

lobster elite™

grand four and grand five owner's manual



play more. win more.®

TO OUR CUSTOMERS

Thank you for purchasing a Lobster ball machine. Please read this owner's manual in its entirety before operating your Lobster ball machine. These instructions were written to ensure your safety and to protect the machine from misuse.

CHECK FOR DAMAGE

Inspect your machine for damage. Test all of the machines functions. Occasionally, internal parts can be damaged in shipping. If any problems are found, contact Customer Service immediately for a replacement.

SAVE THE ORIGINAL SHIPPING BOX

The original box and inserts should always be used if it is necessary to ship the machine back to the factory.

In the US, if you have questions about your machine, please DO NOT contact your dealer; call Lobster Sports directly at 800.526.4041

Serial Number: _____

Purchase Date: _____

WARNING

TO AVOID INJURY:

- Keep face out of ball path - balls can shoot out from opening at any time.
- Use only for tennis practice with conventional tennis balls.
- Turn off the machine when leaving it unattended or before performing maintenance tasks.
- Never place body parts or objects into machine.
- Never operate with parts removed.
- Never add balls while machine is running.
- Never put wet tennis balls in machine.



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North Hollywood, CA 91605
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sales@lobstersports.com
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MACHINE SETUP

Intended Use

Lobster tennis ball machines are intended to be used in a dedicated tennis facility. For safety reasons, players should stand on the opposite side of the tennis net at a minimum of 35 feet away from the machine. Lobster tennis ball machines are designed to throw **tennis balls only**.

Unpack and Keep Shipping Box

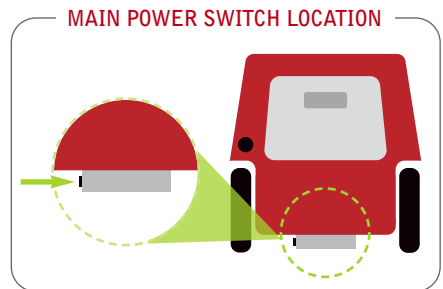
Remove the machine from the box. Keep the box along with the packing materials in case the machine needs to be shipped back to the factory.

Machine Assembly

- Detach the hopper, flip and reattach by pushing the hopper on to the case knobs, starting with the front knob (side furthest from handle), then attach the hopper to the back knob.
- **Do not remove the wire deflectors.**
- **Snap-in the elevation level pointer** on the front of red base by aligning the pointer with the slot located on the front edge of the bracket between the server wheels and then push pointer into the slot until a click is heard/felt.
- **Turn the Main Power Switch ON.**

Ball machines ship with the main power off. The switch is located at the base of the machine, directly below the control panel on the left side of the metal box.

(If you plan to not use your machine for one month or longer, we recommend that you turn this switch off.)



Handle Operation

To raise the handle, simply lift up on the handle until you hear the lock buttons click into place. To fold the handle down, stand behind the machine and place hands on each of the plastic handle hinges. Simultaneously press up on the hinge lock buttons and gently push the top section of the handle forward over your machine.

The handle is provided to push or pull the machine. The machine is not designed to be pulled up and down stairs. If the handle is damaged or breaks in this manner, please be advised it is not covered under the warranty. Avoid rough or uneven surfaces that may bend or damage the underside of the machine.

Transporting the Machine

To prepare the machine for transport, invert the hopper to cover the machine and fold the handle. The machine weighs approximately 44 pounds depending on the model purchased and may be lifted into a vehicle by one or two people. Use the molded handholds on the underside of the machine to lift and carry the machine.

CHARGING INSTRUCTIONS

Before the first use, charge the machine until the battery is fully charged.

Battery level is shown when the machine starts up as Full, High, Medium, or Low! For optimal battery life, fully charge machine after each use otherwise the battery life will be shortened. All Lobster chargers have trickle charge technology which ensures the battery will not be overcharged.

Use the LED indicator on the charger for battery charging status. A blinking orange/red light indicates the battery is very depleted.

Charging the Battery with the Standard Charger

- Plug charger into an AC outlet then plug the connector into charger port.
- The LED on charger is red when charging, turning green when fully charged.
- A depleted battery may take up to 18-22 hours to fully charge.

If you purchased a premium charger with the machine, you will not receive a standard charger.

Charging the Battery with the Premium Charger

- Plug the charger into an AC outlet then plug the connector into the charger port.
- The LED on the charger is red while charging and turns green when fully charged.
- A depleted battery will be fully charged in 3 hours.

