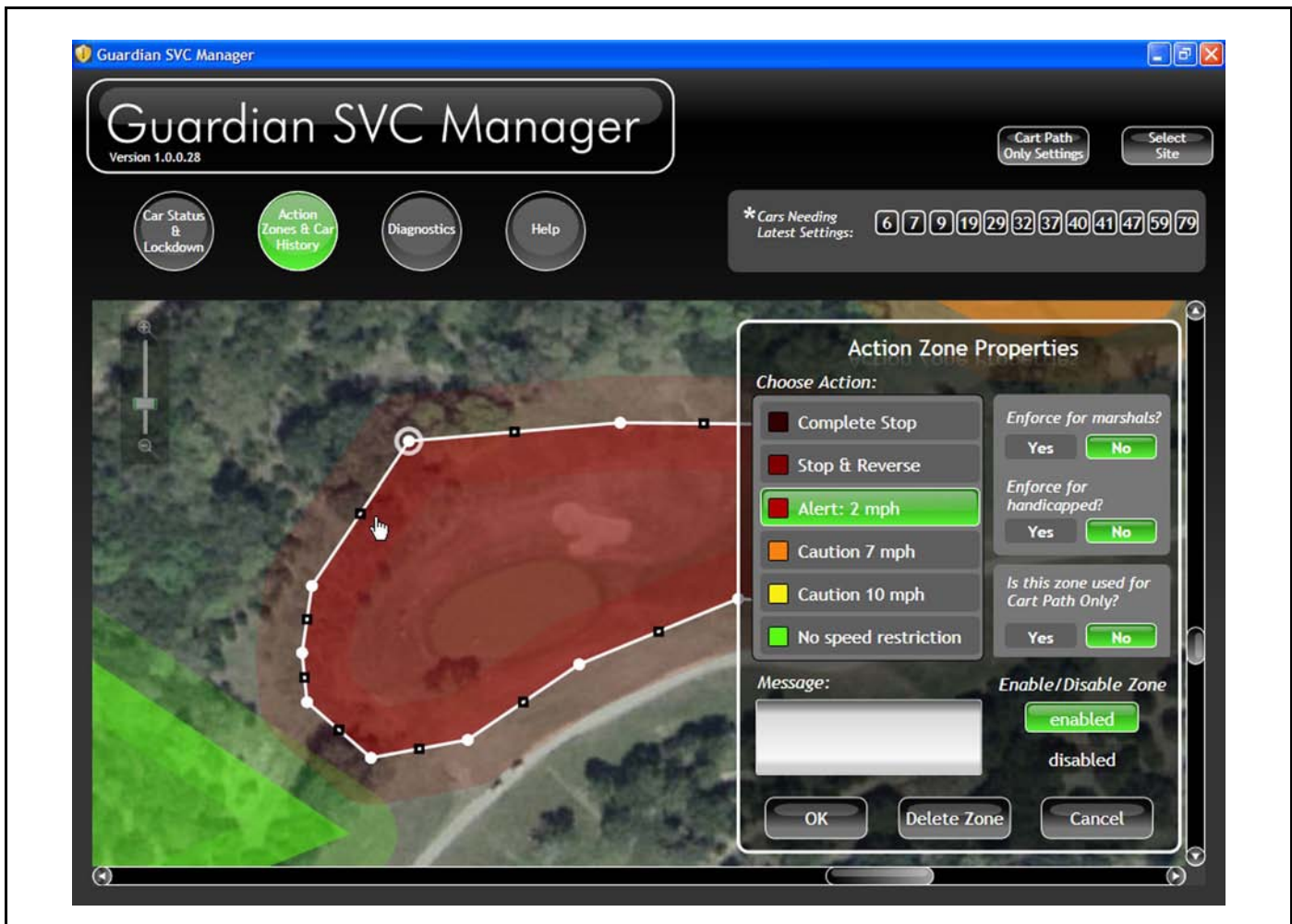
1234

Figure 10-12 Adjusting an Action Zone — Selecting a Black Dot



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Figure 10-13 Adjusting an Action Zone — Repositioning a Black Dot

