

lobster elite™

elite one - three owner's manual



play more. win more.®

TO OUR CUSTOMERS

Thank you for purchasing a Lobster ball machine.
Please read this owner's manual in its entirety before operating your Lobster ball machine. These instructions were written to ensure your safety and to protect the machine.

CHECK FOR DAMAGE

Inspect your machine for damage. The machine may appear undamaged externally, but internal parts could be damaged.

Test all of the machines functions.

SAVE THE ORIGINAL SHIPPING BOX

The original box and inserts should always be used if it is necessary to ship the machine back to the factory.

If you have questions about your ball machine, DO NOT contact your dealer; please call Lobster Sports directly at 800.210.5992

Serial Number: _____

Purchase Date: _____

WARNING

TO AVOID INJURY:

- Keep face out of ball path - balls can shoot out from opening at any time.
- Use only for tennis practice with conventional tennis balls.
- Turn off the machine when leaving it unattended or before performing maintenance tasks.
- Never place body parts or objects into machine.
- Never operate with parts removed.
- Never add balls while machine is running.
- Never put wet tennis balls in machine.



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sales@lobstersports.com
support@lobstersports.com

MACHINE SETUP

Intended Use

This tennis ball machine is intended to be used in a dedicated tennis facility. For safety reasons, players should stand on the opposite side of the tennis net at a minimum of 35 feet away from the machine. This tennis ball machine is designed to throw tennis balls only.

Unpack and Assembly

Remove the machine from the box. Keep the box along with the packing materials in case the machine needs to be shipped back to the factory.

Assembly:

- Detach the hopper.
- Flip the hopper and reattach by pushing the hopper on to the case knobs, starting with the front knob (side furthest from handle), then attach the hopper to the back knob.
- **Do not remove the wire deflectors.**
- Snap-in pointer

Handle Operation

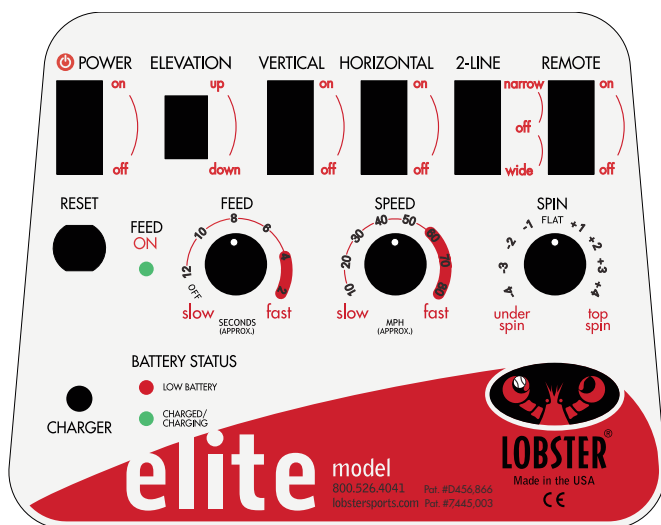
To raise the handle, simply lift up on the handle. The handle will be locked when it is in the upright position and the lock buttons have clicked into place. The lock buttons are located on the outside of each handle hinge. To fold the handle, stand behind the machine and place hands on each outer side of the handle hinges. Press the lock buttons on the outside of the handle hinges and push the top of the handle forward over your machine.

Transporting

The handle is provided to push or pull the machine. The lower part of the handle is designed to easily go up/down stairs but, it can also wear the metal and cause premature failure if care is not used. Be aware of steps or rough surfaces that may bend or damage the underside of the machine.

To prepare the machine for transport in your vehicle, invert the hopper to cover the machine and fold the handle. The machine weighs approximately 46 lbs and may be lifted into a vehicle by one or two people. Use the molded handholds on the underside of the machine to lift and carry the machine.

