



# User Manual

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Portable Power, Precision, and Performance.

Scoop Rival  
Scoop Quest





# Safety First

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The Silent Partner ball machine is capable of throwing tennis balls at high speed. Take all necessary precautions to prevent ejected balls from striking people.

Do not allow children to use the machine and keep them at a safe distance from it, and from ejected balls, when on court.

Do not insert your hands or foreign objects into the openings of the machine while it is running. The throwing wheels must never be touched when they are spinning.

Exercise caution when carrying the machine. Careless lifting can result in injury. The handle must never be used alone to lift the machine, especially when going up or down stairs. See lifting procedure on page 9.

# Control Panel (Rival)

## Power Button

Power is turned ON and OFF by pressing the button in the upper right hand corner. The red light above the button stays on as long as the machine is on.

## Pause

The pause button controls ball feed. When the machine is turned on, the feed automatically goes into pause. This is reflected by the slow flashing of the light located above the button.

To start feed, press the pause button once. If you wish to delay the start of the feed by 15 seconds, press the pause button continuously for two seconds until it starts flashing rapidly. This will allow you to get to the other side of the court.

## Battery Level Indicator

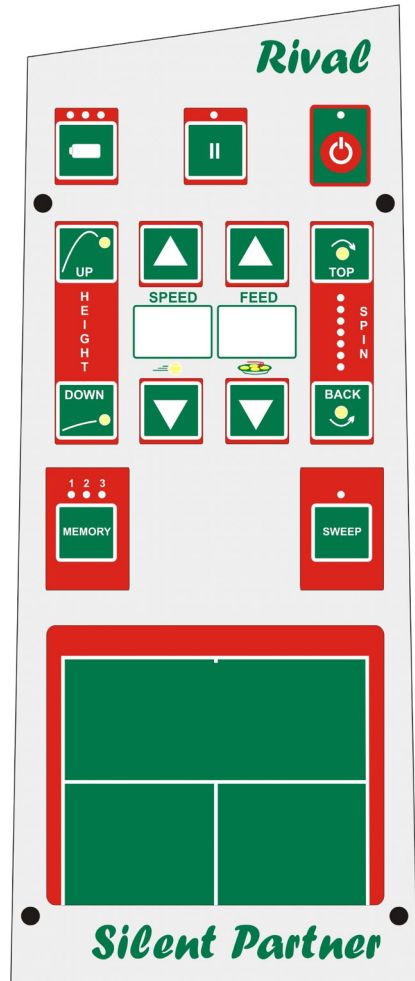
To check the battery level, the machine must be turned "ON" at the silver toggle switch and "OFF" at the control panel. No lights on. Press and hold the "Battery Test Level" button and 0, 1, 2, or 3 lights will light up. The lights do not automatically come on.

## Height Control

When you press the UP button, the ball is ejected at a higher trajectory, and pressing the DOWN button lowers its path. The elevation control stops when it reaches its limit during travel. Make sure to release the button as soon as the elevation motor stops moving at either the extreme UP or extreme DOWN position.

## Speed Control

Ball ejection speed can be adjusted from a soft toss to a challenging drive. Press the UP ARROW to increase speed, and the DOWN ARROW to reduce it. Speed is shown in the window between the two buttons.



## Feed Rate

The interval at which balls are ejected can be adjusted from a full stop to a rapid fire rate. Pressing the upper key increases the feed rate while pressing the lower key reduces it. The Feed rate is shown in the window between the two buttons on a scale of 0 (full stop) to 10 (maximum).

## Spin Control

Spin is generated by the relative speed of the two propulsion wheels. The seven lights between the two buttons light up in sequence to show how much TOP spin or BACK spin is placed on the ball. The middle light indicates that the ball is thrown “flat”. Press the TOP or BACK buttons to obtain the desired amount of spin.

## Memory

You can place the current HEIGHT, SPEED, FEED RATE and SPIN settings in memory and retrieve them at a later time. Press the MEMORY button repeatedly until the indicating the number of the desired memory lights up. Now press the button continuously for 2 seconds to enter the settings in memory to retrieve the settings, corresponding memory, location.

