

ELITE eHACK ATTACK™

ELECTRONIC SOFTBALL PITCHING MACHINE



ELITE E-HACK ATTACK™ SOFTBALL MACHINE
PATENTS APPLIED FOR

INSTRUCTION MANUAL

OPERATION · SETUP · USE & CARE · SERVICE



SPORTS ATTACK LLC. | 800.717.4251 | www.sportsattack.com

WARRANTY STATEMENT

What is most important to Sports Attack is that your machine meets your expectations of quality and performance. We stand behind the material and workmanship of our machines for five (5) years from the date of original purchase for institutional and residential use and one (1) year for commercial environments, with the following exceptions:

- Throwing Wheels are warranted for two (2) years;**
- Electronic Controller is warranted for two (2) years; and,**
- Throwing Wheel Motors are warranted for two (2) years.**

This warranty excludes any cosmetic issues or normal wear and tear of the unit, and is not in effect if the machine has been misused, misapplied, improperly assembled, or modified without the express written permission of Sports Attack. In addition, this warranty does not apply to damage in transit, in any accident unrelated to the direct operation of the equipment, or by fire, flood or act of God.

If you encounter any issues during the warranty period, Sports Attack will quickly get your machine back in working order. If the warranty repair involves a replacement part, we will make sure you get both the part and easy instructions for replacement at no cost to you. If a service person is needed, Sports Attack will pay the pre-approved labor charge to get your machine back in working order.

Please know that any problem can quickly be resolved with a phone call to our experienced, responsive customer service department at 800.717.4251. We are here to answer your questions and to make sure your machine provides you years of service.

RETURNS

Sports Attack manufactures the highest quality sports training equipment in the world. If for any reason you are not satisfied, a machine can be returned within 30 days of receipt for any reason for a full refund less a 10% restocking fee. Cost of shipping the unit back to Sports Attack will also be the responsibility of the purchaser. Please note that the refund amount may be reduced by any non-cosmetic damage to the machine.

If you have any questions or concerns, please give our experienced, responsive customer service department a call at 800.717.4251.

SHIPPING DAMAGE CLAIMS PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory.

Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED

- 1. VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
- 2. FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.
- 3. CONCEALED LOSS OR DAMAGE:** If damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This must be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Sports Attack, LLC. cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

To register the Warranty, please go to our website:
www.sportsattack.com/warranty

For repairs and service after the Warranty period, please call:

Customer Service Dept.
Ph 800.717.4251
Fx 775.345.2883

RETURNS

To return an item, please contact our Customer Service Department at 800.717.4251.

A 15% restocking fee will be charged for any items accepted for return. It is the customer's responsibility to handle the repacking and shipment (as well as all associated fees) back to Sports Attack.

No returns will be accepted after 30 days of receiving this product.

IMPORTANT SAFETY INSTRUCTIONS

ELECTRICAL REQUIREMENTS

Use a standard 115 volt, 20 amp single phase 3-wire grounded power source.

EXTENSION CORD USE

Up to 50 feet from power source, use a minimum #14/3 grounded 3-wire.

50 to 100 feet from power source, use a minimum #12/3 grounded 3-wire.

Over 100 feet from power source, consult a licensed electrician for required power cord size.

GENERATOR USE

DO NOT use the eHack with any generator. Generator use can cause damage and system failure.

SAFETY INSTRUCTIONS

If you turn off your e-Hack Attack or if your e-Hack Attack gets unplugged, **WAIT 20 SECONDS BEFORE POWERING UP YOUR E-HACK ATTACK.**

Failure to do so can lead to garbled/unreadable screen displays.

USE & OPERATION

Turning Power On

Turn the on/off switch located on the left side of machine to "on". (See Figure 1) The software will load, this takes about 10-15 seconds. After software has loaded the Welcome Page will appear. Be sure machine is on level surface and at proper distance from Home plate. Center machine with home plate.

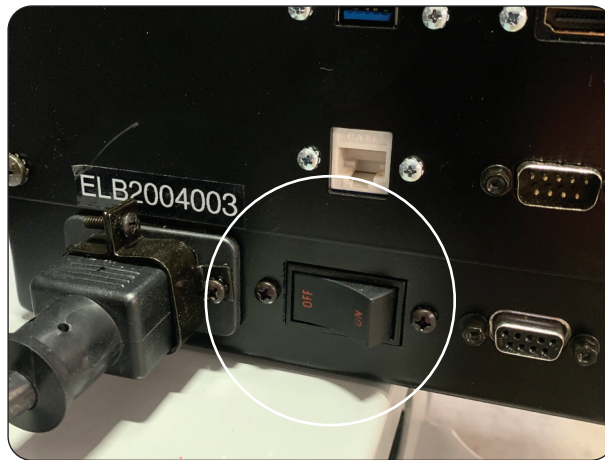


Figure 1

Welcome Page

Set Up Machine Button

Press button to align the Elite prior to pitching to a batter.

