

*Q: I want to buy a ball machine, but don't know which one. How do I decide?*

**A:** The first question is whether you are looking for a portable or larger machine that would normally be used in a club or high-use facility. However, note that machines called “portable” can also often be used in clubs. Generally speaking, portable machines are light weight and small enough for someone to put in the trunk of their car or SUV. Most are also battery operated.

*Q: Besides portability, what is the difference between the club and portable models?*

**A:** There are 5 primary differences: Features, Electrical hook-up, Size, Weight, and Ball Capacity.

**FEATURES:** The larger club models generally have more features. These are listed in the PDF comparison chart that is linked to the ball machine pages on our website.

**ELECTRICAL HOOK-UP:** Larger club models are all A/C operated. Almost all the portable models are operated by rechargeable batteries. The exceptions are the small Tennis Twist by Sports Tutor, which can be ordered with choices of power by either A/C or batteries (6 D-cell batteries), and some of the Sports Tutor machines that can be ordered with A/C instead of batteries.

**SIZE:** Size matters and often bigger is better, as it means more features. However, look closely at our ball machine comparison charts.

**WEIGHT:** Heavier larger machines are not recommended for regular transport from facility to facility.

**BALL CAPACITY:** Generally speaking, the larger the machine, the larger the ball capacity. However, for personal use, all the battery-operated portable machines have more than sufficient ball capacity.

*Q: How about warranty issues?*

**A:** OnCourt OffCourt is one of the leading national dealers for all the ball machines in our catalog and on our website. All have great track records of customer satisfaction. And, yes, we are also here to walk you through any issues that may arise. We are not just a website, we have a real office and warehouse, staffed by a great team who put our customers first. We are an established brick-and-mortar company that stands behind all its products.

*Q: Do the machines work with the new slow-bouncing transition balls?*

**A:** Yes, all the machines can handle the orange-level and green-level balls. The red balls are larger and will not work in regular ball machines. Note that you may have to adjust the machine's settings for different types of transition balls.

*Q: Are your prices competitive or do we have to shop around?*

**A:** We offer **free shipping for any ball machine over \$250 in the 48 contiguous U.S. States.** We also offer a **Low Price Guarantee** on all ball machines. Call our experienced sales staff to help you compare prices and features. We offer a low-price guarantee as long as a lower quote can be faxed or emailed to us in writing. Our Buyer Guide Charts list the MSRP for each machine.

*Q: If I am getting a portable machine, is a remote control essential?*

**A:** This is a GREAT question. One of the biggest mistakes ball machine users make is when they hit too many balls in a row. In an average tennis point, you may only hit 2-3 shots. In a long point, you may hit 8-10 shots. But you see people all the time standing in one place and hitting 30-40 shots in a row! They are not moving to get into position, they are risking injury; their fatigue usually lowers the quality of their practice. Why would they hit so many in a row? Usually because they do not have a remote to conveniently and quickly pause the machine. To improve at tennis, practice needs to simulate match play.