

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 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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MACHINE SETUP

Intended Use

Lobster tennis ball machines are intended to be used in a dedicated tennis facility. For safety reasons, the machine should only be used when players stand on the opposite side of a 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 the elevation level pointer on the front of red base.

Handle Operation

To raise the handle, simply lift up on the handle until you hear the lock buttons click into place. To fold the handle down, stand behind the machine and place hands on each of the plastic handle hinges. Simultaneously press up on the hinge lock buttons and gently push the top section of the handle forward over your machine.

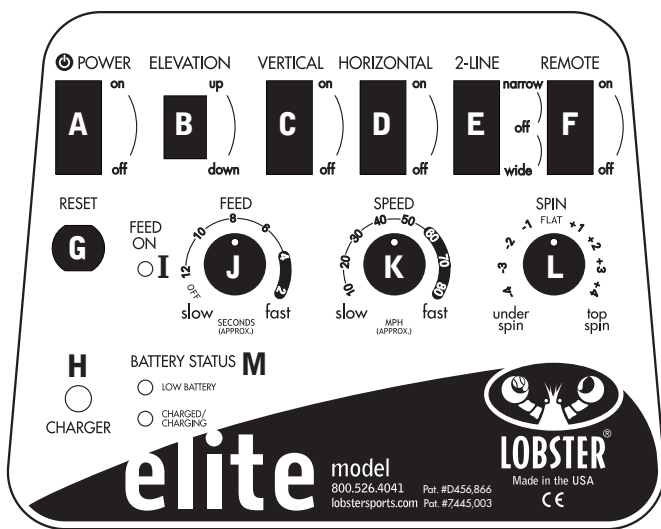
Transporting

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 42 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.

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

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.



CHARGING INSTRUCTIONS

Charging the Battery with the Basic Charger

Charge the machine for 12-16 or until the LED indicator is solid green **before the first use**. If you purchased a premium or fast charger with the machine, you will not receive a basic charger.

- Insert the basic charger into the control panel jack.
- Plug the charger into an AC outlet and charge until the LED indicator is solid green.
- Depending on usage, the typical charging time will range from 18-24 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 in a row.**
- For optimal battery life, charge the battery after each use.

Battery level and status are indicated on your control panel LED by the following:

- **Green SOLID & Red OFF** FULL CHARGE
- **Green FLASHING & Red OFF** 2/3 CHARGE
- **Green OFF & Red FLASHING** 1/3 CHARGE
- **Green OFF & Red SOLID** DEPLETED

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.

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

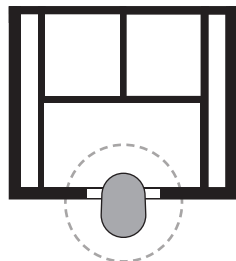
For ball machines used outside the US, you must charge the machine with the appropriate Premium Fast Charger to fit your country's voltage requirements. Using a 110v charger outside the US will damage the ball machine and void the warranty. Please contact Lobster Sports at info@lobstersports.com or visit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

OPERATING INSTRUCTIONS

Court Placement

For best position and widest range of sweep, align the white line marker on the bottom of the machine with the baseline, placing the machine at the center mark (as shown to the right).

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

The consistency of ball throws is dependent on the tennis balls you use. A mixture of new and old balls will produce inconsistent throws. Pressureless balls provide the best results in both toss and bounce—it's like playing with new balls almost indefinitely. For best results, Lobster highly recommends using pressureless balls with your machine.

Power the Machine

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

- Set the feed anywhere from 2-12 seconds. 12 seconds is the slowest 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.
- A 20 second delay allows time to get to the other side of the court before the first throw.
- When hopper is empty, 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 throws 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 two-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

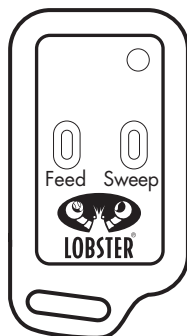
Triple Oscillation Setup (Available with elite two and elite three only)

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

- Turn the machine power on.
- Set the speed to 60 mph and feed rate at 8 seconds.
- Turn the vertical oscillation on.
- 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.

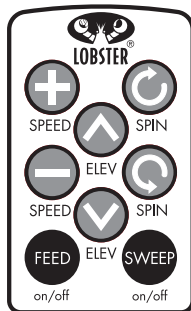
Elite Remote Control (Optional)

- 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.

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 after trying the below fixes, call Lobster Customer Service at 800.526.4041 or email support@lobstersports.com for assistance.

| 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. |

Additional troubleshooting information and help videos can be found on our website's support section. Please visit www.lobstersports.com/support/.

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

OPTIONAL ACCESSORIES

External AC Power Supply

For extended court time from your elite series machine, the external AC power pack transforms any of our battery ball machines into an AC/DC powered ball machine. Simply plugging the external ac power supply into your machine gives continuous, uninterrupted use. With this option, the machine can still run off a battery, allowing the owner to use whatever power method they prefer.

External Battery Pack

The Lobster external battery pack will provide you with an additional 4-8 hours of court time and can be used with any of our elite series machines.

