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OPERATION & MAINTENANCE MANUAL

Motorized Jobsite Shuttle Dolly

Drive Chain · Trax Track · Battery & Charging — Service, Adjustment & Troubleshooting



MOTORIZED JOB SITE SHUTTLE DOLLY · BASE MODEL

DOCUMENT

Service & Troubleshooting Guide

APPLIES TO

Motorized Shuttle Dolly

REVISION

Rev. A · 2026

Saw Trax Manufacturing, Inc. · Kennesaw, GA · 770-974-0021 · info@sawtrax.com | Read this manual completely before operating or servicing the dolly. Keep it with the equipment.

§ READ FIRST — SAFETY

This dolly moves heavy loads under electric power on a driven track. The drive chain, sprockets, and rubber track create serious pinch and crush points, and the battery stores enough energy to cause burns or sparks. Follow every warning below before you service any part of the machine.



DANGER — POWER DOWN FIRST

Before touching the chain, sprockets, motor plate, track, or wheels: turn the dolly **OFF** and press the **E-stop** (if equipped). An unexpected start with your hands near the drive can amputate fingers.



CAUTION — PINCH & CRUSH POINTS

Keep fingers, hair, gloves, and clothing clear of the chain, sprockets, and track. Block or chock the dolly so it cannot roll, secure the load with the upright posts, and never work under a raised load. Wear safety glasses and work gloves.



CAUTION — BATTERY SAFETY

Charge only in a dry, ventilated area away from sparks and flame. Do not short the terminals. Use only the charger supplied for this unit. If a battery is swollen, cracked, or leaking, stop and replace it.

HOW TO USE THIS MANUAL

Each section is written as a **question you might ask on the jobsite**, followed by the fix and the picture that goes with it. Work top to bottom — reseal and align the chain first, then tension it, and only adjust the motor plate if the chain is still loose after everything else checks out.

CONTENTS

1	Know Your Dolly — Parts & Terms	Labeled photo
2	Drive Chain — Reseating a Chain That Popped Off	Photo diagram
3	Drive Chain — Why It Pops Off & Checking Alignment	Sprocket alignment
4	Drive Chain — Tightening a Loose Chain (Motor Plate)	4-bolt plate adjust
5	Trax — Removing & Reinstalling the Drive Track	Exploded view
6	Battery — "It Won't Charge" Troubleshooting	Voltage check
7	Maintenance Schedule & Quick Troubleshooting	Reference tables

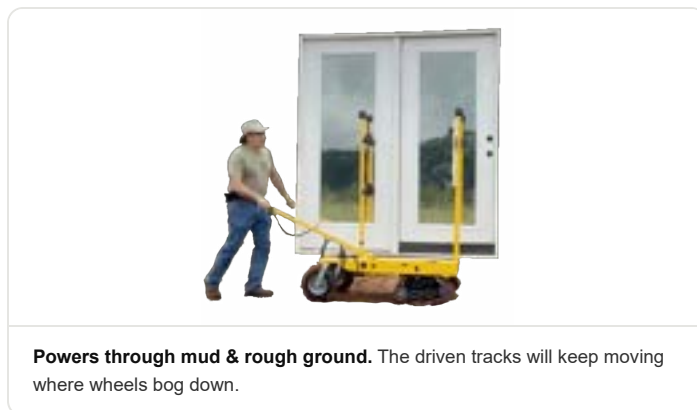
1. KNOW YOUR DOLLY — PARTS & TERMS

The words used throughout this manual are called out on the photo below. When a step says "the trax," "the sprocket," or "the motor plate," this is what it means.



- 1 Upright Load Posts** — hold windows, doors & sheet goods upright and secure.
- 2 Throttle Control Handle** — variable-speed drive and steering control.
- 3 Power / E-Stop Button (if equipped)** — turns the dolly on; press to stop. Switch OFF before servicing or charging.
- 4 Pneumatic Front Wheel** — the steering wheel at the handle end.
- 5 Rubber Track — the "Trax"** — the chain-driven track that propels the dolly and grips mud, gravel & rough ground.
- 6 Deck / Platform** — the load surface.
- 7 Drive System (under deck)** — motor, battery, sprockets and the drive chain that turns the trax.

