



ELECTRONIC SOFTBALL PITCHING MACHINE



I-HACK ATTACK™ SOFTBALL MACHINE
PATENTS APPLIED FOR

OPERATION MANUAL

SETUP · USE & CARE · SERVICE



SPORTS ATTACK LLC. | 800.717.4251 | www.sportsattack.com

WARRANTY STATEMENT

What is most important to Sports Attack is that your machine meets your expectations and represents our high standards of quality and performance. No matter the circumstances, if this is not the case, we encourage you to call our customer service department at 800.717.4251.

Warranty:

Residential & Institutional

We stand behind the material and workmanship of our machines as well as all wear components (i.e., throwing wheels, controllers, and motors) for a period of two (2) years from the date of original purchase based on the serial number and date codes on the unit.

Commercial

We stand behind the material and workmanship of our machines as well as all wear components (i.e., throwing wheels, controllers, and motors) for a period of one (1) year from the date of original purchase based on the serial number and date codes on the unit.

Requirements of the Warranty

- Warranty wear components such as motors, controllers and wheels may now require a picture or live video when submitting your request.
- The serial number that represents the date of original shipment must be legible on the Product, it cannot be removed or altered in any way.
- All date codes on unit components must be legible, not removed or altered in any way.
- If warranty components have previously been provided by Sports Attack for the unit, video evidence of their use on the machine must be provided when submitting your request.

Not Included in this Warranty:

- Normal wear and tear;
- Cosmetic damage (i.e., minor scratches, surface deformations, or discolorations) including natural fading of colors;
- Damage caused by misuse, abuse, accident or negligence including prolonged exposure to inclement weather;
- Damage caused by fire, flood or any other Act of God;
- Unauthorized modification or alteration of a machine including the use of non-authorized, after market components; and
- Any damage or failure arising after the warranty period.

The Warranty Process

If you encounter any issues during the warranty period, Sports Attack will quickly get your machine back in working order. To submit a warranty request, you must call our customer service department at 800.717.4251. If the warranty repair involves a replacement part, we will make sure you get both the part and easy instructions for replacement at no cost to you.

Returns

Sports Attack manufactures the highest quality sports training equipment in the world. If for any reason you are not satisfied, a machine can be returned within 30 days of receipt, for any reason, for a full refund less a 15% restocking fee. Cost of shipping the unit back to Sports Attack will also be the responsibility of the purchaser. Please note that the refund amount may be reduced by any non-cosmetic damage to the machine.

Please call customer service department at 800.717.4251 for returns.

SHIPPING DAMAGE CLAIMS PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory.

Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

(cont. on page 1)

To register the Warranty,
please go to our website:
sportsattack.com/warranty

**For repairs and service
after the Warranty period,
please call:**

Sports Attack
Customer Service Dept.
Ph 800.717.4251
Fx 775.345.2883

RETURNS

To return an item, please
contact our Customer Service
Department at 800.717.4251.

A 15% restocking fee will
be charged for any items
accepted for return. It is the
customer's responsibility to
handle the repacking and
shipment (as well as all
associated fees) back to
Sports Attack.

No returns will be accepted
after 30 days of receiving
product.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.
3. **CONCEALED LOSS OR DAMAGE:** If damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This must be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Sports Attack, LLC. cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

INTRODUCTION

Thank you for purchasing this Sports Attack, LLC. equipment.

Proper assembly, careful operation and consistent maintenance of this equipment will ensure that it gives you the very best performance and a long, economical service life.

TABLE OF CONTENTS

Warranty Statement	xi
Safety Instructions	2
I-HACK ATTACK SOFTBALL MACHINE OPERATION	
Home Page	4
Pitches	5
Change of Speed	6-7
Favorites	8
Sequences	9
Active Sequences	10
Modify Fastball	11
Breaking Pitches	12
Favorites-Breaking Balls	13
Fungo	14
Manual Pitches	15
Settings	16

SAFETY INSTRUCTIONS

ELECTRICAL SAFETY

Use a 115 volt single phase 3-wire (2 wire with ground) grounded power source.

Up to 200 ft. from power source, use a minimum #14/3 grounded 3-wire 15 amp minimum rating extension cord.