Set Password

(Optional) Select to enter password if a password has been created.



Welcome Page

WARNING

PERSONAL INJURY HAZARD

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Use machine only under adult supervision. Failure to operate ELITE eHack Attack as described in this manual can result in severe personal injury or death.

ELECTRICAL SHOCK HAZARD

The ELITE eHack Attack must be connected to a properly grounded electrical receptacle. Do not operate on wet ground.

CAUTION

PERSONAL INJURY HAZARD

Keep hands away from throwing wheels anytime the machine is connected to a power source. Carefully check the ELITE eHack Attack for completeness and condition before connecting to electrical power.

EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Password Management

If you elect to enter password, you can customize here.

To set password

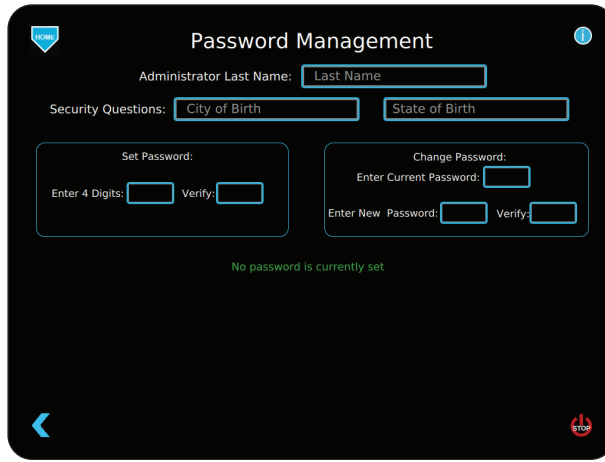
fill in last name, city and state of birth. The password must consist of 4 digits only - no letters or special characters. Repeat 4 digit code to verify. Press SET when complete or CANCEL to quit.

To change password

Enter current password in the CHANGE PASSWORD box or enter the LAST NAME with CITY and STATE of birth that was previously entered when the password was set in the CHANGE PASSWORD box, enter a new password and verify. Touch SET to finish.

To remove password protection

Enter the current password in the CHANGE PASSWORD box or enter the LAST NAME with CITY and STATE of birth that was previously entered when the password was set. Touch SET to complete (with empty new password boxes).



Password Management Page

Machine Alignment

Align machine to middle of strike zone. Throw test pitches (a minimum of 2) to ensure machine is centered.

Vertical Adjustment

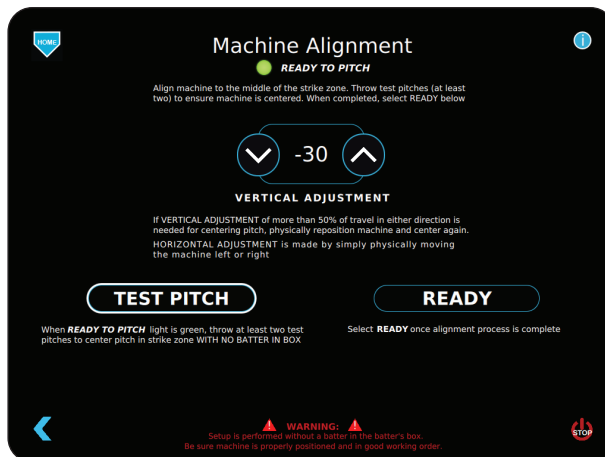
If vertical adjustment of more than 50% of travel in either direction is needed for centering pitch, physically reposition machine and center again.

Horizontal Adjustment

Horizontal adjustment is made by simply physically moving machine left or right.

Test Pitch

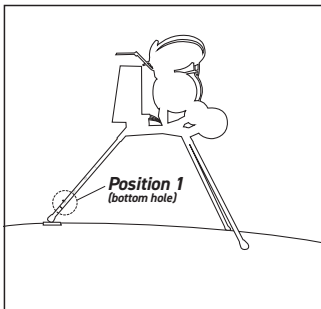
When "Ready to pitch" light is green throw at least 2 test pitches to center pitch in strike zone WITH NO BATTER IN BOX. Select "Ready" once alignment process is complete.