Built for the jobsite



2. DRIVE CHAIN — RESEATING A CHAIN THAT POPPED OFF

Q — WHAT HAPPENS IF THE CHAIN POPS OFF?

The dolly loses drive to the track. It is a quick fix: the chain has a **master link** you can open, and a spring-loaded **tensioner roller** that keeps the chain snug once it is back on. The photo below is your dolly's actual chain drive.

You'll need: gloves & safety glasses · master-link or needle-nose pliers · a rag & light chain lube.

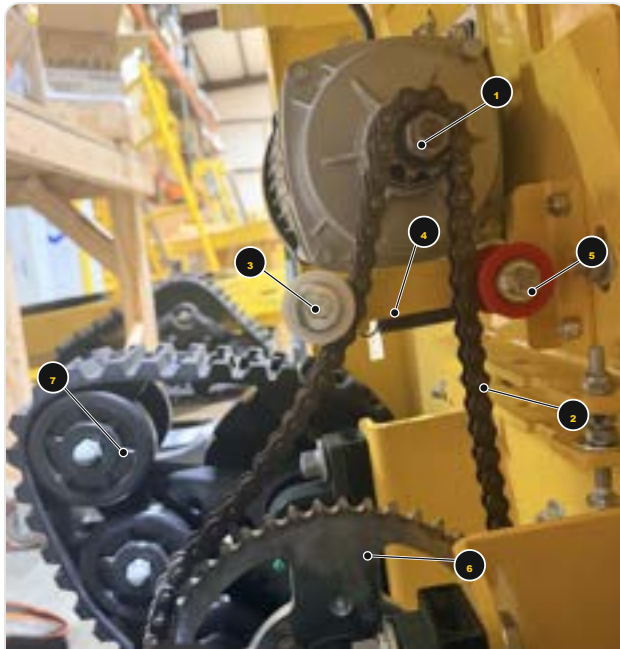
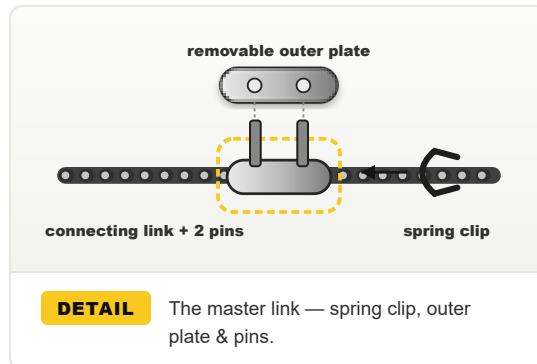


FIG 2 Your dolly's chain drive. Callouts match the list at right.

- 1 Drive sprocket** — small sprocket on the gearmotor output.
- 2 Drive chain** — roller chain; has one **master link**.
- 3 White tensioner roller** — spring-loaded; takes up slack.
- 4 Tensioner spring** — pushes the roller against the chain.
- 5 Red guide roller** — keeps the chain tracking straight.
- 6 Driven sprocket** — large sprocket; turns the track axle.
- 7 Rubber track (Trax)** — what the chain ultimately drives.



