



PLAYMATE Pickleball



Owner's Manual

Pickleball Machine

Owner's Manual

Serial #: _____



METALTEK

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PLAYMATE PICKLEBALL MACHINE

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Dear Valued Customer,

Congratulations on the purchase of your new PLAYMATE Pickleball Machine. We have packed over 45 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.....	11
Safety Instructions.....	12
Getting Started	14
Raising the Handle	16
Lowering the Handle	17
Charging the Battery-Pack	18
Mounting the Battery-Pack	20
Removing the Battery-Pack.....	22
Operating Instructions	24
METALTEK LIMITED WARRANTY.....	31

Introduction

The best way to improve your pickleball game is to practice. That may sound like simple advice, but it's advice we take very seriously here at PLAYMATE. We believe that the best way to practice your game is to spend some quality time on the court with a ball machine. Only by utilizing a ball machine as a constant partner will you be able to repeatedly challenge yourself, whether that means learning new strokes or perfecting your footwork. A ball machine is your best choice or hitting partner when it comes to developing an all-court game.

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. Close supervision is necessary when operating this machine near children.
4. Never walk in front of this machine when it is operating. Pickleballs leave the machine at high speeds and could cause serious injury.
5. Always stand to the side, or behind the machine when attempting to alter the settings of the various controls.
6. **If it is necessary to free a jammed pickleball, make sure that the machine is turned OFF and the battery-pack is UNPLUGGED.**
7. Always wear protective eyewear when attempting any repairs or adjustments on this machine.
8. **Never attempt any repairs of adjustments on this machine when the battery-pack is plugged in. Always turn the power switch OFF and UNPLUG THE BATTERY-PACK.**
9. **This machine is intended for pitching pickleballs only. Never attempt to use this machine with any other type of ball or any foreign object whatsoever.**
10. Always make sure to turn this machine OFF when it is not in use.

11. NEVER place hands or any other body part near moving parts, including but not limited to the feeding disk and pitching wheels. Pitching wheels can cause severe burns!

Getting Started

Your new PLAYMATE should have arrived securely packed. Inspect the ball machine for any damages that could have occurred during shipment. If the machine is damaged please save the box and all packing for inspection purposes. Inside the packing box, you should have found the owner's manual, warranty card, battery charger, battery-pack, and handheld remote control. If any of these are missing, please notify us immediately. Please read the instructions carefully.

Attaching the Handle and Controls

Mount the handle on the back of the ball machine with the supplied triangle head screws and bracket. Mount the controls to the handle and tighten the triangle head screws. Use the provided coiled cable to plug the controls into the ball machine next to the power switch.



Use the hardware pictured below to mount the handle.



Use the smaller bracket on the inside of the hopper as shown below with the flat side of the bracket facing the inside wall of the hopper.



Raising the Handle

1. Loosen the triangle head screws a few turns.



2. Pull up on the handle until it stops and then lower the handle at an angle to lock in place. Tighten the triangle head screws.



Lowering the Handle

1. Loosen the triangle head screws a few turns. Pull up on the handle at an angle and then lower the handle.



2. Tighten the triangle head screws.



Charging the Battery-Pack

ALWAYS CHARGE THE BATTERY-PACK!

We recommend that you charge your battery-pack for up to 6 hours before the first use. **Anytime the ball machine is not in use, the battery-pack should be plugged into the charger and charged in a climate controlled area.** The charger is designed to maintain the proper health of the battery-pack by only charging it as needed and never overcharging. If a battery-pack is left sitting without the charger connected for an extended period of time, the overall battery-life will start to diminish. There is a light on the charger. When the charger is properly plugged in, the light will turn orange while charging and green when a battery-pack is fully charged or no battery is connected.

1. Plug the battery-pack into the charger.



Charging the Battery-Pack continued...