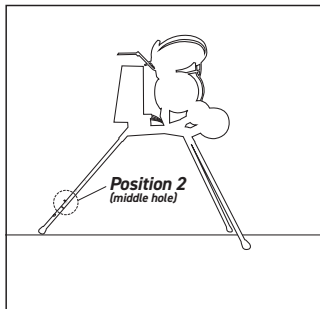
Machine Alignment Page

Adjustable Leg Positions

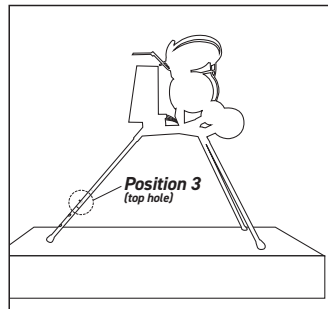
There are three (3) leg positions on the rear leg of the Elite. See below.



PITCHING MOUND APPLICATION
(back leg is positioned directly on pitching rubber)



LEVEL SURFACE APPLICATION
(machine and home plate are at same level)



ELEVATED PLATFORM APPLICATION
(for more realistic ball release)

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ELECTRICAL SHOCK HAZARD

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CAUTION

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EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Main Menu

Standard Pitches

Select for a list of preprogrammed standard pitches. A Standard Pitch may be modified, named and saved for future use as a Favorite Pitch or in a Favorite Sequence.

Manual Pitches

Select to create custom pitches that may be named and saved for future use as a Favorite Pitch or in a Favorite Sequence.

Favorite Pitches

Select for the list of saved Pitches. Pitches may be saved, activated, modified or deleted from this page.

Favorite Sequences

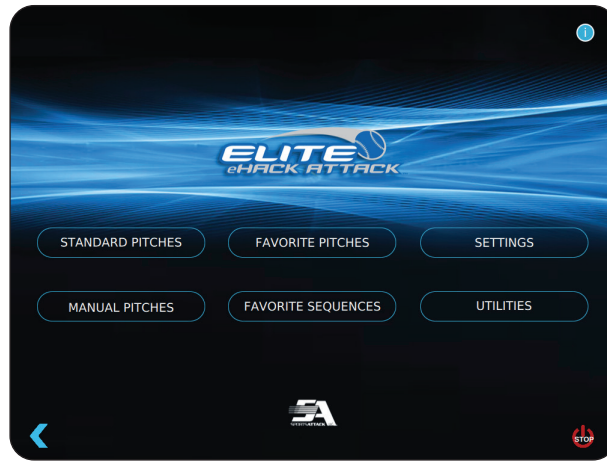
Select for a list of saved sequences. A saved Sequence may be named, deleted or selected for activation from this page.

Settings

Select to add a password or adjust machine settings.

Utilities

Select for password management, machine diagnostics or software update.



Main Menu Page

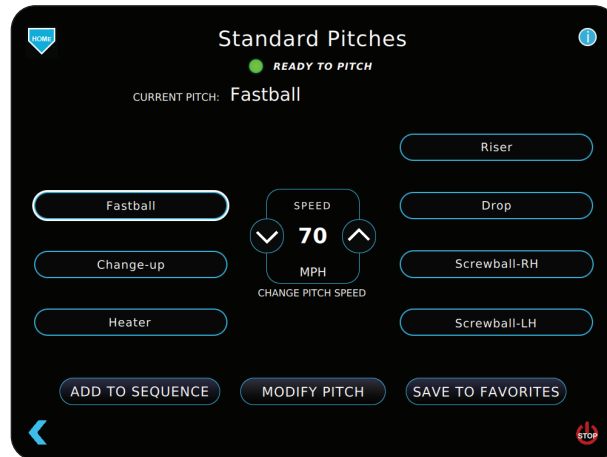
Standard Pitches

Selecting one of the listed Standard Pitches will load the pitch at that default speed.

Choose from Fastball, Change-up, Heater, Riser, Drop and LH and RH Screwball.

Selecting FASTBALL will add CHANGE UP and HEATER buttons to the selection of pitches available.

Increase or decrease the pitch speed by using the UP or DOWN arrows on the SPEED display.



Standard Pitches Page

It is required to have a pitch running to use any of the following buttons; ADD TO SEQUENCE, MODIFY PITCH, SAVE TO FAVORITES.

