



## TS-My Ball Feed Is Not Working

*Objective:* To troubleshoot Elite Series and Pickle and Pickle 2 machines with a ball feed issue

Action	Pictures
<p>The Ball Feed refers to the process of the balls dropping from the hopper into the machine to be thrown. The black index wheel (or rotor) is turned by a motor allowing the balls to drop one at a time. The machine is designed to have a 20 second delay from the time power is turned on, before the index wheel turns. This is to allow the player to get to the other side of the court before the balls begin to “feed” and are thrown.</p>	 <p style="text-align: center;">Index Wheel</p>
<p>The more common statements made regarding ball feed issues are:</p> <p><b>“I turn on the feed and the index wheel does not turn”</b>  <b>“The balls keep jamming”</b>  <b>“I am getting 2 flashing lights indicating a feed motor error”</b></p> <p>This indicates one of the following:</p> <p><b>A ball jam</b>  <b>The index wheel is loose</b>  <b>The feed motor is not connected</b>  <b>A faulty feed motor</b>  <b>A faulty control panel</b></p>	
<p><b>Step 1 – Ensure Index Wheel is Tight On Motor Shaft</b></p> <p>The first thing to check is to make sure the index wheel turns after the initial 20 second delay. If the index wheel does not turn then follow the steps below.</p> <ol style="list-style-type: none"> <li>1. Check to make sure that there is no ball jam and remove all balls from inside the ball hopper.</li> <li>2. Check to make sure the index wheel is tight on the feed motor shaft. To do this, turn the index wheel with your hands to the left or counter-clockwise. Once the index has been turned all the way to the left, with both hands on index wheel, give one final turn or “jolt” to the left to ensure it is tight on motor shaft.</li> <li>3. Turn on the machine, turn up the feed rate on the feed dial, wait 20 seconds, and ensure index wheel is turning.</li> </ol>	 <p style="text-align: center;">Index Wheel</p>  <p style="text-align: center;">Tightening of Index Wheel</p>



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<p>If the issue has not been corrected and the index wheel still does not turn then <b>Go To Step 2.</b></p>		
<p><b>Step 2 – Check the Feed Motor Connection</b></p> <p>The next thing to check is to make sure that the wires from the feed motor are securely connected to the back of the control panel. To do this follow the steps below.</p> <ol style="list-style-type: none"> <li>1. Unscrew the control panel and pull it out and to the side. Be careful not to disconnect any wires.</li> <li>2. Find the feed motor inside the machine mounted at the inside top of the red case. There are 2 wires coming from the feed motor, red (positive) and black (negative) that go into one wire connector. These wires should have a tag attached to the wires labeled “feed”.</li> <li>3. Follow the feed motor wires to the back of the control panel where the white wire connector attaches onto the green electronic board where in white letters is the word “FEED”.</li> <li>4. Check to make sure the wire connector is securely connected to the electronic board or re-attach.</li> <li>5. Turn on the machine, turn up the feed rate on the feed dial, wait 20 seconds, and ensure index wheel is turning.</li> </ol> <p>If the issue has not been corrected and the index wheel still does not turn then <b>Go To Step 3.</b></p>		 <p style="text-align: center;">Control Panel - Open</p>  <p style="text-align: center;">Labels On Feed Wires</p>  <p style="text-align: center;">Feed Connection</p>
<p><b>Step 3 – Check for Faulty Motor or Control Panel</b></p> <p>The next thing to do is to determine if the issue is with the feed motor itself or if the issue is within the control panel. To do this follow the steps below.</p> <ol style="list-style-type: none"> <li>1. With the control panel unscrewed, switch the feed and sweep wire connections on the back of the control panel. This will allow the horizontal oscillation or sweep switch on the control panel to operate the feed motor to determine the issue.</li> <li>2. After you have connected the FEED wire connection into the Sweep connection turn on machine.</li> <li>3. Turn the Horizontal Oscillation or sweep switch on. If the feed motor and index wheel begin to turn then the issue is with a component within the control</li> </ol>		 <p style="text-align: center;">Control Panel - Open</p>



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	<p>panel. If the feed motor and index wheel do not turn then the issue is the feed motor.</p>		
	<p>If it is determined that the issue is with the control panel then a replacement panel will be needed and can be installed by the customer if they choose.</p> <p><b>Replacement Control Panels:</b>  <b>Elite Liberty (EL41B) -</b>  <b>Elite 1 (EL41) -</b>  <b>Elite 2 (EL42) -</b>  <b>Elite 3 (EL43) -</b></p> <p><b>If it is determined that the issue is with the feed motor then contact Lobster Sports Customer Service Department to obtain a Return Authorization to send the machine to the factory for repair. Tech Support number: 1-800-526-4041 Ext 14.</b></p>		<p style="text-align: center;">Feed &amp; Sweep Connection</p>