



PLAYMATE iGENIE



Owner's Manual

PLAYMATE iGENIE

Owner's Manual

Serial #: _____



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PLAYMATE iGENIE

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Dear Valued Customer,

Congratulations on the purchase of your new PLAYMATE Tennis Ball Machine. We have packed over 40 years of experience and dedication into the production of each and every ball machine that leaves our high-tech facility in Raleigh, North Carolina.

It is our mission to build the most durable, dependable, and player-friendly machines. Quality is assured; from the gear motors and pitching wheels, to the fully programmable control boxes and remote controls.

We hope that you enjoy your new ball machine as much as we enjoyed building it. We encourage your comments and suggestions on how we could better serve you in the future. Please feel free to contact us on our Consumer Connection Line at 1-800-776-6770.

Sincerely yours,

*Alfred F. Yarur
President and CEO*

Contents

Introduction	6
Safety Instructions.....	7
Electrical Requirements	8
Getting Started.....	9
Operating Instructions	12
Getting to Know your iGENIE	19
Care and Maintenance.....	20
Troubleshooting	22
PLAYMATE Consumer Connection	23
Warranty and Limitations of Liability	24

Introduction

The best way to improve your tennis game is to practice. That may sound like simple advice, but it is advice we take very seriously here at METALTEK. We believe that the best way to practice your game is to spend some quality time on the court with a ball machine. By utilizing a ball machine as a constant partner, you will be able to repeatedly attack all the shots that make up your range as a player, whether that means strengthening your weaknesses or perfecting your strengths. A ball machine is your best choice of practice partner when it comes to developing a well-rounded game.

In this age of technological development, we have tried to find a happy balance between technical complexity and ease of operation. We have worked hard to maintain the clean simple appearance of our design and the utility of our controls, while generating machines that can offer full game simulation and programmability. After only a short while with this manual you should have your new PLAYMATE up and running and be practicing the shots that you want to be practicing!

Safety Instructions

WARNING! To reduce the risk of electrical shock, fire, injury to persons, and other damage when using this product, please follow these basic safety precautions.

1. Read all instructions carefully before operating this machine.
2. To protect against the risk of electrical shock, never immerse any part of this machine in water or any other liquid.
3. Always use a grounded three-prong extension cord to supply power to this ball machine.
4. Close supervision is necessary when operating this machine near children.
5. Never walk in front of this machine when it is operating. Tennis balls leave the machine at high speeds and could cause serious injury.
6. Always stand to the side, or behind the machine when attempting to alter the settings of the various controls.
7. **If it is necessary to free a jammed tennis ball, make sure that the machine is turned OFF and UNPLUGGED.**
8. Always wear protective eyewear when attempting any repairs or adjustments on this machine.
9. **Never attempt any repairs or adjustments on this machine when it is plugged in. Always turn the power switch OFF and UNPLUG THE POWER CORD.**
10. **This machine is intended for pitching tennis balls only. Never attempt to use this machine with any other type of ball or any foreign object whatsoever.**
11. Always make sure to turn this machine OFF when it is not in use.

Electrical Requirements

A heavy-duty grounded three-prong power cord (not included) is recommended for use with the PLAYMATE Ball Machine. All machines should be plugged into a 120V 50/60 Hz outlet (220V 50/60 Hz outlet for overseas machines equipped with transformers). If you are using an extension cord of 50 feet long or less, we recommend that you use a 16 gauge or heavier extension cord that is grounded. For longer distances, a 14 gauge grounded extension cord is recommended.

Getting Started

Your new PLAYMATE should have arrived securely packed. Make sure to inspect the machine for any damages that could have occurred during shipment. If machine is damaged please save all packing and box for inspection purposes. Inside the packing box, you should have found the owner's manual, warranty card, and hand held remote control. If any of these are missing, please notify METALTEK immediately. Your new PLAYMATE should be ready for use in only a few minutes by completing the following easy steps.