Transferring to any of these pages with a running pitch will allow you to SAVE your current pitch.

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EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Manual Pitches

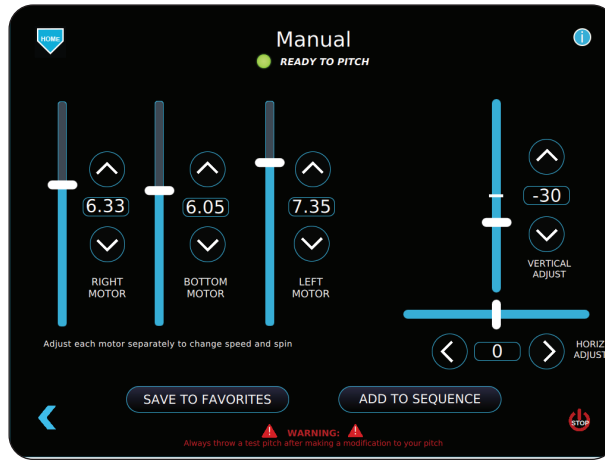
Use the Motor Controls along with the Horizontal and Vertical Adjusters to create a custom pitch.

Save to Favorites

This will save the pitch to FAVORITE PITCHES. The pitch will then be named there.

Add to Sequence

This will save the pitch to Sequence where it will be named. ADD TO SEQUENCE transfers the pitch to FAVORITE SEQUENCE page where a sequence name is selected for the pitch.



Manual Pitches Page

Favorite Pitches

You can edit FAVORITE PITCH names before saving. Touch the text input box to access the virtual keyboard, press ENTER when complete.

Save Pitch

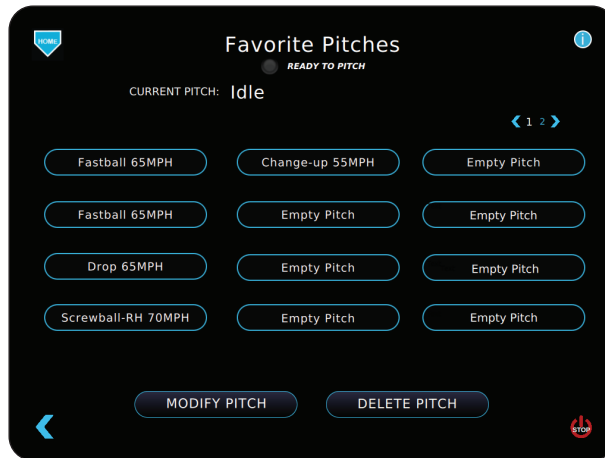
Select an unused location (EMPTY PITCH) or a previously named location that the new pitch will replace.

Run a Saved Pitch

Simply touch the pitch name.

Modify or Delete Saved Pitch

First select the action desired. Next, touch the NAME of the pitch to be modified or deleted.



Favorite Pitches Page

Favorite Sequences

When you arrive at Favorite Sequences with an unsaved pitch you can:

Save Pitch in New Sequence

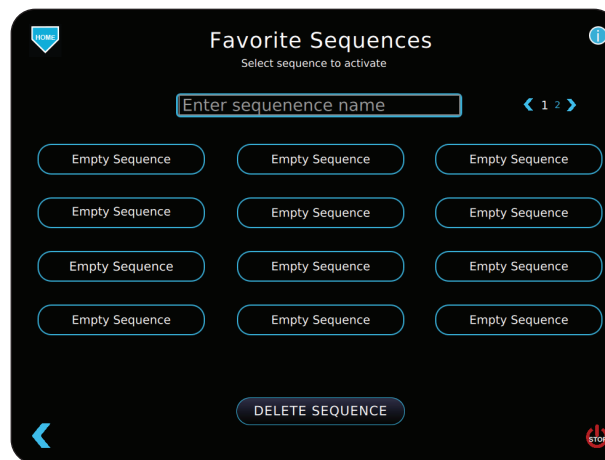
Select EMPTY SEQUENCE button. Touch the text input box to access the virtual keyboard. Name the new sequence. Press ENTER on the keyboard when complete. This will transport the pitch in the ACTIVE SEQUENCE page for the new SEQUENCE.

Save Pitch in Existing Sequence

Select a NAMED SEQUENCE button. This will transport the pitch in the ACTIVE SEQUENCE page for the existing SEQUENCE.

