

IPONG® PRO

OPERATIONS MANUAL

LIMITED FACTORY WARRANTY

JOOLA North America, LLC ("JOOLA") warrants iPong Table Tennis Robots are free from defects in workmanship and materials under normal personal use and conditions for a period of one year from the date of original purchase in the United States and Canada.

iPong Registration

Registration must be completed within 10 days from the date of your purchase of the iPong Table Tennis Robot. You can access the registration form online at the ipong.net website and submit your information electronically.

What is Covered

Except as provided below, the Limited Warranty covers all defects in materials and workmanship.

This Limited Warranty is void if the iPong Table Tennis Robot is:

- damaged through improper usage, negligence, misuse, abuse, transportation damage, acts of nature, or accident (including failure to follow the instructions supplied with the iPong Table Tennis Robot)
- used in commercial applications or rentals
- modified by anyone not authorized by the Company

If during the Limited Factory Warranty period, any part or component of the iPong Table Tennis Robot is found by JOOLA to be defective, JOOLA will, at its discretion, repair the unit, offer a replacement unit (either the same or an equivalent model), allow the original retailer of the unit to exchange the defective unit with a new unit (either the same or an equivalent model), or refund the original purchase price of the unit, without charge for labor or parts. JOOLA's obligation to repair, replace, or exchange the unit, however, is limited to the amount of the original purchase price of the iPong Table Tennis Robot.

THIS LIMITED WARRANTY IS AVAILABLE ONLY TO THE ORIGINAL PURCHASER OF THE IPONG TABLE TENNIS ROBOT AND IS VALID IN THE UNITED STATES AND CANADA ONLY.

JOOLA'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT, AT ITS DISCRETION, OF ANY DEFECTIVE IPONG TABLE TENNIS ROBOT AND DOES NOT INCLUDE ANY LIABILITY FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

THIS WARRANTY IS EXPRESSLY MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED.

This Limited Warranty gives you specific legal rights, but you may also have other rights that vary from state to state.

For questions regarding this Limited Warranty or the IPONG TABLE TENNIS ROBOT, please write us:

iPong Customer Service Department
2101 Gaither Road, Suite 125
Rockville, MD 20850

info@ipong.net • www.ipong.net

How to Obtain Warranty Service

In order to obtain warranty service under this Limited Warranty, please follow the following steps:

- User must complete and submit the iPong Table Tennis Robot Registration within 10 days of purchase.
- Retain the original copy of the sales receipt.
- Call JOOLA's Customer Service Department at (301) 816-3060 anytime from 9:00 am to 5:00 pm (EST) to notify JOOLA of the nature of the problem and to find out how to obtain servicing. JOOLA will decide whether the iPong Table Tennis Robot may be serviced at user's location or at a location designated by JOOLA.
- If instructed to return the iPong Table Tennis Robot to JOOLA for servicing, user is responsible for shipping the unit, at his/her own expense, to the address provided by JOOLA in adequate packaging that will protect it against further damage.
- Include owner's name, address, daytime telephone number, model number of the iPong Table Tennis Robot, and a description of the problem.
- JOOLA will pay for any shipping charges to return the repaired or replaced iPong Table Tennis Robot.

Reordering Parts

Please contact JOOLA North America, LLC and have the following information ready:

- Original Product number
- Part Number (from assembling instructions)
- Serial Number (from back of robot)
- Credit card information (number, expiration date, CVC code, billing name and address) for payment processing (if after warranty)
- Shipping address for replacement parts

iPong Customer Service Department
2101 Gaither Road Suite 125 • Rockville, MD 20850