Using an Export (240v) Machine with the Premium Charger

For ball machines used outside the US, you must charge the machine with the appropriate premium charger to fit your country's voltage requirements. Using a 110v charger outside the US will damage the ball machine and void the warranty.

BATTERY LIFE & MAINTENANCE

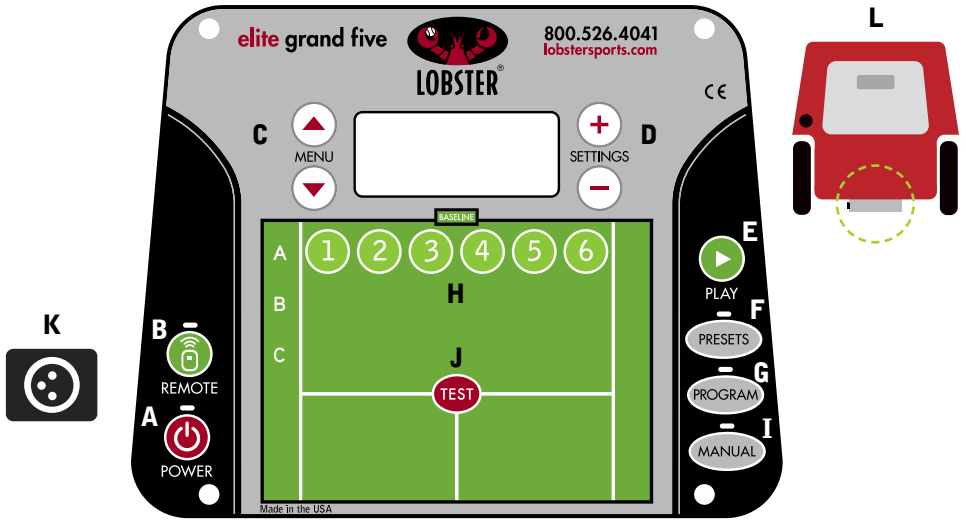
Battery Life











For optimal battery life, fully charge machine after each use. The most common reason for reduced battery capacity and shortened battery life is chronically undercharging the machine. **Never let the machine go uncharged for more than one month.**

Before storing the machine, fully charge the battery and then recharge monthly. During the winter season or when the ball machine is not in use, the battery should be charged **every month**, otherwise the battery life will be reduced.

Similar to a car battery, the battery in your ball machine will need to be replaced depending on use and care. Replacement batteries are available on our [website](#) and can be installed by the owner or the machine can be sent to Lobster for maintenance. A video tutorial on battery replacement is available on the [support](#) section of our website or on the [Lobster Sports YouTube channel](#).

ELITE GRAND FIVE CONTROL PANEL





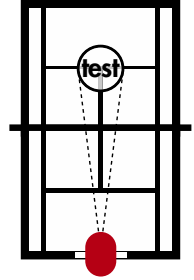
- A.  **Power Button** – Push and hold the power button to turn the machine on. Battery level is shown at startup. Both the horizontal and vertical motors will perform functional checks to calibrate the machine when it is turned on or off.
- B.  **Remote** – Push this button to turn on/off the remote control receiver.
- C.  **Menu Buttons** – Used to scroll through the menu options to be selected and adjusted. A cursor on the LCD will highlight the current selection.
- D.  **Settings** – Used to adjust a highlighted option on LCD screen.
- E.  **Play/Pause** – Press to play and pause the machine.
- F.  **Presets** – Press button multiple times to cycle through the preset modes. Two-line, Sweep oscillation, Depth oscillation, Fully Random and pre-programmed Drills.
- G.  **Program** – Press to create customized drills.
- H.  **1-6 Numbered Buttons** – Used to select desired position for ball to land in program mode. (More detailed information can be found in the program section.)
- I.  **Manual** – Machine will continuously throw a certain shot to a specific location.
- J.  **Test** – Used to align your machine for proper ball placement on the court.
- K. **Charger Connector** – Located on the red case and used to charge your battery.
- L. **Main Power Switch** – Located on the left side of the metal box directly below the control panel at the bottom of the machine. *If you plan to not use your machine for one month or longer, we recommend that you turn this switch off.*



ELITE GRAND FIVE OPERATING INSTRUCTIONS

Court Placement / Test Button





Your Lobster elite grand five is a computerized tennis machine and has been designed to keep the ball in the full singles court.