Run a Saved Sequence

Touch a SEQUENCE name to be taken to the list of pitches for that SEQUENCE (Active Sequence page).



Favorite Sequences Page

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ELECTRICAL SHOCK HAZARD

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CAUTION PERSONAL INJURY HAZARD

Keep hands away from throwing wheels anytime the machine is connected to a power source. Carefully check the ELITE eHack Attack for completeness and condition before connecting to electrical power.

EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Save Pitch in Existing Sequence

Select a NAMED SEQUENCE button. This will transport the pitch in the ACTIVE SEQUENCE page for the existing SEQUENCE.

Delete a Saved Sequence

Select DELETE. Touch the NAME of the sequence to be deleted. Touch the DELETE button again to cancel.

Active Sequences

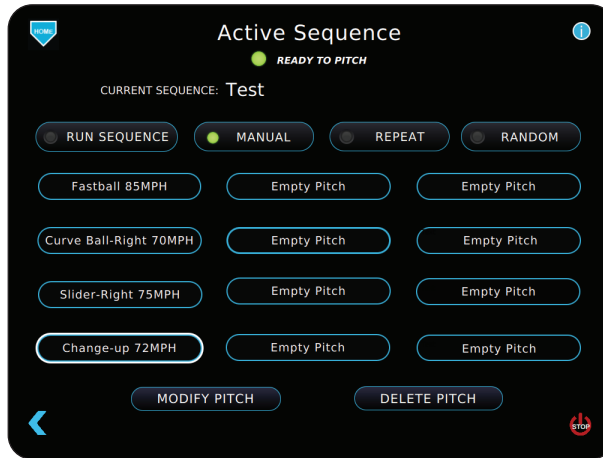
When you arrive at Active Sequences to save a pitch you can:

Edit Pitch Name Before Saving

Touch the text input box to access the virtual keyboard. Press ENTER when complete.

Save Pitch

Select an unused location (EMPTY PITCH) or a previously names location that the new pitch will REPLACE. Or, select the INSERT button. Next, touch a PITCH NAME button to INSERT the new pitch ABOVE it. Once the PITCH NAME is saved, the SEQUENCE NAME previously selected will be deleted.



Active Sequences Page

Modify Pitch

Use the motor controls along with the Horizontal and Vertical Adjusters to customize a pitch.

Save Pitch

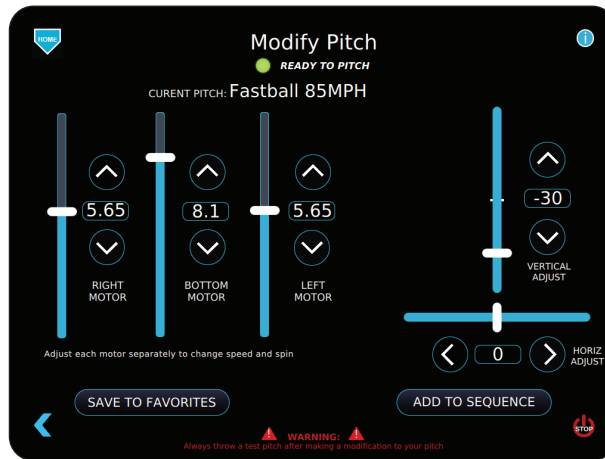
This will save a newly modified pitch under the same name and in the same location that it was previously saved. This will replace the previous version.

Save to Favorites

This will save the pitch to FAVORITE PITCHES page with the option to rename.

Add to Sequence

This will save the pitch to Sequence with the option to rename. ADD TO SEQUENCE transfers the pitch to FAVORITE SEQUENCE page where a sequence name is selected for the pitch.



Modify Pitch Page

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ELECTRICAL SHOCK HAZARD

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CAUTION PERSONAL INJURY HAZARD

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Carefully check the ELITE eHack Attack for completeness and condition before connecting to electrical power.

EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Settings

Select between the two options in each box. Tap the SET button to save the selections and enable them.

Default Pitch Setting

Select between ADULT (standard setting) or YOUTH (limited speed setting).

Speed

Toggles between two units of measurement - miles per hour (MPH) and kilometers per hour (KPH).

System Suspend

When enabled, the motors will shut down and the ELITE will return to the WELCOME screen after a preselected time interval of inactivity.

System Suspend Timeout

Set between 1 minute and 999 minutes, the ELITE will not require a password if a password has not been created. Machine Setup will need to be repeated.

Buzzer

The Buzzer gives an audible signal for the READY TO PITCH green light.