Over 200 ft. from power source, consult a licensed electrician for required power cord size.

OPERATING SAFETY

CAUTION: Never reach down near moving throwing wheels for any reason! If it is necessary

to reach into the throwing wheels, **ALWAYS:**

1. Shut down motors on home screen ()
2. Turn on/off switch "OFF".
3. Unplug IHack Attack from power source
4. Wait until the throwing wheels have come to a complete stop before reaching hands or fingers anywhere near the throwing wheels.

CAUTION: Carefully check I-Hack Attack for completeness and condition before connecting to electrical power:

1. Throwing wheels must be tight on the motor shafts
2. Wheel guard and ball chute must be tightly fastened to the throwing head.
3. Carefully check the throwing wheels frequently for cleanliness, chips and cracks. Do not use the machine if the throwing wheels are damaged, or if chips or cracks appear in the wheels. (For damage within warranty period, see Warranty Statement, page xi.)

Do not allow anyone to walk in front of the machine if it is connected to electrical power.

WARNING PERSONAL INJURY HAZARD

Carefully read all instructions in this manual, and all labels and warnings on I-Hack Attack before using this machine.

Use machine only under adult supervision. Failure to operate I-Hack Attack as described in this manual can result in severe personal injury or death.

Never loosen the horizontal swivel lock while pitching to a batter. If the lock is not secure, the throwing head could pivot.

A loose swivel lock can allow a pitch to be inside which could hit the batter.

ELECTRICAL SHOCK HAZARD

I-Hack Attack must be connected to a properly grounded electrical receptacle.

Do not operate on wet ground.

CAUTION PERSONAL INJURY HAZARD

Keep hands away from throwing wheels anytime the machine is connected to a power source.

Carefully check I-Hack Attack for completeness and condition before connecting to electrical power.

SAFETY INSTRUCTIONS (cont'd)

BALL SELECTION

Never mix leather balls with synthetic pitching machine balls.

Be careful not to mix new with old balls or balls from different manufacturers.

Balls must be consistent in type and amount of wear to produce repeatability.

Never use wet balls!

NOTE: Colder temperatures can affect pitch speeds up to, and in excess of 5 MPH.

BATTING PRACTICE

- Throw a test pitch and adjust rear leg until pitch is in center of plate

ALWAYS test and adjust the I-Hack Attack before a batter steps up to the plate:

1. Adjust so that I-Hack Attack throws a ball across the plate.
2. Throw test pitches until required velocity and break are reached.
3. Throw several pitches to verify pitch location repeatability.

Batter and pitching machine operator must wear batting helmets.

Only one person at a time should operate the machine.

Always present the ball to the batter before feeding the ball into the machine.

Operator must stand behind a protective screen to prevent injury from balls off the bat. Screen is not included with I-Hack Attack.

FIELDING PRACTICE

1. Select fungo on home screen
2. Loosen horizontal swivels wing nut completely
3. Turn Elevation Handle counterclockwise to lowest position
4. Machine is now ready to pivot to throw to any position on field

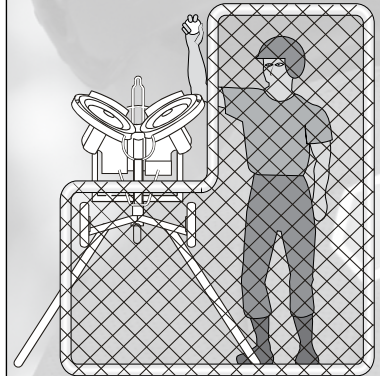
Never reach up chute to push ball into the throwing wheels.

Keep hands and fingers well away from the throwing wheels.

Be careful to keep all persons away from in front of I-Hack Attack.

CAUTION PERSONAL INJURY HAZARD

ALWAYS use a protective screen to protect the operator from the ball off the bat. (Screen not included with I-Hack Attack.)



ALWAYS wait for all three throwing wheels to come to a complete stop before transporting I-Hack Attack, lifting the throwing head or performing any repairs.

ADDITIONAL INFORMATION

If you have any questions regarding the safe operation of this equipment, please call:

Sports Attack Customer
Service Department
Ph 800-717-4251
Fx 775-345-2883

HOME PAGE



HOME BUTTON will be shown on all screens and will take you to the screen you see above.