- 1. ASSEMBLING THE HANDLES** - The handles are reversed along the sides of the machine for compact shipment. To place them in their proper position, loosen the black triangular head screws until they are free. Swing the handles around 180 degrees until they are running parallel to each other behind the machine. Line up the holes and replace the triangular head screws, tightening until snug. DO NOT OVERTIGHTEN.
- 2. CONNECT THE CONTROLS** – See Figures A and B on the next page. Stand behind the ball machine. Mount the iPLAYMATE Tennis receiver on the right-rear corner of the ball machine. Mount the iGENIE remote box on the rear of the ball machine. Plug the iGENIE remote box black coiled telephone-style cable into the bottom of the iGENIE remote box. Plug the other end of the coiled cable into the bottom left of the iPLAYMATE Tennis receiver box marked with the graphic designating the remote box. Plug a second black coiled telephone-style cable into the bottom right connector of the iPLAYMATE Tennis receiver with the graphic designating the ball machine. Plug the other end of the cable into the connector next to the main power switch on the ball machine. The two black coiled telephone-style cables should NOT be overlapping one another when the cables are plugged in properly.

WARNING: The black coiled telephone-style cables may resemble the standard coiled telephone cables found around the house or office, but they are not the same. Do NOT attempt to use any other cable when making these connections other than the cables provided with the ball machine. Failure to do so can damage the ball machine.

Figure A



Figure B



- 3. SUPPLYING POWER** – Plug an extension cord into a grounded three-prong outlet of the proper ratings (see ELECTRICAL REQUIREMENTS), and attach the other end to the power cord on the left side of the machine.
- 4. FILL THE HOPPER** – For consistency, we recommend that all the balls used in the machine at one time be of the same type and approximate wear. DO NOT USE WET TENNIS BALLS.
- 5. CALIBRATE** – The ball machine must be calibrated ONE time using the Like My Drill iPhone app before general use. The app can be downloaded onto an iPhone by using the web browser on the iPhone and visiting www.LikeMyDrill.com. Please contact us or your Authorized Sales and Service representative for details.
- 6. SET THE CONTROLS** – Your machine is just about ready for use. The last thing you will need to do is set the controls to a specific program. Make sure to carefully read the OPERATING INSTRUCTIONS before attempting to use this machine.

NOTE: If possible, save the shipping box that your PLAYMATE arrived in. Not only will it provide a safe place for long term storage, but will also provide proper protection if it is ever necessary to ship your PLAYMATE in the future.

Operating Instructions

1. Player Level

Allows for player level selection.

2. Select Shots

Allows for selection of shot or shots in desired order.

7. Clear/Recall

Clears out the selected shots or recalls the last drill.

3. Set Directions

Press the bullseye buttons on the tennis court graphic in the order and location of where the ball(s) should be fed. Use Clear Pattern to start over.

1. PLAYER LEVEL

EASY MEDIUM HARD



2. SELECT SHOTS

Mazy Ball Moon Ball Top Spin



iGENIE

3. SET DIRECTIONS

TENNIS COURT



4. Feed Rate

Sets the interval at which the balls are fed.

5. Restart Delay

Allows for more time before the drill starts over.

6. Start Feeding

Press start feeding to begin feeding balls. The remote control will be ignored until pressed again.

Operating Instructions Continued...

The iGENIE control box is mounted to the back of the PLAYMATE cabinet. Leave the lower black door closed. The visible controls are all that are normally required to operate the ball machine. For more advanced features, open the lower black door to reveal more functions.

POWER – This switch controls the power to the machine. When it is illuminated, power is being supplied. The Power switch is located on the ball machine cabinet.

1. Player Level – Player level allows for selection between Easy, Medium, and Hard player levels. Easy is typically for NTRP levels up to 2.5. Medium is usually for NTRP levels between 3 and 4. Hard is usually for NTRP levels at 4.5 and up. When switching between Medium and Hard, the drill will remain the same, but the difficulty will increase or decrease. For safety purposes, when going from Medium or Hard to Easy, the drill will reset to just a Rally Ball.

