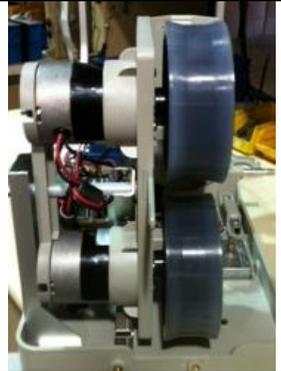


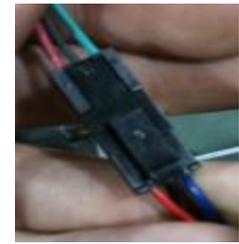


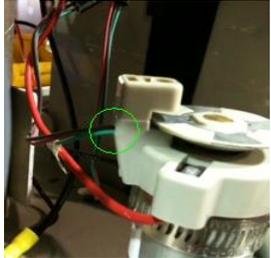
## TS- My board is displaying a Feedback Elevation/ Sweep error message.

*Objective:* To help determine the source causing the feedback error message.

Action	Picture
<p>The more common statements regarding Feedback error messages are...</p> <ul style="list-style-type: none"> <li>• “My machine stopped working and the screen says feedback error.”</li> <li>• “My machine says Feedback Sweep Error.”</li> <li>• “My Machine says Feedback Elevation Error.”</li> </ul> <p>The most common reason for these error messages are:</p> <ul style="list-style-type: none"> <li>• <b>There is a Ball Jam blocking a motor causing an Feed Back Error Message.</b> (Checking for a Ball Jam, Step 1).</li> <li>• <b>The sweep is not finding home location.</b> (Section 2, Checking the Sweep Magnet).</li> <li>• <b>The Elevation is not finding home location.</b> (Section 3, Checking the Elevation Magnet).</li> <li>• <b>A wire on the sensor harness has become unplugged.</b> (Checking Sensor Connections, Step 4).</li> <li>• <b>A snap-in sensor is disconnected.</b> (Checking Snap-in Sensor Connections Step 5).</li> <li>• <b>A sensor disc needs to be rotated.</b> (Checking Timing Discs Step 6).</li> </ul> <p><i>*Before proceeding to check these problems, you will need a <b>Philips Screw Driver P2</b> to remove the case. Please follow the guide below.</i></p>	 <p style="text-align: center;">Feedback Error Message Display</p>
<p style="text-align: center;"><b><u>To Remove Ball Jam</u></b></p> <p><b>Step 1.)</b></p> <p style="text-align: center;"><i>(NOTE: *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"> <li>1. With the machine on, tilt the machine back 35 degrees and wait for machine wheels to spin.</li> <li>2. Once machine wheels are spinning carefully put</li> </ol>	 <p style="text-align: center;">(Machine tilted back 35 degrees)</p>

	<p>machine back down on all 4 feet. (<b>Do not observe machine wheels spinning only listen for low humming noise coming from front of machine</b>).</p> <ol style="list-style-type: none"> <li>Once balls have shot out of the machine, turn the machine off.</li> <li>Remove the red case by unscrewing the 6 phillips-head screws located along the bottom of the red case. (2-front, 2-rear, one on each side)</li> <li>Gently lift off of machine being careful not to disconnect any wires.</li> <li>With the case removed, be sure to check around any and ALL crevasses where a ball could fall. (Be sure to check below the bottom server wheel, as sometimes a ball can get stuck and keep the elevation from moving to its lowest point and put excess stress on the motor.)</li> </ol>	 <p>(Machine released back on all 4 feet.)</p>
	<p style="text-align: center;"><b><u>Checking for Sweep Magnet.</u></b></p> <p><b>Section 2.</b></p> <ol style="list-style-type: none"> <li>The sweep magnet is located on the bottom of the machine, just above the serial number toward the back. In order to get to it you will need to tilt your machine back on to the transport wheels, while holding the upper handle to keep it in place.</li> <li>Now using the tip of a flat-head screw driver (or anything steel or iron.) go over the ¼” hole with a threaded screw poking threw it (located above the serial number sticker.).</li> <li>If the tip of the screw driver or paper clip attracts to the screw bottom, then the magnet is in place.</li> </ol> <p><b>If the problem has not been resolved, go to section 3.</b></p>	 <p>Bottom platform.</p>  <p>Platform Sensor Magnet.</p>
	<p style="text-align: center;"><b><u>Checking for Elevation Magnet.</u></b></p> <p><b>Section 3.</b></p> <ol style="list-style-type: none"> <li>In order to get to the Davit Center (where the elevation magnet is located.) you will need to take the case off. You do this by unscrewing all 6 screws holding the case onto the chassis. (Located at the bottom of the case with 2 in back, 2 in front, and 1 on both sides of the machine).</li> <li>Once the case is off, CAREFULLY beside the</li> </ol>	

