

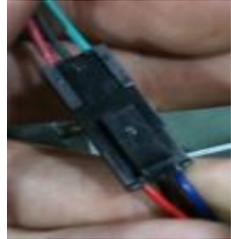


*\*Applies to Models EL04-16703 to EL05-21307-LE and greater ONLY.*

## TS- My board is displaying a Feedback 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>A wire on the sensor harness has become unplugged.</b> (Checking Sensor Connections, Step 2).</li> <li>• <b>A snap-in sensor is disconnected.</b> (Checking Snap-in Sensor Connections Step 3).</li> <li>• <b>A sensor disc needs to be rotated.</b> (Checking Timing Discs Step 4).</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>	<div style="text-align: center;">  <p>Feedback Error Message Display</p> </div>
<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 machine back down on all 4 feet. (<b>Do not observe machine wheels spinning only listen for low humming noise coming from front of</b></li> </ol>	<div style="text-align: center;">  <p>(Machine tilted back 35 degrees)</p> </div>

	<p><b>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><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><u>Checking Sensor Connections.</u></b></p> <p><b>Step 2.)</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><b>A.</b></p>  <p>(Elevation Positive blue wire)</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>B.</p>  <p>(Sweep Positive Orange Wire)</p> <p>C.</p>  <p>(Sweep Home Yellow Wire.)</p>
<p><b>Step 3.)</b></p> <p style="text-align: center;"><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 4.)</b></p> <p style="text-align: center;"><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 can become “stuck” in place. This is generally</li> </ol>	

fixed with the help of your index finger.

2. Use you 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.**



Timing Disc (highlighted in green)



Timing Disc (highlighted in green)