

# My machine shuts down with no error messages

Electric Models that Apply: Phenom 1 & 2			
Step	Description	Tools	Picture
	<ul style="list-style-type: none"> <li>• “My machine worked previously but now just shuts down.”</li> <li>• “My machine shuts down and does not display an error message”</li> </ul> <p>The most common reason for this error is:</p> <ul style="list-style-type: none"> <li>• <b>The machine may have been shut down before all balls were shot out.</b></li> <li>• <b>A ball may have been hit into the machine and was jammed underneath the bottom server wheel.</b></li> </ul>		
	<p><b><i>Checking for a ball jam (Make sure the machine is off)</i></b></p> <ol style="list-style-type: none"> <li>1. From the front end opening of the machine, check the bottom server wheel for any tennis balls that may have shot back directly into the machine.</li> <li>2. Check in between the top and bottom server wheels for a ball that may have slipped through from the previous shut down.</li> <li>3. Check to see if there are any balls off to the right inside the base of the machine. 3.b) For a better angle of the rear inside of the machine feel free to remove the control panel by removing the 4 screws that hold in the board. Carefully pull the board out and take a look inside and around the power supply.</li> </ol>		
	<p><b>To eliminate this issue from reoccurring.</b></p> <ol style="list-style-type: none"> <li>1. <b>Prior to shut down when there are still balls in the Hopper, Press the “Play/ Pause” button to stop the feed motor from turning. This will prevent the final ball from dropping on shutdown as all the motors are shutting down especially the server motors.</b></li> <li>2. <b>Prior to start up run a quick visual inspection to make sure there are no balls in the ball chute.</b></li> </ol>		

# My machine shuts down with no error messages

	<p><b>If the problem still remains please contact us for further support as we may provide assistance over the phone, Skype or Facetime.</b></p> <p><b>Contact Lobster Sports Customer Service Support Team at 1-800-526-4041 ext.14</b></p>		
--	--	--	--

<b>How to Order Elite Replacement Parts</b>	
<b>Website:</b> <a href="http://www.lobstersports.com">http://www.lobstersports.com</a> <b>Email:</b> <a href="mailto:sales@lobstersports.com">sales@lobstersports.com</a>	
<b>Phone:</b> 800.526.4041 <b>Fax:</b> 818.764.6061 We accept Visa, MasterCard or Discover & PayPal	

Date: 1/16/15

Author: RR

Contributors: Curt, Manny

Revised: