

TS- My Phenom 1 & 2 Says Calibrating Please Wait.

Step	Description	Tools	Picture
	<p>Models that Apply: Phenom 1 & 2</p> <p>This issue occurs when you turn on your machine and it says ‘‘Calibrating Please Wait...’’ and does not turn off when you push the power button on the control panel.</p> <p>This generally is indication of a broken or missing component in the machine, and at rare times can indicate a faulty circuit board.</p> <p>If your machine says ‘‘Calibrating Please Wait...’’ make sure to turn off the power by disconnecting the power cord from the outlet.</p>		
<p>1</p>	<p style="text-align: center;">Checking The Elevation Motor</p> <p>Step 1.) Make sure machine is powered OFF.</p> <p>Step 2.) Using the Top and Bottom Server Wheels (inside the front opening of the machine), grab the top wheel with one hand, and the bottom wheel with another. To raise the elevation manually, push away from you on the Top wheel, while pulling towards you on the Bottom wheel (<i>You should feel resistance and hear the motor gears moving as you do this, be careful not to push with too much strength, as this might cause the Elevation motor to break</i>). To lower the elevation, Pull the Top wheel towards you as you push the Bottom wheel away from you. If the elevation is rigid, and does not move, then the motor is fine. If the elevation moves up and down easily by hand, go to Section 3 & 4 to remove the case, and section 6 & 7 to check the motor and gears.</p> <p>If the issue remains continue onto the next step.</p>		 <p>Server wheels (elevation pivots up and down).</p>

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Checking The Sweep Motor

Step 1.) With the machine still OFF, grab the top section of the Phenom with both hands (one on each side of the Red Case Housing).

Step 2.) Grab the sides of the red case, and try to manually move the unit left and right by hand. If the machine is rigid and in place and does not move left and right, then the sweep motor is fine. If the sweep moves left and right easily by hand, you will want to check the motors and gears.

Step 3.) Unscrew the 4 wingnuts under the bottom of the machine (that fasten the top Hopper to the bottom half of the unit). Lift up the top half, which will expose the spur gear (round gear from the sweep motor) (Marked in Red) and the sweep arc gear (marked in Green) (which allows the unit to move left and right). If the teeth are broken on the spur or arc gear, this can be keeping the machine from moving properly. If the Arc gear teeth are broken, it will need to be replaced. (Item E523) If the spur gear on the motor is broken, it will need to be replaced. (Item E524)

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Spur Gear Item E524 (marked in Red).



Spur Gear (marked in red)



Arc Gear (marked in green)

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Arc Gear Item E523 (marked in Green)

Step 4.) If the teeth of the Arc Gear and Spur Gear are all intact, and the sweep can move left and right freely by hand, then the sweep needs to be replaced (item EAS1).
If the Sweep is rigid, and does not move, then the motor is fine. go to **Section 3 & 4** to remove the case, and **section 5** to check the sweep magnet.

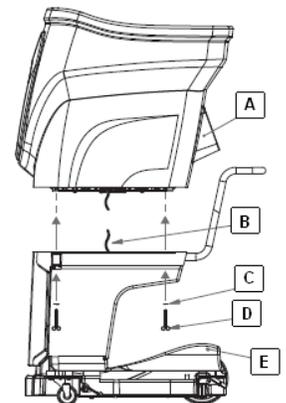
If the issue remains, please continue onto the next steps.

Disconnecting The Phenom Hopper Unit and Base Unit.

3

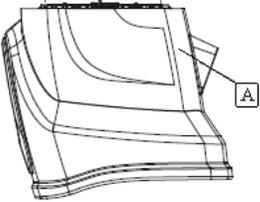
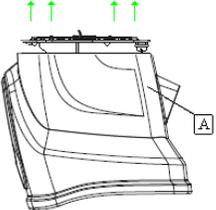
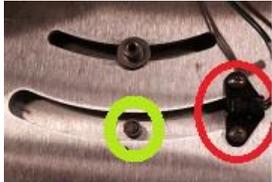
Step 1.) Unscrew the 4 wing screws (D) and washers (C) from the bottom of the Base Unit (E). (*Pull these items out and set them aside for later use.*)

