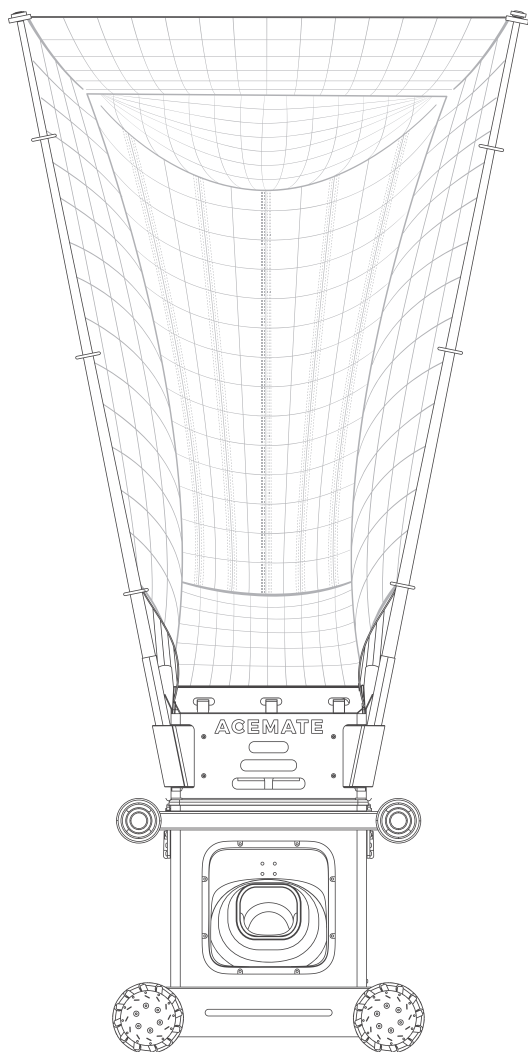


ACEMATE

Acemate Tennis Robot **S10 Pro**

User Manual



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1. Welcome & Resources

Thank you for choosing ACEMATE. To ensure safe and correct use of this product, please read this manual carefully before first use, and keep it for future reference. If your product is a special edition or regional version, please refer to the materials included with the product and the official instructions. Before first use, please pay special attention to "**2 Safety Precautions**" and "**4 First-Time Use & Quick Setup**".

Compatible Models	Acemate Tennis Robot S10 Pro
Device Model	W10602000、W10602001、W10602002、 W10602003、W10602004
App Name	Acemate Tennis

To provide you with more intuitive and convenient guidance, we have prepared a one-stop onboarding service. By scanning the QR code below, you can enter the Acemate official onboarding page and obtain the following latest resources:

Scan the QR code
to access



Acemate Tennis App:

Download the machine's dedicated control software to unlock all smart training features.



Video Tutorials:

Watch detailed demonstrations of unboxing, assembly, connection, and advanced usage to help you get started quickly.



User Manual (electronic version):

Browse the latest detailed illustrated instructions and FAQs.

2. Safety Precautions



WARNING

This product is a professional-grade intelligent tennis device. It contains high-speed rotating parts, and the tennis balls it launches carry significant kinetic energy. Incorrect operation may result in equipment damage, property loss, or even personal injury.

- **This product is NOT a toy! Never launch balls directly at a person's face or at close range toward the human body.**
- **Minors must use this product only under the direct supervision of an adult or a professional coach.**
- **Please read this manual carefully before use. Once you begin using the product, you are deemed to have understood and accepted the relevant safety regulations of this product.**

2.1 Operation & Personnel Safety

1. Do not touch internal mechanisms:

When the device is powered on or operating, never put your hands, hair, or clothing into the ball outlet, the bottom of the ball storage bucket, or near any rotating parts.

2. Prevent launch injuries:

Before launching a ball, confirm that there are no bystanders or pets in the ball's trajectory or target area.

3. Safe debugging:

When using for the first time or adjusting parameters, always set ball speed, frequency, and spin intensity to the lowest values first. Only increase them gradually after confirming it is safe.

4. Restrictions for special groups:

Individuals with limited physical, sensory, or mental capabilities must use this product under the supervision of a person responsible for their safety.

2.2 Environment & Court Requirements

1. Suitable environment:

Use only on flat, dry surfaces. Never operate the machine in standing water, rain, snow, strong wind, dust, or other adverse weather conditions.

2. Clear foreign objects:

Before operation, clear the court of leaves, sand, gravel, nails, and other debris to prevent foreign objects from being pulled into the machine and causing mechanical jamming.

3. Keep away from hazards:

Never use the machine in flammable, explosive, highly corrosive gas, or strong electromagnetic interference environments.

2.3 Battery & Electrical Safety

1. Use only designated accessories:

Only use batteries and power adapters specified or certified by the manufacturer.

2. No hot-plugging:

Never plug or unplug the battery while the machine is powered on or connected to a power source.

3. No high-temperature exposure:

Never leave the machine or battery for extended periods in a closed car in summer, near heaters, or outdoors in direct sunlight.

4. Do not damage:

Never disassemble, crush, puncture, apply heavy pressure to, or burn the battery.

5. Stop using if abnormal:

If you notice the battery swelling, leaking, emitting an unusual odor, or heating abnormally, stop using it immediately and contact after-sales support.

6. Keep dry and prevent short circuits:

Do not charge in damp environments, and never allow metal objects to contact the battery terminals.

