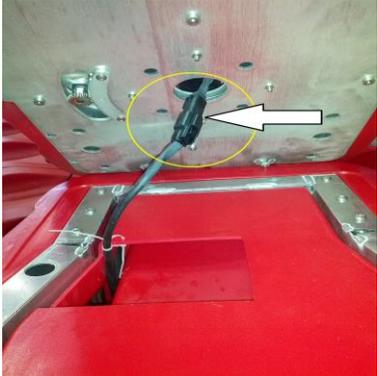




TS My Machine has no power Phenom 1&2

Type: ___ Position ___ Policy x Procedure ___ Special

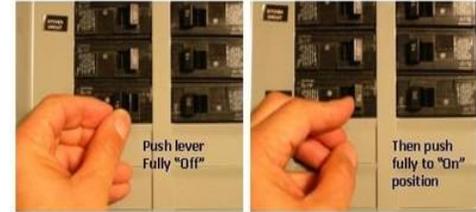
Objective: To find the issue and solution to the customers power problem.

<p>The most common issues associated with this:</p> <ul style="list-style-type: none">• “I just received my machine but there is no power”• “I have plugged my machine into a power outlet but nothing is happening when I press the power button”	
<p>Checking the power is connected between the top and bottom unit.</p> <ol style="list-style-type: none">1. Locate the power cable from the Phenom bottom unit.2. Locate the power cable from within the Phenom top unit.3. Connect the 2 cables if they are not already connected4. Locate the power outlet cable.	 <p>Base Bottom Power cable</p>
<ul style="list-style-type: none">• Both the Top unit and the Bottom unit have power cables that need to be connected in order to power up the machine.• One of the most common issue is that the connection was not secured enough.• Listen for a small “Click” sound when securing the 2 cables.• Ensure that there is power to that electrical outlet.• Check to see if the reset switch has been triggered.	 <p>1. Base Bottom and Top connected</p>



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- Ensure that there is power to that electrical outlet (Check circuit breakers to see if the outlet is live).
- Push the corresponding lever fully “OFF” then push to “ON”.
- If you are using an extension cord please make sure it is at least “Standard” 16 gauge size or there will not be enough power flowing through to the power supply on the machine.



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