






## TS – I Have A Ball Jam

*Objective:* To troubleshoot machines that has a ball jam

Action	Pictures
<p>The more common statements regarding a ball jam are...</p> <p><b>“A ball is stuck between the throwing wheels”</b>  <b>“A ball is stuck under the feed wheel”</b>  <b>“Multiple balls are stuck in the chute”</b></p> <p>A ball jam will cause the machine to shut down and will give you an error message. <b>(Refer to TS - I Have An Error Message)</b></p> <p>To remove a ball jam between the throwing wheels <b>Go To Section 1</b>            To remove a ball jam under the feed wheel <b>Go To Section 2</b>            To remove multiple balls in the chute <b>Go To Section 3</b></p>	 <p style="text-align: center;">Ball Jam</p>
<p><b>Section 1 – Remove Ball Jam Between Throwing Wheels</b></p> <p>If a single ball is stuck in the ball chute or between the two throwing wheels follow the steps below:</p> <ol style="list-style-type: none"> <li>a. Make sure machine is off.</li> <li>b. Tilt machine back 30-40 degrees so that the balls are not touching the server wheels.</li> <li>c. Turn machine on and wait for wheels to begin spinning.</li> <li>d. When the wheels have settled into a steady speed lower machine down to rest on all four feet. The throwing wheels should shoot the ball out. <b><i>*(Make sure no-one is in front of the Machine as balls will fire out at a quick speed).</i></b></li> </ol>	 <p style="text-align: center;">Machine Tilted Back 30-40 Degrees</p>  <p style="text-align: center;">Front Opening of Machine</p>

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2. If the ball is “wedged” underneath the bottom throwing wheel then it will need to be removed by hand. To do this follow the steps below:
- a. Make sure the machine is off
  - b. Remove the red case by unscrewing the (6) screws along the bottom where the case attaches to the chassis of the machine. (2-front, 2-rear, one on each side)
  - c. Lift case off of machine being careful not to disconnect any wires. This will give complete access inside the machine.
  - d. Remove ball from under throwing wheel
  - e. Replace case and reattach the screws.

To remove a ball jam under the feed wheel **Go To Section 2.**



Case Screws (Front & Rear)



Case Screws (Side)



Case Removed

### Section 2 – Remove A Ball Jam Under The Feed Wheel

If a ball is stuck under the feed wheel follow the Sections below:

*\*Before removing the case, try manually moving the elevation up as if it were shooting lob shots, to remove any balls stuck underneath the lower server wheel.*

- a. Make sure the machine is off
- b. Remove the Deflector Wires.
- c. Turn the feed or index wheel in a clock-wise direction or to the right. Due to the reverse threading this will loosen the wheel and allow the ball to be removed.
- d. Remove ball
- e. Tighten feed or index wheel by turning counter-clockwise or to the left.
- f. Once feed or index wheel is “snug” onto the motor shaft, give it one final “jolt” to the left to ensure tightness.

#### Special Note: For All Elite Models EL0A-EL05LE

Ensure the deflector wires are attached to the top of the red case as these wires assist in allowing the balls to disperse and drop into the machine one at a time.



Index or Feed Wheel






Tightening of Index or Feed Wheel



Deflector Wires



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<p><b>E586 Deflector Wire</b></p> <p>To remove multiple balls in the chute <b>Go To Section 3.</b></p>	
<p><b>Section 3 – Remove Multiple Balls In The Chute</b></p> <p>If multiple balls are stuck in the chute follow the Sections below:</p> <ol style="list-style-type: none"><li>Remove the (6) phillips-head screws along the bottom of the red case</li><li>Lift red case off of machine being careful not to disconnect any wires</li><li>Remove all balls from machine</li><li>Place red case back on machine</li><li>Reattach the (6) screws along the bottom of the red case.</li></ol> <p><b>If the issue continues please contact Lobster Sports Customer Support at 1-800-526-4041 ext.14, to get a Repair or Warranty Repair Return Authorization, or for further trouble shooting tips.</b></p>	 <p>Case Screws (Front &amp; Rear)</p>  <p>Case Screws (Side)</p>  <p>Case Removed</p>