- Ensure that the main power switch is in the up or on position.
- Start by placing the machine with the white Line Marker positioned over the baseline, at the court's center mark.
- Power on  the machine and allow it to go through a self test.
- Place one tennis ball in the hopper. Push the  button. One tennis ball should be thrown over the net to land within a 2 foot area of the opposite side of the court where the service and center lines converge, just as depicted by the TEST button and the diagram to the right.




- If the test ball lands outside of the 2 foot radius, long or short use the  and  SETTINGS buttons to adjust the distance in .5 foot increments. If the ball should fall outside of the area left or right, nudge the front of the machine slightly to the left or right, as needed. Retest and make adjustments as necessary.
- Once the test is complete, press the manual, program or presets buttons on the right side of the control panel to choose mode of play, then press play button.

Manual







Press the MANUAL Button to practice one particular shot repetitively. The machine will pause while you make your adjustments. Use the  /  buttons to select location and shot parameters. Use  /  buttons to increase or decrease value of the selected menu option.

- Speed – Choose from 35 to 80 MPH in 5 mph increments.
- Elevation – Adjust elevation between 2 and 80 degrees in 1 degree increments to change depth of the ball thrown on the court.
- Spin – Increase and decrease top and back spin up to three levels.
- Angle – Choose position along baseline. 0 is center court with positive numbers moving to the right and negative numbers moving to the left.
- Feed – Adjust between 2 - 9 second intervals, or scroll down to random.



When you are satisfied with your adjusted settings press the  play/pause button to start your session.

ELITE GRAND FIVE OPERATING INSTRUCTIONS CONTINUED




Presets

Press the  button multiple times to scroll through all of the possible functions and pre-set drills. The machine will pause until you are satisfied with the settings. Use the  /  buttons to select location and shot parameters. Use the  /  buttons to increase or decrease value of the selected shot option. Press the  play/pause button to begin play. PLEASE NOTE: To keep all shots in the court, some combinations are not available in conjunction with each other.


OSCILLATION FUNCTIONS

-  **Random Sweep** – balls are thrown randomly across the width of the court. Shot parameters include:
 - Depth – Row A (Deep), Row B (Mid), Row C (Short) or Random.
 - Speed – Choose from 45 to 80 MPH in 5 mph increments.
 - Spin – Increase and decrease top and back spin up to three levels.
 - Feed – Adjust between 2 - 9 second intervals, or scroll down to random.
-  **Random Depth** – balls are thrown randomly from short to deep.
 - Position – At the top of the LCD, choose Left, Center, or Right of court.
 - Speed – Choose from 45 to 75 MPH in 5 mph increments.
 - Spin – Increase and decrease top and back spin up to three levels.
 - Feed – Adjust between 2 - 9 second intervals, or scroll down to random.

2-LINE FUNCTIONS

-  **Wide** – practice forehand and backhand at the sidelines.
-  **Narrow** – practice forehand and backhand strokes at the center of the court.
-  **Medium** – practice forehand and backhand strokes midway between center court and sideline.
 - Speed – Choose from 45 to 80 MPH in 5 mph increments.
 - Spin – Increase and decrease top and back spin up to three levels.
 - Depth – Row A (Deep), Row B (Mid), Row C (Short) or Random
 - Feed – Adjust between 2 - 9 second intervals, or scroll down to random.

FULLY RANDOM FUNCTIONS

-  **Random** – Your machine will randomly throw balls horizontally and vertically across the court using variations of speed, spin and trajectory.
 - Feed – Adjust between 2 - 9 second intervals, or scroll down to random.

ELITE GRAND FIVE PRE-LOADED DRILLS

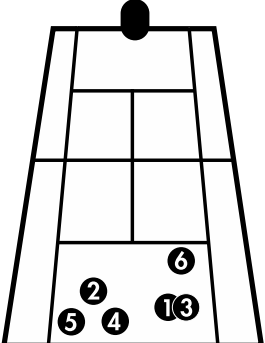
Pre-Loaded Court Drills

Each of the 12 drills consists of 6 shots in a designated pattern, changing location, ball speed and spin. To alter difficulty, the feed rate can be adjusted.

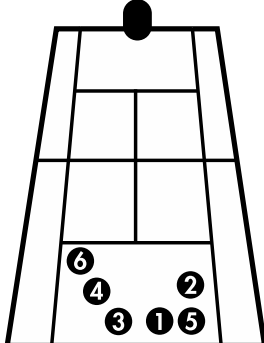
Grinder – Six ball drill utilizing the full back court with different types of spin.

Power Baseliner – Six ball drill that utilizes the full back court with little spin and more ball speed.