BACK BUTTON will be shown on all screens and will take you to the previous page.

EMERGENCY STOP BUTTON will be shown on all screens. It will shut the motors down. Once this button is selected, the green button below will take its place.

MOTOR RESUME BUTTON will be present only when the "Emergency Stop" button has been selected. This will restart the motors and allow for normal use.

GREEN LIGHT ICON this icon will be on every page and will be either Green or Transparent/Gray. When the icon is Green, your motors are up to speed and ready to pitch. When the icon is transparent/gray, the motors are not up to speed yet. NEVER pitch a ball unless this icon is green.

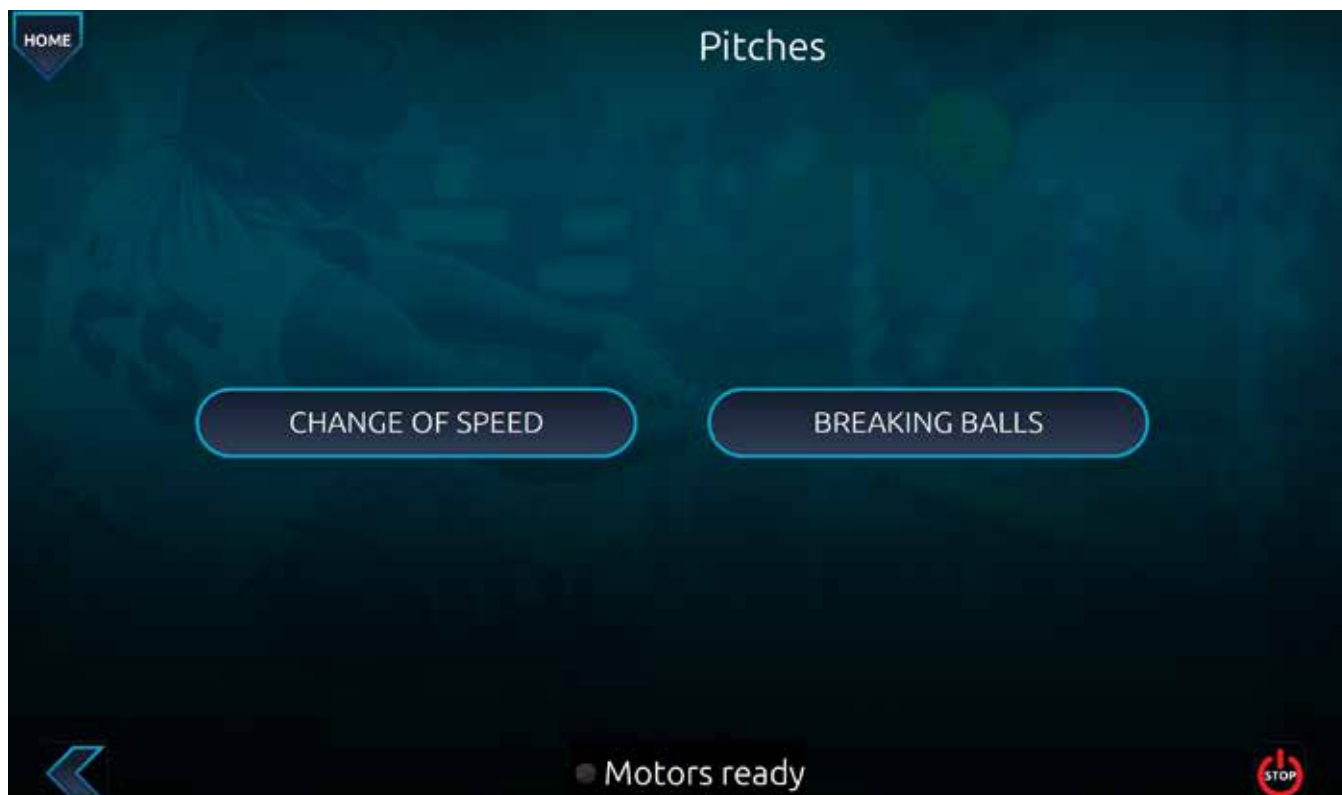
PITCHING BUTTON Select this button to choose from "Change of Speed" or "Breaking Pitches" This will be the standard choice for batting practice.

FUNGO/DEFENSE Select this button to choose for defensive drills. You will be able to choose "Ground Ball" (Top Spin), "Fly Ball" (Backspin) and "Catcher Pop-Up" (More Backspin). See the machine manual for instructions on machine setup FOR FUNGO MODE.

MANUAL PITCHES Select this button to have complete control over the speed of each motor. This will allow for customized pitches with the speed and pitch profile that you create.

SETTINGS Select this button to change some settings, including turning the audible ready indicator on and off, switching to youth mode, changing between MPH and KPH as well as machine timeout. You can also access "Utilities" and "Upgrade Software" from the settings page.

PITCHES



CHANGE OF SPEED Select this button to throw Fastballs, Changeups and Heaters. You can also access "Favorite Pitches" and "Sequences" that contain these "Change of Speed" type pitches.

BREAKING BALLS Select this button to throw from a list of breaking balls. You can also access "Favorite Pitches" from this page. Keep in mind that the "Favorite Pitches" in the "Breaking Balls" page is separate from "Change of Speed" Favorite Pitches.

CHANGE OF SPEED



When you arrive to this page, select One of:

FASTBALL

FAVORITES

SEQUENCES

Once Fastball is selected, use **UP or Down Arrows** to select desired speed. Throw test pitches to ensure that you are happy with the speed and location.

Once you are happy with the speed and location, select **SET SPEED**. You will now have access to the next page...

NOTE: Colder temperatures can affect pitch speeds up to, and in excess of 5 MPH.

CHANGE OF SPEED



Once you have tested and set your speed, a pre-set Changeup and Heater will pop up. Selecting one of these will either give you a slower or faster speed. You can add and name any of these pitches to your Favorites by selecting **SAVE TO FAVORITES**.

You can also save all three of these pitches by selecting **ADD TO SEQUENCE**.

This will add all three pitches to your Sequences, where you can run them in order, randomly, or you can disable one of the three pitches.

You can also "Modify" a fastball (Fastball ONLY) by selecting **MODIFY** while a Fastball is running. This will allow you to increase or decrease the spin of each wheel by +/- 10% allowing for more customization on the profile of the Fastball.

You can also re-start this process for a different speed of Fastball by selecting **RESET SPEED**.

NOTE: Colder temperatures can affect pitch speeds up to, and in excess of 5 MPH.

FAVORITES



This page will have any pitches that you have saved from your "Change of Speed" page.

When they are saved, you can name them whatever you would like and simply select the desired pitch to run it.

To delete a saved pitch, select **DELETE** then select the pitch you would like to remove. **THIS CAN'T BE UNDONE!**

SEQUENCES

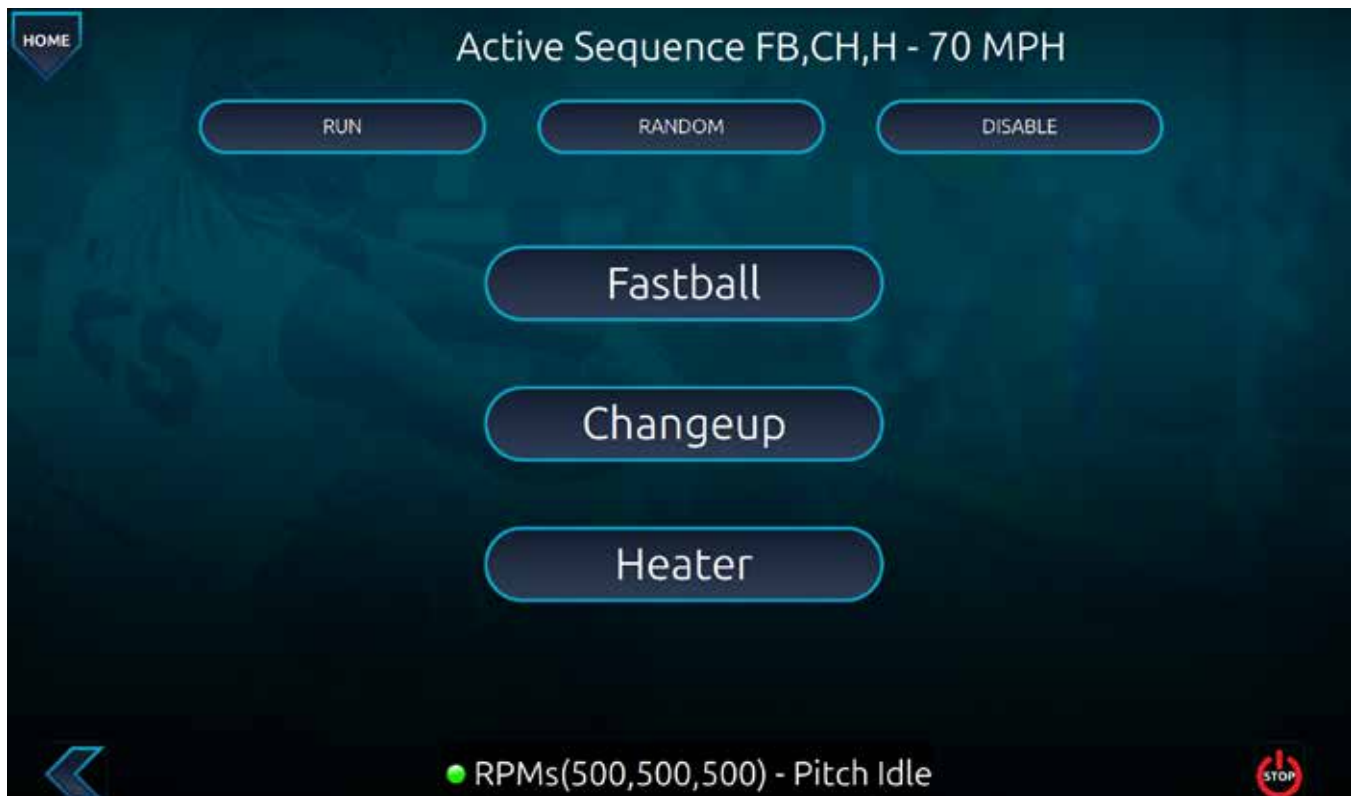


This is your Sequence List Page. Your saved sequences from the “Change of Speed” page will be here. You can’t name these. The automatic naming convention is as follows:

FB,CH,H stands for Fastball, Changeup, Heater. The speed following shows the saved speed of the fastball within the sequence. If the name is followed by a “-M” that means that the fastball in this sequence was modified from the standard fastball at this speed.

Select your desired, saved sequence to activate the sequence. You can delete the sequence in the same manner as deleting a pitch from Favorites.

ACTIVE SEQUENCES



This is the "Active Sequence" page. There will only ever be three pitches here. They will always be versions of Fastballs, Changeups and Heaters. You can also select one of the three pitches and the machine will remain on that pitch until you hit "Run".

Selecting **RUN** will run through the sequence in the order send above from top to bottom. To run through the sequence, you will only need to feed the machine once the pitch is ready. Once the sequence reaches Heater, it will go back to Fastball.

Selecting **RANDOM** will go through the sequence randomly, feeding a ball will either go to one of the other two pitches or remain on the pitch that was just thrown.

If you select **DISABLE** then select one of the three pitches within the sequence, that pitch will be disabled in the sequence.

MODIFY FASTBALL



The modify page is designed to allow for customization of a Fastball. The numbers in these sliders relate to a percentage change. Increasing the slider will increase the spin of the throwing wheels by a percentage of the original pitches speed. The maximum change is +/- 10%. You can keep this page up to throw this single pitch or save the modified pitch.

SAVE TO PITCHES This will save this single pitch to your Favorites page with any name you choose.

ADD TO SEQUENCES This will save the modified fastball along with a changeup and heater to a sequence that will be named with the following **F,CH,H-75-M** convention:

BREAKING PITCHES



From the breaking pitches page, you can select between Drops or Risers from left-handed or right-handed pitchers as well as a screwball. ALWAYS throw test pitches before a hitter comes to the plate. You can save a breaking pitch to your Favorites by selecting **SAVE TO FAVORITES**. These will save to a separate Favorite Pitches page that does not include Fastballs, Changeups or Heaters.

