



For Phenom models 1&2

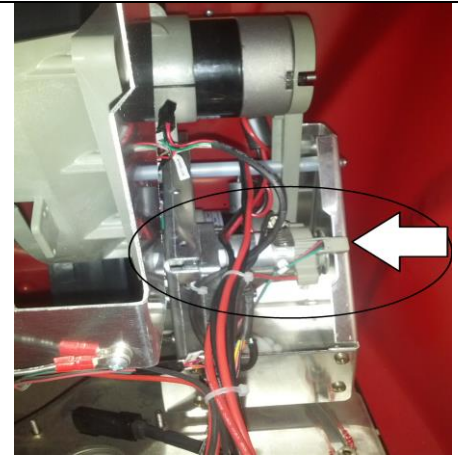
Step	Description	Picture
	<ul style="list-style-type: none"> <li>Machine gives the message "Feedback Elevation Motor" upon start up.</li> <li>During gameplay the machine stopped and said "Feedback Elevation Motor".</li> </ul>	
	<p style="text-align: center;"><b>Reasons for this message could be:</b></p> <ol style="list-style-type: none"> <li>There is a large amount of Ball Fuzz, Dirt, Debris inside the machine and is causing interference between the sensors and sensor magnets.</li> <li>There is a connector wire that has come loose or been damaged.</li> <li>A sensor wire has come loose or damaged.</li> </ol>	
	<p><b>Basic cleaning method. With machine turned off.</b></p> <ol style="list-style-type: none"> <li>Carefully reach inside to clean out most of the bulk build-up of ball fuzz, dirt, debris.</li> <li>Remove the control panel by unscrewing the 4 black screws holding it in, pull the board out carefully and let it hang while you inspect for fuzz, dirt, debris and tennis balls.</li> <li>If you find any Balls inside, remove them carefully and try not to tug on any wires.</li> <li>Using an air compressor works great, if an air compressor is not available then a can of pressurized air will work fine. <b>DO NOT USE ANYTHING MOIST TO CLEAN ANY OF THE INTERIOR.</b></li> </ol>	<p style="text-align: center;">Can of air</p> 

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**Cleaning the Elevation motor sensors**

**Locate the Elevation motor. It will be to the right of the server wheels. The best way to find it is through the rear where the control board is removed.**

- 1. Spray some air onto the timing disc.**
- 2. Spray some air on the magnet that sits just over the timing disc.**



**Also check and make sure there no balls in the area as they are the leading cause of torn jammed or disrupted wires.**



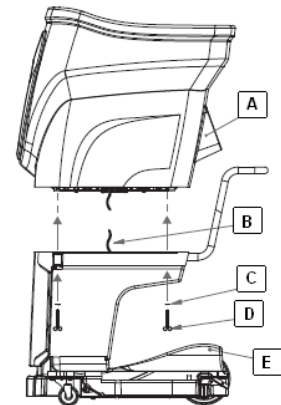
**Try to start the machine after following this cleaning process, if the problem persists then further inspection of the sweep sensors is required. Proceed to the next step of removing the Platform.**

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### Disconnecting The Phenom Hopper Unit and Base Unit.

**Step 1.)** Unscrew the 4 wing screws (D) and washers (C) from the bottom of the Base Unit (E). *(Pull these items out and set them aside for later use.)*

**Step 2.)** Disconnect the Wire Connector (B) allowing you to completely separate the Hopper Unit (A) from the Base Unit (E). Carefully set the Hopper Unit (A) upside down, so that the bottom plate is exposed.



### Removing The Hopper Unit Casing From The Internal Platform Assembly

1. Remove the 4 black screws fastening the control board to the Hopper Unit. Unplug the Feed Motor wire, from the board. Unscrew the ground wire on the "MP4" screw. Also remove any remote control connections if the machine has one, simply disconnect the wire on the plug that reads "Remote".
2. With the unit upside down, CAREFULLY remove the 10 screws connecting the Base Platform to the Hopper Unit. *(The Base Platform Pims are very sensitive, use caution when unscrewing these screws for they may strip if not enough pressure is applied.)*
3. Lift the Platform assembly out of the Hopper Unit carefully holding it from the center hole, while feeding the control board assembly through the hopper, until you have the entire Platform Yoke Assembly (with the control board) separated from the Hopper Unit Case.
4. Rest the platform right side up with the server wheels in an upright position.