2.4 Handling, Maintenance & Prohibitions

1. Power off before handling:

Before moving, cleaning, installing/removing the battery, or troubleshooting a jammed ball, always turn off the machine and confirm that all mechanical parts have completely stopped.

2. Proper handling:

When moving on flat ground, you may extend the telescopic handle to a moderate length and push the machine. Do not extend the telescopic handle too far or grip it too high, as excessive force may cause it to break. When moving the machine, fold up the ball collection net and grasp both side handles. Never transport the machine upside down.

3. No unauthorized modifications:

Non-professionals must never disassemble the product or modify the mechanical structure, circuitry, or firmware.

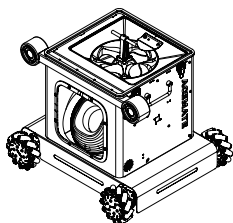
4. Abnormal conditions:

If the machine emits abnormal alarms, unusual sounds, smoke, or severe jamming, stop using it immediately.

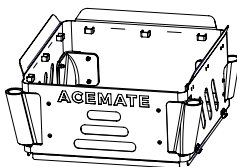
3.Product Overview

- The Acemate Tennis Robot S10 Pro is an intelligent tennis robot designed for tennis training, integrating ball launching, ball collection, court positioning, and mobility into a single unit.
- This product is suitable for personal training, club training, instructional training, and physical conditioning training.

3.1 Package Contents



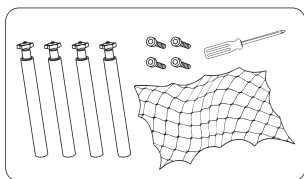
Acemate Tennis Robot S10 Pro main unit
(built-in removable battery) * 1



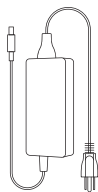
Ball hopper * 1



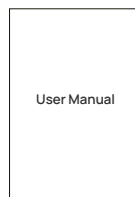
Cleaning brush*1



Net pack bag
(containing: Collection net*1, Telescopic pole*4, Phillips screwdriver*1, Screws*4, Elastic cords*11)



Power adapter * 1



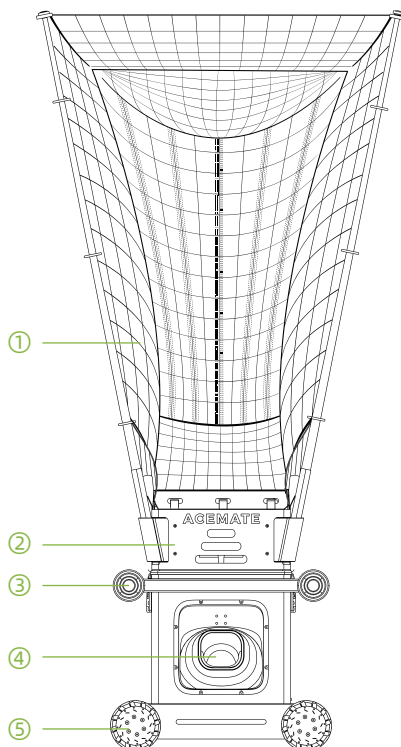
User Manual *1

Note:

1. If you find damaged packaging, missing accessories, loose parts, or cosmetic damage, please contact support@acematetennis.com.
2. Before powering on for the first time, please confirm that the machine's exterior is intact, the ports are clean, and there are no obvious foreign objects.

3.2 Part Names & Functions

Main body external components



① Telescopic collection net:

Located on top of the machine, used to catch incoming balls. Combined with the structural design, it achieves ball collection.

② Ball hopper:

Used to store tennis balls and continuously supply balls to the launching mechanism.

③ Binocular cameras:

Used to identify tennis balls, estimate distance, and recognize the court to assist with positioning.

④ Launch port:

Located at the front of the serving module, it launches tennis balls according to the set speed, spin, and angle. The external ball deflector is detachable.

⑤ Mecanum wheels:

Located at the bottom of the machine, used to achieve omnidirectional movement (forward, backward, left, right) and position adjustment.

Ball-feeding assembly

① Ball hopper cover:

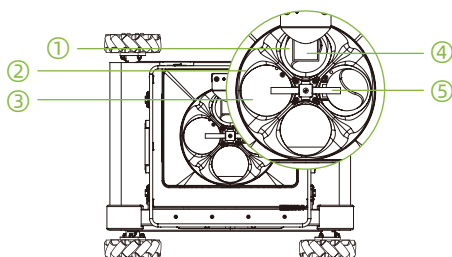
Controls the opening and closing of the passage through which tennis balls enter the launching channel.

② Ball feed carousel:

Combs and guides tennis balls in an orderly manner into the ball-feeding area.

③ Retaining baffle:

Regulates the ball path and prevents tennis balls from bouncing unexpectedly or jamming internally.



④ Ball sensor:

Detects the status of tennis balls in the channel in real time to prevent jamming.

⑤ Stirring rod:

Precisely and evenly sweeps tennis balls into the launch track at a constant speed.

Rear panel description

① Power button:

Used to turn the machine on or off.

② Battery level display:

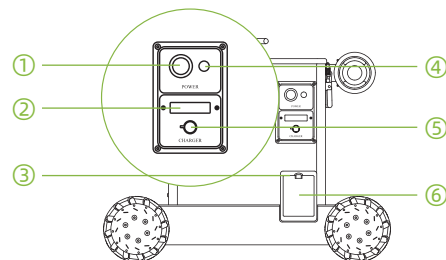
Shows the machine's current remaining battery level in real time.

③ Battery compartment:

Dedicated compartment for the removable battery.

④ Battery cover:

Protects and secures the battery; remove it to take out or replace the battery.



⑤ DC 2.1 charging port:

Used to connect the original charger to charge the machine directly.

⑥ LED indicator light:

Indicates the machine's connection, upgrade, operating, or fault status (for specific definitions, please refer to the "Indicator Light Status Description").

Indicator light status description

Indicator	Indicator Light Pattern	Description
	Flashing	Device Starting Up
	Solid On	Device Fault Detected
	Flashing	Firmware Update in Progress
	Solid On	Bluetooth Connected, Device Operating Normally
	Solid On	Device Ready, Waiting for Bluetooth Connection
	Solid On	An error occurred during operation. Please refer to the Acemate Tennis App for troubleshooting instructions.

3.3 Specifications

Model	W10602000
Color	Black、 Green
Material	AL6061、 PC+ABS
Dimensions	Main Unit (Net Retracted) : 557 × 501 × 642 mm (21.9 × 19.7 × 25.3 in.)
	Main Unit (Net Extended) : 557 × 501 × 1964 mm(21.9 × 19.7 × 77.3 in.)
Weight	23.0kg±0.5kg
Operating Temperature	0-40°C
Communication Method	5Ghz Wi-Fi、 Bluetooth 5.0
System Requirements	Smartphone or tablet with Bluetooth 5.0 or later

3.4 Product Features

- **Ball speed adjustment:** Controlled by the upper and lower launching wheels to achieve different ball speeds.
- **Launch frequency adjustment:** Supports rhythm control for continuous training scenarios. For the specific frequency range, please refer to the App settings.
- **Spin control:** Achieves different spin effects by varying the rotational speeds of the upper and lower launching wheels.
- **Vertical elevation/depression adjustment:** Controls the launch angle via the pitch servo to produce different ball trajectories and heights.
- **App-linked control:** Supports completing machine connection, parameter settings, training start, and status viewing through the App.
- **Visual positioning and ball collection:** The binocular 4K cameras combined with the IMU can precisely identify tennis balls and key court points, and assist the robot in moving to collect balls.

4. First-Time Use & Quick Setup



Scan the QR code on the right to watch the instructional video.



4.1 App Download

1. Requires a smartphone or tablet supporting Bluetooth 5.0 or above.
2. Search for and download the "Acemate Tennis App" from the App Store, Google Play Store, or other app marketplaces.

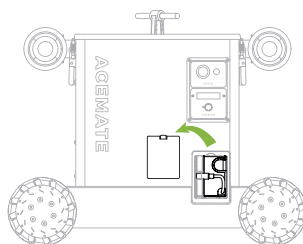
4.2 Battery Removal / Installation & Charging

Safety Warning:

No hot-plugging while powered! Before unplugging or connecting the internal DC power cable, please ensure the machine is completely powered off. Hot-plugging while the machine is on can easily cause a motherboard short circuit or machine damage.

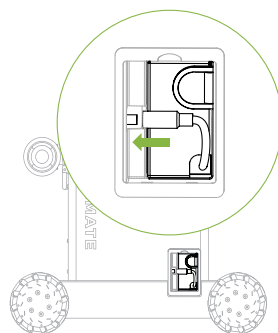
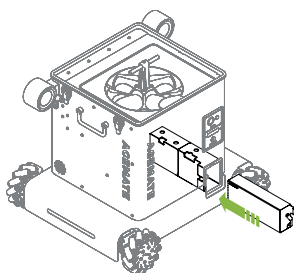
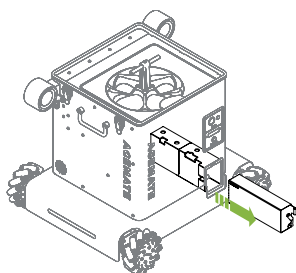
Battery Removal & Installation

- ① Open the battery cover: Pry open the battery cover at the lower-right corner on the back of the machine.



- ② Disconnect/connect the internal power:
 - When removing the old battery: Confirm the machine is powered off, unplug the internal DC power cable, and smoothly pull the battery out.
 - When inserting a new battery: Smoothly push the battery in.

[Important] Please ensure the battery's DC connector is properly aligned with the DC port inside the machine and fully inserted, with no looseness.



- ③ Close the battery cover: Put the battery cover back in place and secure it.

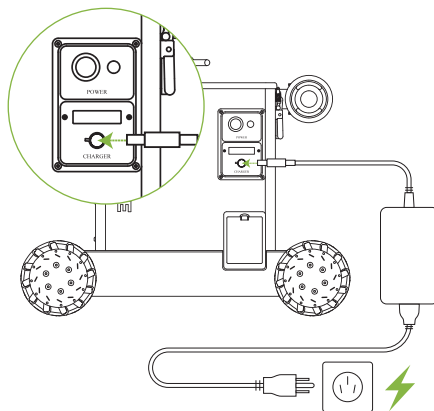
Charging

Method 1: Charging inside the machine

When the battery is already installed inside the machine and the internal DC cable is connected:

- ① Plug the power adapter into an AC power outlet.
- ② Insert the other end of the adapter into the DC 2.1 charging port on the back panel of the machine.

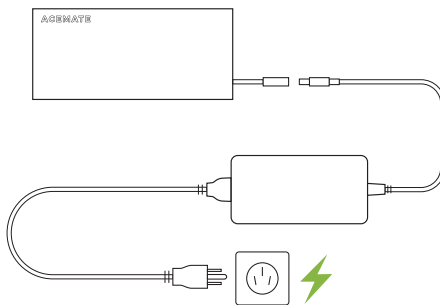
⚠ Special note: For the actual charging status, please rely on **the indicator light on the power adapter**.



Method 2: Charging the battery separately

If there is no power source where the machine is stored, you may remove the battery and bring it indoors to charge:

- ① Following the "Battery Removal & Installation" steps above, take the battery out of the machine.
- ② Plug the power adapter into an AC power outlet.
- ③ Connect the adapter's plug directly to the DC charging port on the battery itself.



Charging indicator light status description

Regardless of which charging method is used, please observe the indicator light on the power adapter (charger):

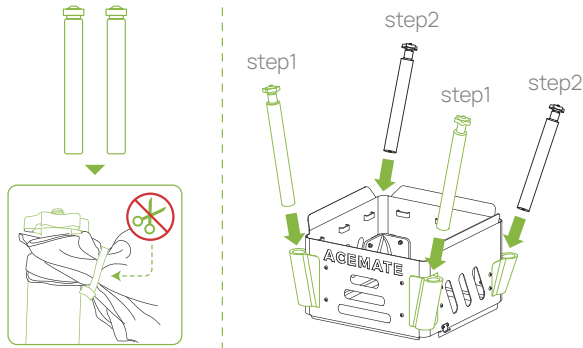
- ● Solid red light: Charging in progress.
- ● Solid green light: Battery is fully charged, or no battery is connected.

(Note: If the indicator light does not turn on or blinks abnormally after plugging in, please check whether the outlet and connecting cables are loose. For safety, please only use the officially included power adapter.)

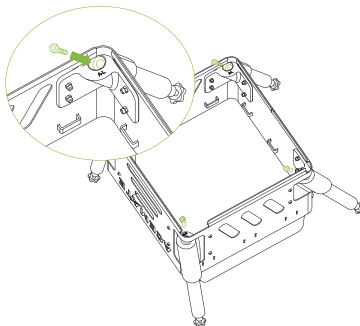
4.3 Installation Guide

Telescopic collection net installation method: (Please scan the QR code in Chapter 1 of this manual to enter the "Video Tutorial Center" and watch.)

1. Open the net pack bag and find the four telescopic poles and the net attached to them.
2. Identify the front of the bucket (the side without a metal edge). Insert the two poles with cable ties into the front base holes (**Note: Do not cut the ties yet**), then insert the remaining two poles into the rear holes.

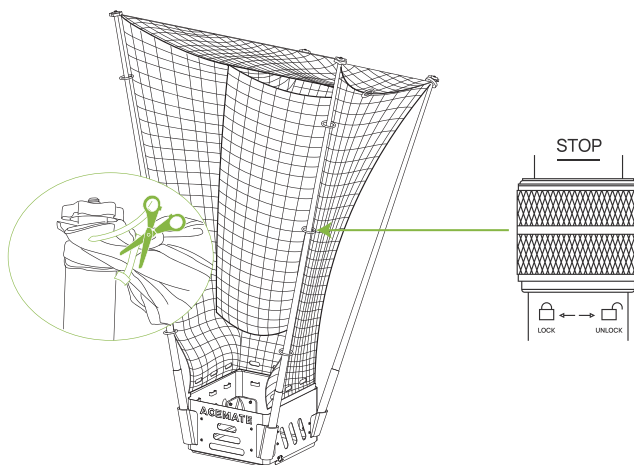


3. Find the four fixing screws and screwdriver in the bag. From the bottom of the pole mount, pass each screw upward through the pole mount and into the telescopic pole, and tighten the screw. Repeat this for the remaining three telescopic poles in turn.

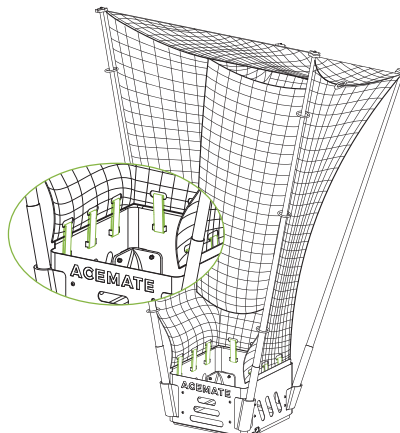


4. Cut the cable ties that fix the net to the telescopic poles. Extend the four telescopic poles one section at a time over short distances. Whenever the STOP mark becomes visible on any pole section, tighten the metal locking collar on that section according to the locking instructions. Repeat this process until all four telescopic poles are fully extended, all STOP marks are visible, and all metal locking collars are securely tightened. At this point, the catch net and the internal buffer mesh should hang naturally.

Note: During extension and locking, avoid pulling the telescopic poles excessively upward along their axis or allowing the catch net to snag on other structural components. Also, avoid extending any single telescopic pole too far at one time, as this may place excessive tension on the catch net or the other telescopic poles.



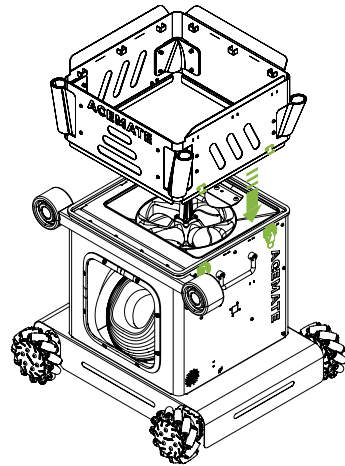
5. Thread the bungee cord attached to the bottom of the net through the net fixing ring on the ball storage bucket. Adjust the bungee cord length so that the net is slightly taut.



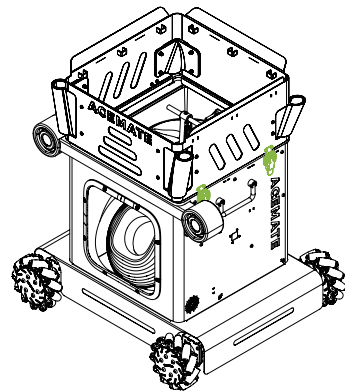
6. Inspect the net and the buffer net panel to ensure they are not caught on any structural components. The middle buffer net panel must hang freely. Verify that the top 1/4-inch Torx fastener is securely tightened. Upon completing the inspection, clear all tools from the work area. The net installation is now complete.

Ball Hopper and main unit installation method: (Please scan the QR code in Chapter 1 of this manual to enter the "Video Tutorial Center" and watch.)

1. Align the ball hopper with the edges of the machine body. Ensure that the buckle side of the bucket faces the same direction as the body's buckle. Along the edge of the body, smoothly insert the ball storage bucket all the way in.



2. Secure the buckle: Gently press the body buckle downward so that the buckle firmly engages with the body. A "click" sound indicates that the installation is complete.



Note: Please ensure the buckle is fully fastened to prevent loosening during use. When installing or removing, please keep the machine powered off to avoid misoperation.

4.4 Loading Balls

1. Loading action and capacity:

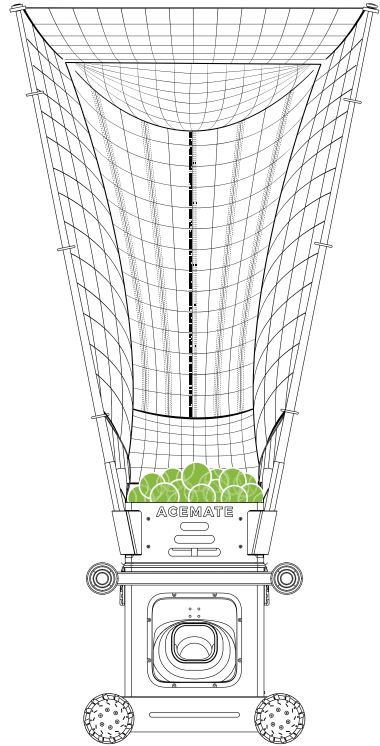
With the machine placed on a stable surface, evenly pour tennis balls into the ball storage bucket. The maximum capacity of the ball storage bucket is 100 tennis balls. Do not exceed the top edge of the bucket, to avoid overflow or jamming.

2. Prevent foreign objects:

When loading balls, please carefully inspect and remove any foreign objects such as leaves, sand, or grass mixed in. Never allow foreign objects to fall into the machine.

3. Recommendation for launch consistency:

To ensure consistent and stable ball landing points, we recommend using tennis balls of similar condition and similar internal pressure (bounciness) for each load.



Important Warning: Preventing Ball Jams

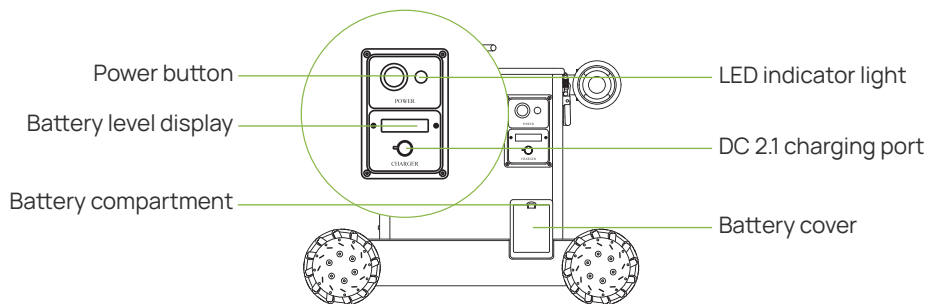
To avoid ball jams or damage to the internal launching wheels, the loaded tennis balls must meet the following requirements:

- **Never use wet balls:** Tennis balls that have gotten wet will cause the friction wheels to slip, leading to ball jams 100% of the time.
- **Never use low-quality or damaged balls:** Do not use balls that are severely worn (missing fuzz), cracked, or "dead balls" with no bounce when pressed.
- **Strong recommendation:** Use **standard pressureless tennis balls** for the best launch stability and longest machine life.

(For more detailed ball standards and identification methods, please be sure to read section [5.1 Ball Standards & Recommendations] in this manual before powering on.)

4.5 Power On & Connection

Battery Removal & Installation



1. Press the power button:

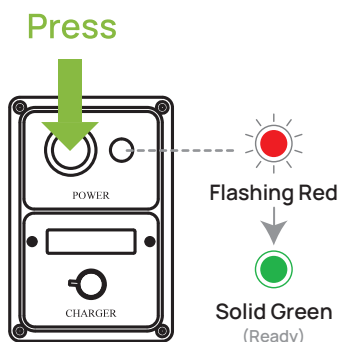
Press the **[Power Button]** on the rear panel.

2. Wait for startup:

The indicator light will show ● flashing red (machine is starting up).

3. Ready state:

Wait patiently for about 60 seconds. The indicator light will turn to ● solid green (the machine has started and is waiting for a Bluetooth connection).



Connection

- ① Wait for the machine to enter the waiting-for-connection state.
- ② Turn on your phone's Bluetooth, and authorize the App to use Bluetooth permissions.
- ③ Open the App and go to the "Device" page.
- ④ Tap the button to search for and add a device.
- ⑤ Select the robot name [ACEMATE-XXXXX] from the device list.
- ⑥ Follow the prompts to complete Bluetooth pairing and control the machine.

4.6 Firmware Upgrade

To improve your user experience, we periodically release new firmware versions to introduce new features and resolve software defects. When a new firmware version is available, we will push an upgrade notification through the Acemate Tennis App. Please update the App promptly to get the latest firmware version. When upgrading firmware, please ensure that the product has sufficient battery or is connected to power, and try to keep your phone close to the product.

5.Usage Standards & Recommendations

5.1 Ball Standards & Recommendations

- **Recommended specifications:** We recommend using standard-sized, dry, yellow pressureless tennis balls. **(We recommend using Acemate official tennis balls, which can be purchased through our official website or major e-commerce platforms.)**
- **Launch consistency:** For each load, we recommend using tennis balls of similar condition and similar internal pressure to ensure consistent ball landing points.
- **Never use:** Never use tennis balls that are severely worn, missing fuzz, damp, wet, cracked, or abnormally sized — these will easily cause the launching wheels to slip or jam.

5.2 Court & AI Vision Environment Requirements

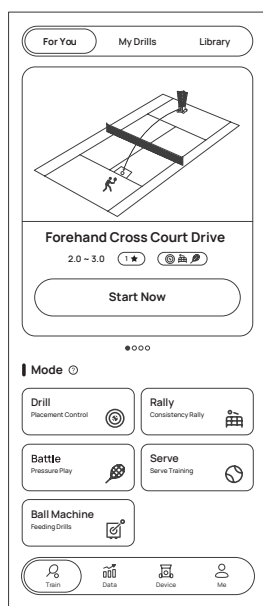
- **Court requirements:** Please use the machine on a standard tennis court with clear court markings and a complete net, so that the AI algorithm can accurately identify the court boundaries.
- **Lighting requirements:** The vision system requires sufficient light. Avoid using it in dim environments. When playing at night, please turn on the court lighting.
- **Avoid obstruction:** When the machine starts up and is performing court recognition, do not stand directly in front of the machine — doing so may block the camera's view and cause recognition failure.

5.3 Quick Checks Before Each Power-On

- **Status confirmation:** Confirm that the machine has sufficient battery and that the App's Bluetooth connection is stable.
- **Foreign object check:** Confirm that the ball storage bucket and ball outlet are free of leaves, sand, and other debris.
- **Safety confirmation:** Confirm that there are no bystanders in front of the machine or in the target landing area.

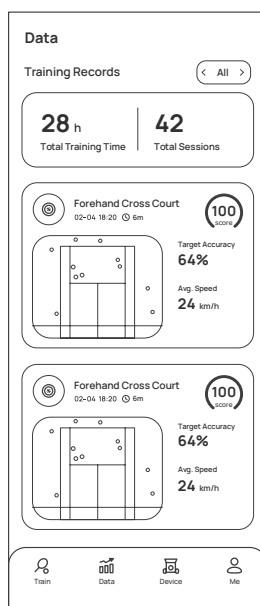
6.App Operation & Advanced Features

6.1 App Page Descriptions



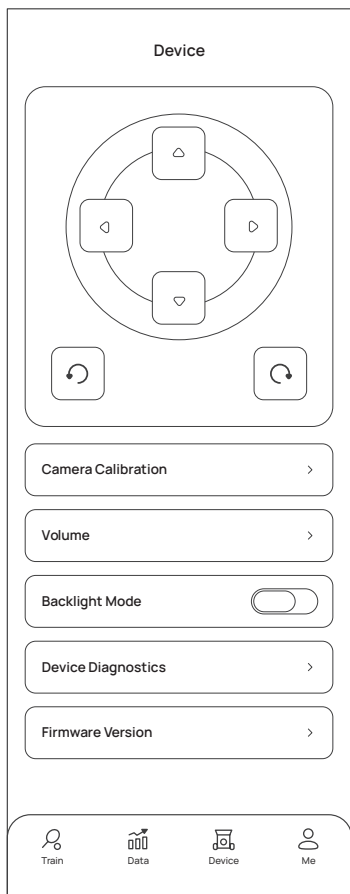
1. Training page:

Select training programs, view program introductions, quickly start training, and support user-customized training programs.



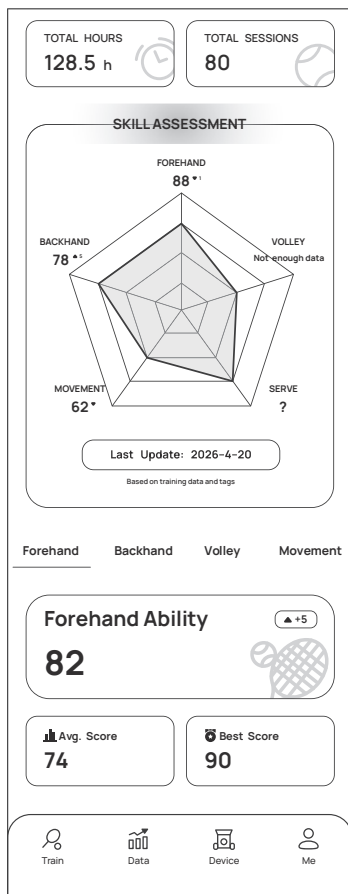
2. Data page:

Displays the user's training data from using Acemate, supports viewing detailed data (including ball landing points, number of hits, speed, net clearance height, etc.) and obtaining AI analysis and recommendations.



