

# the pickle two

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 machine. These instructions are to ensure your safety and to protect the machine from misuse.

## CHECK FOR DAMAGE

Inspect your machine for damage. Test all of the machine 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 ball machine, DO NOT contact your dealer; please 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 pickleball practice with conventional pickleballs.
- Turn off the machine when leaving it unattended or before performing any 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 balls in machine.

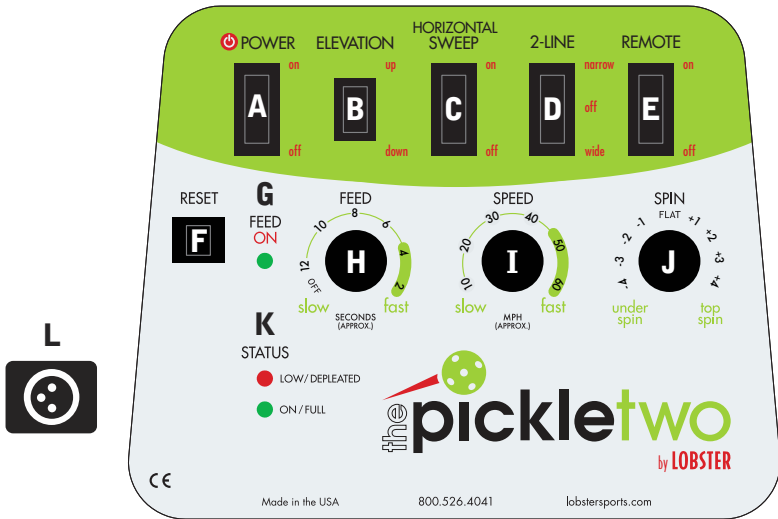


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# CONTROL PANEL



- A. Power Switch** – Powers the machine on and off.
- B. Elevation Switch** – Adjusts the ball trajectory up and down.
- C. Horizontal Sweep Switch** – Turns on/off the random horizontal oscillation.
- D. 2-Line Switch** – Turns on/off the 2-line function.
- E. Remote Switch** – Activates the handheld remote control. (If you did not purchase a remote, this switch is not active until you upgrade your machine from your dealer or direct from the factory.)
- F. Reset Button** – Pops out in event of malfunction. If this happens, turn off the machine; push the reset button back in, and power up machine. Please refer to the Troubleshooting section on page 8 or contact Customer Service if the issue persists.
- G. Feed On LED** – The LED lights up when the feed motor begins to turn.
- H. Feed Knob** – Adjusts feed interval between 2-12 seconds. Turn completely counter-clockwise to turn off the feed.
- I. Speed Knob** – Adjusts the speed from 10-60 mph.
- J. Spin Knob** – Controls amount of under and top spin on the ball.
- K. Status Indicator** – LED lights indicate battery level and/or machine status.
- L. Charger Port** – Located on the red base to left of control panel. Slide black cover in either direction to expose the jack.

# MACHINE SETUP

## Intended Use

This pickleball machine is intended for use on a pickleball court. For safety reasons, players should stand on the opposite side of the net at a minimum of 22 feet away from the machine. This ball machine is designed to throw **pickleballs only**.

## Unpack and Keep Shipping Box

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

## Assemble Machine

- Raise the metal handle by lifting up until a click is heard.
- Detach the hopper by lifting it up off the red base.
- Flip the hopper and reattach by pushing the hopper on to the red base knobs, starting with the front knob (side furthest from handle), then push down to attach the hopper to the back knob.
- **Do not remove the wire deflectors.**

## 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 in your vehicle, invert the hopper to cover the machine and fold the handle. The machine weighs approximately 30-42 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

## Basic Charging Instructions

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

For optimal battery life, fully charge machine after each use. If you do not fully charge the battery after each use, the battery life will be shortened. All 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 fast 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.

## Extending Run Time of Battery with the Premium Charger

The **premium charger** can extend run time up to 2 hours. To use this feature:

- Ensure the battery is mostly charged, connect the charger to the machine, turn the machine on and play.
- The premium charger will NOT fully charge the battery and power the machine at the same time. It will not power the machine if the battery is dead.