Buzzer Volume

Adjust the Buzzer volume with the slider control.

Language

Change the ELITE application language.

Utilities

Diagnostics

Select for troubleshooting motors.

Error Codes

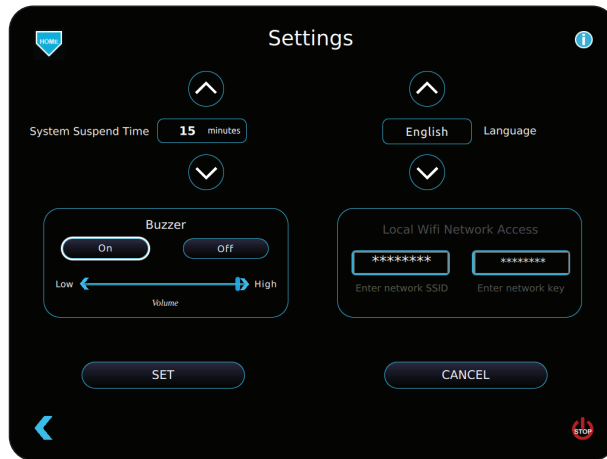
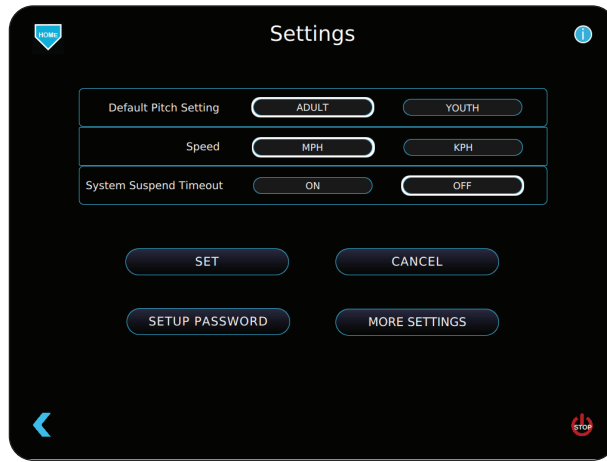
Select for a list of error codes with troubleshooting answers.

Password Management

Select to set, change or remove machine password.

Software Update

Select to update ELITE software (ethernet connection required).



Settings Page



Utilities Page

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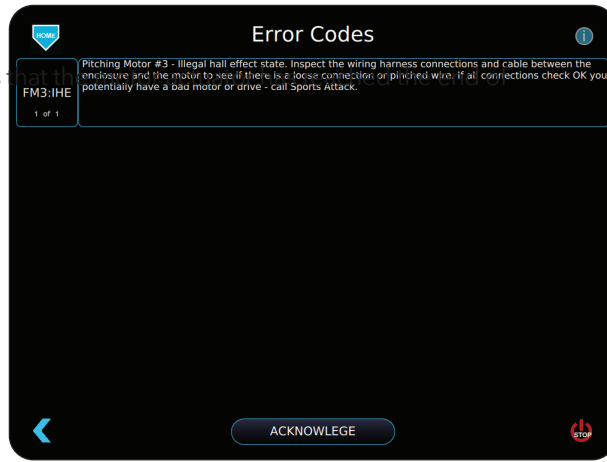
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EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Error Codes

Diagnostic[0] = "Motor stalled. Most often this indicates travel. If you cannot get the actuator to position for certain pitches you may need to readjust the level of the pitching machine and perform a new setup. If the warning occurs when the actuator is not near the end of travel check external motor cables for proper connections and look for mechanical barriers to actuator travel. Try running from diagnostic page to see how actuator vertical and horizontal position responds to commands. If problem persists call Sports Attack";



Error Codes Page

Diagnostic[2] = "Bus overvoltage. If fault occurs in conjunction with WDA:BOL warning, refer to the WDA:BOL message. The bus voltage can be monitored as seen by each of the 4 drives on the Diagnostic page. It should not exceed 78V. Try restarting machine. If problem persists call Sports Attack.