<p>machine, (Be sure not to disconnect any wires.) then position the machine so that the front end is facing you (the pointer.).</p> <ol style="list-style-type: none"> <li>The magnet screw 1/4" is located to the left of the pointer, (on the inner metal section of the Davit Center.) behind the white yoke spacer (you can see the screw threading poking through the domed shape on the Davit Center.).</li> <li>Take your paper clip or flat-head screw driver tip, and touch the 1/4" screw thread you located. If it attracts to the screw bottom, then the magnet is in place.</li> </ol>	<p>Case Off with pointer facing you.</p>  <p>Davit Center. (1/4" set screw)</p>  <p>1/4" set screw</p>
<p><i>*If you have any model number below <b>EL04-16703</b> or <b>EL05-21307-L</b>, then <b>SKIP</b> Step 2. and proceed to Step 3.*</i></p> <p><b>Step 4.)</b></p> <p><b><u>Checking Sensor Connections.</u></b></p> <ol style="list-style-type: none"> <li>With the case still off, check the elevation position, sweep home, and sweep position quick-connections. Make sure the labels match up.</li> </ol> <p><i>The diagrams to the right only apply if your wires are unplugged.</i></p> <p><i>*(Follow quick-connect instructions and diagrams below to make sure all wires are connected to the correct harness plugs.)</i></p> <ol style="list-style-type: none"> <li><u>Diagram A.</u> shows that the Elevation Wire (coming from the elevation motor.) connects to the Elevation Position plug (with the red, black and blue wires, and Elev Pos label.)</li> </ol>	 <p>(Vein Harness wires unplugged.)</p>  <p>(Vein Harness wires plugged-in)</p> <p>A.</p> 

<p>3. <u>Diagram B.</u> shows that the Sweep Position Wire (coming from the sweep motor.) connects to the Sweep Position plug (with the red, black, and orange wires, and Sweep Pos label.).</p> <p>4. <u>Diagram C.</u> shows that the Sweep Home Wire (coming out of the chassis floor in front of the battery) connects to the Sweep Home plug (with the red, black, and yellow wires and Sweep Home label.).</p> <p><b>If the issue is not resolved, continue to Step 3.</b></p>	<p>(Elevation Positive blue wire)</p> <p>B.</p>  <p>(Sweep Positive Orange Wire)</p> <p>C.</p>  <p>(Sweep Home Yellow Wire.)</p>
<p><b>Step 5.)</b></p> <p><b><u>Checking Snap-in Sensors</u></b></p> <ol style="list-style-type: none"> <li>1. Check the Snap-In Sensors located at the back portion of the Proxy Mount Assembly. (It is below the Proxy Mount Magnet Holder.</li> <li>2. Make Sure the sensor is plugged in all the way- by grabbing the 3 wires (red, black and green), and CAREFULLY pulling a little bit away from the Elevation/ Sweep Assembly. (<i>If you feel any resistance then the snap-in sensor is in place. DO NOT TUG ON WIRES TOO HARD!</i>)</li> </ol> <p><b>If the issue is not resolved, continue onto step 4.</b></p>	 <p>Elevation Motor (Snap-in Sensor highlighted by green circle.)</p>  <p>Sweep Motor (Snap-In sensor highlighted in green circle.)</p>
<p><b>Step 6.)</b></p> <p><b><u>Checking the Timing Discs</u></b></p> <ol style="list-style-type: none"> <li>1. Just above the Snap-In sensor, and little bit to the right of it, there is a disc mounted on-top of the motor. This is known as the Timing Disc. Sometimes the motor can seize up, and the disc</li> </ol>	

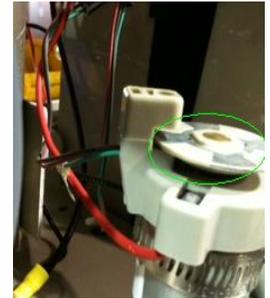
can become “stuck” in place. This is generally fixed with the help of your index finger.

2. Use your index finger to rotate the Timing Disc clockwise, and then counter clockwise (*The discs should be rotated approximately 5 to 6 times each way*). \*If the timing disc winds up and spins the wrong direction, then you will need to contact Customer Service for a replacement elevation or sweep motor.

**If the Timing Disc does not move, you are applying pressure, then the motor may be broken. Contact Lobster Sports Customer Service Support Team at 1-800-526-4041 ext.14 for a Repair or Warranty Repair Return Authorization, or order a new motor item EAS1 at [lobstersports.com](http://lobstersports.com)**



Timing Disc (highlighted in green)



Timing Disc (highlighted in green)