My machine shuts down with no error messages/ will not power on.

Models that Apply: Phenom 1 & 2			
Step	**Description**	**Tools**	**Picture**
	The machine may not power up, or shut down with-out any error messages due to either a ball jam (a ball failing to eject), or the reset button tripped, my machine will not power on. **• "My machine worked previously but now just shuts down."** **• "My machine shuts down and does not display an error message"** The most common reason for this error is: **• The machine may have been shut down before all balls were shot out.** **• A ball may have been hit into the machine and was jammed underneath the bottom server wheel.** **• The reset button Tripped.** **• The connection between the top and bottom of the machine is disconnected.** **• The power button is not responding on the control panel.** **• The circuit breaker on the outlet tripped.**		
	Checking for a ball jam (Make sure the machine is off) 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. 2. Check in between the top and bottom server wheels for a ball that may have slipped through the hopper top from the previous shut down. 3. Check to see if there are any balls off to the right inside the base of the machine. 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		 Ball jammed in the machine that failed to eject.

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and take a look inside and around the power supply.

To eliminate this issue from reoccurring.

1. Prior to shut down when there are still balls in the Hopper, Press the "Play/ Pause" button to stop the machine from feeding tennis balls. This will prevent the final ball from dropping on shutdown as all the motors are shutting down especially the server motors. Prior to start up run a quick visual inspection to make sure there are no balls in the ball chute.

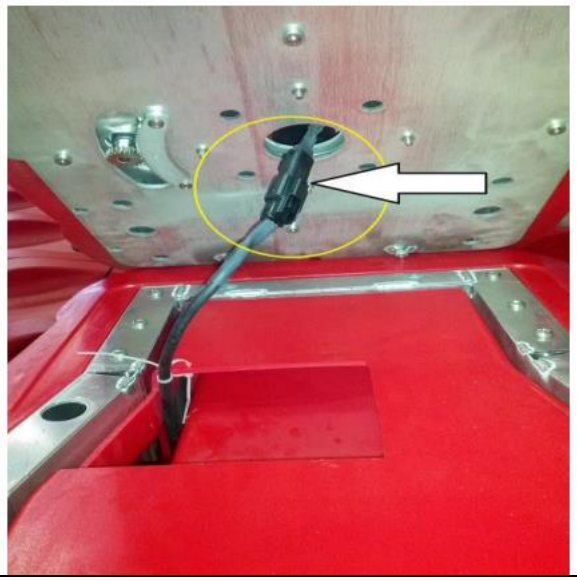
Front view showing balls jammed or stuck in the front.

Play Pause button on panel (marked in red and with an arrow).

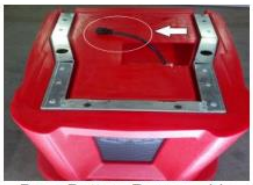
Checking the Top and Bottom Phenom Connections.

1. Unscrew the 4 wing nuts that hold the top and bottom of the hopper together. Lift up the top unit up, and make sure the top and bottom Power Wire is connected and not lose or damaged.

2. Try disconnecting the top and bottom power plug, and then reconnecting it again, making sure to hear the ´´click´´ to ensure it is secure.



Base Bottom and Top connected



Base Bottom Power cable

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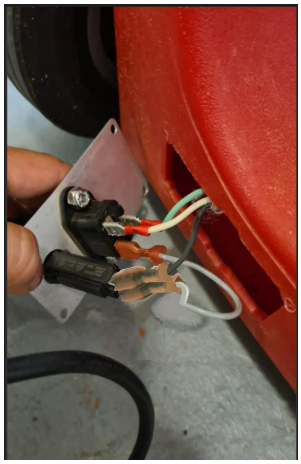
	Power cord middle connection marked in yellow.		
	Checking The Reset Switch 1. The reset switch is located on the lower section of the machine, but where you connect the Power Plug of the Phenom. 2. Disconnect the Power Cord from the outlet, and then push on the reset switch before reconnecting the power cord. Note that if it is tripped, it will expose 1/16th of an inch of white underneath the Reset Switch. Pushing on the top towards the bottom should cause it to reset (it will only move 1/16th of an inch).  (Reset switch marked in green).		 Reset Switch at the base of the machine, marked in green.
	Checking the Inlet Plate 1. Make sure the power cord is not connected to the inlet plate. Unscrew the 4 screws that hold the inlet plate in place. 2. Make sure all wires are connected.		 Inlet Plate with all wires connected.

