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.

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 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

For training tips, video demonstrations, and to learn more about iPong® Table Tennis accessories, visit www.ipong.net!
Typical iPong Pro setup positions for specific ball types:

**Topspin balls:**
- **TOPSPIN knob between 4 and 5**
- Place table tennis balls into top assembly.
- Adjustments for ball errors:
  1. Whenever balls don’t go over the net, increase the Topspin, and test again.
  2. Whenever balls go out of 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).

**Backspin balls:**
- **TOPSPIN knob between 0 and 1**
- **BACKSPIN knob between 3 and 4**
- Place iPong near end of table.
- Use higher frequency (ON knob turned clockwise) to create side-to-side oscillation with the iPong Pro. Note: Also try placing the iPong in other locations, left or right of the table.

**FAQ/TROUBLESHOOTING TIPS**

- **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 any obstructions (dust, fuzz, hair, etc.) keeping the rubber wheels 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 not shooting at consistent speed? Check to see that the A/C adapter 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.

- **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 in 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.

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