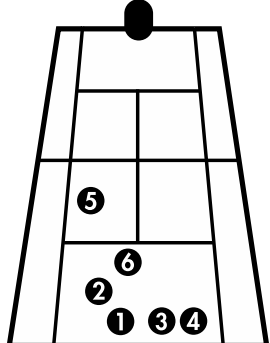
All-Courter – Six ball drill that utilizes both the front and back court with some top spin and less ball speed.



Grinder



Power Baseliner

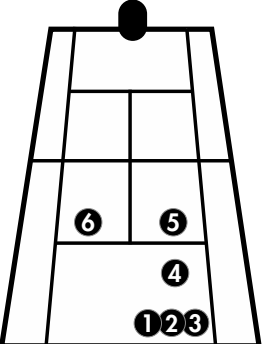


All-Courter

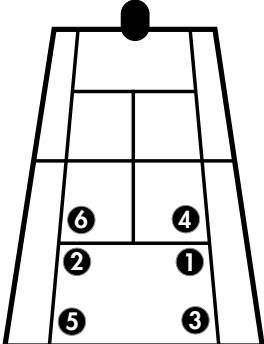
Approach – Six ball drill emphasizing the approach from behind the baseline into the front court with balance and speed.

Attack/Defend – Six ball drill designed to teach a player to move in all directions from the baseline.

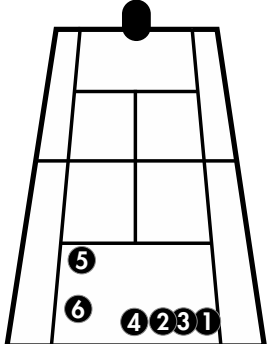
Forehand Plus – Six ball drill challenging the player to maintain dominant court position by using their forehand for every shot.



Approach



Attack / Defend



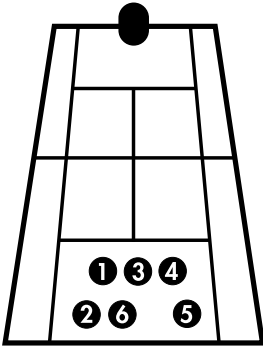
Forehand Plus

ELITE GRAND FIVE PRE-PROGRAMMED DRILLS CONTINUED

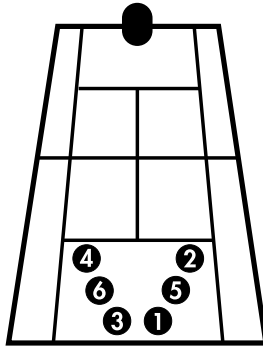
Beginner – Six ball drill to help beginners improve and build confidence.

Intermediate – Six ball drill that will help intermediates improve their court coverage and execute a variety of shots.

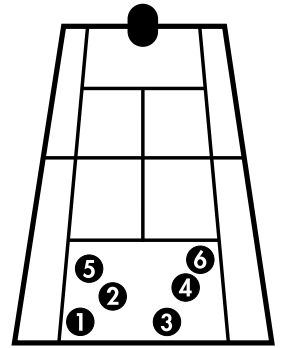
Advanced – Six ball drill for advanced players to develop higher shot tolerance and learn to quickly identify 'opportunity' balls that can be attacked.



Beginner



Intermediate

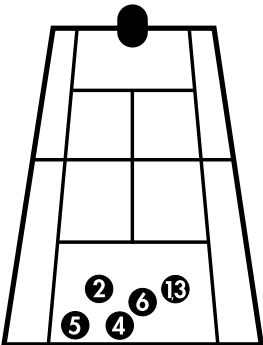


Advanced

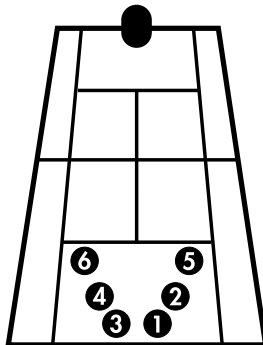
Moon Baller – Six ball drill that utilizes a high arc over the net with moderate to heavy top spin.

Slicer – Six ball drill with backspin or underspin that utilizes a low arc over the net.

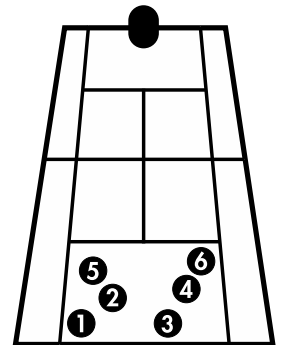
Lefty – Six ball drill that simulates strong forehand groundstrokes and strong backhand volleys.



