




TS- My Phenom Says Feedback or Over-current Top or Bottom Server Motor Error

Step	Description	Tools	Picture
	<p>Models that Apply: Phenom 1 & 2.</p> <p>The more common statements regarding Feedback and Over-current error messages are...</p> <ul style="list-style-type: none"> • “My machine says Over Current Top Server Motor Error.” • “My machine says Over Current Bottom Server Motor Error.” • “My Machine says Feedback Top Server Motor Error.” • “My Machine says Feedback Bottom Server Motor Error.” • <p>The most common reason for these error messages are:</p> <ul style="list-style-type: none"> • A Ball Jam in the ball chute in between the server wheels. • Loose server wheels. • Server wheels missing magnets. • A disconnected or broken Snap in Sensor (from the Main Harness). 		
<p>1</p>	<p>SECTION 1</p> <p style="text-align: center;"><u>To Remove Ball Jam</u></p> <ol style="list-style-type: none"> 1. Make sure the machine is off. Look through the front of the machine where the balls shoot from. The most common ball jam will be in the ball chute or right in between the server wheels. If there is a ball jam it will look like the picture displayed. If you cannot remove by hand then proceed to the next step. <p>(NOTE: <i>*Please perform this in an open area as ball(s) will be shooting out of the machine!*</i>)</p> <ol style="list-style-type: none"> 2. Turn the machine on and tilt back 35 degrees (using 		 <p>Ball Jammed in between server wheels.</p>

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	<p>the handles) and wait for machine wheels to spin. Once machine wheels are spinning carefully put machine back down on all 4 wheels. (Do not observe machine server wheels spinning only listen for low humming noise coming from front of machine as balls will shoot out from the machine).</p> <ol style="list-style-type: none"> 1. Once balls have shot out of the machine, turn the machine off. 2. Once the machine is off, reach inside the front part of the machine to any and all crevasses that a ball may be lodged in. Be careful not to disconnect or tug on any wires. Check server wheel rotation by gently moving the wheel back and forth making sure they move freely. <p>If this does not solve the error message proceed to Section 2.</p>		 <p>Phenom being titled back to get balls away from serve wheels.</p>
<p>2</p>	<p>SECTION 2</p> <p>Checking the inside base for balls within the machine. Make sure the machine is off.</p> <p>Using your hand through the front of the machine try to feel around past the server wheel assembly as sometimes you will find a tennis ball that has been hit back into the machine.</p> <p>If you do find a ball(s) try to remove them very carefully as they may be tangled underneath fragile wiring.</p> <p>Remove the control panel to get a good look from the rear angle. To remove the control panel you will need a Phillip head screwdriver and remove the 4 black screws. Once removed you will be able to reach inside to feel for balls.</p> <p>If following all of these steps do not resolved please proceed onto the next section.</p>		

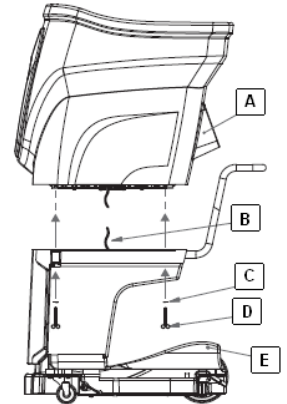
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SECTION 3

Removing the Top Half of the Phenom Unit.

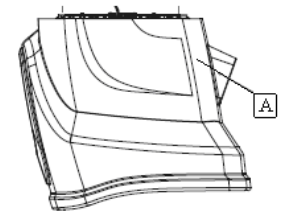
1. First you must remove the control board by unscrewing the 4 Philips head screws. Then unplug the feed plug (Red wire for Battery Pos, Black wire for Battery Neg). Unscrew the battery Ground wire(s) (marked in Green on the diagram to the Right). Disconnect the Feed motor (marked in Red on the diagram to the right). Disconnect the Remote (if you have one installed).
2. Detach the Top of the Phenom from the Bottom by removing the 4 wing-nut screws holding them together. Carefully tilt the Top unit 45 degrees to disconnect the power cable.
3. Once the power cable has been disconnected Place the top unit upside down on the ground, Remove the 12 Philip head screws located along the bottom edge of the platform with a drill gun if possible.

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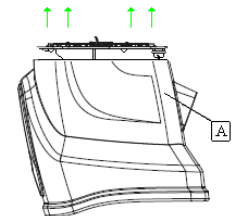


Lobster Phenom with labeled components.

(Base Unit separate from Hopper Unit).



Top Portion of Hopper Unit upside down with bottom plate exposed.


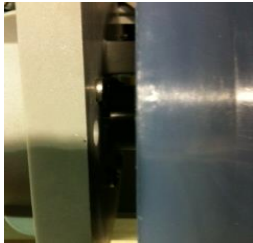



Phenom Internal Platform Assembly being removed from Upper Hopper Unit. Diagram A.)