## Sweep

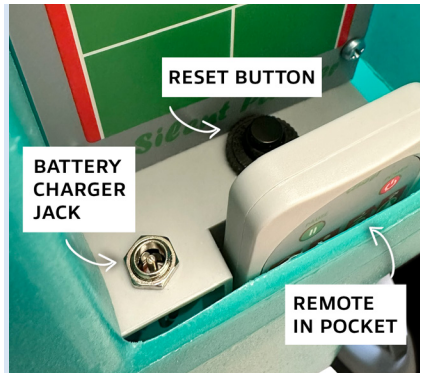
**Random, horizontal.** This will allow you to practice your baseline game.

## Battery Charger Jack

Battery-powered Scoops are delivered with a smart charger that mounts in ordinary wall outlets. It takes about 10 hours to charge the battery. The charger can stay connected to the machine for long periods of time but must be during play disconnected during play.

## Remote Storage Pocket

A pocket molded into the base of the panel allows you to keep the remote safely in the machine when not in use. Get in the habit of always storing the remote in the pocket.



## Reset Button

If the reset button pops during play, check out for obstructions of the propulsion wheels. Never use wet balls and that the chute that leads balls to the propulsion wheels is always clear of balls.

# Control Panel (Quest)

## Power Button

Power is turned ON and OFF by pressing the button in the upper right hand corner. The red light above the button stays on as long as the machine is on.

The height adjustment goes through a calibration procedure every time the machine is turned on. Wait a few seconds until the "height lights" stop flashing before using the machine.

## Pause

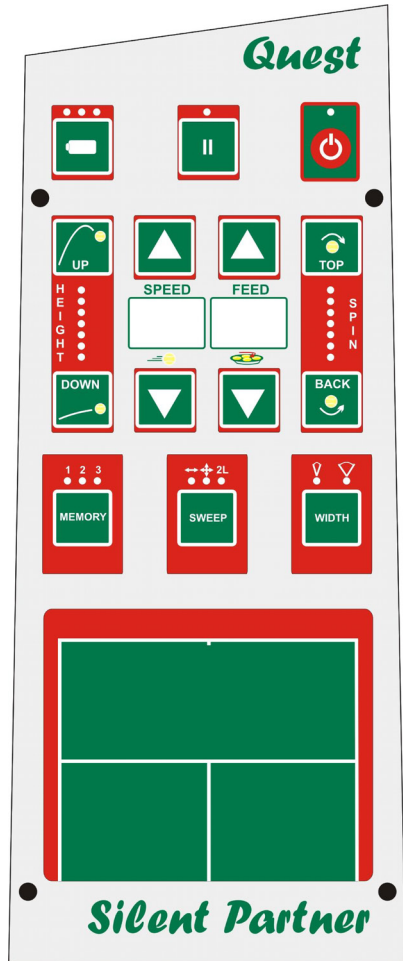
The pause button controls ball feed. When the machine is turned on, the feed automatically goes into pause. This is reflected by the slow flashing of the light located above the button. To start feed, press the pause button once. If you wish to delay the start of the feed by 15 seconds, press the pause button continuously for two seconds until it starts flashing rapidly. This will allow you to get to the other side of the court.

## Battery Level Indicator

To check the battery level, the machine must be turned "ON" at the silver toggle switch and "OFF" at the control panel. No lights on. Press and hold the "Battery Test Level" button and 0, 1, 2, or 3 lights will light up. The lights do not automatically come on.

## Height Control

When you press the UP button, the ball is ejected at a higher trajectory, and pressing the DOWN button lowers its path. The elevation control stops when it reaches its limit during travel. Make sure to release the button as soon as the elevation motor stops moving at either the extreme UP or extreme DOWN position.



## Speed Control

Ball ejection speed can be adjusted from a soft toss to a challenging drive. Press the UP ARROW to increase speed, and the DOWN ARROW to reduce it. Speed is shown in the window between the two buttons.

## Feed Rate

The interval at which balls are ejected can be adjusted from a full stop to a rapid fire rate. Pressing the upper key increases the feed rate while pressing the lower key reduces it. The Feed rate is shown in the window between the two buttons on a scale of 0 (full stop) to 10 (maximum).

## Spin Control

Spin is generated by the relative speed of the two propulsion wheels. The seven lights between the two buttons light up in sequence to show how much TOP spin or BACK spin is placed on the ball. The middle light indicates that the ball is thrown “flat”. Press the TOP or BACK buttons to obtain the desired amount of spin.