2. Select Shots – After setting the Player Level, use the Select Shots control to choose the type of shot or shots to work on. Select 1 or up to 7 in the order desired. When selecting a shot, the lights will blink quickly. Keep selecting shots until done. After a few seconds, the selection period will time out and the lights will blink slower. After this time, selecting a shot will begin this process all over again from the beginning. The shot names are defined as follow:

Rally Ball – An almost flat ground stroke at the baseline often used during a baseline rally or for warm up.

Moon Ball – A high, deep shot with topspin typically played behind the baseline. Higher level players might play this shot offensively inside the court.

High Short Ball – A ball received closer to the service line that draws a player from the baseline to the net. It bounces high so it should be played offensively.

Operating Instructions Continued...

Low Short Ball (Medium & Hard ONLY) – A ball received closer to the service line that draws a player from the baseline to the net. It bounces low so it should be played defensively.

Lob – A very high ball usually played as an overhead.

Top Spin (Medium & Hard ONLY) – A ground stroke at the baseline with topspin.

Back Spin (Medium & Hard ONLY) – A ground stroke at the baseline with backspin or under-spin.

Shot A, Shot B, Shot C – This shot can be customized by the user but starts off as a flat ground stroke at the baseline.

3. Set Directions – Select 1 or up to 7 directions in the order desired. To select a direction press the round bulls-eye looking button. Notice that the graphic looks like a tennis court. This picture represents the player's side of the tennis court.

Standing behind the ball machine and looking straight ahead, the graphic displays what the user sees across the court. For example, pressing a bulls-eye to the left of center will send a ball to the left. When selecting a direction, the lights will blink quickly. Keep selecting directions until done. After a few seconds, the selection period will time out and the lights will blink slower. After this time, selecting a direction will begin this process all over again from the beginning.

4. Feed Rate (0-99) – This knob determines how frequently the balls are pitched. Turning the knob clockwise increases the number of balls pitched to a maximum of approximately one ball per second. Turning the knob counterclockwise decreases the number of balls per minute. Below around 15, the ball machine will completely stop throwing tennis balls.

5. Restart Delay – This allows the player time in between cycles of the drill. The default setting is OFF, in which case the

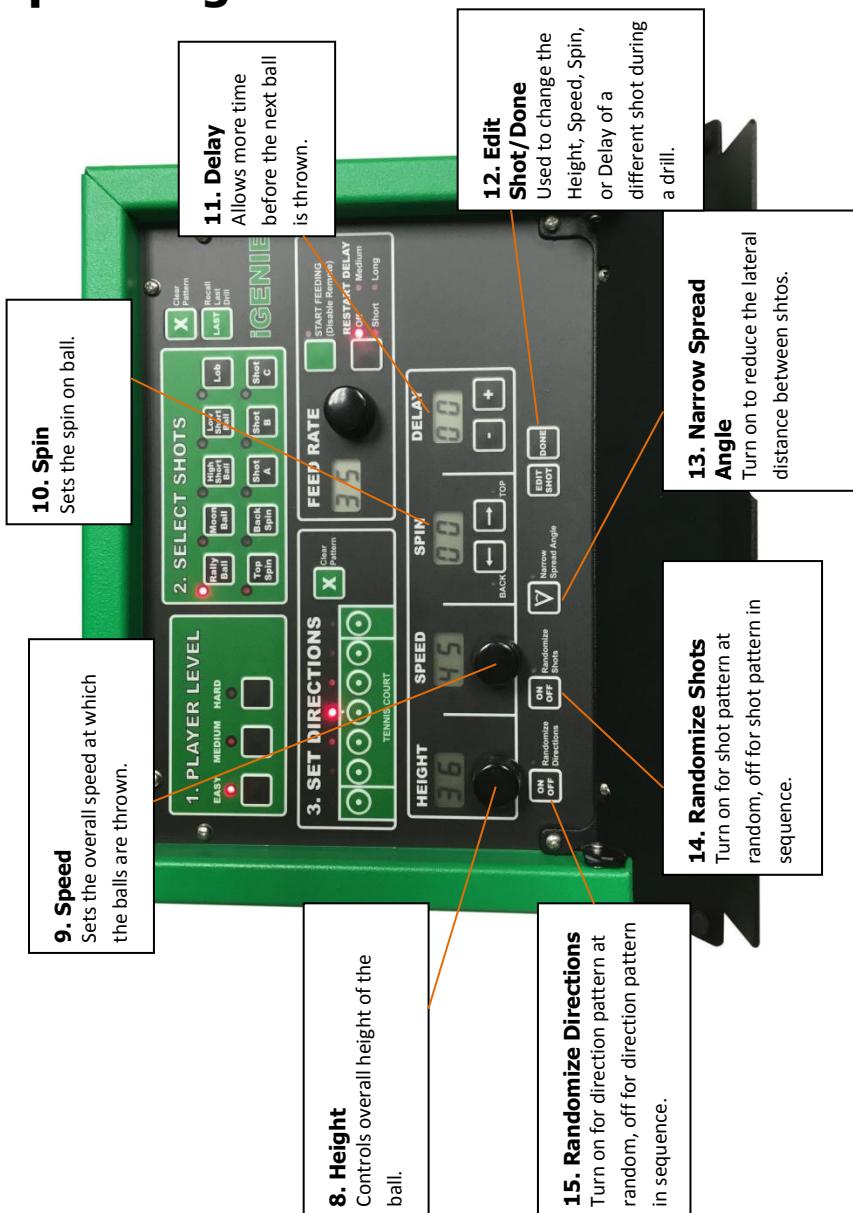
Operating Instructions Continued...