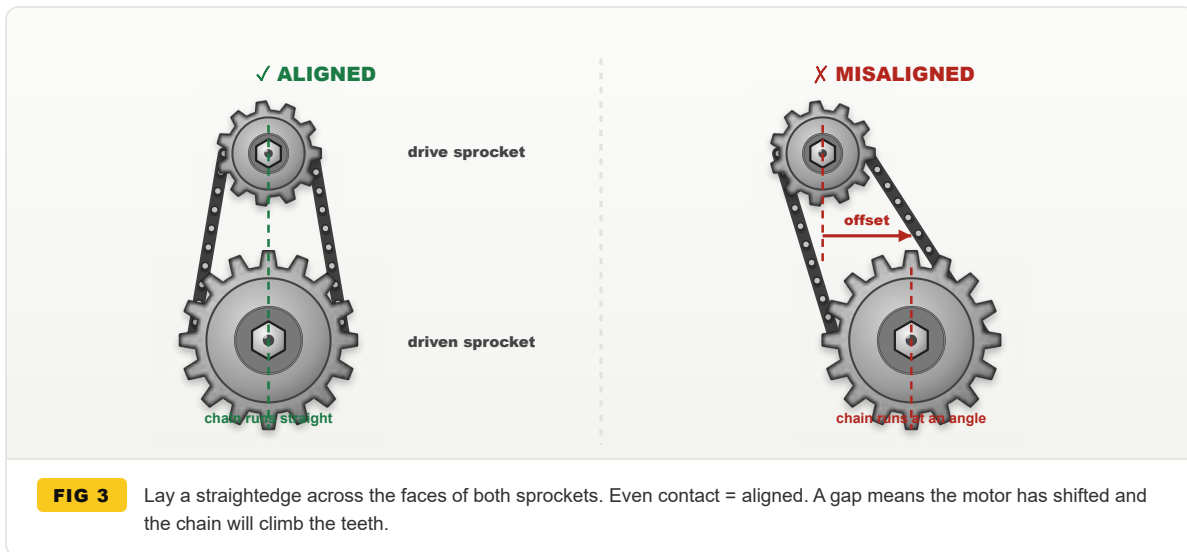
- 1 Power the dolly down.**
Turn the dolly off and press the E-stop (if equipped) so it cannot start while your hands are on the drive.
- 2 Open the master link.**
Find the link that looks different — it has a removable outer plate held by a spring clip (see detail at right). Slide off the clip, lift the outer plate, and free the two pins. Keep the clip — you will reuse it.
- 3 Route the chain back on.**
Seat it on the teeth of the drive sprocket (1) and driven sprocket (6), and back between the white (3) and red (5) rollers. The spring-loaded tensioner (3) then takes up the slack — the chain should sit in line, not bowed past the rollers.
- 4 Reconnect the master link and clip.**
Fit the outer plate over the pins and push the spring clip on with its **closed end facing the direction the chain travels** — a backwards clip can be knocked off by the sprocket and the chain will come apart again.
- 5 Check for wiggle room.**
Push the chain midway between the sprockets. It should feel snug with **no noticeable wiggle**. If it is still loose, go to Section 3 (alignment) then Section 4 (tension).

3. WHY THE CHAIN POPS OFF — CHECK ALIGNMENT FIRST

Before you touch the tension, find out *why* the chain came off. A chain that keeps jumping is almost always telling you the drive sprocket and the driven (track) sprocket are no longer in a straight line.

The two most common causes

- A Sprocket & motor out of alignment.** The most common cause. Hours of use — or bolts that have worked loose and let the motor bracket shift — pull the two sprockets out of line so the chain no longer tracks straight.
- B Loose mounting bolts.** As bolts back out, the motor bracket moves, which both misaligns the sprockets **and** loosens the chain — a double problem that gets worse fast.



- 1 With power off, inspect underneath.**
Look at how the chain sits on the two sprockets and whether it runs straight fore-and-aft.
- 2 Check every mounting bolt.**
Put a wrench on the motor-bracket and motor-plate bolts. Snug any that have backed off. Loose bolts are cause "B" above.
- 3 Lay a straightedge across both sprockets.**
Even contact = aligned (left of Fig 3). A visible offset = misaligned (right of Fig 3) — correct it before re-tensioning.
- 4 If aligned but still loose, go to Section 4.**
A straight, well-seated chain that still is not tight is a tension problem — adjust the motor plate next.

4. TIGHTENING A LOOSE CHAIN (MOTOR PLATE)

Q — MY MOTOR AND SPROCKET ARE ALIGNED, BUT THE CHAIN STILL POPS OFF. NOW WHAT?