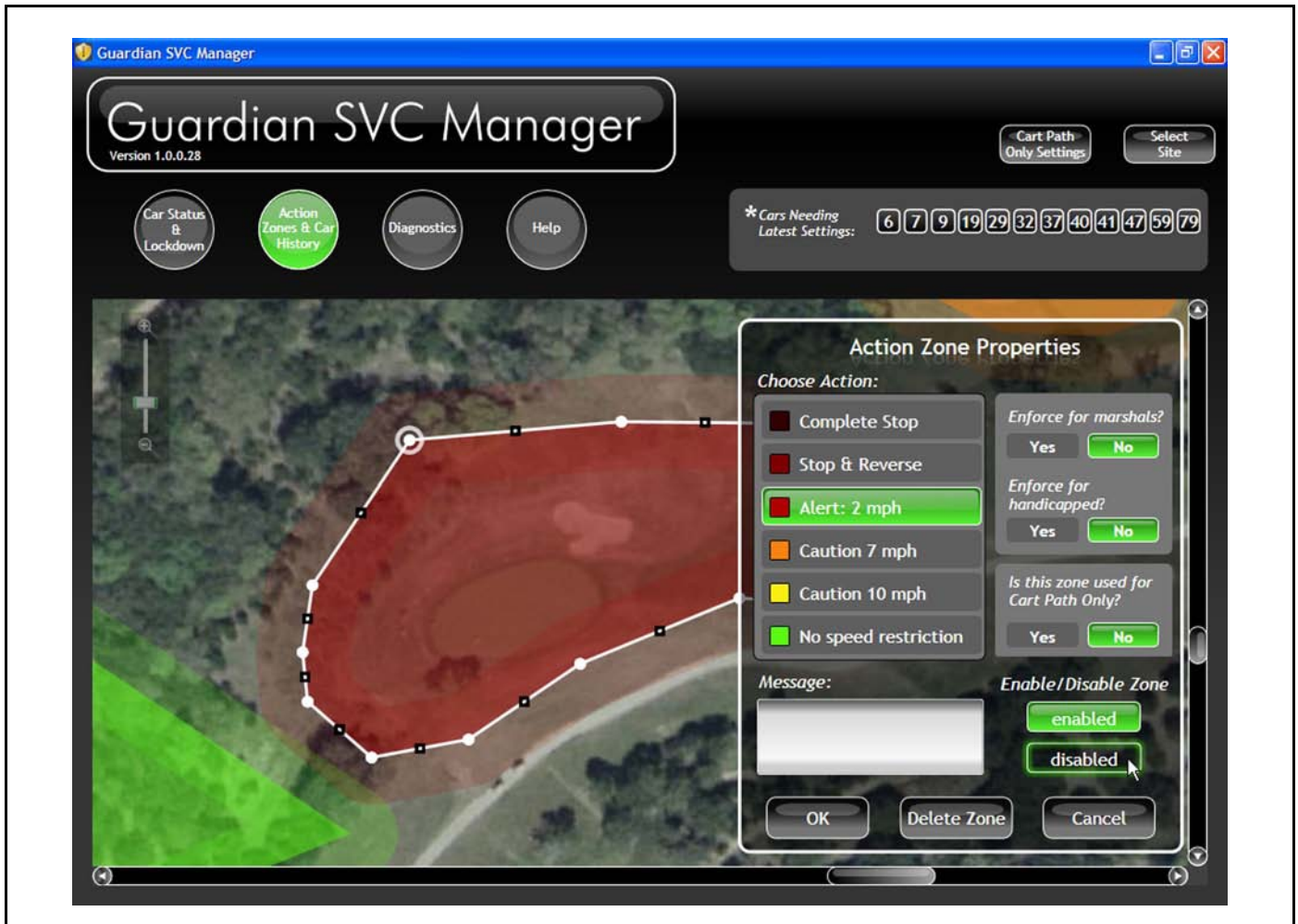


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Figure 10-14 Adjusting an Action Zone — Repositioning complete