3. Device page:

View machine connection status, mobility control, camera calibration, volume adjustment, backlight mode toggle, data diagnostics, firmware upgrade, etc.



4. Personal management page:

View user account information, skill assessment, as well as the machine's user guide, FAQ, support & feedback, change data units/language, privacy policy, etc.

Note: The App pages will iterate quickly with software updates. For specific content, please refer to the actual App page display. (You can scan the QR code to view the latest APP tutorial video.)



6.2 Linkage Logic

- ① Refer to "**4.1 App Download**". After powering on the machine, wait for it to enter the waiting-for-connection state. Then use the Acemate Tennis App to discover, pair, and connect via Bluetooth.
- ② After a successful connection, training parameter settings, training start, pause, stop, and mode switching are all done through the App.
- ③ The Acemate Tennis App is currently the primary interaction entry point for the robot. The specific feature set is subject to the official release version.

6.3 Bluetooth Connection Notes

- ① Before the first connection, please confirm that your phone's Bluetooth is turned on.
- ② If the App requires system permissions, please allow Bluetooth, nearby devices, or location permissions.
- ③ We recommend completing the first pairing near the robot — too great a distance may cause the search to fail.
- ④ If the connection is abnormal, you can turn off your phone's Bluetooth and turn it back on, or restart the robot and the App and try again.

7.Maintenance & Care

7.1 Daily Cleaning

- ① Clean the tennis balls: Before storing, please empty the ball storage bucket and the inside of the machine, and confirm that no balls are jammed inside.
- ② Exterior wiping: After powering off, use a dry soft cloth to wipe the machine's outer shell. Do not use a high-pressure water gun or corrosive solvents for cleaning.
- ③ Clean ball fuzz: We recommend regularly using the included cleaning brush to remove dust and tennis ball fuzz accumulated in the ball outlet, launching wheels, and ball-feeding channel.

The disassembly steps for deep cleaning of internal ball fuzz are: [Remove the ball storage bucket → Take out the ball rotating disk → Clean with the brush]. For a detailed operation demonstration, please scan the QR code in Chapter 1 of this manual to enter the "Video Tutorial Center" and watch.

7.2 Periodic Inspection

- ① Check whether the machine body screws, brackets, and bottom wheels are loose.
- ② Check whether the launching mechanism has any foreign object obstruction, and whether the launching wheels are severely worn or misaligned.
- ③ Check whether the charging port is clean and free of foreign objects, and whether the power cord is damaged.

7.3 Battery Usage Standards

① Battery type and usage restrictions

- This product only allows the use of the manufacturer-designated rechargeable battery model.
- Never use non-rechargeable batteries (single-use batteries) or non-designated battery models.
- Using batteries that do not meet the requirements may cause overheating, fire, explosion, or machine damage.
- Do not mix batteries of different models, capacities, or brands.
- This product only supports the designated lithium-ion battery model . Using other batteries may cause safety risks.

② Battery charging

- When charging the battery, only use the designated power adapter model included with this product. Do not use any other power supply.
- Please use and charge within a 0°C–40°C environment.
- Keep the area ventilated while charging. Do not cover.
- Do not charge in damp or flammable environments.
- If you will not use the product for an extended period, please turn off the machine, store the battery with a charge level around 40%-60%, and perform a charge-discharge cycle every 1 to 3 months to prevent deep discharge damage to the battery.

③ Used battery disposal

- This product uses a rechargeable battery. Used batteries must not be disposed of as household waste.
- Please dispose of batteries at designated recycling points or professional recycling facilities in accordance with local regulations.
- Do not throw batteries into fire or expose them to high temperatures, to prevent explosion or the release of hazardous substances.

- Do not disassemble, crush, or puncture the battery.

④ Leaking battery handling

- If a battery leaks, emits an unusual odor, swells, deforms, or heats abnormally, stop using it immediately.
- Avoid direct contact with the battery's leaked material. If contact occurs, immediately rinse with plenty of clean water and seek medical attention if necessary.
- Place the battery in a well-ventilated safe area, away from fire and combustible materials.
- Do not continue to use the battery – it should be recycled following the used battery disposal method.
- If a battery leaks inside the machine, do not continue to operate the machine. Contact a professional maintenance technician for handling.

⑤ Battery replacement procedure

- Before replacing the battery, please ensure the machine is completely powered off.
- Follow the user manual to correctly remove and install the battery. Avoid excessive force or incorrect installation.
- Ensure the battery is properly connected.
- After installation, confirm that the battery is firmly secured to avoid looseness.
- If you find that the battery connector is damaged or making poor contact, stop using it and contact after-sales support.

Warning: No hot-plugging while powered!

Before replacing the battery, please ensure the machine is completely powered off. Used batteries must be handed over to a professional recycling facility — never dispose of them as household waste. Please be sure to use the official original battery of the same specification, to avoid damaging the machine's motherboard.