Included In The Box

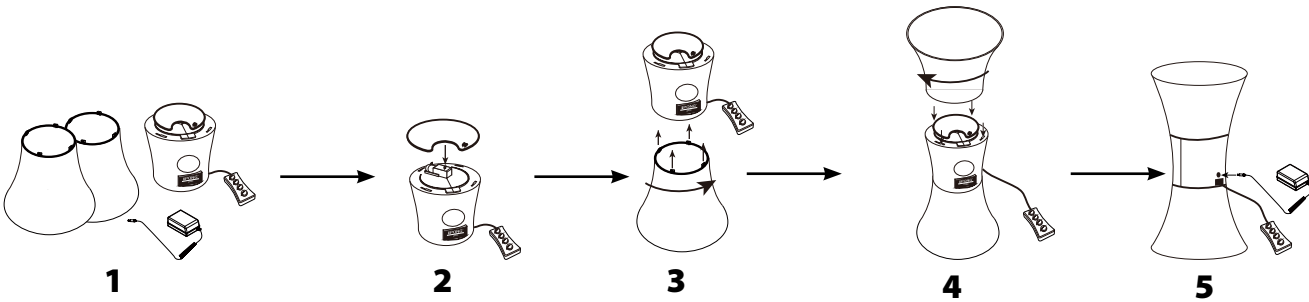
1. iPong Core Engine -1
2. iPong Agitator -1
3. iPong A/C Adapter -1
4. iPong Top/Bottom Assembly -2
5. iPong Wired Remote - 1

2101 GAITHER ROAD, SUITE 125
ROCKVILLE, MD 20850

www.ipong.net



QUICK START ASSEMBLY INSTRUCTIONS



For training tips, video demonstrations, and to learn more about iPong® Table Tennis accessories, visit www.ipong.net!

iPONG ASSEMBLY INSTRUCTIONS

- 1. Remove contents from the box.
- 2. Attach the agitator to the core engine by lining up the hole on in the center of the agitator with the plastic rod on the top of the core engine. Push to lock.
- 3. Line up the holes from the core engine to the bottom assembly, then twist to lock.
- 4. Line up the holes from the core engine to the top assembly, then twist to lock.
- 5. Plug A/C Adapter in at rear of core engine and plug into wall.

The red light of the remote control indicates that the power adapter is properly connected to the iPong. The orange light indicates that the Frequency/ON knob has been turned clockwise (and that balls should now be shooting from the iPong).

IPONG PRO SETUP GUIDE

The iPong Pro uses an upper wheel, and a lower wheel, to control ball spin, speed, and trajectory. When the upper wheel spins slightly faster, topspin is created. And when the lower wheel spins slightly faster, backspin is created.

A. Positioning the iPong Pro

- 1. To start, we recommend placing the iPong on the table, close to the back end, and upon the centerline. Then, angling the projection hole to the desired left or right position on the table.

B. Starting Setup

- 1. Set BOTH the TopSpin knob and the BackSpin knob to 12 o'clock positions.
- 2. Begin shooting balls by turning the Frequency/On knob clockwise.
Hint: Start in the middle of the range (the extreme clockwise position will deliver about 90 balls per minute!).
- 3. If the balls land on the table at the desired length, you may then:
a) turn the TopSpin clockwise to create a more topspin (and speed), OR b) turn the BackSpin clockwise to create a more backspin (and speed).



OPERATIONAL INSTRUCTIONS

NOTE: iPong® should only be used with 40mm table tennis balls.

- 1. Before turning on the iPong®, make sure that there are no table tennis balls inside the core engine. Rotate agitator so that the notch in the agitator is not lined up with ball entry hole. This will reduce the possibility of jamming.
- 2. Place table tennis balls into top assembly.
- 3. Place iPong® at the opposite end of the table.
- 4. Adjust each setting on the remote to your liking. Review the instructions below on how to customize the spin of the ball.

C. Adjustments for ball errors

- 1. Whenever balls don't go over the net, increase the TopSpin, and test again.
- 2. Whenever balls go off the table, decrease the TopSpin, and test again.
- 3. After getting a sense of the above, you may similarly experiment with the other control (using the BackSpin to keep balls above the net, but on the table.)