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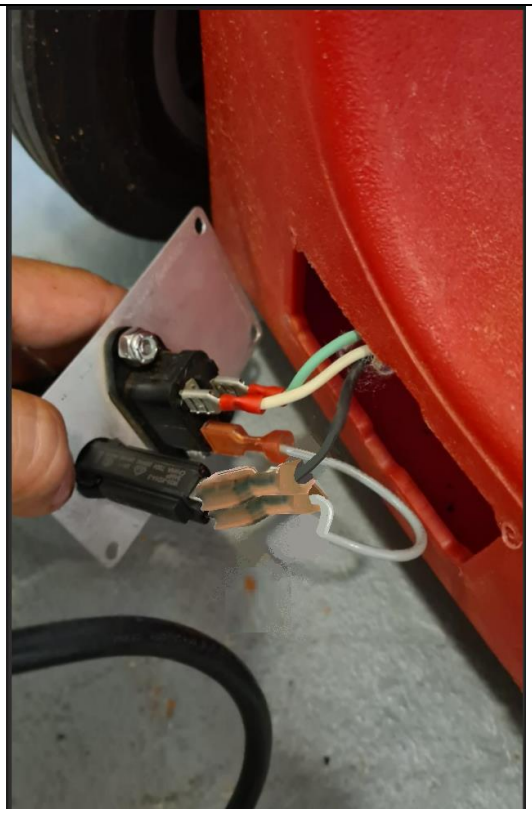


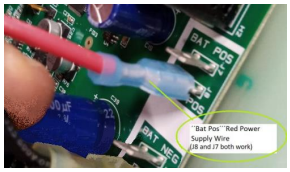
(Inlet Plate with all wires connected)

Checking the Power Wire Connections On the Circuit Board.

1. Unscrew the control panel and pull it out so that it is hanging by its wires. On the left hand side of the panel towards the bottom, are the ´´Bat Neg´´ and ´´Bat Pos´´ tabs.

2. The ´´Bad Neg´´ section should have the black wire that comes from the Power Supply connected to it.

Bat Neg marked in green.



Bat Pos marked in green.

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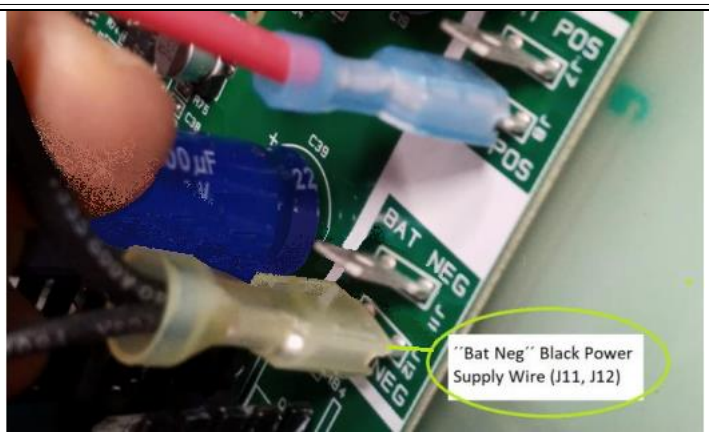

(Bat Neg Power Supply Wire marked in green).

3. The ´´Bat Pos´´ section should have the red wire that comes from the Power Supply connected to it.

(Bat Pos Red Power Supply Wire marked in green).

4. Disconnect and reconnect both of these wires to ensure they are connected properly and not loose.

Checking the Ribbon Cable on the Touch Panel.

1. Disconnect the Spectra Ribbon Cable from the green circuit board. The cable pins run parallel with the circuit board, so be careful when removing the ribbon cable to slide it away from the circuit board towards you (not up like you would with a wire).