FAVORITES-BREAKING BALLS



This is where your Favorite Breaking Pitches will be saved. Select a saved pitch to throw it. Remember to ALWAYS throw test pitches before a batter comes to the plate, and NEVER throw a pitch unless the audible indicator has beeped and/or the ready indicator is green!

FUNGO



The “Fungo” page is designed for defensive drills. When using this page, look to the machine manual to free the horizontal and vertical locks to allow the throwing head to move freely.

GROUND BALLS will have top spin.

FLY BALLS will have back spin.

CATCHER POP-UPS will have more back spin than fly balls.

MANUAL PITCHES



In "Manual Pitches", you have complete control over how fast each of the three motors spin. Increase the speed of M1 to increase horizontal break toward the right-handed batter's box. Increase M2 to increase horizontal break toward the left-handed batter's box. Increase/Decrease M2 to have an impact of the vertical break of the ball.

General Guidelines:

Fastball: M1 and M3 should be at the same setting, while M2 should be at least 2 points higher than M1/M3. Higher setting on M2 will help keep the ball straight with more backspin. It is easiest to adjust to a pitch profile that you desire starting from a Fastball.

Splitter: M1 and M3 should be at least 2 points higher than M2, allowing for topspin. Increase M1 and M3 or decrease M2 for more topspin and more vertical break.

Curveball/Slider:

Right-Handed Pitcher: Set M3 highest with M1 set at about half the value of M3. A lower M2 setting will allow for more vertical break, like a curveball, set M2 higher for a slider profile.

Left-Handed Pitcher: Set M1 highest with M3 set at about half the value of M1. A lower M2 setting will allow for more vertical break, like a curveball, set M2 higher for a slider profile.

ALWAYS THROW TEST PITCHES BEFORE THE HITTER APPROACHES THE PLATE! NEVER MAKE MANUAL ADJUSTMENTS WHILE A HITTER IS AT THE PLATE!

SETTINGS



Audible Indicator: If you would like to turn off the audio that lets you know when the machine is ready to pitch, toggle this button to "OFF".

Mode: Toggle between Youth and Adult mode to set speed limits. In adult mode, all pre-set speeds are accessible. In youth mode, pre-set pitch speeds are limited to 70 MPH.

Speed: Toggle between MPH and KPH for your desired speed readout.

Machine Timeout: The machine will automatically shut the motors off if there has been inactivity, you can change the time at which the timeout occurs here by pressing the +/- signs.

Utilities: Utilities will show you how many pitches have been put through the machine as well as any software information and serial number. This will only be necessary to access if you are troubleshooting with a Sports Attack technician.

Upgrade Software: If there is any need to upgrade the machines software, Sports Attack will send you a USB stick. With the USB stick inserted, select "Upgrade Software".

WHEN ANY SETTINGS HAVE BEEN CHANGED, A RESTART IS NECESSARY TO IMPLEMENT THE CHANGES!

TROUBLESHOOTING

DRIVE_n_COMM_ERROR

"Communication Error. Re-start machine. If error recurs, call Sports Attack Technical Support, 800-717-4251."

MOTOR_n_DISCONNECTED

"Motor n Disconnected. Power off Machine, call Sports Attack Technical Support, 800-717-4251."

DRIVE_n_MODBUS_TIMEOUT - "MODBUS timeout

Re-start machine. If error recurs, call Sports Attack Technical Support, 800-717-4251."

DRIVE_n_IDLE - "Drive n Idle

Re-start machine. If error recurs, call Sports Attack Technical Support, 800-717-4251."

MOTORS_NOT_STABLE

"Pitch Ready Condition Timed Out. System did not reach commanded pitch conditions in the expected period of time. Never pitch a ball unless the green 'Ready' indicator is displayed. Delayed time to ready condition can be caused by excessive temperatures, physical obstructions, undervoltage power, a faulty motor/drive, or brake resistor damage / overheat. If error recurs, turn off machine and allow to cool. If error continues to recur, call Sports Attack Technical Support, 800-717-4251."