## Charging the Battery of AC/DC Models

The ac/dc models are powered by both electricity and battery. The ac/dc power cord charges the battery while plugged in to an outlet, including during machine use. The LED on the control panel will indicate a full charge when light turns green. Once the power cord is unplugged, the machine will run off battery power.

## Battery Level Indication

Battery level **when the machine is in use** is indicated on your control panel LED by the following (when charging, refer to the LED light on the charger):

- **Green SOLID & Red OFF** ..... FULL CHARGE
- **Green FLASHING & Red OFF** ..... 2/3 CHARGE
- **Green OFF & Red FLASHING** ..... 1/3 CHARGE
- **Green OFF & Red SOLID** ..... DEPLETED

## CHARGING & BATTERY LIFE

### Battery Life and Maintenance

For optimal battery life, fully charge the machine after each use. The most common reason for shortened battery capacity and 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.

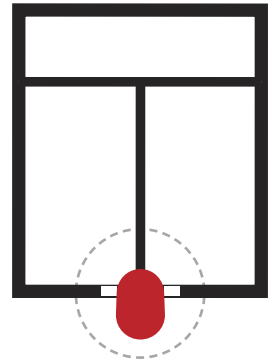
Similar to a car battery, the battery in your ball machine will need to be replaced depending on use and care. Replacement batteries are available on our [website](#) and can be installed by the owner or the machine can be sent to Lobster for maintenance. A video tutorial on battery replacement is available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

## OPERATING INSTRUCTIONS

### Court Placement

To ensure the best position and widest range of sweep, align the white line marker on the bottom of the machine with the baseline, placing the machine at the center mark (as shown to the right).

If desired, move the machine closer to the net to narrow the sweep or move it back from the baseline to widen it. To reposition the machine, turn on the horizontal sweep and turn it off when the machine is in the desired position—It is not necessary to pick up the machine.



### Power the Machine

Turn the machine on using the POWER switch on the control panel.

- Set the FEED anywhere from 2-12 seconds. 12 seconds is the slowest setting.
- Put 3-4 balls in the machine and wait 20 seconds for the machine to start feeding. Confirm the elevation, speed, and spin are as desired; adjust if necessary. Once you have set the machine to your liking, turn the POWER switch OFF; fill the hopper with balls, and then power on the machine again.
- A 20 second delay allows time to get to the other side of the court before the first throw.
- When the hopper is empty, turn off the FEED by rotating the knob fully counterclockwise without turning machine off. This will save battery capacity and allow time to retrieve balls on the court.

## OPERATING INSTRUCTIONS

### 2-Line Oscillation Setup

The 2-line function automatically throws to two preset locations allowing you to practice alternating forehand and backhand shots. **NOTE:** The ball hopper **MUST** have balls in it for the 2-line oscillation feature to work.

- Fill the hopper, then turn the POWER switch ON.
- Set SPEED knob to desired speed.
- Turn HORIZONTAL SWEEP switch ON.
- Turn the 2-LINE switch to ON.
- For an 4-second interval per ball, set the FEED from 2-8 seconds.
- For an 8-second interval per ball, set the FEED from 10-12 seconds.

### Ball Consistency

The consistency of ball throws is dependent on the pickleballs you use. A mixture of pickleball brands will produce inconsistent throws.

## REMOTE CONTROL OPERATING INSTRUCTIONS

### Elite Remote Control (optional)

- Power on your machine by pressing the POWER switch on the control panel.
- Press the REMOTE switch located on the control panel to ON to activate the remote.
- Turn the ball FEED knob to select a 2-10 second feed rate.
- From the opposite side of the court, press the buttons on the handheld remote to turn on/off the feed and/or sweep.



### Elite10 Remote Control (optional)

- Power on your machine by pressing the POWER switch on the control panel.
- Press the REMOTE switch located on the control panel to ON to activate the remote.
- Turn the ball FEED knob to select a 2-10 second feed rate.
- From the opposite side of the court, press the black FEED on/off button on the handheld elite10 remote to begin play.



**REMINDER:** The switches and dials on the control panel will always override the remote control.

## REMOTE CONTROL OPERATING INSTRUCTIONS

### Elite10 Remote Control for Apple (optional)

The **elite10 remote for Apple** works with iPhone, iPod, iPad and Apple Watch. The remote must be factory installed. You must purchase the **elite10 remote for Apple** and have it installed in your machine for the free remote app to work.