CONTROL PANEL



- A. Power Switch** – Powers the machine on and off.
- B. Elevation** – Adjusts the ball the ball trajectory up and down.
- C. Vertical Switch** – Turns on and off the random vertical oscillation.
(Available on elite two and elite three machines only.)
- D. Horizontal Switch** – Turns on and off the random horizontal oscillation.
- E. Two-line Switch** – Turns on the 2-line function for narrow and wide options.
(Available on elite three only.)
- F. Remote Switch** – Activates the remote control handheld keyfob. If you did not purchase a remote, this switch is not active until you upgrade your machine. An upgrade is available from your dealer or direct from the factory.
- G. Reset Button** – The reset button pops out in the event of a malfunction. If the reset button pops out, please refer to the Troubleshooting section on page 6.
- H. Basic Charger Jack** – This jack is for the basic charger.
- I. Feed On LED** – LED will light up when the feed motor begins to turn.
- J. Feed Knob** – Adjusts feed interval between 2-12 seconds. Turn completely counter-clockwise to turn off the feed.
- K. Speed Knob** – Adjust the speed from 10-80 mph.
- L. Spin Knob** – Controls amount of spin on the ball.
- M. Battery Status Indicator** – LED indicates battery charge.

OPERATING INSTRUCTIONS

Court Placement

For best position and widest range of sweep, use the court placement indicators on the bottom of the machine and place the machine at the center mark on the baseline.

If desired, moving the machine closer to the net will narrow the sweep or moving it back from the baseline will widen it. To sweep the machine left to right, turn on the horizontal sweep and turn off when the machine is in desired position. It is not necessary to pick up and reposition the machine.

Ball Consistency

A mixture of new and old balls will produce inconsistent ball throws. Pressureless balls are recommended for use with a ball machine.

Power the Machine

Turn the machine on using the Power Switch on the control panel.

- Set the feed anywhere from 2-12 seconds, where 12 seconds is the slowest feed rate setting.
- Put 3-4 balls in the machine and wait 20 seconds for the machine to start feeding. Confirm the elevation, speed, and spin are appropriate; adjust if necessary. Once you have set the machine up properly, turn the machine off; load the hopper full of balls, and turn on the machine.
- The 20 second delay will allow you time to walk to the other side of the court and position you for the first shot.
- To turn off the feed, rotate the knob fully counterclockwise without turning machine off. This will save battery capacity and allow time to retrieve balls on the court.

Two-Line Oscillation Setup (Available with elite three Only)

The two-line function automatically shoots to two preset locations allowing you to practice alternating forehand and backhand shots. You may choose 2-line narrow or wide for added versatility. **NOTE:** The Ball Hopper **MUST** have balls in it for the 2-line Oscillation feature to work.

- Fill the hopper, then turn the Power Switch ON.
- Set desired speed. Turn on horizontal oscillation, select Narrow or Wide settings.
- For an 4-second interval per ball, set the feed from 2-8 seconds.
- For an 8-second interval per ball, set the feed from 10-12 seconds.
- **REMINDER:** There will be a 20 second delay to allow you to get into position.

OPERATING INSTRUCTIONS & REMOTE CONTROLS

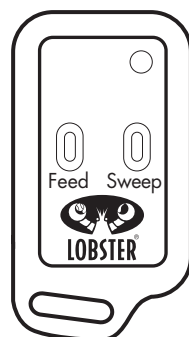
Triple Oscillation Setup (Available with elite two and elite three only)

Triple oscillation features random shots across the width and depth of the singles court.

- Turn ON the machine.
- Set the speed to 60 mph and feed rate at 8 seconds.
- Turn on the vertical oscillation.
- Watch the elevation indicator and turn the vertical oscillation off at its lowest point.
- Adjust the elevation until the balls are just going over the net. If any balls hit the net, adjust the elevation up. If any balls shoot past the baseline, adjust the elevation down.
- Turn on the vertical oscillation for deep/short shots.
- Turn on the horizontal oscillation for random left/right.
- Maintain the speed at 60 mph for optimum results.

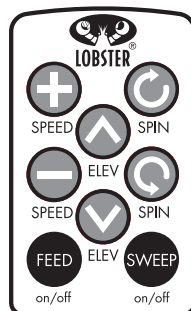
Elite Remote Control (Optional)

- Power on your machine by pressing the POWER switch on the control panel.
- Press the REMOTE switch located on the control panel to ON to activate the remote.
- Turn the BALL FEED dial to select a 2-10 second feed rate.
- From the opposite side of the court, press the buttons on the handheld remote to turn on/off the feed and/or sweep.



elite10 Remote Control (Optional, for elite two and elite three only)

- Power on your machine by pressing the POWER switch on the control panel.
- Press the REMOTE switch located on the control panel to ON to activate the remote.
- Turn the BALL FEED dial to select a 2-10 second feed rate.
- From the opposite side of the court, press the black FEED on/off button on the handheld elite10 remote to begin play.



REMINDER: Please be advised that the switches and dials on the control panel will always override the remote control.