## Memory

You can place the current HEIGHT, SPEED, FEED RATE and SPIN settings in memory and retrieve them at a later time. Press the MEMORY button repeatedly until the light indicating the number of the desired memory lights up. Now press the button continuously for 2 seconds to enter the settings in memory. To retrieve the settings from a memory location, press the memory button quickly until the desired memory number lights up. The machine will now run at these settings. Three memories can be set.

## Sweep (see page 7)

This button allows you to select three forms of oscillation:

- 1. Random, horizontal.** This will allow you to practice your baseline game.
- 2. Random all-court.** This advanced feature will feed balls randomly horizontally and vertically, for all-court coverage. The vertical oscillation is ADAPTIVE – the computer provides the right amount of vertical oscillation for the SPEED and SPIN that you have selected. Adaptiveness works up to a speed setting of 70, with flat throws and with top spin, but not with backspin. To set the all-court oscillator, begin with the oscillator OFF and the machine at the center of the baseline. Select the desired SPEED and SPIN, and shoot balls over the center of the net. Adjust HEIGHT until balls clear the net by 3” (8cm). Now turn the all-court oscillation on.
- 3. 2-Line, horizontal.** This setting delivers a ball at each of two locations (e.g., to two lines of trainees). The machine alternates between these two locations. The oscillator of the Quest will self-park in the center position when turned off.

## Width

The angle of delivery for each of the SWEEP settings (above) can be set to wide (sideline to sideline) or to narrow (half-way to each side line). To achieve symmetrical court coverage, ensure that the lower platter of the machine is aligned with the court. Alignment fins are provided to make this easy (see page 10).

## Setting up for Oscillation: All-Court Sweep and Random Horizontal

1.

**ALL-COURT SWEEP:** Place machine at center of baseline.

**RANDOM HORIZONTAL SWEEP:** Place machine at center of baseline.

2.

**ALL-COURT SWEEP:** Adjust speed and spin to desired level.

**RANDOM HORIZONTAL SWEEP:** Adjust speed and spin to desired level.

3.

**ALL-COURT SWEEP:** Shoot balls over the net so they fall at the center of the court.

**RANDOM HORIZONTAL SWEEP:** Ensure that the alignment fins are square with the court.

4.

**ALL-COURT SWEEP:** Adjust elevation so that balls clear the net by 3" only.

**RANDOM HORIZONTAL SWEEP:** Adjust elevation so that balls fall just inside the baseline.

5.

**ALL-COURT SWEEP:** You are now ready to turn on all-court oscillation.

**RANDOM HORIZONTAL SWEEP:** You are now ready to turn on random

## Ball Placement: All-Court Sweep and Random Horizontal Sweep

1.

**ALL-COURT SWEEP:** The all-court oscillator is remarkable.

**RANDOM HORIZONTAL SWEEP:** Horizontal sweep provides a good workout along the baseline.

2.

**ALL-COURT SWEEP:** It adjusts the vertical range on the basis of the speed and spin you have selected.

**RANDOM HORIZONTAL SWEEP:** The Quest offers two angles of sweep: full-width and half-width.

3.

**ALL-COURT SWEEP:** As speed increases and the ball is thrown "flat", the range narrows. Just like the "margin of error" in real play.

**RANDOM HORIZONTAL SWEEP:** The Rival offers full width sweep only.

The adaptive all-court sweep does not work accurately with backspin.

2-line sweep on the quest can be set on a narrow or a wide angle.

2-line sweep delivers a ball to each of the two locations in alternation (balls are not thrown between these locations).

# Remote Control

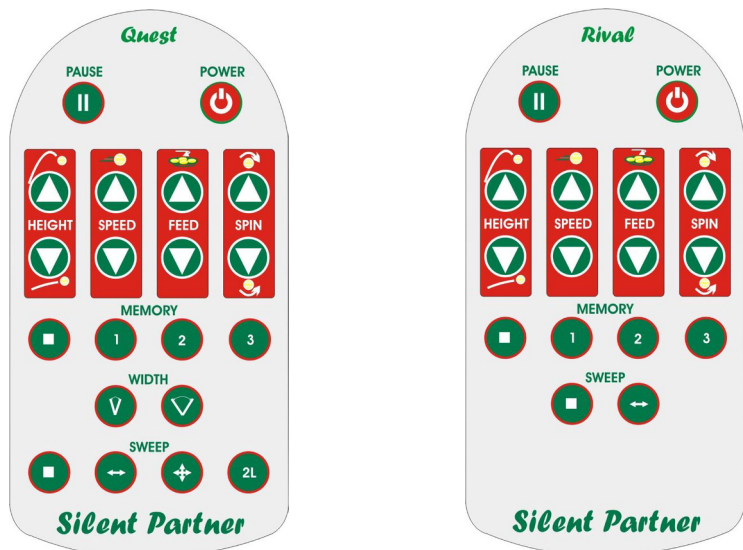
The multi-button remotes of the Rival and Quest can control all functions on the machine except for checking the level of the battery.