drill immediately starts over. Short, Medium, and Long provide delays before the drill restarts.

6. Start Feeding – This will start and stop feeding balls. To start feeding balls, either press the Start Feeding button or use the radio remote control. When using the Start Feeding button, the radio remote control will be ignored until the Start Feeding button is pressed again to re-enable the radio remote control.

7. Clear Pattern / Recall Last Drill – When entering a pattern with Select Shots, if a mistake is made, the Clear Pattern button can be used to start the selection process from the beginning. When the ball machine is powered off, the drill goes back to its default setting for an Easy Rally Ball. The player can use Recall Last Drill to return to the last known drill. This can be handy when the ball machine is turned off during ball pickup and turned back on for further usage.

Operating Instructions Continued...



Operating Instructions Continued...

8. Height (0-99) – The height of the current shot can be adjusted higher or lower.

9. Speed (0-99) – The speed or overall pace of the current shot can be adjusted faster or slower.

10. Spin (50-0-50) – The spin of the current shot can be adjusted. Press the right arrow towards TOP to increase the topspin or reduce the backspin. Press the left arrow towards BACK to increase the backspin and decrease the topspin. When 00, the shot is flat. When the light next to TOP is lit, there is topspin from 1-50 where 1 is a little bit of topspin and 50 is a lot of topspin. When the light next to BACK is lit, there is backspin from 1-50 where 1 is a little bit of backspin and 50 is a lot of backspin.

11. Delay (0-99) – The delay is used to adjust for appropriate intervals of time between shots. This is not normally used for 2 or 3 line drills. During single player drills, adding delay to a shot allows for more time after the ball is thrown. For example, this can be necessary if throwing a lob and then a volley. The lob will require a delay to allow the lob to reach the player before the volley is thrown.

12. Edit Shot/Done – The HEIGHT, SPEED, SPIN, and DELAY always show the settings for the first shot in the drill. During a multi-shot drill, to edit the settings of a different shot, hit the EDIT SHOT button and then select the shot to be edited in the SELECT SHOTS section. The HEIGHT, SPEED, SPIN, and DELAY will display the settings of that shot until DONE is pressed. Balls can be pitched during the editing process to make sure that the correct shot characteristics have been achieved on the shot being edited. Press DONE to exit editing.

Operating Instructions Continued...

13. Narrow Spread Angle – The lateral distance, or spread angle, between the shots can be adjusted from the default width to a narrow setting.