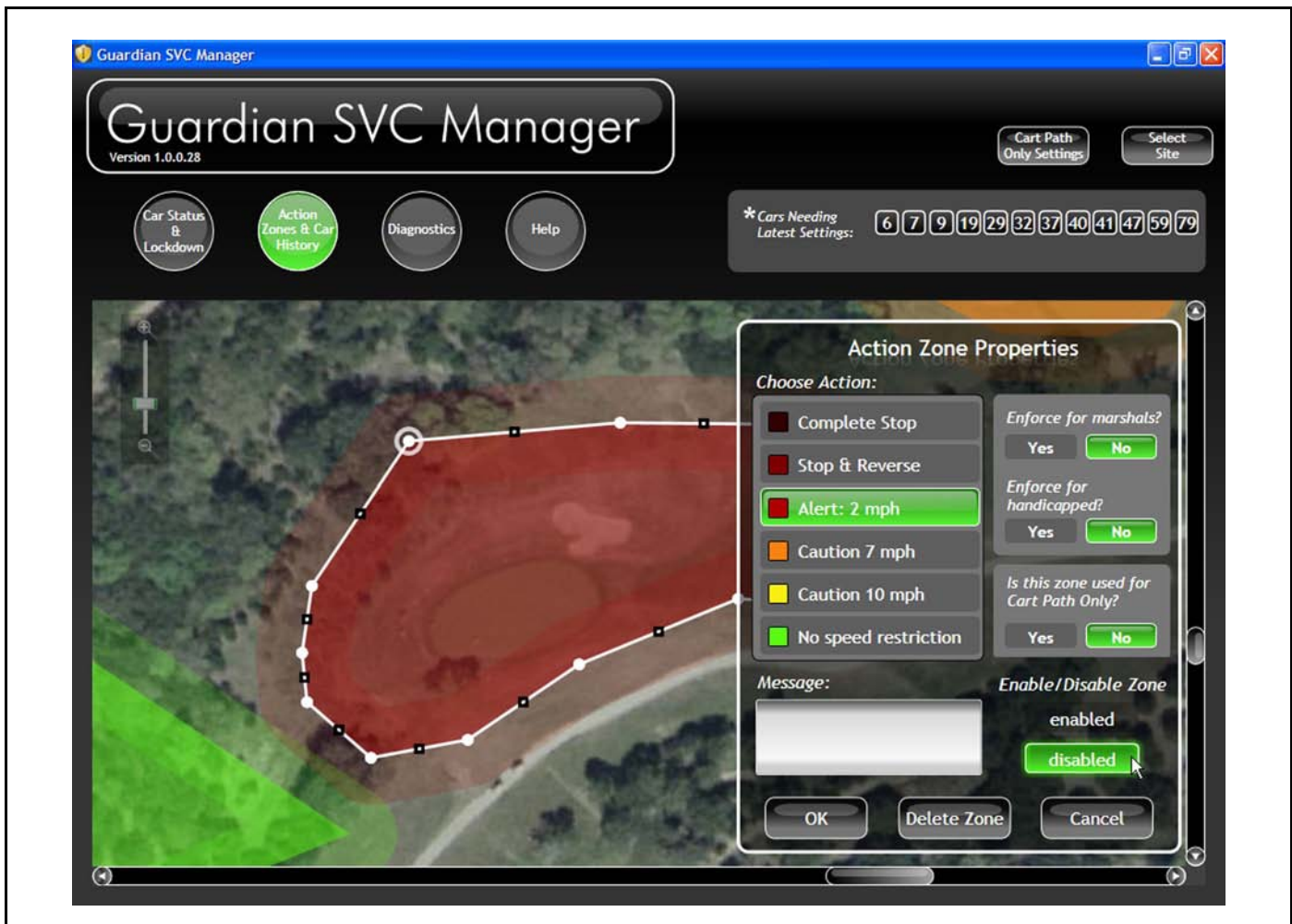
ENABLING AND DISABLING ACTION ZONES

1. To enable or disable an Action Zone, click on the Action Zone.
2. Select “enabled” or “disabled” from the “Enable/Disable Zone” list in the Action Zone Properties window. Enabled Action Zones are filled with the color that corresponds to the action, and disabled Action Zones display as a black outline with no fill.