Moon Baller



Slicer



Lefty

ELITE GRAND FIVE CUSTOM DRILLS

Program Custom Drills

The program function allows you to create your own drills and set up your own training exercises. You may create sequences of shots with anywhere from 1 to 6 balls that will cycle. This allows for many more combinations that will always give you new challenges.

OVERALL PROGRAM SCREEN

PROGRAM # : 1
LOCS 3 4 5 1 6 3
SHOT: 2 EDIT : NO
PUSH PLAY TO RUN








There are limitations to what the machine can do...please read this carefully.

- The serving wheels can speed up faster than they can slow down. Fast shots followed by slow shots or drastic changes in spin will produce shots out the back of the court if used with fast feed rates. If you wish to use faster feed rates, keep your changes in speed and spin incremental. A good guide is not to change the speed more than your feed rate times 5 in miles per hour (treat each level of spin as 5 MPH).





As an example : A feed rate of 4 sec will let you have up to 20 mph of change or 4 levels of spin.

- Certain combinations of speed and spin will not stay within the court. If a setting will not produce a viable shot, the display will blink to tell you that the shot is not possible and remain at the previous setting.
- When you have filled up the 6th shot in a program, selecting next will automatically take you to the overall program screen.

Create Your First Custom Drill

1. Press the PROGRAM button 
2. The screen will prompt you to select a location for your first shot. Press any of the       buttons to advance to the shot parameters screen.
3. The machine will be programmed to throw one ball to the location selected. You may now adjust the shot parameters for this shot:

- Speed – Chose from 55 to 80 MPH in 5 mph increments.
- Spin – Increase and decrease top and back spin up to three levels.
- Feed – Adjust between 2 - 9 second intervals, or scroll down to random.

4. When the shot is satisfactory, use the menu buttons  /  to highlight the "Next + Back -" line. Press  to choose the location and shot parameters for the next shot in your drill or  to return to overall program screen.

SHOT LOCATION SCREEN

P#1 SHOT#1 LOC ?
Press a location
To prgm shot, or
Press - to erase

SHOT PARAMETERS SCREEN

P#1 SHOT#1 LOC?*
SPEED: 70 MPH
Spin :0 FEED: 4
Next + Back -

*will display your selected location

ELITE GRAND FIVE CUSTOM DRILLS CONTINUED

5. Selecting and running a drill can be done from the Overall Program Screen:

- The top line displays your program number. You can change the program number from 1-6 by highlighting the top line with the menu buttons \uparrow / \downarrow and adjusting the number with \oplus / \ominus settings buttons.
- Line 2 will show you the court location of each ball thrown. One number for each ball.
- Line 3 allows you to edit or view the settings of an existing shot in the program.
- Pressing \blacktriangleright at any time on this screen will run the program.

OVERALL PROGRAM SCREEN

PROGRAM # : 1
LOCS 3 4 5 1 6 3
SHOT: 2 EDIT : NO
PUSH PLAY TO RUN

Editing An Existing Custom Drill

Once you have created a custom drill you may want to adjust or completely redesign any aspects of the drill.

1. If you are not already in the program function, press the **PROGRAM** button to display the overall program screen.
2. First use the \oplus / \ominus settings buttons to select the program you wish to adjust.
3. Next use the menu buttons \uparrow / \downarrow to highlight SHOT then adjust the number to reflect which shot in the sequence you wish to adjust (1st, 2nd, 5th...)
4. Highlight edit and press the \oplus button to change to a yes to take you to the Select Location Screen.
5. The current location of this shot is now displayed in the upper right corner. If you are satisfied with the location, press the same number to select it again and you will advance to the shot parameters screen which will display your current settings.
6. If you chose another location, the defaults will reset.
7. You can remove the shot from the drill by pressing the \ominus button. This will return you to the overall program screen and the drill will run with one less shot.

OVERALL PROGRAM SCREEN

PROGRAM # : 1
LOCS 3 4 5 1 6 3
SHOT: 2 EDIT : NO
PUSH PLAY TO RUN

SHOT LOCATION SCREEN

P#1 SHOT#2 LOC 4
Press a location
To prgm shot, or
Press - to erase

REMOTE CONTROL OPERATING INSTRUCTIONS

Grand Remote Controls (optional)

The optional grand remote or the smart phone remotes allows you to operate many of the functions on your elite grand ball machine from a distance.



To activate your remote, press the  button located on the control panel. When the LED is lit the machine will accept commands from your controller.