If you look underneath and the chain is straight and perfectly positioned but simply **not tight**, the fix is at the **plate that holds the motor**. You slide that plate to pull the slack out of the chain.

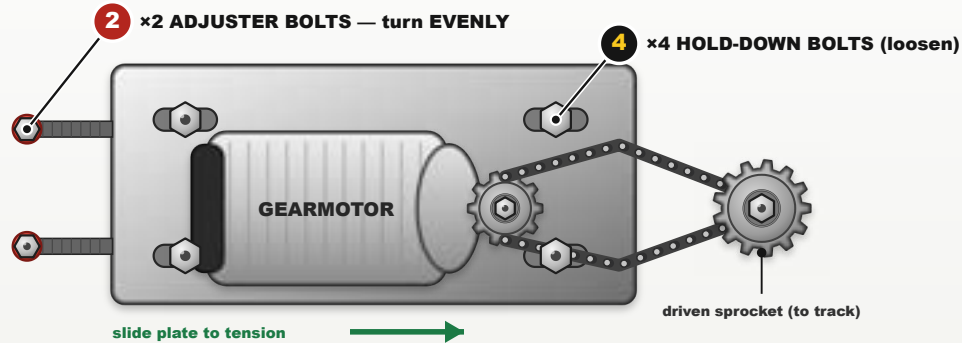


FIG 4 The plate is held by four bolts and moved by two adjuster bolts that push in perpendicular to it. Turning the adjusters slides the whole plate — and the motor with it — away from the track to remove chain slack.

- 1 Power the dolly off.**
Turn it off and press the E-stop (if equipped) — do not skip this; you will have hands and tools right at the sprocket.
- 2 Loosen the 4 hold-down bolts.**
Back off (do not remove) the four bolts that clamp the motor plate down, so the plate can slide in its slots.
- 3 Turn the 2 adjuster bolts — evenly.**
The adjuster bolts sit **perpendicular to the plate**. Turn them a little at a time to walk the plate away from the track and pull the chain tight. **Move both bolts the same amount.**
- 4 Check the tension.**
Aim for a small amount of up-and-down movement in the chain midspan — snug, not banjo-tight. There should be no loose wiggle, but the chain should not be forced dead-tight.
- 5 Re-check alignment, then tighten the 4 bolts.**
Confirm the sprockets are still in line (Fig 3), then tighten the four hold-down bolts firmly and evenly.
- 6 Test at low speed.**
Run the dolly slowly. Recheck tension and bolts after the first hour of use.