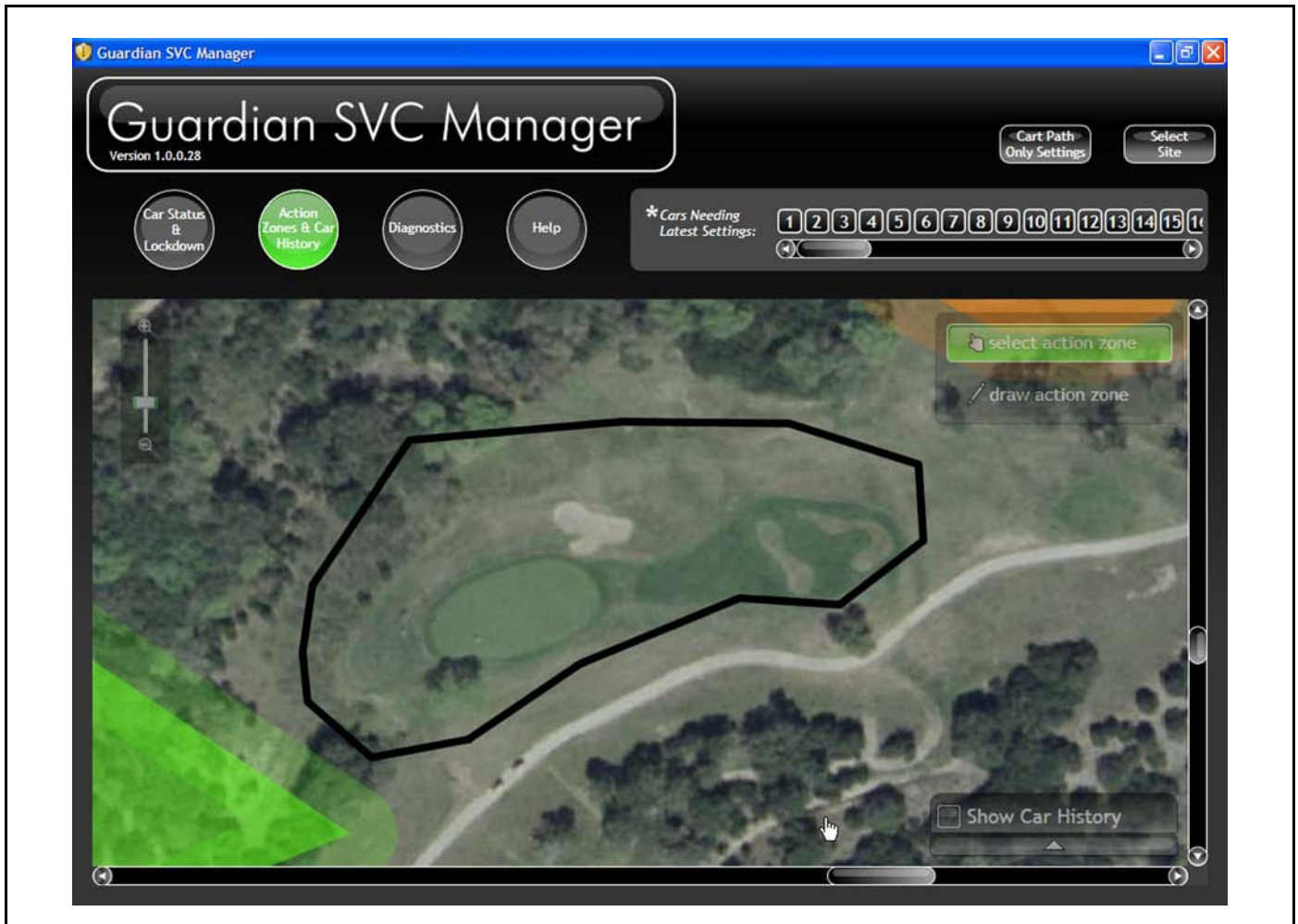
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Figure 10-15 An Enabled Action Zone



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Figure 10-16 Disabling an Action Zone