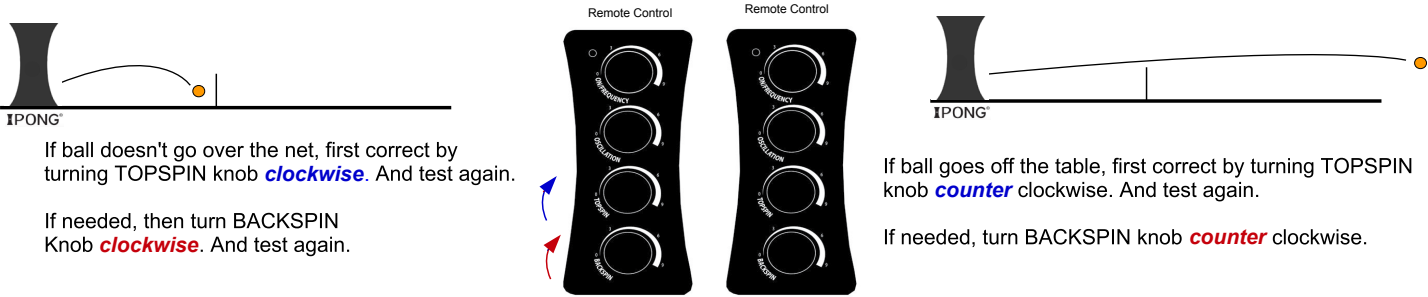
D. Oscillation (side-to-side) Setup

Once the desired ball has been set, you may wish to add side-to-side oscillation. The more the Oscillation knob is turned to it's clockwise position, the faster the side-to-side oscillation action of the iPong Pro.

- 1. Start with the oscillation knob at it's 12 o'clock position (which delivers a moderate side-to-side oscillation speed).
- 2. Begin shooting balls by turning the Frequency/On knob clockwise.

Note: Also try placing the iPong in other locations, left or right of the centerline.

iPong Pro control adjustments for ball errors



FAQ/TROUBLESHOOTING TIPS

Please be sure to visit our website at www.ipong.net and register your iPong robot when you purchase it to activate your warranty. If you experience a usage issue with your unit, you can go through our list of common issues and their solutions below. If you problem persists, please email info@ipong.net.

Ball Feeder Motor not running?

- Check to see that the A/C adapter is plugged in all the way.
- Unplug A/C adapter. Take the Ball Feeder Plate off to see if there are obstructions(dust, fuzz, hair, etc.) keeping the motor from spinning. Remove any obstructions, re-attach A/C adapter and try again

Rubber Wheels not spinning?

- Check to see that the A/C adapter is plugged in all the way.
- Unplug A/C adapter. Remove top and bottom cone. Remove front plastic casing by pressing the top and bottom tabs. Check to see if there are any obstructions(dust, fuzz, hair, etc.) keeping the rubber wheels from spinning. Remove and obstructions, re-attach A/C adapter and try again.

Balls hitting the side of the discharge hole?

- Be sure you are using the correct size balls. iPong robots work only with 40mm table tennis balls.

Balls falling out hole, not shooting?

- Be sure you are using the correct size balls. iPong robots work only with 40mm table tennis balls.

Balls shooting out at different angles?

- Be sure you are using the correct size balls. iPong robots work only with 40mm table tennis balls.

Balls not shooting at consistent speed?

- Check to see that the A/C adaptor is plugged in all the way.

Robot won't turn on?

- Check to see that the A/C adapter is plugged in all the way.

No change in speed when remote dials are turned?

- The speed does not increase or decrease. The remote dials only change the ball frequency, meaning how often the balls come out consecutively.

Balls shooting off the end of the table?

- Be sure you are using the correct size balls. iPong robots work only with 40mm table tennis balls.
- Try backing the iPong as close to the edge of the table.
- Increase the topspin a little, until the balls land on the table, and/or decrease the backspin.

Balls are loaded but rotating plate isn't moving.

- Remove some of the balls from the top feeder. Overloading the top with balls may be too heavy for the plate to rotate.

Balls getting jammed?

- Be sure you are using the correct size balls. iPong robots work only with 40mm table tennis balls.
- Be sure that you are not exceeding the maximum ball capacity that the iPONG can hold; maximum capacity is 100 balls. If the issue still exists try lessening the amount of balls that you put into the iPONG to about 75 balls.
- If the entry cut-out on the agitator plate stops directly above feeder hole, it will allow multiple balls to enter into the firing chamber and will cause jamming. To prevent this, avoid turning the unit off with the entry cut-out aligned with the feeder hole.

Balls get jammed immediately after reloading?