Spectra Blue Ribbon Cable

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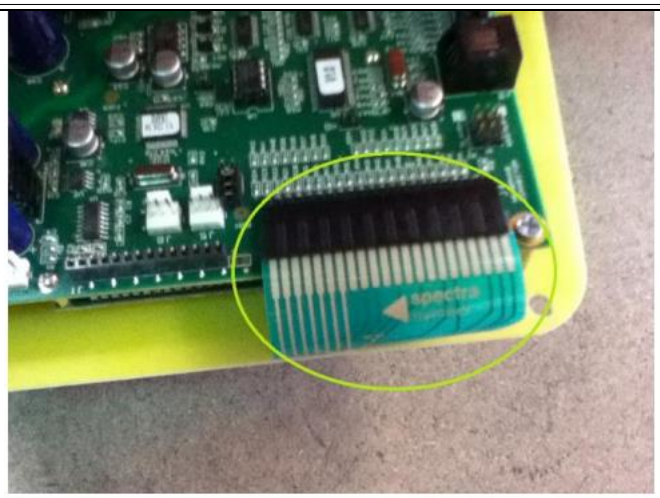
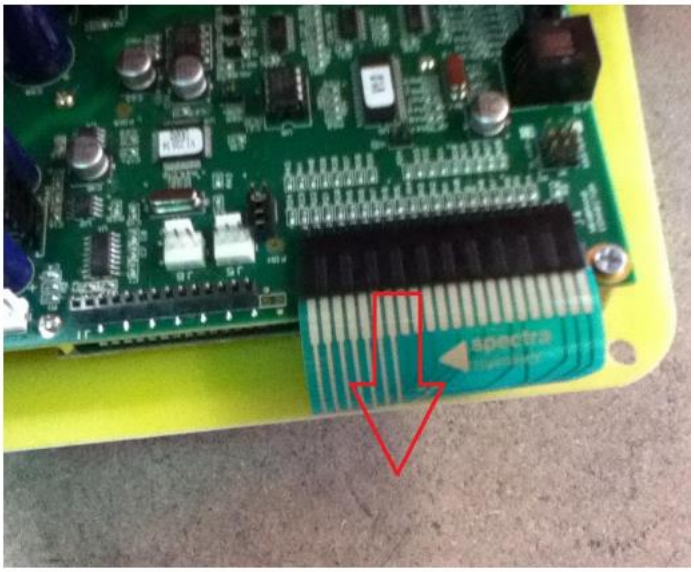


(Spectra Ribbon Cable marked in Green)



(Red marking direction to remove ribbon Cable).

Disconnected Spectra Ribbon Cable

Reconnected Spectra Blue Ribbon

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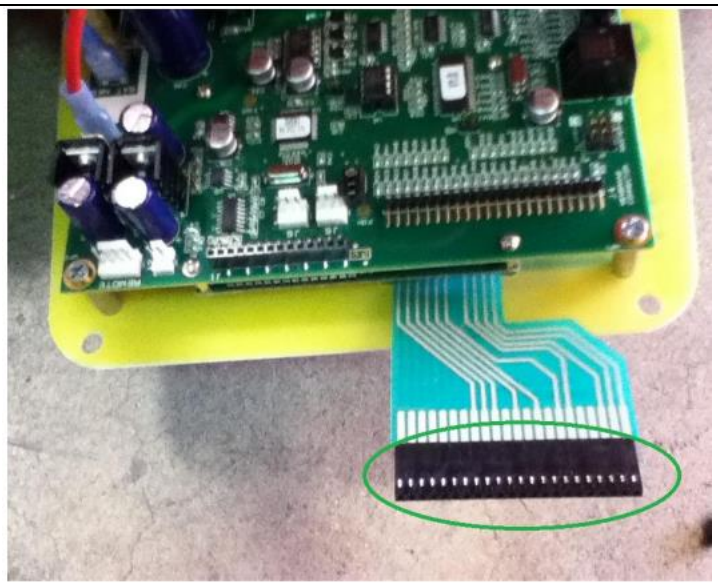
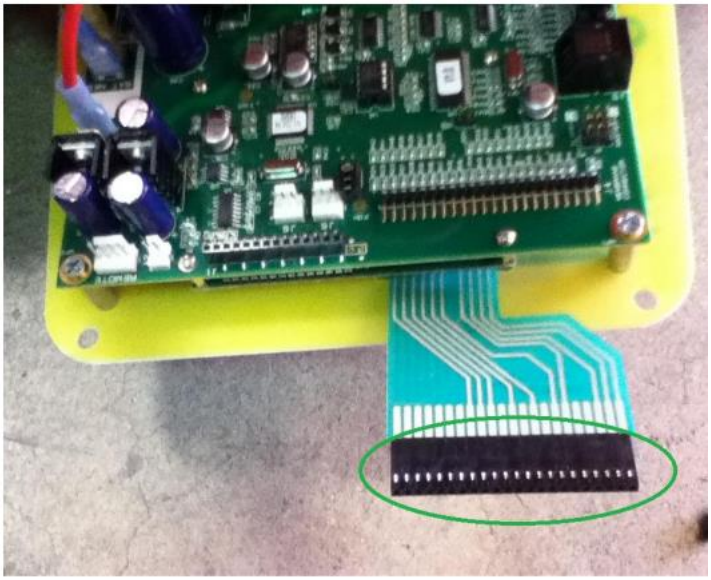


(Ribbon Cable removed)

2. Blow out the ribbon cable with air.



(Ribbon Cable end, marked in dark green).