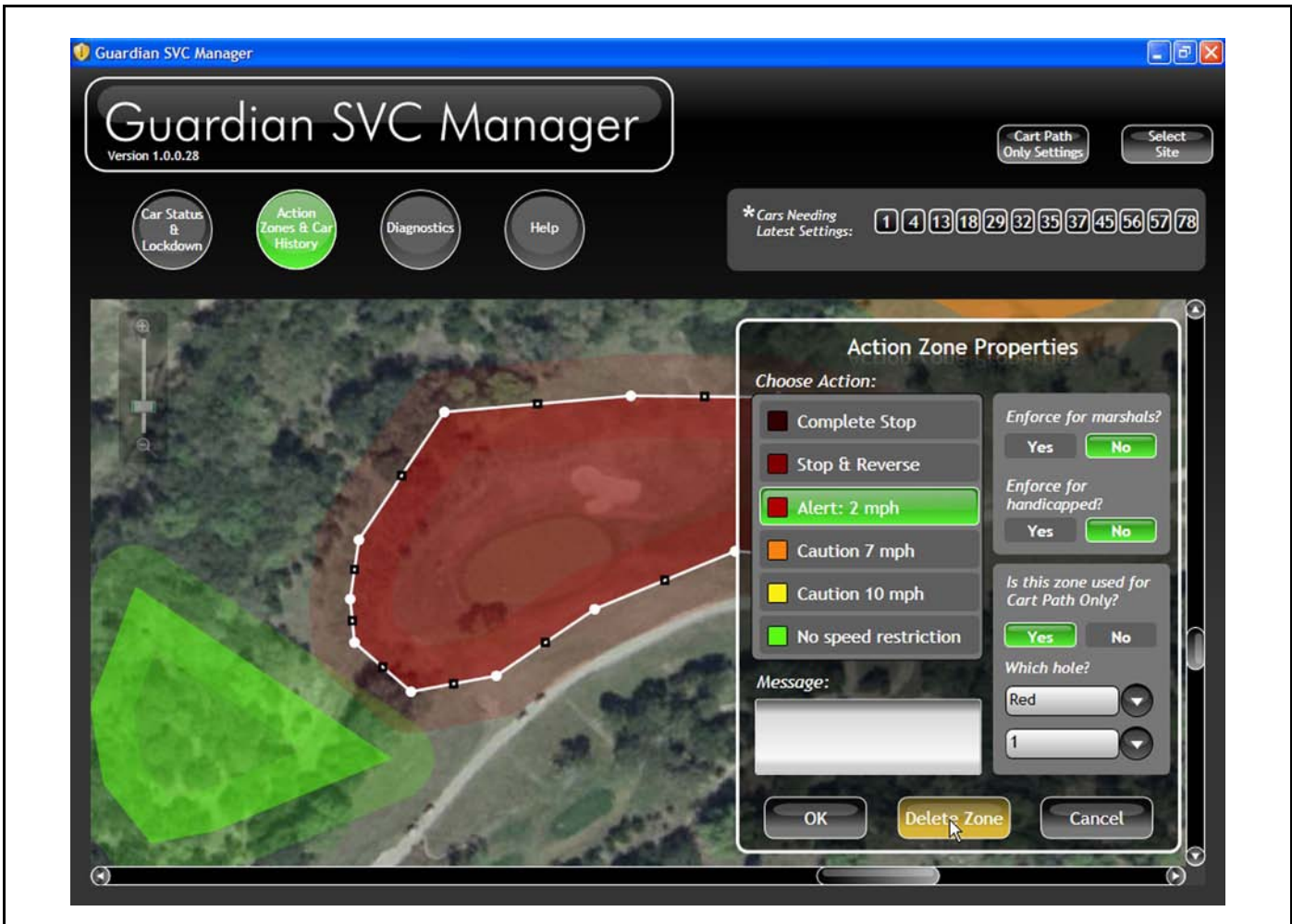
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Figure 10-17 A Disabled Action Zone

If the selected Action Zone is being used for Cart Path Only, the “Enable/Disable Zone” title will not display in the Action Zone Properties window. Cart Path Only Action Zones can be enabled and disabled through the Cart Path Only settings window. (See “Turning Cart Path Only On and Off” section.)

DELETING AN ACTION ZONE

1. To delete an Action Zone, click on the zone in the map.
2. Click the “Delete” button at the bottom of the screen. (Please note that you cannot undo this operation; once an Action Zone is deleted, it cannot be recovered. In that case, you would have to create a new Action Zone to replace the deleted Action Zone.)



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Figure 10-18 Deleting an Action Zone



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Figure 10-19 Action Zone is Deleted