Ground wire location. (Green)
Feed Motor location. (Red)

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	<p>For further troubleshooting move onto section 4.</p>		
<p>4</p>	<p>SECTION 4.</p> <p><u>Checking For Loose Server Wheels.</u></p> <ol style="list-style-type: none"> 1. Locate the Set Screw use a 1/8” Allen Wrench to tighten the set screw (Clockwise) 1/16”s distance from the motor shaft. 2. Make sure both server wheels are line up with each other and are not rubbing against the motor shaft. 		 <p>(Server wheel with 1/8” Allen Wrench in set screw.)</p>  <p>(Server wheel 1/16” from motor shaft.)</p>
<p>5</p>	<p>SECTION 5.</p> <p><u>Cleaning Debris From The Machine</u></p> <ol style="list-style-type: none"> 1. Using a vacuum with hose extension, move around the chassis rim removing all the ball fuzz and debris. BE SURE NOT TO VACUUM UP ANY WIRES! 		
<p>6</p>	<p>SECTION 6.</p> <p><u>Checking the Server Wheel Magnets</u></p> <ol style="list-style-type: none"> 1. The server wheels have 4 magnets located in the middle section of the wheel, equal distance from each other. If a magnet is the wrong direction, or if the magnet is missing this can cause an error. Using the tip of a screw driver or allen, touch the 4 locations on the Top and Bottom server 		 <p>Server Wheel showing all magnets.</p>

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wheels. All 8 magnets (4 for the top and 4 for the bottom wheel) should have the same polarity and attract the screw driver or allen.

SECTION 7.

Checking the Top and Bottom Snap-in Sensors

Step 1.) Unscrew the set screw attached to the server wheels, and pull them off.



Step 2.) With the server wheels removed you now have access to the Top and Bottom snap in sensors. Carefully push and pull on the 3 red, green, and black wires to ensure the snap in sensors are securely in place. Check the make sure the snap in sensor wires are not cut or torn. If one of the snap in sensors comes out, simply push it back in place until it clicks.



Server Wheel Set Screw



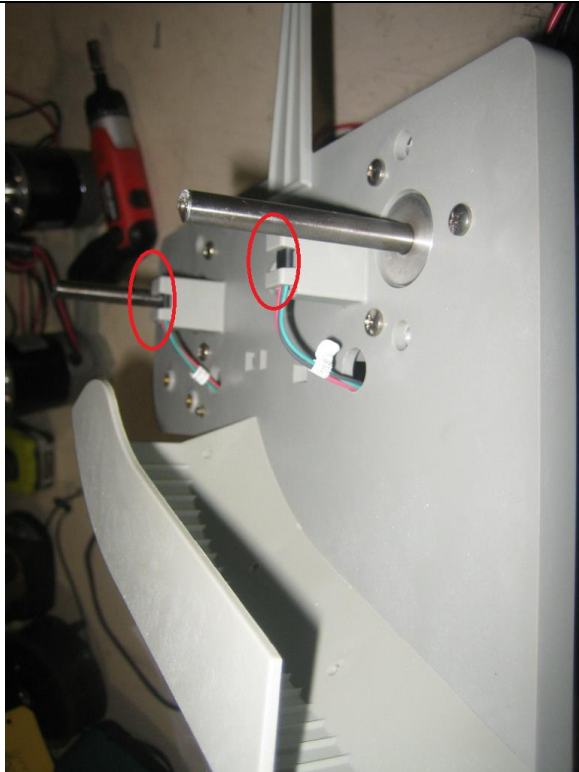
Top and Bottom Server Motor Snap-in Sensor Wires (marked in red)



Server Wheel Set Screw

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Top and Bottom Server Motor Snap-in Sensor Wires
(marked in red)

Step 3.) Put the server wheels back on the server motor shaft Attach the new server wheel 1/16” from the server motor. It is important that the wheel hub does not touch the server motor and that both server wheels are aligned directly over each other. Tighten the set screw to the flat of the server motor shaft. Make sure the bottom and top server wheels are flush, and aligned with the ball chute.

SECTION 8.

Checking Vein Harness
(Wire Harness)

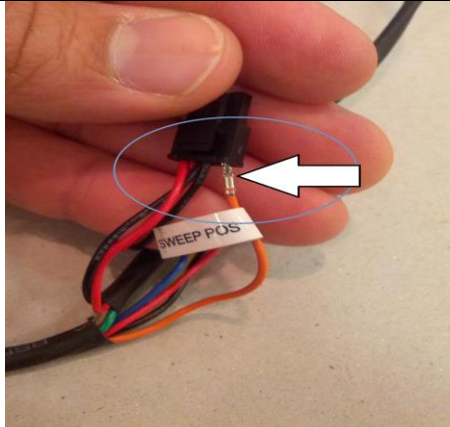
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1. Check the small multicolored wires coming out of the Vein Harness Assembly. Check to see if any of these wires are cut or smashed.



(Vein Harness wires unplugged.)

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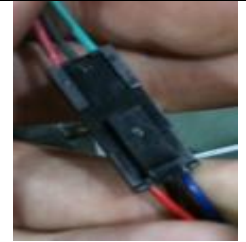
(Vein Harness with disconnected terminal pictured above.)

*(Follow quick-connect instructions and diagrams below to make sure all wires are connected to the correct harness plugs.)