3. Reconnect the ribbon cable to the pins (direction shown below) on the circuit board.

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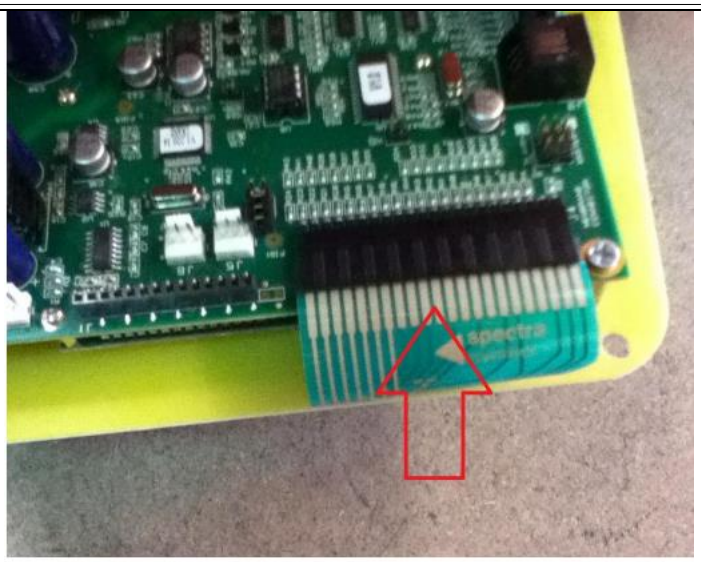
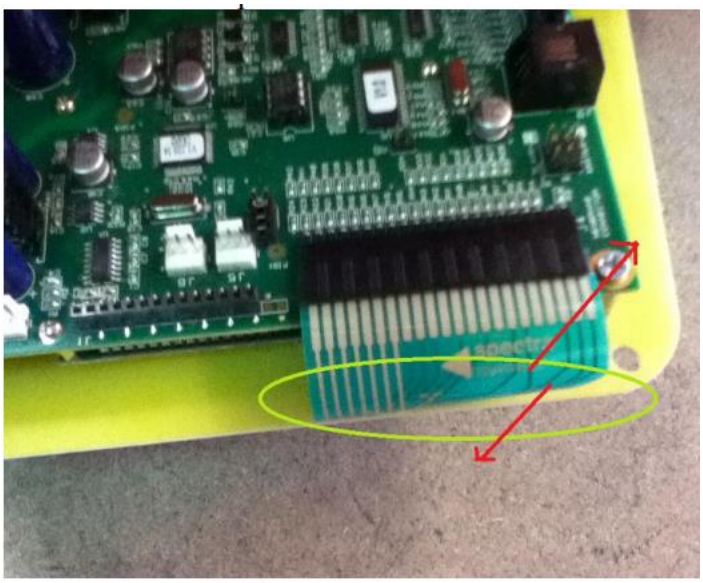


(Ribbon Cable being reattached to circuit board)

4. Try turning on the Power using the Power button on the touch panel, if it does not turn on, use your index finger to move the ribbon cable left or right (closer or further from the circuit board), while simultaneously trying to use the Power button on the panel. If the machine starts up, then the touch panel is the culprit, and a new touch panel is needed.



(Green shows bendable part of Ribbon Cable, red arrows show direction (perpendicular to the circuit board).

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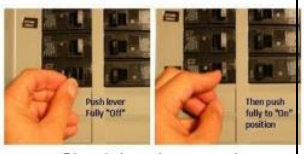
	Checking Your Electrical Outlet Circuit Breakers. • Ensure that there is power to that electrical outlet (Check circuit breakers to see if the outlet is live). • Push the corresponding lever fully “OFF” then push to “ON”. • If you are using an extension cord please make sure it is at least “Standard” 16 gauge size or there will not be enough power flowing through to the power supply on the machine. **If Using a GFI Protected on Court Outlet.** Machines with motors do commonly cause GFI protected circuits to trip. There are more sensitive and less sensitive GFI outlets/breakers. A less sensitive outlet may be found to alleviate the issue. Sometimes it helps to have a filtered power strip added between the GFI and the machine For example a: Tripp Lite ISOBAR6Ultra Isobar 6 Outlet Surge Protector Power Strip, 6ft Cord, can help keep the GFI from tripping and allow the machine to run properly. **Contact Lobster Sports Customer Service Support Team at 1-800-526-4041 for Repair or Warranty Repair Return Authorization.**		 Circuit breaker panel.