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

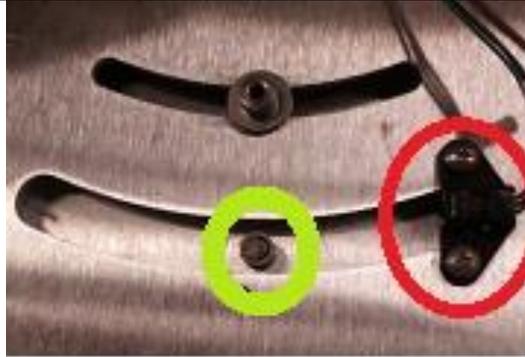


Lobster Phenom with

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			<p>labeled components. (Base Unit separate from Hopper Unit).</p>  <p>Top Portion of Hopper Unit upside down with bottom plate exposed.</p>
<p>4</p>	<p style="text-align: center;">Removing The Hopper Unit Casing From The Internal Platform Assembly</p> <p>Step 1.) CAREFULLY remove the 10 screws connecting the Base Platform to the Hopper Unit. <i>(The Base Platform Pins are very sensitive, use caution when unscrewing these screws.)</i></p> <p>Step 2.) Remove the 4 black screws fastening the control board to the Hopper Unit. Unplug the Feed Motor wire and unscrew the ground wire (Diagram A.) on the control panel.</p> <p>Step 3.) Using two people have one person lift the Platform piece out of the Hopper Unit, while the other person helps feed the control board assembly through the hole, until you have the entire Platform Yoke Assembly (with the control board) separated from the Hopper Unit Case.</p>		 <p>Phenom Internal Platform Assembly being removed from Upper Hopper Unit. Diagram A.)</p>  <p>Ground wire location. (Green) Feed Motor location. (Red)</p>
<p>5</p>	<p style="text-align: center;">Checking for Sweep Magnet.</p> <p>Step 1.) Using the image below, you will see the sweep magnet marked in Green, it is located on the back section of the platform, and the magnet is on the bottom platform (poking through the slide slot).</p> <p>Step 2.) Using a screw driver or paper clip, check the ¼ magnet to ensure it is magnetized.</p>		 <p>The ¼ magnet (marked in green).</p>

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The ¼ magnet (marked in green).

Step 3.) If the magnet is missing, this is causing the issue, and the magnet will need to be replaced (item E821).

If the magnet is in place, please proceed to the next step.

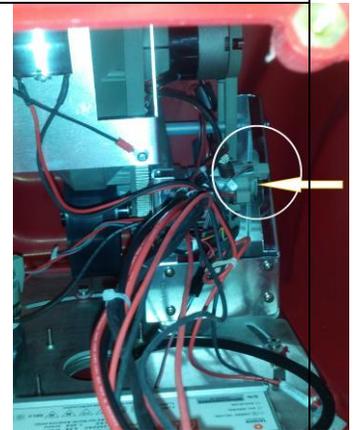
Checking the Elevation Magnet

Step 3.) The magnet screw ¼” 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.).

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Step 4.) Take your paper clip or flat-head screw driver tip, and touch the ¼” screw thread you located. If it attracts to the screw bottom, then the magnet is in place. If the magnet is missing, this is causing the issue, and the magnet will need to be replaced (item E821).

If the magnet is in place please proceed to the next step.



Inside of Phenom showing elevation location.



Davit Center.
(1/4” set screw)

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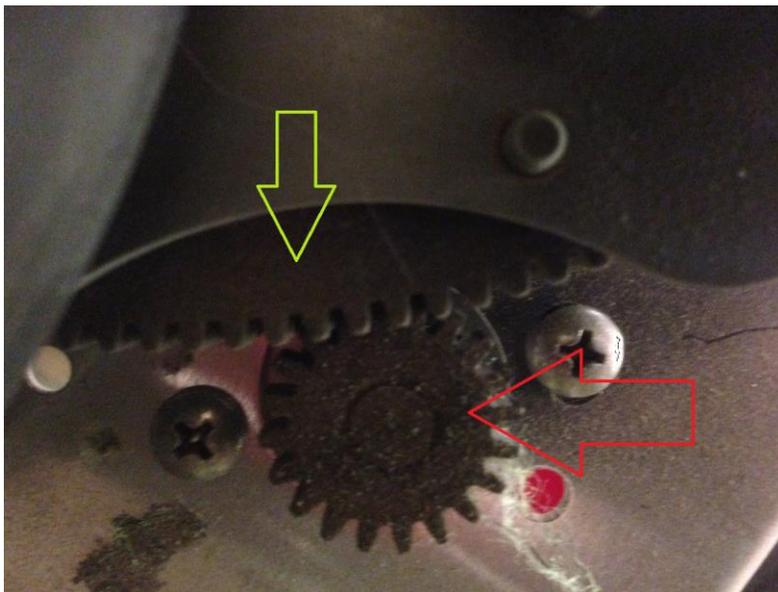
1/4" set screw