2. Plug the power cord into the charger.



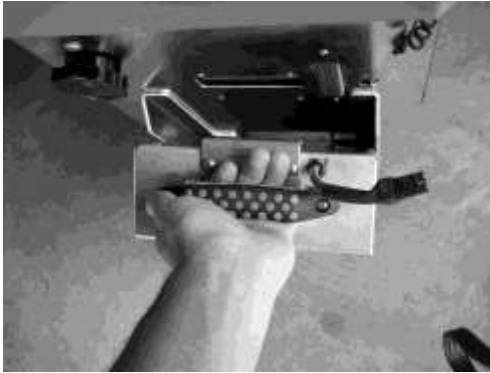
3. Plug the power cord into the wall outlet.



Mounting the Battery-Pack

The ball machine will not operate or turn ON without the battery-pack properly mounted.

1. Grab the battery-pack by the handle and line it up with the guides on the bottom back of the ball machine.



2. Line up the hasp with the slide in hole while lining up the tabs on the bottom and slide the battery-pack downward until it "clicks".



Mounting the Battery-Pack continued...

3. Plug in the battery-pack with the black connector.



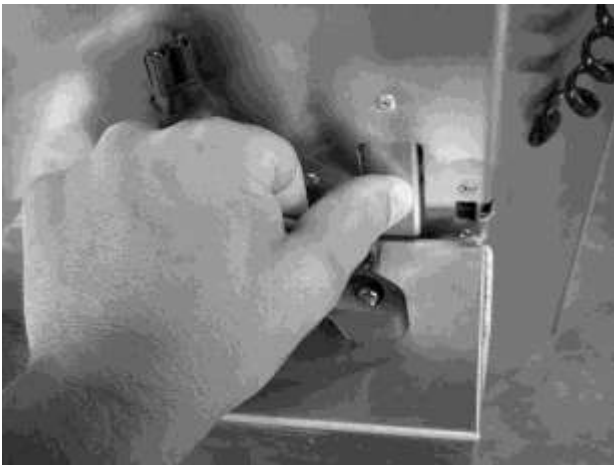
Removing the Battery-Pack

WARNING: Unplug as shown here before removing battery-pack to prevent damage.

1. Squeeze the black connector and pull it straight out.



2. Grab the battery-pack by the handle.

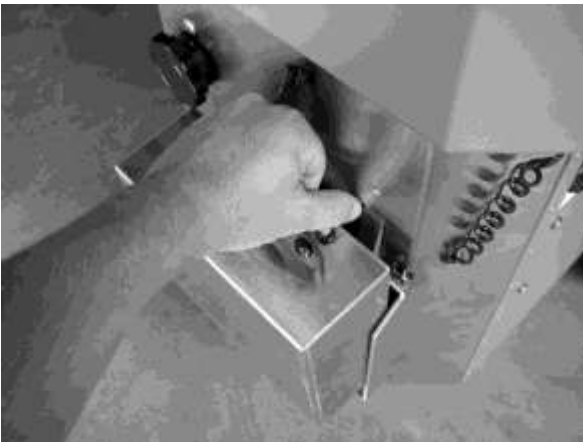


Removing the Battery-Pack continued...

3. Press the battery-pack lock button.



4. While pressing the battery-pack lock button, pull the battery-pack up and out.



Operating Instructions

Direction Pattern

Set the direction to where the balls are sent. Choose straight ahead, left & right, etc. For a custom pattern, press the white targets on the pickleball court.

Spin

Turn the knob clockwise for topspin. Turn the knob counterclockwise for backspin.

Height

Controls overall height of the ball. Turn clockwise for a lob. Turn counterclockwise for a volley.

Random Direction On/Off

Toggle up - random
Toggle down - sequence

Speed Control

Sets the speed at which the balls are thrown.

Feed Rate

Sets the interval at which the balls are thrown.

Remote/Bypass

Toggle switch up turns the remote on
Down bypasses the remote.
NOTE: If toggle switch is down the machine will begin to throw balls, if the interval is greater than 0.

The control box is mounted to the back of the PLAYMATE cabinet.

Operating Instructions continued...

POWER- There is a large power switch located on the side of the ball machine. This switch controls the power to the machine. When it is illuminated, power is being supplied.

