

# NEWGY TECHNICAL SERVICE BULLETIN #6

## Broken Ball Feed Pickup Fingers

July 1, 2013

### INTRODUCTION

Newgy Industries is aware of a manufacturing issue that can affect our Ball Feed Pickup Fingers (part # 2040-153A) on certain robots. These parts are responsible for picking balls up from the ball collection area at the bottom of the robot and pushing them up into the ball channel of the robot.

Fingers affected by this issue can break off, resulting in double (sometimes even triple) ball throws, missed throws, ball jams, and in general, poor ball feed performance. Here's a photo of a broken Pickup Finger next to an unbroken finger:



This problem may affect some Newgy robots manufactured in late 2012 and very early 2013. Their serial numbers range from **A124706 to A126862** and **A130228 to A130235** for robots sold by Newgy Industries in North & South America, and **G121040 to G122003** and **G130501 to G130550** sold by Donic in Europe.

Serial numbers are located on the bottomside of the Control Box or on the backside of the robot body just below where the Connector Cable is plugged in. If you have a robot within one of these serial number ranges, please check your robot's Pickup Fingers.

### ACTION REQUIRED

If, upon inspection, you find the Pickup Fingers working properly, no action is necessary—your robot should continue to function correctly. However, if at any time you find that a finger is broken, cracked, or missing, then you should replace all 3 Pickup Fingers.

To replace the fingers yourself, please call the Newgy Service Center listed on the back cover of your Owner's Manual and request that 3 replacement Pickup Fingers be sent to you free of charge. Once received, follow the replacement instructions provided on page 2 of this TSB or in the online video at <http://www.newgy.com/troubleshooting.html>.

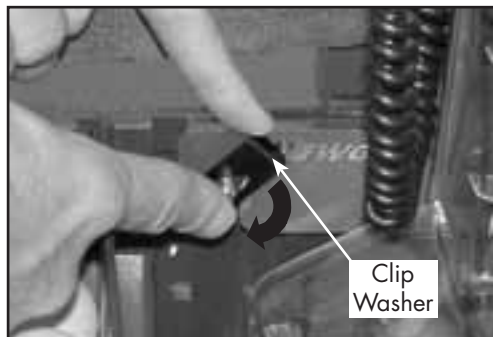
To have a Newgy Service Center replace the fingers, contact the Service Center listed on the back cover of your *Owner's Manual* for instructions to send in your robot body (it is unnecessary to send the net system or ball bucket with your robot body). It will be helpful to identify your problem as *broken pickup fingers* and provide the serial number of your robot to confirm that your robot is within the range of specified serial numbers. There will be no charge for this repair.

## REPAIR PROCEDURE

# 1

### LOOSEN WING NUTS

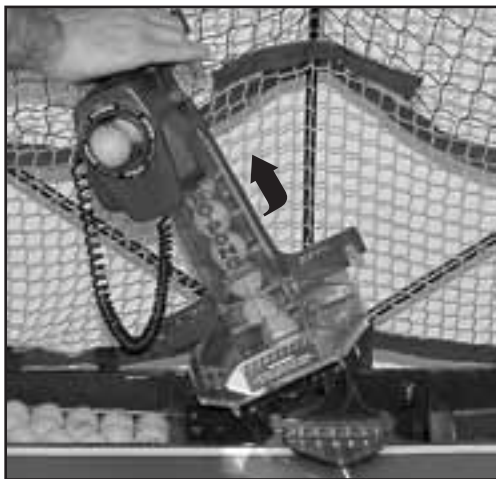
Loosen the two Wing Nuts that hold your robot body onto the Ball Bucket or Center Trough. Rotate the black, rectangular Clip Washers 180° or remove them entirely.



# 2

### REMOVE ROBOT BODY

Pull up on the robot body to remove it from the Ball Bucket or Center Trough and lay it on a sturdy flat surface.



# 3

### REMOVE PICKUP WHEEL

Locate the Ball Feed Pickup Wheel (2040-151B) which has the 3 Ball Feed Pickup Fingers and 3 Ball Feed Springs. Remove the lefthand threaded screw by turning it *clockwise* with a #2 Philips head screwdriver and remove the Pickup Wheel. Now you can easily access the Pickup Fingers.



# 4

### REMOVE OLD PICKUP FINGERS

Remove all 3 of the old Pickup Fingers or their remaining pieces by loosening their screws in a *counterclockwise* direction. We recommend you dispose of all the old Pickup Fingers and pieces.



# 5

### ATTACH NEW PICKUP FINGERS

Once the old fingers or pieces thereof are removed from the Pickup Wheel, attach the new fingers onto the Pickup Wheel by securely tightening the screws *clockwise*. You can identify the new fingers by a white circular mark as shown below. It is **important** that the screws be tight, but don't overtighten to the point of stripping the threads in the plastic. Also be sure that the bottom of each finger is placed inside the curved slot at the bottom of each finger mounting pedestal. Lastly, be diligent at removing all broken pieces of finger to prevent those pieces from causing ball jams.



White Mark



# 6

### REASSEMBLE THE ROBOT

Once you've replaced the Pickup Fingers, reassemble the robot by reversing steps 1-3. You're done!