Diagnostic[3] = "Bus undervoltage. The bus voltage can be monitored as seen by each of the 4 drives on the Diagnostic page. It should not be less than 68V. Check the power cord and the wall outlet and confirm correct size and gauge cord is used and restart machine. If problem persists, call Sports Attack.";

Diagnostic[4] = "Short circuit. Inspect cable harnesses from enclosure to vertical and horizontal actuator motors for pinch points and abrasions. If no problems found, then call Sports Attack.";

Diagnostic[13] = "Brake overload. Excessive deceleration from high to low pitch speed has overloaded the current capacity of the braking resistor. Normal operation will resume after the resistor cools down.";

Diagnostic[16] = "Actuator unable to achieve target position in the allotted period of time. The individual actuators can be tested from the diagnostic page. If problem persists call Sports Attack";

Diagnostic[20] = "Phase to phase motor short. Inspect motor wiring harness for damage. If no problems found call Sports Attack.";

Diagnostic[21] = "Drive overheat. Check control enclosure temperature by touch. If hot to the touch, allow it to cool and try to run again. If problem persists, call Sports Attack";

Diagnostic[22] = "Bus overvoltage. If fault occurs in conjunction with WDA:BOL warning, refer to the WDA:BOL message. The bus voltage can be monitored as seen by each of the 4 drives on the Diagnostic page. It should not exceed 78V. Try restarting machine. If problem persists call Sports Attack.";

Diagnostic[23] = "Bus undervoltage. The bus voltage can be monitored as seen by each of the 4 drives on the Diagnostic page. It should not be less than 68V. Check the power cord and the wall outlet and confirm correct size and gauge cord is used and restart machine. If problem persists, call Sports Attack.";

Diagnostic[24] = "Motor overload. The motor has exceeded rated load current for an extended period of time. With power off, spin each of the pitching wheels by hand and compare the ease with which they spin. Inspect the motor/wheel in question to see if anything is tangled up the shaft or rubbing against the wheel. If no problem found call Sports Attack.";

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ELECTRICAL SHOCK HAZARD

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CAUTION PERSONAL INJURY HAZARD

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EQUIPMENT ELECTRICAL DAMAGE

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Diagnostic[25] = "Drive enabled at power up. Try restarting machine. If problem persists, call Sports Attack";

Diagnostic[26] = "Illegal hall effect state. Inspect the wiring harness connections and cable between the enclosure and the motor to see if there is a loose connection or pinched wire. If no problems found, call Sports Attack.";

Diagnostic[27] = "Communication timeout. Try restarting machine, if problem persists call Sports Attack.";

Diagnostic[36] = "Motor overheat warning. The motor is running hot. If it continues to run at this temperature or higher for an extended period of time an overheat fault will be generated and system will shut down.";

Diagnostic[37] = "Motor overheat failure. The motor has exceeded its rated temperature for an extended period of time. Try turning off machine and letting the motor cool down. With power off, inspect pitching wheel to assure free and easy movement. You can monitor the motor temperature the diagnostic page while running it in a manual mode of operation.;

Diagnostic[38] = "Motor unable to achieve command speed in the allotted period of time. The Diagnostic page allows you to run the motors individually or all together in manual mode while setting the command RPM and monitoring the actual RPM feedback Inspect the motor/wheel in question to see if anything is tangled up the shaft or rubbing against the wheel and check cables. If no problem found call Sports Attack.";

Diagnostic[39] = "Ball pitch limit switch is jammed. Check to make sure that balls aren't jammed in the pitching machine. If all clear, inspect limit switch for damage. It should click off and on when applying and releasing light pressure.";

Diagnostic[40] = "Network status: none. The host is not connected to any network.";

Diagnostic[41] = "Network status: portal. The host is behind a captive portal and cannot reach full Internet.";

Diagnostic[42] = "Network status: limited. The host is connected to a network, but it has no access to the Internet. It may be that the host is experiencing too much activity at this time. Try again later.";

Diagnostic[43] = "Network status: unknown. The connectivity status cannot be found out.";

Diagnostic[44] = "Exceeded Setup Pitch time. This is an indication that the time allotted for setup was exceeded without detection of a ball pitch. If 2 balls were pitched in this time it would indicate that the ball pitch limit switch is not working. If this is the case, setup the motors on the diagnostics page and feed some balls into the machine. Look for the pitch count to increment for each ball fed. If it doesn't, check the limit switch for adjustment and check connections";

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CARE, CLEANING & MAINTENANCE

THROWING WHEEL MOTORS

Motors are sealed and require no lubrication.

Check bolts for tightness once a season. Tighten bolts securely, but do not over-tighten.

CLEANING THE THROWING WHEELS

The throwing wheels must be kept clean to maintain accuracy. Clean the wheels periodically to control the build-up of grass and dirt.