Replacement steps:

For the specific removal and installation steps for the battery, **please refer to section [4.2 Battery Removal/Installation & Charging] in this manual.**

(**Note:** When installing a new battery, please ensure that the internal DC power cable is fully plugged in and that the connector is not loose.)

7.4 Long-Term Storage Recommendations

① **Do not store in vehicles or outdoors:**

Do not leave the machine in a car trunk or outdoors for extended periods. Continuous high-temperature sun exposure or day-night temperature differences will accelerate battery degradation, cause deformation of the outer shell, and cause moisture damage to internal electronic components.

② **Indoor storage:**

Please place the machine in a cool, dry, well-ventilated indoor environment, away from direct sunlight or extreme low temperatures.

③ **Dust protection:**

We recommend covering the machine with a dust cover or the dedicated packaging case during storage, to prevent dust from entering the precision mechanical structures.

8. Troubleshooting

Q: What should I do if the machine won't power on?

A: Please check the following steps in order:

- a. Check the battery connection:** Confirm that the battery is correctly installed in place and that the connector is not loose.
- b. Confirm the operation method:** Press the power button and observe the indicator light status (the indicator light changing from flashing to solid means the power-on is successful).
- c. Recharge:** The battery may be too low. Please connect the charger and charge for at least 4 hours before trying to power on again.

Q: The machine is powered on, but it won't launch balls. What should I do?

- A:**
- a. Check the ball chamber:** Confirm whether there are balls in the ball chamber, and refill with balls that meet the specifications.
 - b. Confirm the working state:** Check whether the App has successfully sent the command and started the launching program, and observe whether the machine has any startup response (whether the launching wheels have started rotating).
 - c. Check for a jam:** Check whether a tennis ball is jammed at the ball outlet. (Warning: Before clearing a jam, you must first turn off the machine's power. Never reach inside while the machine is powered on!)

**Q: The ball direction, landing point, or height is inaccurate.
How do I adjust it?**

A: Launch accuracy is affected by multiple factors. We recommend optimizing in the following ways:

- a. Confirm ball condition:** We recommend using tennis balls of the same brand, same model, and similar wear level. Mixing new and old balls, or using balls with inconsistent internal pressure, will cause landing point deviations.
- b. Recalibrate:** Please place the machine at the midpoint of the baseline on a standard tennis court, and perform "Camera Calibration" through the App.
- c. Check the hardware:** Check whether any external machine parts are visibly loose. If you suspect internal mechanism wear, please contact after-sales support.

Q: What should I do if my phone's App cannot connect to the machine?

- A:**
- a. Check phone permissions:** Confirm that your phone's Bluetooth is turned on, and that you have granted Bluetooth/local network/location permissions to the App in the system settings (some phone systems require location to be enabled to search for Bluetooth devices).
 - b. Move closer to the machine:** Please bring your phone as close to the machine as possible, and ensure there are no strong magnetic fields or other strong interference sources nearby.
 - c. Restart and update:** Try restarting the tennis machine and the phone App. If it still cannot connect, please go to the app store and update the App to the latest version.

Q: How can I confirm that the battery is charging normally?

A: Please observe the indicator light status on the charger adapter:

- a. Solid red light:** Charging in progress.
- b. Solid green light:** Battery is fully charged, or no battery is connected. (Note: If the indicator light does not turn on or blinks abnormally after plugging in, please check whether the outlet and connecting cables are loose.)

Q: The robot cannot start because its position is incorrect?

A: The accuracy of the vision system depends on a clear field of view and appropriate lighting:

- a. Clean the lens:** Please confirm that the lens protective film has been removed. If there is dust, stains, or fingerprints on the camera surface, gently wipe with a soft lint-free cloth.
- b. Lighting environment:** Please avoid using the machine in extremely dim

environments. If you encounter strong "backlighting" with direct sunlight on the lens, or very strong lighting conditions, please enable "Backlight Mode" in the App.

- c. Court interference:** Ensure that there are no objects in the camera's field of view that are extremely similar in color to the tennis balls.

Q: What should I do if the machine makes abnormal noises or strong vibrations during operation?

- A: a. Stop and inspect immediately:** Please quickly turn off the power, and check whether branches, broken ball fuzz, or other foreign objects have been pulled into the launching wheels or mechanical structure, and carefully clean them out.
- b. Check fasteners:** Check whether any externally visible screws or moving parts on the machine body are loose, and try tightening them.

Need More Help?

If the issue persists after following the troubleshooting steps above, please discontinue use and contact our official support team at:

support@acematetennis.com

9. Warranty & After-Sales

Warranty Policy

- This warranty policy is provided by the Acemate manufacturer. As a consumer, you may have additional warranty rights under the applicable laws of your place of purchase. If there are any potential statutory guarantees under the laws of your region, those shall prevail.
- This warranty policy applies to products purchased through official Acemate channels. The warranty policy may vary by country or region. For specific instructions on obtaining warranty service for your device, please scan the QR code below or visit: <https://www.acematetennis.com/pages/warranty>.
- Typically, if you need to return the device for replacement or repair within the warranty coverage, please retain the product's basic packaging or equivalent protection. Before returning the device, it is necessary to back up any data or information stored on the device. Acemate is not responsible for any data loss caused by returning the product for repair. You can contact support@acematetennis.com for more support.

After-Sales Support

- In-App feedback: Device → Data Diagnostics → Describe the issue + Upload logs
- Support email: support@acematetennis.com
- Service hours: Mon - Fri 10:00 - 20:30 (UTC+8, service hours may vary during public holidays)

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