Checking Arc and Spur Gears (elevation)

Step 1.) The elevation Spur Gear (round gear marked in red) rests underneath the ball chute (the slide the balls roll down). If the teeth are missing on the Spur Gear then the spur gear will need to be replaced (item E524).

Step 2.) The Arc Gear is attached to the Yoke (marked in green). If the Arc Gear is missing, or if the teeth or broken, then the part will need to be replaced (item E523).

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Arc Gear is marked in Green, Spur Gear is marked in Red.

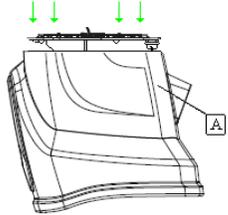
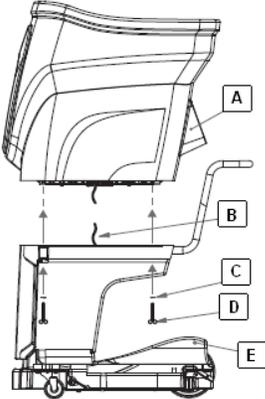
Step 3.) If the teeth of the Arc Gear and Spur Gear are all intact, and the elevation can move up and down freely by hand, then the elevation motor needs to be replaced (item EAS1).

If the Sweep and Elevation Motors and Gears are still in good shape, please continue to the next step.



Arc Gear marked in Green. Spur Gear marked in Red.

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<p>8</p>	<p>Putting the Phenom Hopper Unit Case back onto the Internal Platform Assembly.</p> <p>Step 1.) Using two people, 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 threw the control panel opening, and direct the panel until it is hanging outside of the Upper Hopper Unit.</p> <p>Step 2.) CAREFULLY screw in the 10 screws connecting the Base Platform to the Hopper Unit. <i>(The Base Platform Pims are very sensitive, use caution when screwing in these screws.)</i></p> <p>Step 2.) 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.</p>		 <p>Phenom with Internal Platform Assembly being placed into Upper Hopper Unit.</p> <p>Diagram D.)</p>  <p>Ground wire location. (Green) Feed Motor location. (Red)</p>
<p>9</p>	<p>Reconnecting The Hopper Unit To The Base Unit.</p> <p>Step 1.) Using two people, 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.</p> <p>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. <i>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.</i></p>		 <p>Phenom Hopper Unit, and Base Unit</p>

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Hard Reset

If the sweep and elevation teeth are in place, and the sweep and elevation do not move by hand (meaning the motors are rigid and there is no movement), then the problem might be with the circuit board. A Hard Reset might solve the problem.

Step 1.) Make sure machine is powered OFF. (You can do so by disconnecting the Power Cord from its outlet or 16 gauge extension cord.)

Step 2.) Hold down on the Power button on the control panel for 3 seconds. When you first press it, you should see the red light above it flash once.

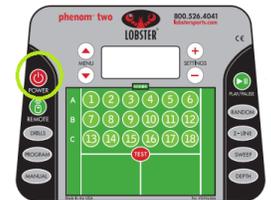
Step 3.) Plug the Power Cord back to the outlet (or 16 gauge extension cord).

Step 4.) Turn On the machine using the Power button on the control panel. If the issue continues, then in this case it is most likely the control panel. Contact lobster sports Customer with the machine serial number (located on the front opening of the machine on the inside right-hand side, on a white sticker that reads ECO*-*****), to obtain the correct item code for the control panel.

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Phenom Power Button on Control Panel.



Phenom 2 Power Button on Control Panel.