1. Turn the on/off switch "OFF" and allow the wheels to come to a complete stop. Unplug Junior Hack Attack from electric power.
2. Dampen a rag with soap and water. Turn the throwing wheel by hand and scrub the wheel until the build-up is removed. For very heavy build-up, a synthetic scouring pad, such as a Scotch-Brite® scouring pad, may be used sparingly. Acetone may be required to help loosen the build-up of dirt or ball residue.

EXAMINE THE MACHINE

Examine ELITE e-Hack Attack for condition and completeness before every use:

1. For batting practice, be sure the horizontal swivel lock is secured.
2. Throwing wheels must be tight on the motor shafts. Check that the keyway retaining bolts are tight.
3. Wheel guard and ball chute must be securely fastened to the throwing head.

Check Motor Brush wear:

Each motor has a set of 2 motor brushes. When the brushes approach 1/4 inch in length it is time to replace the brushes.

SHUTTING DOWN

TURNING ELITE e-HACK ATTACK "OFF"

1. Turn the on/off switch "OFF".
2. Unplug e-Hack Attack from the power source.

PUTTING ELITE e-HACK ATTACK AWAY (Team lift - requires 2 persons)

1. Be absolutely sure that the throwing wheels have completely stopped turning.
2. Using the rear leg as a handle, tip Hack Attack up and over onto the wheel guard.
3. Remove (unsocket) both front legs and store by inserting in the travel storage sockets.
4. See Figure 8 at right:
Again, using the rear leg as a handle, tip e-Hack Attack back until machine can be comfortably rolled on the travel wheels. e-Hack Attack can now be rolled and maneuvered off of the field.
5. To prevent damage in transport, rest the throwing head on the wheel guard and yoke; motors should be down, and the control panel pointing up.

CAUTION PERSONAL INJURY HAZARD

Never attempt to clean the throwing wheels while they are turning. Rags or implements caught in spinning wheels can cause serious injury.

Unplug the machine before cleaning the wheels or performing any service.

CHEMICAL HAZARD

Methyl Ethyl Ketone (M.E.K)
Read and follow the directions and safety instructions on the M.E.K container.

FIRE HAZARD

Methyl Ethyl Ketone (M.E.K)
M.E.K. is flammable. Do not use M.E.K. around a fire or flame. Do not use M.E.K. near a running generator or other source of ignition.



Storing front legs in travel socket

Ball Use With Sports Attack Pitching Machines

Dimpled Pitching Machine Balls:

Sports Attack's dimpled pitching machine balls are designed to deliver a consistent pitch and out last any other type of ball. These balls have a realistic feel off the bat. They are soft enough not to dent aluminum bats and greatly reduce the chances of any build-up on throwing wheels. Sports Attack has a full line of pitching machine balls to cover every need for indoor or outdoor use.

Leather Pitching Machine Balls with Low-Profile (Kevlar) Seams:

Sports Attack's leather pitching machine balls with low-profile seams will hit like a real ball but will wear well with machine use due to the low profile, Kevlar-reinforced seams. These long-lasting leather balls are designed specifically for pitching machine (wheel) use only and for those wanting that more realistic look and feel of a baseball. Sports Attack has a full line of pitching machine balls to cover every need for indoor or outdoor use.

Regulation “Real Leather” Balls:

Hitters, especially at upper levels, prefer to hit regulation “real leather” balls. The use of these real leather balls will have little or no material transfer and rarely require wheel cleaning.

DO NOT USE SYNTHETIC LEATHER BALLS

Synthetic leather balls should **not** be used in pitching machines. They will leave a buildup on the throwing surfaces affecting pitching machine accuracy. If your throwing wheels have this build-up, please reference the machine manual for cleaning instructions and clean wheels prior to further use. Call Sports Attack for more information 775-345-2882.

Ball Consistency:

For the highest level of accuracy, balls used in your pitching machine should be of the same type, wear and manufacturer. *A pitching machine will only be as consistent as the balls being used:*

- Never mix worn “old” balls with new balls
- Do not mix different brands of balls
- Do not mix different types of balls
- When using a seamed ball, feed the ball into the machine with the seams in the same general position each time
- Wet or damp balls tend to slip on the throwing surfaces. Towel dry any ball that has moisture on it before using in a pitching machine.
- Extreme cold can cause balls to become harder than normal. This could cause the balls to pitch slower and / or inconsistently.
- Use dimpled pitching machine balls or regulation leather balls only. Do not use Synthetic Leather balls.