CHARGING INSTRUCTIONS

Charging the Battery with the Basic Charger

Upon receipt of your machine, you should always charge the machine for 12-24 hours before playing or until the LED indicator is solid green.

- Insert the Basic Charger into the control panel jack.
- Plug the charger into a live AC outlet and charge the machine until the LED indicator is solid green. A solid green indicates the battery is fully charged.
- Depending on usage, the charging time will range from 12-15 hours.
- To avoid overcharging your battery, disconnect the charger after the LED indicator is solid green. Never charge the battery for longer than 24 hours continually.
- For optimal battery life, charge the battery with the Basic Charger after each use.

Charging the Battery with the Premium Fast Charger or Fast Charger

When charging the machine with a Fast Charger, the charging LED indicators on the control panel are **bypassed**. Use the LED indicator on the Fast Charger. Trickle charge technology ensures the battery will not be overcharged.

- For the Premium Fast Charger, the round 3-prong battery charger connector into the round charger jack located on the left side of the red case. Plug the charger into a live electrical outlet. The battery will be fully charged in 3-4 hours.
- For the Fast Charger, insert the round 3-prong battery charger connector into the round charger jack located on the left side of the red case. Plug the charger into a live electrical outlet. The battery will be fully charged in 6-8 hours.
- When the LED indicator is orange, the battery is charging. The battery is fully charged when the LED indicator is solid green.
- For optimal battery life, charge the battery with the Fast Charger after each use.

FOR UNLIMITED PLAY YOU MAY PURCHASE LOBSTER SPORTS' EXTERNAL AC POWER SUPPLY. Please call Customer Service at 800.526.4041 or visit www.lobstersports.com

CHARGING INSTRUCTIONS continued

Using an Export (240v) Machine with the Premium Fast Charger

For ball machines used outside the US, you must charge the machine with the appropriate Premium Fast Charger to fit your country's voltage requirements. Using a 110v charger outside the US will damage the ball machine and void the warranty. Please contact Lobster Sports at info@lobstersports.com or visit www.lobstersports.com for more information.

On your control panel, when using a basic charger, the following LED settings indicate your battery level:

- **Green ON & Red OFF** Battery at full charge
- **Green FLASHING & Red OFF** Battery at 1/3 charge
- **Green OFF & Red FLASHING** Battery has 10-15 minutes left
- **Green OFF & Red ON** Battery drained
- **Green & Red Alternate Flashing** Power Error (see table on next page)

On your control panel, when using a basic charger, the following LED settings indicate your battery charge status:

- **Red FLASHING** Battery at less than 1/3 charge
- **Red ON** Battery at 1/3 charge
- **Green FLASHING & Red OFF** Battery at 2/3 charge
- **Green ON & Red OFF** Battery at full charge

TROUBLESHOOTING

Machine Errors

The electronics are programmed to help diagnose a machine error. The LED indicator will flash in the patterns listed below. If the error message continues to flash, call Lobster Customer Service at 800.526.4041.

LED INDICATORS	MACHINE ERROR
2 flashes, pause, 2 flashes, pause	Feed motor error - If the feed wheel jams, turn machine off, remove jammed ball, and turn the machine back on.
3 flashes, pause, 3 flashes, pause	Top serve motor error - Turn machine off, check for jammed balls, remove case, remove jammed ball, close case and turn machine on.
4 flashes, pause, 4 flashes, pause	Bottom serve motor error - Turn machine off, check for jammed balls, remove case, and remove jammed ball, close case and turn machine on.
5 flashes, pause, 5 flashes, pause	Sweep motor error - Turn machine off, check for any impediment to ability to sweep, remove it, and turn machine on.



MAINTENANCE

Storage

Store the machine in a clean, dry location. Never store the machine in a closed car trunk where temperatures can reach 180 degrees. Extreme temperatures and conditions can affect the machine's electronic board and battery. Exposure to rain and snow will damage the electronics.

Cleaning

Turn the power OFF when cleaning the machine. The outside of the machine may be wiped down with a mild detergent. The inside of the machine may be vacuumed to remove tennis ball fuzz. The Lobster storage cover is an ideal way to protect your machine from the elements.

Battery Capacity

When the machine is not in use (i.e. during the winter season or when in storage) charge the machine **every month**. Before storing the machine, ensure the battery is fully charged. Never let the machine go uncharged for more than 1 month. The most common reason for a dead battery is a dead AC outlet. Ensure the machine is connected to a live AC outlet and is receiving a charge.