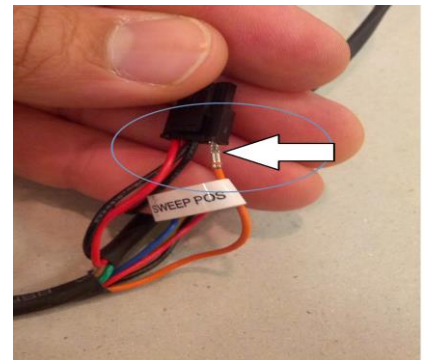
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**Checking the sensor wires and wire harness. The sensor wire harness begins at the control circuit board on connection "J10".**

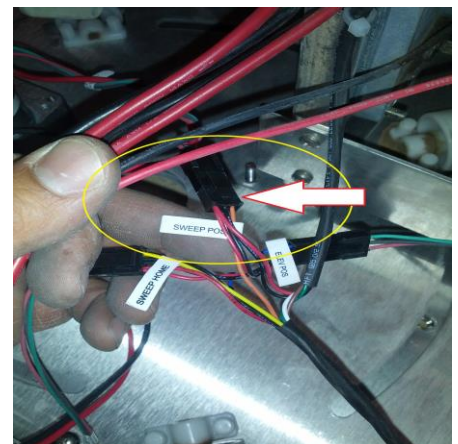
- 1. Check the thin sensor wires within the harness (they are multiple colors) give each wire a very gentle tug and push to re-secure any connection that may have been loosened.**
- 2. Follow the harness which is attached to a bundle of other wires and inspect the harness for any tears, slits or exposed wire.**
- 3. Get to where the harness splits to 3 locations: 1 "ELEV POS". 2 "SWEEP POS". 3"SWEEP HOME". Each of these go to a corresponding location (Elevation, Sweep and Sweep home)**
- 4. Inspect the "ELEV POS" by following the thin multicolored sensor wires within the harness and check for a loose or torn wire, make sure the connection is secured at the connector plug. If you find a thin wire that seems to be loose or disconnected go ahead and snap it back in place.**
- 5. Inspect the "SWEEP POS" label and check for a loose or torn connection, if the wire plug is loose go ahead and snap it back in place.**
- 6. Inspect the "SWEEP HOME" label and check for a loose or torn connection, if the wire plug is loose go ahead and snap it back in place.**

**IN ANY EVENT IF THERE IS A TORN SENSOR WIRE WITHIN THE HARNESS OR DAMAGE AT THE PLUG ITSELF THEN A NEW SENSOR WIRE HARNESS IS NEEDED AND YOU WILL NEED TO CONTACT LOBSTER SPORTS TECHNICAL SUPPORT.**

**You may contact us at (800)526-4041 ext 14. We may further assist you via Telephone, Skype or Facetime.**



Loose sensor wire on the harness



Sensor wire connector plug secure



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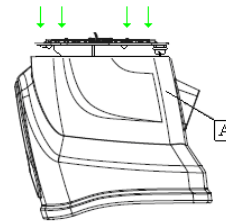
**Putting the Phenom Hopper Unit Case back onto the Internal Platform Assembly.**

**Step 1.)** Put the Upper Hopper Unit (A) upside-down (where the top of the hopper is resting on the ground), and carefully flip the Internal Platform Assembly with the Control Panel, into the bottom of the Upper Hopper Unit. Be sure that the Server Wheels face the Black face plate. Reach in through the control panel opening, and direct the panel until it is hanging outside of the Rear Hopper Unit.

**Step 2.)** CAREFULLY screw in the 10 screws connecting the Base Platform to the Hopper Unit. *(The Base Platform Pims are very sensitive, use caution when screwing in these screws, apply adequate pressure.)*

**Step 3.)** Reconnect the feed motor plug, screw the ground wires (2) back into MP4 (Yellow Circle). Reconnect any remote control wires if the machine has one.

**Step 4.)** Take the 4 black control panel screws and screw them back in. (Do not over tighten).



Feed motor plug circled red



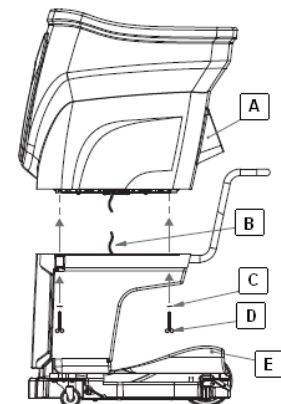
**Reconnecting The Hopper Unit To The Base Unit.**

**Step 1.)** Lift the Hopper Unit (A) and hold it above the Base Unit (E). Connect the Wire Connector (B). Now CAREFULLY lower the Hopper Unit onto the Base Unit. There are 4 metal extensions on the bottom of the Hopper Unit (A) that will fit into the 4 holes on the Base Unit (B). They will "click" into place when properly aligned.

**Step 2.)** Use the 4 wings provided (D), and the 4 washes provided (C) to secure the Base Unit to the Hopper Unit from the underside, as depicted in the picture to the right. *Make sure the 4 Wings are finger tightened, and do not over tighten, for over tightening these Wings can cause and Over-Current Sweep Error.*

**If you any issues, concerns or questions please contact us at (800)526-4041 ext 14. We may further assist you via Telephone, Skype or Facetime.**

Phenom Hopper Unit, and Base Unit



# TS- Feedback Elevation Motor Error



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