- Remove all balls from the ball feeder and the shooter. Let the iPong run empty. Reload the balls while the iPong is running.
- This problem is often caused by one or more of the spin control knobs are in the off position when first turning on the machine. To fix the problem, turn off the machine, remove jammed balls from the discharge hole, and then making sure to adjust the spin knobs so that they are slightly on when turning the iPong back on.

What can I do once a ball is jammed or stuck inside the iPong?

- Unplug or remove the batteries for the unit. With a couple fingers reach in and fish the ball out. You can also tip the unit upside down and shake it to get the ball to fall out.

Having trouble getting the correct topspin/backspin/ you want?

- Ensure that only the dial with the spin you want is turned up otherwise the spins may cancel each other out.
- Check our user manual for a list of different shots and how to achieve them.

Rotating plate tab broken?

- The rotating plate is a sensitive part and can break if the iPONG is not handled carefully. Once the rotating plate has broken it cannot be fixed manually. You will need to contact customer service for a replacement part.

Last couple balls in hopper don't shoot out?

- This is a common occurrence and not a defect in the product. It is time to reload the iPong with balls.

Does the iPong require any routine maintenance or cleaning?

- It does not require any maintenance, although it is important to make sure the wheels are clean and free from dust.

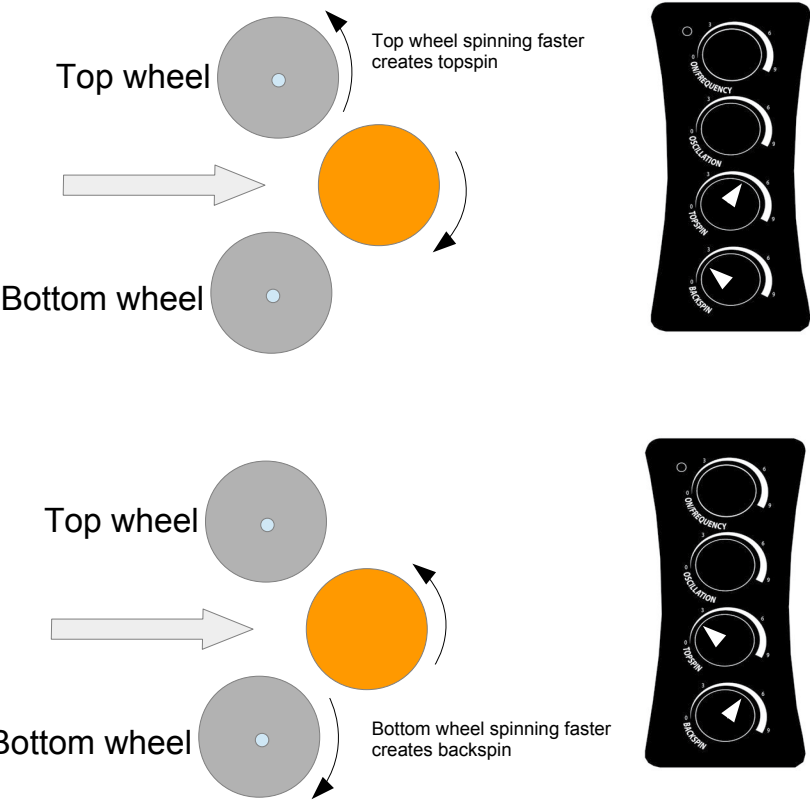
Motors very loud while playing?

- Turn off machine and examine if there are any obstructions is the wheel motors. Also, verify the iPong is on a level surface and isn't vibrating and moving around.

What do I do with all the balls lying around on the floor?

- You can try our Table Tennis Practice Net. It attaches to your table and will catch any balls hit into it, so they don't make it to the floor. Available on our website www.ipong.net under Accessories.
- You could also try our Ball Pickup Net. It is a convenient net with an extendable handle to make ball collection easy. Available on our website, www.ipong.net under Accessories.

Understanding iPong Pro spin and control settings



NOTE: Due to varying conditions (ball size, dust, humidity, altitude, etc), the remote control settings provided for the iPong may not be exact. Please adjust these settings to meet your desired need.