14. Randomize Shots – Once the drill has been programmed, the order in which the shots are fed can be changed to random. If random is OFF, the shots are fed in the exact order in which they were selected as shown by the blinking lights. If random is turned ON, the machine will produce the selected shots in a random order.

15. Randomize Directions – Once the direction pattern has been programmed, the order in which the selected directions are fed can be changed to random. If random is OFF, the shots are fed to the directions in the exact order in which they were selected as shown by the blinking lights on the tennis court graphic. If random is turned ON, the machine will produce the shots to the selected directions in a random order.

RADIO REMOTE CONTROL – The hand held remote control unit activates and deactivates the ball delivery system of the PLAYMATE tennis machine. Push the button once to activate the delivery system, and once more to deactivate it. Hold the button down for 3 seconds to reset the drill. The remote control is only active when the POWER switch is illuminated, and the Start Feeding button is NOT blinking. The radio antenna is located in the back of the ball hopper. Make sure this antenna is pointing upward in order to increase the range of the remote control system.

NOTE: Any control adjustments can be made while the machine is running provided the safety precautions are being followed.

Getting to Know Your iGENIE

If you have never used a PLAYMATE Tennis Machine, or are unfamiliar with the programmable possibilities of the iGENIE, please take a moment to follow these easy steps to better comprehend the features of your new ball machine.

1. Place the machine at the center of the base line.
2. Check to make sure that the machine is plugged into a properly grounded electrical outlet of the proper specifications (120 V AC 50/60 Hz, or 230 V AC 50/60 Hz for overseas machines equipped with transformers).
3. Load the hopper with tennis balls, making sure to stay clear of the ball exit in the front of the machine.
4. Select Player Level Easy, Select Rally Ball, press the direction bulls-eye button left of center and then the direction bulls-eye button right of center.
5. Press the Start Feeding button or use the radio remote control to start and stop feeding tennis balls.

The ball machine can be controlled with either an iPhone or iPad with the Like My Drill app or the iGENIE controls. The app can be downloaded on an iPhone by going to www.LikeMyDrill.com from the web browser of the iPhone or iPad. When switching back and forth between the two, always power the ball machine off before switching from the iPhone to the built-in controls and vice versa.

Care and Maintenance

With proper care and maintenance, your PLAYMATE tennis ball machine should last for years and years of effortless operation. These few basic steps will help to keep your machine in great shape, and deter any future mechanical problems.

- 1. PERIODIC CLEANING** – Over a period of use, various debris and ball fuzz will begin to build up on the interior of the ball machine cabinet. This should be cleared away periodically to avoid excessive build-up that could clog mechanical parts. Use a damp cloth to wipe down both the interior and exterior surfaces of the machine. Very gently use a dull object to help break away large clumps of debris. Never scrape at the surface of your PLAYMATE ball machine with a sharp object, or use any harsh abrasives or solvents. Loose debris can be vacuumed out of the ball machine cabinet. Never use a hose to attempt to spray debris out of the interior of the machine. Excessive water pressure can damage the sensitive electrical components, as well as increase the risk of electric shock.

NOTE: On a regular basis, compressed air should be used to blow ball fuzz and/or debris away from the ball switch area located underneath the black feeding disk near the ball drop hole on the top of the ball machine. Ball fuzz also builds up underneath the same area which can be accessed by turning the ball machine completely upside down and blowing with compressed air. The ball feed wire that goes over and across the feeding disk should be inspected to make sure that it is perfectly straight and not bowed in any way. These maintenance steps are essential for the proper function of the ball machine as well as the safety of ball machine users.

Care and Maintenance continued...

2. **STORING** – When the machine is not in use, it should be stored in a proper and secure fashion. Ideally, it should be placed in a dry and clean area that offers shelter from the elements. Even though the ball machine is constructed from anti-rust aluminum, excessive exposure to wind, rain, sunlight, etc., can often interfere with the operation of the sensitive electrical components, and cause fading and/or other damage to the finish.