1. For safety, you need to press the POWER button for two seconds to start the machine.
2. The machine goes in sleep mode after four hours of inactivity. When in sleep mode, the machine can only be turned on from the panel.
3. The Memory function offers a STOP button (square icon) that allows coming out of all memories without toggling. The Sweep function has a similar button.

The remaining functions on the remote behave in the same way as they do on the panel.

For best results when far from the machine, raise the remote above your shoulder when sending a command. This also signals to others on court that a change is about to occur.

All functions, except the battery level indicator, can be adjusted from the remote control. You will find it more comfortable to adjust the machine by standing in the back of it a few feet away.



Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and receiver; Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult factory for help.



# Rolling and Lifting the Machine

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## Releasing the Handle

To release the handle from its locked collapsed position, place the palm of your hand in the lifting hole and push the handle upward while pressing the release button with your thumb.



## Lifting the Machine (Back)

By placing one hand in the hole under the locked handle, and the other hand in the lifting hole in the front of the machine, lifting can be done efficiently.

## Lifting the Machine (Front)

To lift the machine, grip the front of the machine with one hand and the back of the machine (see explanation above) with the other hand. Because the two lifting points are located high on the machine, it is possible to lift the Silent Partner without needing to “bear hug” the machine from underneath.

## Ready to Roll

The machine is shown here ready to be rolled. Note that the hopper is placed securely on top of the body of the machine and the handle is fully extended.

To roll the machine, tilt the handle towards the back until the rolling wheels are securely in contact with the ground. You can now maneuver the machine effectively over a variety of terrains. For maximum durability, it is best to lift the machine when the path is very rough, such as over gravel, potholes, or rough grass.



The handle is not designed to carry the entire weight of the machine. The machine should not be lifted only from the handle, especially when going up or down stairs.

# Positioning on Court

## The Hopper

To install the hopper for play, lift it up from the body of the machine, remove the pin from the post shown in the photo, and lay the hopper right-side-up on top of the machine.

It is essential that the pin be inserted in the post as shown in the photo. Without the pin, the hopper will lift from the machine during play and will allow balls to become jammed.



Once inserted, slip the ring onto the post to secure its position.



## Aligning the Oscillator

When using the oscillator, begin by aligning the machine with the court by ensuring that the lower platter is “square” with the court. The lower platter is the part to which the rubber feet are attached. Its front edge must be parallel to the baseline (check both sides). This will ensure that the machine will swing equally to the left and right.

Note that it is not the body of the machine that needs to be aligned with the court but the stationary platter that sits on the ground. The alignment fins that jut out from under the machine provide an easy way of checking on alignment.



Tiny changes in angle can have big effects on where the ball lands on the other side of the court. For maximum accuracy, you may need to fine tune the orientation of the machine by watching where balls land.

# Throwing High Lobs

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Very high lobs can be achieved by pressing the “UP” elevation button until the motor stops AND by inclining the machine towards the rear.

The inclination of the machine is achieved by flipping down the metal foot shown in the picture.



Small changes in speed and spin can have a big impact on the trajectory of the ball when throwing lobs, so experiment carefully with your settings.

The oscillator can be turned on when the machine is throwing lobs.

This is a good time to take note of the small chain located in proximity to the metal foot. This is a ground chain that protects against the accumulation of static electricity in the machine. The chain must hang down (it will touch the court, or the metal foot, providing a ground connection in either case).