If you have questions about your ball machine, DO NOT contact your dealer; please call Lobster Sports directly at 800.210.5992

CUSTOMER SERVICE

Since 1970, Lobster Sports has been dedicated to providing outstanding customer service. We invite our customers to contact us at **800.526.4041** between 8:00am - 4:30pm PST, Monday-Friday or email us at **support@lobstersports.com**.

If you have any questions, call support with your machine's serial number, which can be found on the underside of the machine.

- Lift the front of the machine using the molded handhold.
- The serial number is found on the white sticker affixed to the metal platform.

Shipping Damage

If an order arrives with shipping damage, contact Customer Service immediately for a replacement. A replacement part may be sent or a damage call tag may be issued to replace the damaged product.

WARRANTY

Limited Warranty: Lobster Sports warrants that each Lobster Sports ball machine purchased will be free from defects in material and workmanship for 2 years from the date of purchase except for the battery and server wheels which are warranted for 6 months. Demonstration models and reconditioned machines have a 1 year warranty. Said warranty to be determined by Lobster Sports at time of purchase. Any part of ball machine which proves to be defective in material or workmanship within the 2 year warranty period will be repaired or replaced at Lobster Sports' option with a new or functionally operative part. Warranty extends only to the original customer and may be enforced only by such person.

This warranty does **not** cover the following conditions:

- A) Damage resulting from misuse, neglect, alteration, accidents, tampering, abuse, fire, war, insurrection, civil disorder, flood, acts of God or any other casualty;
- B) Failure of Customer to properly follow operating instructions provided by Lobster Sports at time of delivery; and
- C) Damage caused by use on circuits or voltages other than indicated on the applicable nameplate.

This limited warranty is in lieu of all other express warranties. Any implied warranties of merchantability and fitness for a particular purpose shall coincide in duration with the 2 year limited warranty. The exclusive remedy of the Customer hereunder shall be repair or replacement as stated above. Under no circumstances shall Lobster Sports be liable to the Customer or any other person for incidental or consequential damages of any nature, including, without limitation, damage for personal injury or damages to property; and however occasioned, whether alleged as resulting from breach of warranty by Lobster Sports, the negligence of Lobster Sports.

No agent, employee or representative of Lobster Sports or any other person is authorized to modify this warranty in any respect. This warranty gives you specific legal rights and you may also have other rights, which vary, from state to state.

This limited warranty is void unless Customer completes and returns the attached **warranty response form** to Lobster Sports within 30 days of receipt of the ball machine.



WARRANTY REGISTRATION - To validate warranty, fill out card and send back via mail or email to warranty@lobstersports.com. If you bought from a authorized dealer, please also include proof of purchase. (*Required Fields)

Machine Serial Number* _____

Name* _____ Email* _____

Mailing Address* _____ City* _____ State* _____ Zip* _____

Phone* _____

Purchase Date* _____ Where Purchased* _____

How did you learn about Lobster? (circle) Lobster Website Google Yahoo MSN Pro Friend Dealer _____
Dealer Website _____ Tennis Magazine Tennis Week Magazine Other Magazine/Search Engine _____

What attracted you to this product? (circle) Quality Design Price Reputation Previous Customer Portability Better Features

Income (circle) \$40-60K \$60-80K \$80-\$100K \$100-\$120K \$120-140K \$140-\$160K \$160-\$180K \$180-200K \$200K+

Age (circle) 15-25 25-35 35-45 45-55 55-65 65-75 75-85 85+ **Occupation** _____

OPTIONAL EXTENDED WARRANTY** Please send in a separate envelope within 60 days of purchase.

Please select from the following:

☐ 1 Year\$65

☐ 2 Years\$110

☐ 3 Years\$149

Credit Card # _____ Expiration Date _____

Verification Code (last 3 digits in signature bar) _____ Select (circle) Visa Mastercard Discover Card

Authorization Signature _____

Lobster Sports warrants each Lobster elite machine purchased will be free from DEFECTS IN MATERIAL AND WORKMANSHIP for the extended period specified above past the normal 2 year limited warranty. The extended warranty period will run consecutively from the warranty period determined at time of purchase. **It does not cover parts worn under normal use**, specifically the battery and the server wheels.

**Extended warranties only apply to machines located in the United States.

place
stamp
here



LOBSTER[®]

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