- **PLAY/PAUSE** button will start and stop the machine at any time.
- **TEST** - Allows you to calibrate your machine.
- **RANDOM** - Press button to activate the fully random function.
- **2-LINE** - Press button multiple times to scroll through the narrow, medium, and wide settings for the 2-line functions.
- **DRILLS** - Press button to scroll through the pre-programmed drills.
- **SWEEP** - Press multiple times to scroll through the short, mid, deep and random settings for the sweep function.
- **DEPTH** - Press button multiple times to scroll through short, mid, deep and random settings for the depth function.
- The 8 black buttons are used to change shot parameters on the fly for the presets.
 - **Speed** – Adjust the ball speed for 2-line, sweep, depth, and manual presets.
 - **Spin** – Adjust the top or bottom spin for 2-line, sweep, depth, and manual presets.
 - **Feed** – Adjust the ball interval for all settings.
 - **Elevation** – Adjust the elevation for 2-line, manual, and test function.

Using the remote while a drill is running will cause the next shots parameters to change temporarily. Doing so may cause shots to land in unplayable areas.

SMARTPHONE REMOTE CONTROL SETUP


Grand Remote for Apple Set Up (optional)

You must purchase the **grand remote for Apple** and have it installed in your machine for the free remote app to work.

- Download the **Lobster grand remote control** from the App Store®
- Turn your ball machine on and press the  button on the control panel.
- On your device, go to the "settings" button and click "Wi-Fi". A network called "Lobster Sports(x)" will be detected. *Select this network.*
- Open the Lobster grand remote control app on your device and allow up to 90 seconds for your machine and device to sync - they are connected when the remote CONNECT/DISCONNECT button says DISCONNECT.
- Upon first app launch, you may be asked:
 - Allow "grand" to use your location? *Select "Allow While Using App"*
 - "grand" would like to find and connect to devices on your local network. *Select "OK"*
 - The Wi-Fi network "Lobster Sports-xx" does not appear to be connected to the Internet. *Select "Keep Trying Wi-Fi"* although "Use Cellular Data" does not cause a problem or actually use cellular data.
- When using Apple Watch, the iPhone must stay awake. To change "awake" settings, navigate to Settings>Display & Brightness>Auto-Lock>Never.
- In the case of a disconnect, click the CONNECT button to reconnect.

Grand Remote for Android Set Up (optional)

You must purchase the **grand remote for Android** and have it installed in your machine for the free remote app to work.

- Power on your Lobster machine and press the  button on the control panel.
- On your phone, download and install the **Lobster Ultimate Remote Control**.
- When connecting for first time, you need to pair the devices:
 1. On your phone, open the Bluetooth connection settings.
 2. A device, RNBT-xxxx, should be available (xxxx will be a unique ID for your installed Bluetooth module). If you don't see it, press 'Scan'.
 3. Select RNBT-xxxx to pair. You may receive a pairing code (which you may not need).
- Open the Lobster app. Click the three dots on the top right of app, select "Connect a device" and then select RNBT-xxxx to connect. When app shows "connected" in the gray bar, the remote is ready to use. (If your phone doesn't show the three dots, please contact your phone manufacturer for settings help.)

The app may ask you to give access to contacts and call history - this is not needed.

OPTIONAL ACCESSORIES

External AC Power Supply

For extended court time with your battery machine, the **external AC power pack** transforms our battery ball machines into an AC/DC powered ball machine. Simply plugging the external ac power supply into your machine gives continuous, uninterrupted use. With this optional accessory, the machine can still run off a battery, allowing the owner to use whatever power method they prefer.



External Battery Pack

The **external battery pack** provides an additional 4-8 hours of court time and can be used with any of our portable machines.



Storage Cover

Our heavy duty, lined, fabric **elite storage cover** protects your ball machine from the elements, as well as from dust and moisture when in storage.



BALL CONSISTENCY

Best Type of Balls for Consistent Throws

The consistency of ball throws is dependent on the consistency of the tennis balls used. The same age and type of tennis balls will produce consistent ball throws. A mixture of new and old balls will produce inconsistent ball throws. Pressureless balls provide the best results in both toss and bounce—it's like playing with new balls almost indefinitely. Lobster recommends **Tretorn Micro X balls** for best results, and are available from LobsterSports.com. Never put damp or wet balls in the machine.