### Instructions:

- On your device, download the **Lobster elite remote control** from the App Store®
- Power on your ball machine and press the REMOTE switch on control panel ON.
- On your device, go to the "settings" and click "Wi-Fi". A network called "Lobster Sports(x)" will be detected. *Select this network.*
- Open the **Lobster elite 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 "elite" to use your location? *Select "Allow While Using App"*
  - "elite" 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.

**REMINDER: Please be advised that the switches and dials on the control panel will always override the remote control.**

## OPTIONAL ACCESSORIES

### External AC Power Supply

For extended court time, the **external AC power pack** transforms our battery ball machines into an AC powered ball machine. Using the **external ac power supply** with our machine allows for continuous, uninterrupted use. The battery must be mostly or fully charged for this feature to work. With this optional accessory, the machine can run off whichever power method the user prefers.

### External Battery Pack

The **external battery pack** will provide an additional 4-8 hours of court time and can be used with any of our pickle or elite series machines.



## TROUBLESHOOTING

### Machine Errors

The electronics are programmed to help diagnose a machine error. The LED on the control panel will flash in the patterns listed below. If the error message continues to flash after trying the below fixes, call Lobster Customer Service at 800.526.4041 or email [customerservice@lobstersports.com](mailto:customerservice@lobstersports.com) for assistance.

LED INDICATORS	MACHINE ERROR
2 flashes, pause, 2 flashes, pause	<b>Feed motor error</b> - If the feed wheel jams, turn machine off, remove jammed ball, and turn the machine back on.
3 flashes, pause, 3 flashes, pause	<b>Top serve motor error</b> - Turn machine off, check for jammed balls, remove case, remove jammed ball, close case and turn machine on.
4 flashes, pause, 4 flashes, pause	<b>Bottom serve motor error</b> - Turn machine off, check for jammed balls, remove case, and remove jammed ball, close case and turn machine on.
5 flashes, pause, 5 flashes, pause	<b>Sweep motor error</b> - Turn machine off, check for any impediment to ability to sweep, remove it, and turn machine on.

Additional troubleshooting information and help videos can be found on our website's [support](#) section. Please visit [www.lobstersports.com/support](http://www.lobstersports.com/support).

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

## CLEANING INSTRUCTIONS

### Cleaning the Server Wheels

We recommend regular cleaning of the internal server wheels to remove build-up from the coating and coloration on new balls. If cleaning the throwing wheels does not improve performance, please contact us. To clean the wheels:

- **Ensure the machine power is switched OFF.**
- Using a 100 grit sandpaper sponge (recommended) or sandpaper, reach into the ball ejection opening and hold one of the throwing wheels still. Sand the entire wheel, one section at a time, going around each wheel 2-3 times to remove the build-up.

### Cleaning the Machine

Turn the power OFF when cleaning the machine. The outside of the machine may be wiped 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 of the machine clean, remove all small debris from the balls before refilling the hopper.

## STORAGE INSTRUCTIONS

### Storing the Machine

Always store the machine indoors in a clean, dry location. Exposure to rain and snow will damage the electronics. Never store the machine in a closed vehicle—which can reach 180°—as excessive heat can negatively affect the machine’s electronics and battery. We recommend the **elite storage cover** to protect machine.

### 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.



## CUSTOMER SERVICE & SUPPORT

Since 1970, Lobster Sports has been dedicated to providing outstanding customer service. We invite our customers to contact us at **800.526.4041** between 8:00am - 4:30pm PST, Monday-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 damage, contact Customer Service immediately for a replacement. A replacement part may be sent or a Return Authorization may be issued to replace the damaged product.

## WARRANTY ACTIVATION

### 2-Year Warranty Activation

To activate your 2-year warranty, please register your machine within **30 days of purchase** by filling out the Warranty Registration on the last page. You can 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 is available for purchase for machines in the United States. The extended warranty **must be activated within 60 days of purchase**. Extend the machine warranty by 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](mailto: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 pickle 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** sS: Lobster Sports, 7340 Fulton Avenue, North Hollywood, CA 91605