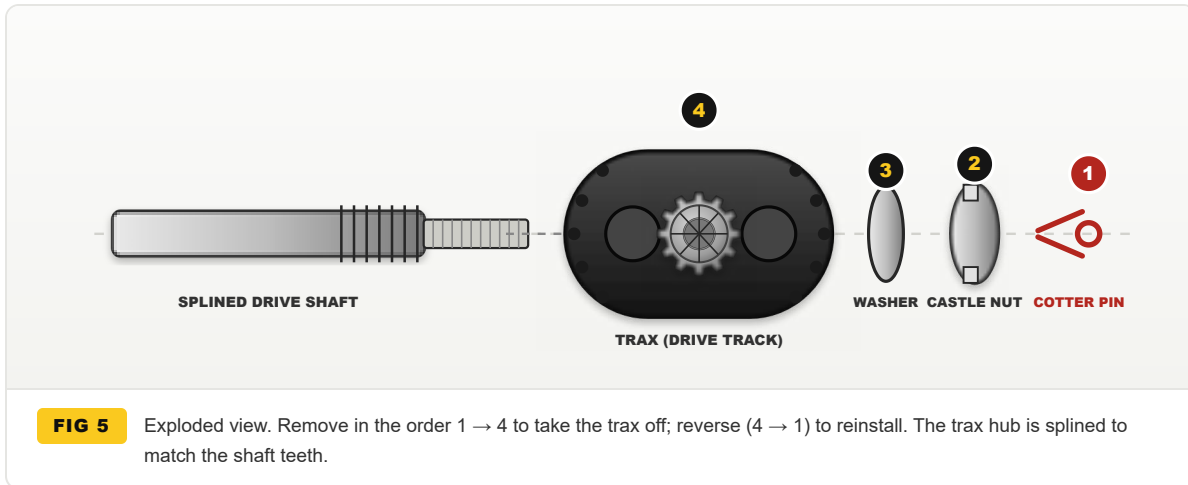
IMPORTANT — MOVE BOTH ADJUSTERS EVENLY

If you move one adjuster bolt more than the other, the plate goes in crooked and the motor ends up **misaligned** — which causes more chain jumping and can damage the cart drive assembly. Always adjust the two bolts the same amount, then re-check alignment.

5. TRAX — REMOVING & REINSTALLING THE DRIVE TRACK

Q — HOW DO I TAKE THE TRAX OFF THE CART?

The trax (drive track) rides on a splined shaft, held on by a nut, and the nut is locked by a cotter pin. Remove them in order and the trax slides straight off the shaft teeth. **To reinstall, do the same steps in reverse.**



Removing the trax

- 1 Pull the cotter pin.**
Straighten its legs and pull it out of the nut and shaft. Discard bent pins.
- 2 Unscrew the castle nut.**
Turn the nut off the threads and set it and the washer aside.
- 3 Slide the trax off the shaft.**
Pull the track unit straight off the splined teeth of the shaft.

Reinstalling (reverse order)

- 1 Slide the trax onto the shaft.**
Line the hub splines up with the shaft teeth and push it home.
- 2 Fit the washer & thread the nut.**
Tighten the castle nut snug against the washer.
- 3 Install a NEW cotter pin.**
Line the nut slot to the shaft hole, insert a new pin, and bend the legs to lock it.



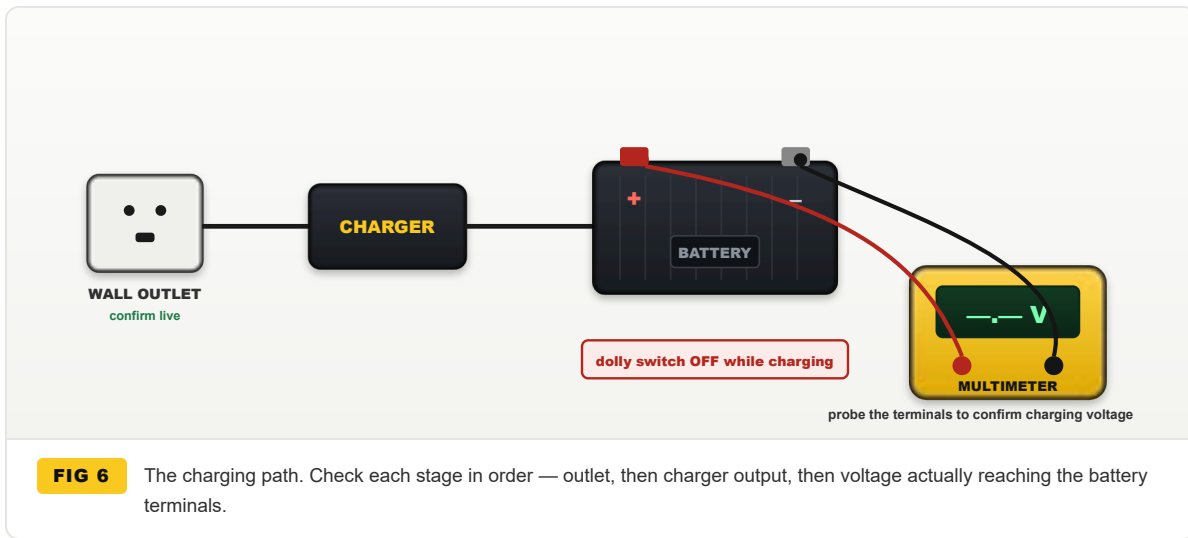
CAUTION — ALWAYS USE A NEW COTTER PIN

Never reuse a cotter pin. A fresh pin is what keeps the nut — and the trax — from working loose under load. Block the dolly up and take the weight off the track before removing it; never rely on the drive to hold it.