# Caring for Your Machine

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## Maintenance

The Silent Partner requires very little maintenance. The bearings on all motors are lubricated for life and no electronic adjustment is required. Maintenance consists primarily of the following preventative measures:

1. Remove dirt from inside the machine by reaching inside through the ejection hole and wiping the base with a damp cloth. The machine must be OFF!
2. The propulsion wheels are covered with a rubber dressing that does not require maintenance. Grime from the balls will get deposited on the surface of the wheels, but it is not necessary to remove it. If you wish to clean the surface of the wheels, you can scrub them with the scrubber side of a kitchen sponge, using soap and water or, for a stronger action, using nail polish remover (acetone).
3. When properly cared for, the internal battery that powers the machine has a life span of 2 to 4 years, after which it needs to be replaced. Care for your battery by stopping play when speed drops, recharging the battery as soon as practical, and keeping it topped up. AC-powered machines do not have an internal battery.
4. The remote's battery needs to be replaced periodically. You may be able to obtain these batteries from specialized battery suppliers, or you can purchase them from the factory (call 1-800-6621809 or order online).

5. The machine is supplied with the Fast Smart Charger. The Smart Charger will not allow the battery to over charge. The machine comes with a battery that has a factory charge (75%). We suggest that you charge the machine prior to using it. To charge the machine, the Silver Toggle switch must be in the ON position. It may only take a couple of hours to fully charge. The LED light on the charger will change from Red to Green when it is fully charged.

To keep the battery healthy, it should be at room temperature. When not using the machine for a long period of time, it is best to keep the battery charged. Do not leave the machine on the charger for that long a period of time. The maximum should be about 1 week on the charger.

The best option for keeping the battery healthy during the offseason is to charge the battery after the last use and unplug it once it is fully charged. Every two to three weeks, you should turn the machine on without balls for about 30-45 minutes. You can then recharge it and unplug it when finished. Repeat the cycle about every two to three weeks to keep the battery as healthy as possible.

**IMPORTANT NOTE:** The main reason for inconsistency in ball throws is that dead balls are not thrown as fast as new balls. Avoid mixing balls of different firmness.

## Troubleshooting Simple Problems

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### **SHORT BATTERY LIFE**

Battery life drops dramatically at lower temperatures. Care for your battery by stopping play when speed drops, recharging the battery as soon as practical, and keeping it topped up.

### **MACHINE DOES NOT RUN**

Begin by checking if the reset button has popped. If so, push it down after investigating the cause of the problem (most likely balls preventing the propulsion wheels from turning).

### **CAROUSEL DOES NOT TURN**

Check that the feed control knob is turned to at least the midpoint of the scale. Remember that there is a delay feature on the SPORT. You can try to turn the carousel by hand (gently): if the carousel turns without engaging the motor, call the factory (1-800-662-1809).

### **REMOTE CONTROL DOES NOT WORK**

The remote control consists of a transmitter (small hand held device) and a receiver (installed in the machine). Problems of reception are usually caused by a weak battery in the transmitter .

Silent Partner offers complete service on its tennis ball machines. Because the work is performed at the factory, you can be assured of the skill of our technicians and the quality of the parts used in servicing your machine. Call 1-800-662-1809.

# Warranty

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## **VALID ONLY FOR MACHINES IN THE UNITED STATES AND CANADA**

Lander Industries and Manufacturing Inc warrants Silent Partner ball machines for a period of one year from the date of original purchase. The warranty covers defects in the material and workmanship. Lander Industries and Manufacturing Inc obligation under this warranty is limited to the original purchaser and applies to the cost of labor and materials to repair a warrantable defect.

To obtain warranty service, call or write Lander Industries and Manufacturing Inc to obtain instructions on how to proceed. No returns will be accepted without prior authorization. Shipping to Lander Industries and Manufacturing must be prepaid. After completing warranted repairs, Lander Industries and Manufacturing will pay for return shipment to you.

This warranty does not cover units damaged by neglect, accident, abuse, or unauthorized repair or modification or if subjected to damage by failure to follow instructions contained in this manual.

**Lander Industries and Manufacturing Inc**  
**Phone: 1-800-662-1809      Email: [info@sptennis.com](mailto:info@sptennis.com)**

**Head Office: 500 Coronation Drive Unit      Warehouse in USA: 2221 Kenmore Ave.**  
**10 Toronto, Ontario, Canada M1E 4V7      Unit 106 Buffalo, NY 14207 USA**

**If you are located in the United States, please ship the machine to Buffalo. If you are located in Canada, kindly ship the machine to the designated location within Canada.**