Troubleshooting

PROBLEM	POSSIBLE CAUSE	APPROPRIATE ACTION
Inconsistent ball speed	- Pitching wheels are heavily worn; the pitching surface is dirty	- Pitching wheels need to be replaced.
Ball is not pitched	- Tennis balls and/or pitching wheels are wet	- Wheels and/or balls require cleaning and drying. Remove any wet balls from hopper.
	- A ball is jammed	- Turn off power and remove any jammed balls.
Feeding disk does not turn	- Loose electrical connection - Feed Rate set too low	- Turn machine upside down; check connection of cord #3 at side of control box. - Turn the Feed Rate up to at least 35 and try again.
Balls jam repeatedly	- Ball feed wire is damaged or missing	- Inspect the position of the feed wire over the feeding disk. Make sure only one ball is allowed to enter at one time. If feed wire is missing, call METALTEK for service.
Remote does not function properly	- Antenna is not facing upward	- Reposition antenna
	- Battery is dead	- Replace battery in handheld remote
	- Start Feeding is blinking	- Press Start Feeding again to re-enable the remote control
Pitching motors and/or Feed motor do not operate properly	- Loose electrical connection	- Turn machine upside down; check connection of cords #1 and #2 at side of control box.

PLAYMATE Consumer Connection

We are here during business hours to help provide technical assistance to our customers.

Hours of Operation: Monday - Friday
 8:00am - 4:30pm (EST)

If you experience difficulty with your METALTEK Products, please feel free to contact us at one of the following numbers:

Toll Free (USA): 1-800-776-6770
Tel: 919.544.0344
Fax: 919.544.1430

Visit our website at:
www.playmatetennis.com

Or write us at:
METALTEK
455 Kitty Hawk Drive
Morrisville, NC 27560
USA

Authorized Sales & Service Center



METALTEK LIMITED WARRANTY

WARRANTY COVERAGE - This warranty applies to new PLAYMATE Commercial tennis machines (ACE, iSMASH, DEUCE, iGENIE, GRANDSLAM, and SERVELIFT). PLAYMATE Portable Series tennis machines (VOLLEY, HALF VOLLEY) are warranted under separate warranty. This warranty covers defects in materials and workmanship for **three (3) years** from the date of purchase. During the warranty period, METALTEK will repair or, at its option, replace components that are determined to be defective, and shall do so at no charge. However, you must pay any applicable labor and inspection charges, and shipping charges to METALTEK. This warranty only applies to original purchasers. On PC versions of the PLAYMATE Commercial tennis machines, the handheld PC units are not warranted by METALTEK, but subject to a separate warranty by its manufacturer.

WHAT WARRANTY DOES NOT COVER -This warranty does not cover damage to the machine or any part or component thereof caused by or resulting from: : parts or components not supplied by METALTEK, or METALTEK supplied parts or components that have been modified, misuse, abuse, accidents, acts of God (such as floods or hurricanes), normal wear and tear, failure to follow operating instructions, service or modifications by any persons other than those certified by METALTEK, and damage during shipment (all claims must be presented to the shipper within 7 days of receipt of merchandise).

TO OBTAIN SERVICE – In order to be eligible for service under this warranty, you **MUST** return the attached warranty registration card within ten (10) days of purchase. If something goes wrong, you can contact METALTEK directly at:

METALTEK'S PLANT:

REPAIR POLICY
455 Kitty Hawk Drive
Morrisville, NC 27560
USA
Toll Free No: (800) 776-6770

METALTEK may refer you to an Authorized Sales and Service Representative for consultation and/or inspection of the problem and to correct if possible. There may be an inspection charge for on-site inspection. You will be responsible for any labor charges and for prepayment of the costs of returning the machine or part(s) to METALTEK. Parts should be returned in a protective package to avoid in-transit damage. Such damage is not covered by this warranty.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL COINCIDE IN DURATION WITH THE THREE-YEAR LIMITED WARRANTY. IN NO EVENT SHALL METALTEK BE LIABLE FOR CONSEQUENTIAL AND INCIDENTAL DAMAGES. (Note: Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.) This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No dealer has the right to modify this warranty or to make any representation or promise on behalf of METALTEK.



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www.playmatetennis.com

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