6. BATTERY — "IT WON'T CHARGE" TROUBLESHOOTING

Q — THE BATTERY WILL NOT CHARGE. WHAT DO I CHECK?

Work from the wall inward: confirm the **outlet is live**, make sure the dolly is turned **OFF** while charging, then use a meter to confirm the charger is actually delivering **voltage to the battery**. That tells you whether the problem is the outlet, the charger, or the battery itself.



- 1 Confirm the outlet works.**
Plug something else into the same outlet, or test it with a meter. Try a different known-good outlet and check any GFCI/breaker.
- 2 Turn the dolly OFF.**
The unit should be switched off while charging. Make sure the charge port connection is clean and fully seated.
- 3 Check the charger.**
Make sure the charger and its cord are undamaged and fully connected at both ends. A faulty charger or cord — not the battery — is a common cause.
- 4 Meter the voltage at the battery.**
With the charger plugged in, put your meter probes on the battery terminals (red to +, black to -). You should see charging voltage **above** the battery's resting voltage. No rise = charge is not reaching the battery.
- 5 Interpret the reading.**
Voltage present but the battery stays low, or reads far below its rating and won't come up = the battery is likely worn out and should be replaced. Voltage *not* present = trace back to the charger, cord, or port.



DANGER — BATTERY HANDLING

Batteries can arc and vent gas. Keep sparks and flame away, do not let a tool bridge the two terminals, and connect the meter carefully. If a battery is hot, swollen, or leaking, stop and replace it. Check the unit's spec plate for the correct battery and charger ratings before replacing anything.

7. MAINTENANCE SCHEDULE

Most chain and drive problems are prevented by two habits: keeping the bolts tight and keeping the chain clean, lubricated, and correctly tensioned.

HOW OFTEN	CHECK	WHAT TO DO
Each day / shift	Battery charge & general condition	Charge fully before use. Look for loose parts, damage, or a chain that has moved off-track.
Weekly	Chain tension & sprocket alignment	Confirm the chain is snug with no loose wiggle and the tensioner roller is taking up slack (Fig 2).
Weekly	Chain cleanliness & lube	Wipe grit off the chain and apply light chain lube. Clear mud and debris from the track.
Monthly	All drive & motor-plate bolts	Tighten the 4 motor-plate bolts and motor-bracket bolts. Loose bolts are the #1 cause of chain jump.
Monthly	Trax track & cotter pins	Check the track and road wheels for wear and that cotter pins are in place and not spread open or missing.
After first hour	New setup / after any adjustment	Re-check chain tension, alignment, and bolt tightness once the drive has run under load.

QUICK TROUBLESHOOTING

SYMPTOM	LIKELY CAUSE	GO TO
Chain popped off	Came off the sprockets; often after misalignment or a loose bolt	Reseat with the master link & tensioner — Section 2
Chain keeps popping off	Drive & track sprockets out of alignment; motor bracket shifted	Check alignment with a straightedge — Section 3
Chain aligned but loose	Chain has stretched / plate needs to move back	Tension via the motor plate adjusters — Section 4
Motor runs, track doesn't drive	Chain off or broken, or the trax loose on the shaft	Sections 2 & 5
Need to remove the track	Cotter pin → nut → slide off splines	Trax removal — Section 5
Battery won't charge	Dead outlet, faulty charger/cord, or worn battery	Charging checks — Section 6
Runs weak / short run time	Battery not fully charged or near end of life	Charge fully, then test — Section 6

NEED HELP OR PARTS?

For model-specific service questions, replacement chains, master links, sprockets, trax tracks, batteries, or chargers, contact Saw Trax. Have the model and serial number from the unit's spec plate ready.



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