- 1. FEED RATE** – 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.
- 2. SPEED** – This knob sets the speed at which the ball is thrown. Turning this knob clockwise will increase the overall delivery speed of the ball. Turning it counterclockwise will decrease the overall speed.
- 3. HEIGHT** - This knob controls the overall height of the ball being pitched. Turning this knob clockwise increases the height of the ball. Turning it counterclockwise decreases it.
- 4. DIRECTION PATTERN** - The direction pattern control sends the balls straight ahead, left & right narrow, or left & right wide. For a custom direction pattern, press the white target buttons on the pickleball court graphic. Up to five different directions can be chosen. The lights will blink in the order of the pattern to demonstrate the selection. Fast blinking means that a custom direction pattern selection is in progress. Slow blinking means that the custom direction pattern selection is complete. Pressing the "X" button clears the custom direction pattern so that a new custom pattern can be entered. Pressing the "LAST" button recalls the last known custom direction pattern.

Example: To select a left and right direction only, press the button that says "LEFT & RIGHT NARROW".

Operating Instructions continued...

- 5. SPIN** - This knob controls both TOP and BACKSPIN of the ball being thrown. Turning this knob clockwise will give TOPSPIN, counterclockwise BACKSPIN, if this knob is at 12:00 o'clock it will be a flat ball.

- 6. REMOTE** – This machine is equipped with a radio remote control system. By selecting the REMOTE position toggle switch, the hand held remote becomes activated. By selecting the BYPASS position of the REMOTE toggle switch, the hand held remote becomes deactivated.

- 7. Check Battery** – Press the “Check Battery” button to see a flashing display of the approximate charge left in the battery-pack. When the battery-pack needs to be recharged, the ball machine will stop all motors and start to sound the buzzer with a short beep once every second.

SAFETY PRECAUTION: If the machine is turned ON and the REMOTE switch is on the BYPASS position the machine will begin to throw balls.

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

Care and Maintenance

With proper care and maintenance, your PLAYMATE pickleball 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, debris 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 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. Debris 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 or depth	- Pitching wheels are heavily worn; the pitching surface is dirty	- Wheels need to be sanded and/or cleaned. Use medium grit sandpaper to restore the textured surface of the wheels.
	-No spin on ball	-Add some topspin to increase accuracy.
Ball is not pitched	- Pickleballs 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	- Turn machine upside down; check connection of cord #3 at side of control box.
	- Problem with the remote relay	- Turn REMOTE/BYPASS switch to BYPASS. If feeding disk works properly, check the remote (see remote troubleshooting below).
	- A ball is jammed	- Turn off power, unplug battery-pack, and remove any jammed balls.
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
	- REMOTE/BYPASS is switched to BYPASS	- Set Remote switch to REMOTE (see pg.10 #2)
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

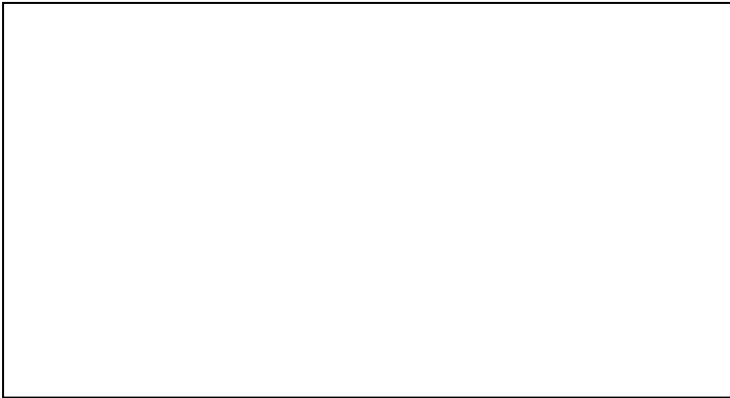
Tel: 919.544.0344

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, SMASH, iSMASH, DEUCE, iGENIE, GENIE, GRANDSLAM, SERVELIFT and PICKLEBALL). 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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