SERVER WHEELS

Server Wheels Maintenance

Lobster ball machines have two server wheels which throw the tennis balls. Like a car, Lobster ball machines can last for decades if taken care of properly. And like car tires, the server wheels will need to be replaced throughout the life of the machine. Parts are available from lobstersports.com and customers can replace the wheels themselves or the machine can be shipped back to Lobster for maintenance. We have created a tutorial video showing how to replace the server wheels which can be found on our website's **support** section or the **Lobster Sports YouTube channel**.

CLEANING & STORAGE INSTRUCTIONS

Cleaning the Machine

Always turn the power OFF when cleaning the machine. The outside of the machine may be wiped down with a mild detergent. The inside of the machine may be vacuumed to remove dirt and debris (i.e. leaves, sand particles, dirt, etc.). To help keep the inside the machine clean, remove all small debris from the balls before refilling the hopper.

Storing the Machine

Always store the machine indoors in a clean, dry location. If you plan to not use your machine for one month or longer, we recommend that you turn the Main Power Switch off. Exposure to rain and snow will damage the electronics. We recommend the **elite storage cover** to protect machine from dust and moisture. Never store the machine in a closed vehicle—which can reach 180°—as excessive heat can negatively affect the machine’s electronics and battery.

TROUBLESHOOTING

Machine Doesn't Power On

If the machine won't turn on, ensure the Main Power switch is ON. Also confirm the battery is charged. If both of these things are fine, the battery wires may have become disconnected or loosened.

To check the wires:

- Make sure the MAIN POWER switch on the machine is in the OFF position and ensure there are no balls in the machine.
- Undo the four screws on the control panel and gently pull it back. (Be careful not to touch the electronic board directly)
- Follow the red and black wires from the battery terminals to the control board. If they are loose, reconnect.

Machine Error

The electronics are programmed to help the user diagnose his/her machine. Error messages will appear on the LCD screen when the machine is turned on. If there is no obvious problem, turn the machine off and back on again to check error message. Troubleshooting information and help videos can be found on our website's support section. Please visit www.lobstersports.com/support. If the error message continues, call Lobster Customer Service at 800.526.4041.

In the US, if you have questions about your machine, please DO NOT contact your dealer; call Lobster Sports directly at 800.526.4041

CUSTOMER SERVICE & SUPPORT

Since 1970, Lobster Sports has been dedicated to providing outstanding customer service. We invite our customers to contact Customer Service at **800.526.4041** between 8:00am - 4:30pm PST, Monday through Friday or email us at **customerservice@lobstersports.com**

When contacting Lobster about your machine, please include your **machine's serial number**, which can be found on the underside of the machine.

- Lift the front of the machine using the molded handhold.
- The serial number is found on the white sticker affixed to the metal platform.

Shipping Damage

If an order arrives with shipping damages, contact Customer Service immediately to coordinate a replacement. If a replacement part can resolve the issue, Lobster will ship the part immediately. If not, a damage call tag will be issued. Upon pick up of the damaged machine, the customer must call in the pick-up tracking number and a replacement will be shipped immediately.

WARRANTY ACTIVATION

2-Year Warranty Activation

To activate your 2-year warranty, please register your machine within **30 days of purchase** by filling out and returning the Warranty Registration on the last page. Please either email the completed form to warranty@lobstersports.com or mail it in an envelope to Lobster Sports, 7340 Fulton Avenue, North Hollywood, CA 91605.

Extended Warranty Activation

An extended warranty can also be purchased for machines in the United States. The extended warranty **must be activated within 60 days of purchase**. Options include 1, 2 or 3 years in addition to the standard 2 year coverage. Please see the warranty card on the last page for details.

LIMITED WARRANTY

Lobster Sports warrants to the original purchaser of Lobster Sports ball machine (the "Product") that the Product will be free of defects in materials and workmanship under normal use for a period of two years from the date of purchase, except for the battery and server wheels, which are warranted for six months. Chargers, accessories, demonstration models, and reconditioned machines shall have a one year warranty. (Each respective warranty period hereinafter referred to as "Warranty Period"). Unless otherwise prohibited by law, this Limited Warranty is void unless the purchaser completes and returns the attached warranty response form to Lobster Sports within 30 days of purchase of the Product.

REMEDIES

If such a defect arises and a return authorization request is received by Lobster Sports within the applicable Warranty Period, Lobster Sports will, at its option and to the extent permitted by law, either (1) repair the Product at no charge, using new or refurbished replacement parts, or (2) replace the Product with a new or refurbished Product. In the event of such a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply. This Limited Warranty is valid only in the jurisdiction where the Products are sold by Lobster Sports itself or through its authorized reseller or agent and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement Product will be warranted for the remainder of the original Warranty Period or 30 days, whichever is longer, or for any additional period of time that may be required by applicable law. Lobster Sports reserves the right to authorize warranty service or repairs to be done by others.