Elite Storage Cover

Our heavy duty, lined, fabric elite storage cover protects your tennis ball machine from the elements, as well as from dust and moisture when in storage.



MAINTENANCE

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. In addition, remove all small debris (i.e. leaves, sand particles, dirt, etc.) from the tennis balls before refilling the hopper.

Storage

The elite storage cover is an ideal way to protect your machine from the elements. Always store the machine indoors in a clean, dry location. Never store the machine in a closed car trunk—which can reach 180 degrees. Excessive heat and extreme conditions can affect the machine's electronics and battery. Exposure to rain and snow will damage the electronics.

Battery Life and Maintenance

Before storing the machine, ensure the battery is fully charged. When the machine is not in regular use or is being stored, charge the machine every month until the LED light is solid green. **Never let the machine go uncharged for more than one 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.

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.

LIMITED WARRANTY

Lobster Sports warrants to the original purchaser of Lobster Sports ball machine (the "Product") that the Product will be free of defects in materials and workmanship under normal use for a period of two years from the date of purchase, except for the battery and server wheels, which are warranted for six months. Chargers, accessories, demonstration models, and reconditioned machines shall have a one year warranty. (Each respective warranty period hereinafter referred to as "Warranty Period"). Unless otherwise prohibited by law, this Limited Warranty is void unless the purchaser completes and returns the attached warranty response form to Lobster Sports within 30 days of purchase of the Product.

REMEDIES

If such a defect arises and a return authorization request is received by Lobster Sports within the applicable Warranty Period, Lobster Sports will, at its option and to the extent permitted by law, either (1) repair the Product at no charge, using new or refurbished replacement parts, or (2) replace the Product with a new or refurbished Product. In the event of such a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply. This Limited Warranty is valid only in the jurisdiction where the Products are sold by Lobster Sports itself or through its authorized reseller or agent and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement Product will be warranted for the remainder of the original Warranty Period or 30 days, whichever is longer, or for any additional period of time that may be required by applicable law. Lobster Sports reserves the right to authorize warranty service or repairs to be done by others.

HOW TO OBTAIN WARRANTY SERVICE

To make a warranty claim, the purchaser must request a return authorization by contacting Lobster Sports by calling 1-800-526-4041. As may be required by applicable law, Lobster Sports may require you to furnish proof of purchase details and/or comply with other requirements before receiving warranty service. The purchaser is responsible for all costs of returning the Product to Lobster Sports, including, but not limited to, the cost of packaging, shipping and applicable taxes. If Lobster Sports determines that any returned Product is not defective, within the terms of this warranty, the purchaser shall pay Lobster Sports all costs of handling and return shipping.

EXCLUSIONS AND LIMITATIONS

Lobster Sports does not warrant that the operation of the Product will be uninterrupted or error-free. This Limited Warranty applies only to the original purchaser of the Product that was purchased from an authorized reseller or sales channel and manufactured by or for Lobster Sports that can be identified by an authorized "Lobster" trademark, trade name, or logo affixed to it. Without limiting the foregoing, the Limited Warranty does not apply to any (a) Lobster Sports products and services other than the Products, (b) non-Lobster Sports products, even if included or sold with a Product, including, without limitation, any counterfeit products, (c) products that are, or Lobster Sports reasonably believes to be, stolen, (d) Product with altered or removed logos and/or brand markings, (e) consumables (such as batteries), or (f) software, even if packaged or sold with the Product or embedded in the Product.

This Limited Warranty does not apply to a Product or part of a Product that has been serviced, altered, refurbished, or modified by anyone who is not authorized by Lobster Sports, nor does it apply to any cosmetic damage such as scratches and dents. In addition, this Limited Warranty does not apply to damage or defects caused by (a) accident, abuse, misuse, mishandling, flood, fire, earthquake or other external causes; (b) normal wear and tear or aging of the Product such as discoloration; (c) repairs that have been made or attempted by you or others without authorization; or (d) operating the Product (i) outside the permitted or intended uses described by Lobster Sports, (ii) not in accordance with instructions provided by Lobster Sports, or (iii) with improper voltage or power supply.

No Lobster Sports reseller, distributor, agent or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term contained herein is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

IMPLIED WARRANTIES

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. Some jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

LIMITATION OF DAMAGES

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, LOBSTER SPORTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, EVEN IF LOBSTER SPORTS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

GOVERNING LAW

This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.



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) LobsterSports.com Google Pro Player Friend Instagram Facebook Magazine Ad Club
Dealer _____ Website _____ Other _____

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

Income (circle) \$50-\$99K \$70-\$99K \$100-\$119K \$120-\$149K \$150-\$199K \$200-\$299K \$300-\$499K \$500K+ **Gender** M F

Age (circle) 15-25 26-35 36-45 46-55 56-65 66-75 76-85 86+ **Occupation** _____

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

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.

Please select from the following:

- 1 Year\$65
- 2 Years\$110
- 3 Years\$149

place
stamp
here



LOBSTER[®]

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North Hollywood, CA 91605