2. Disconnect the Snap In sensor, and reconnect it one at a time. Make sure the labels match up.
3. **Diagram A.)** Bottom Server Motor wire (red, black, and white).



Diagram B.) Top Server Motor wire (red, black, and brown).



(Vein Harness wires plugged-in)

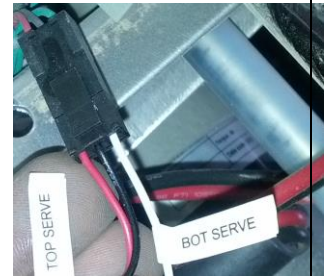


Diagram A.) Bottom Serve Motor connection red, black and white.

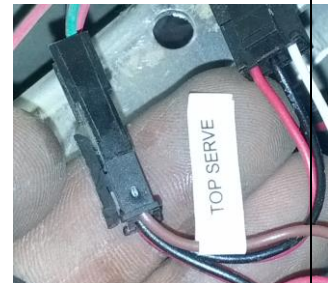


Diagram B.) Top Server Motor connection red, black, and brown.



Diagram C.) Elevation Home connection red, black, and green.

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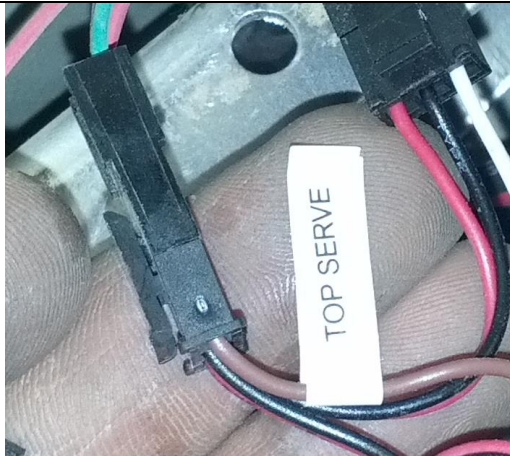
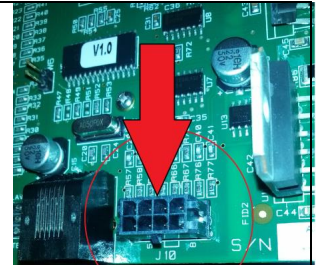
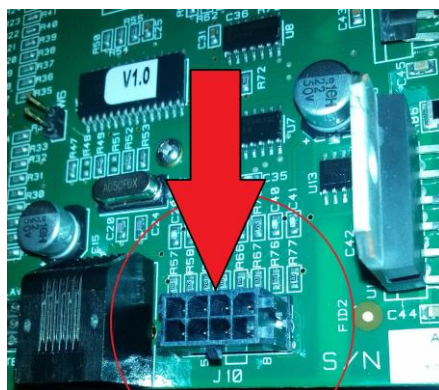


Diagram C.) Elevation Home wire (red, black, and green).



4. Unscrew the control panel, and check the Vien Sensor Harness connection (marked as J10) on the circuit board. Disconnect this by pinching on the two longer sides, and pulling up. Blow it out and then reconnect it.



Vein Sensor Harness circuit board connection location (J10).

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SECTION 9.

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

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. Have one person reach in through the control panel opening, and direct the panel until it is hanging outside of the Upper Hopper Unit.

2. CAREFULLY screw in the 12 screws connecting the Base Platform to the Hopper Unit. *(The Base Platform Pins are very sensitive, use caution when screwing in these screws.)*

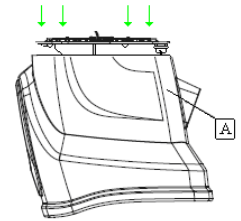
3. Plug in the Feed Motor wire and unscrew the ground wire (Diagram D.) on the control panel. Using the 4 black screws fastening the control board to the Hopper Unit.

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4. 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.

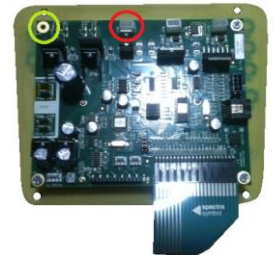
5. Use the 4 wings provided (D), and the 4 washers provided (C) to secure the Base Unit to the Hopper Unit from the underside, as depicted in the picture to the right. *Make sure the 4 Wings are finger tightened, and do not over tighten, for over tightening these Wings can cause and Over-Current Sweep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

If the issue continues upon putting the machine back together and testing it, you will need to contact Customer Service for a Return Authorization to send your machine in for Repair or Warranty Repair. 1-

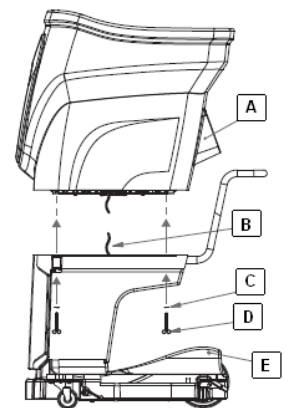


Phenom with Internal Platform Assembly being placed into Upper Hopper Unit.

Diagram D.)



Ground wire location. (Green)
Feed Motor location. (Red)



Phenom Hopper Unit, and Base Unit



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	800-526-4041.		