HOW TO OBTAIN WARRANTY SERVICE

To make a warranty claim, the purchaser must request a return authorization by contacting Lobster Sports by calling 1-800-526-4041 or emailing customerservice@lobstersports.com. As may be required by applicable law, Lobster Sports may require you to furnish proof of purchase details and/or comply with other requirements before receiving warranty service. The purchaser is responsible for all costs of returning the Product to Lobster Sports, including, but not limited to, the cost of packaging, shipping and applicable taxes. If Lobster Sports determines that any returned Product is not defective, within the terms of this warranty, the purchaser shall pay Lobster Sports all costs of handling and return shipping.

EXCLUSIONS AND LIMITATIONS

Lobster Sports does not warrant that the operation of the Product will be uninterrupted or error-free. This Limited Warranty applies only to the original purchaser of the Product that was purchased from an authorized reseller or sales channel and manufactured by or for Lobster Sports that can be identified by an authorized "Lobster" trademark, trade name, or logo affixed to it. Without limiting the foregoing, the Limited Warranty does not apply to any (a) Lobster Sports products and services other than the Products, (b) non-Lobster Sports products, even if included or sold with a Product, including, without limitation, any counterfeit products, (c) products that are, or Lobster Sports reasonably believes to be, stolen, (d) Product with altered or removed logos and/or brand markings, (e) consumables (such as batteries), or (f) software, even if packaged or sold with the Product or embedded in the Product.

This Limited Warranty does not apply to a Product or part of a Product that has been serviced, altered, refurbished, or modified by anyone who is not authorized by Lobster Sports, nor does it apply to any cosmetic damage such as scratches and dents. In addition, this Limited Warranty does not apply to damage or defects caused by (a) accident, abuse, misuse, mishandling, flood, fire, earthquake or other external causes; (b) normal wear and tear or aging of the Product such as discoloration; (c) repairs that have been made or attempted by you or others without authorization; or (d) operating the Product (i) outside the permitted or intended uses described by Lobster Sports, (ii) not in accordance with instructions provided by Lobster Sports, or (iii) with improper voltage or power supply.

No Lobster Sports reseller, distributor, agent or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term contained herein is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

IMPLIED WARRANTIES

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. Some jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

LIMITATION OF DAMAGES

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, LOBSTER SPORTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, EVEN IF LOBSTER SPORTS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

GOVERNING LAW

This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

WARRANTY REGISTRATION - To validate warranty, fill out card and send back via email to warranty@lobstersports.com. or mail to address below. If you bought from a authorized dealer, please also include proof of purchase. (*Required Fields)

Machine Serial Number* _____

Name* _____ Email* _____

Mailing Address* _____ City* _____ State* _____ Zip* _____

Phone* _____

Purchase Date* _____ Where Purchased* _____

How did you learn about Lobster? (circle) LobsterSports.com Google Pro Player Friend Instagram Facebook Magazine Ad Club

Dealer _____ Website _____ Other _____

What attracted you to this product? (circle) Quality Design Price Reputation Previous Customer Portability Better Features

Income (circle) \$50-69K \$70-\$99K \$100-\$119K \$120-149K \$150-\$199K \$200-\$299K \$300-\$499K \$500K+ **Gender** M F

Age (circle) 15-25 26-35 36-45 46-55 56-65 66-75 76-85 86+ **Occupation** _____

OPTIONAL EXTENDED WARRANTY** Please send in a separate envelope within 60 days of purchase.

Please select from the following: Credit Card # _____ Expiration Date _____

- 1 Year** \$110
- 2 Years** \$165
- 3 Years** \$249

Verification Code (last 3 digits in signature bar) _____ Select (circle) Visa Mastercard Discover Card

Authorization Signature _____

Lobster Sports warrants each Lobster ball machine purchased will be free from **DEFECTS IN MATERIAL AND WORKMANSHIP** for the extended period specified above past the normal 2 year limited warranty. The extended warranty period will run consecutively from the warranty period determined at time of purchase. **It does not cover parts worn under normal use**, specifically the battery and the server wheels.

**Extended warranties only apply to machines located in the United States.

MAILING ADDRESS: Lobster Sports, 7340 Fulton Avenue, North Hollywood, CA 91605