



Troubleshooting

Note: If the Troubleshooting does not resolve your problem, please let [Customer Service](#) know what the problem is, as well as the steps you followed.

A) BATTERY

I. The battery isn't working/Bag isn't charging.

1. Perhaps the bag was not being used and therefore has not been charged for over 30 days (this can damage the battery).
2. If this is not the case continue with the following questions:
3. Does the charging cable look like it is broken?
4. Is the adapter that is delivered with the charging kit properly attached to the charging cable? (needs to align with the outer edge of the charger)
5. Is the battery properly connected to the Slinger Bag? Please remove the battery and reconnect it with the Slinger Bag.
6. Does the cable in the Slinger Bag that connects to the battery look defect?
7. Does a cable inside the Slinger Bag, especially behind the set-up panel, look loose or defect?

II. The battery was fully charged but the LED's on the set-up panel don't light up.

Reminder: If the battery is fully charged, then all lights should light up once the bag is turned on. The lights indicate how much battery lifetime is left. Yellow means the battery is almost empty. Red means the battery is empty and needs to be charged.

Please check the following things:

1. Did this problem suddenly come up or has it been there from the beginning
2. To check if this is a problem regarding the battery or the Bag, you should please see if you are able use the Slinger Bag even if the LEDs don't light up.

If this is not the case then please follow the next steps:

3. Remove the battery from the bag and charge it outside of the bag (see the [Battery Pack User Guide](#)) for max. 5 hours.
 4. After, you should place the battery back in the Slinger Bag. Please make sure that the cable in the Bag is properly connected to the battery.
 5. Then turn on the Bag again to see if the LEDs are working and indicating that the battery is full (all lights should be on).
 6. Please also test if the Slinger Bag is working after charging the battery.
- If the LEDs don't light up but the Bag still works this indicates that the set-up panel on the Slinger Bag might be defect.
 - If the LED'S don't light up and the Bag also won't turn on, please try to charge your mobile phone with the USB-Cable attached to the Bag in the pocket. If this doesn't work, then it indicates that the control panel (and it's connection to the battery) is defect.



B) REMOTE

I. The remote control does not work.

It is possible that the remote control has not been connected with the Slinger Bag. In this case please follow the steps below (which are also listed in the [User Manual](#)).

1. Turn on the Slinger Bag. (CAUTION: Make sure that no balls are in the top pocket of the Slinger Bag).
2. Press the reset button on the set-up panel on the Slinger Bag (little button on the top left) and wait 3-5 seconds.
3. After, press any button on the remote control. If this was successful, you should hear a “beep” sound.

If you have received a new/replacement remote control, please follow these steps:

It is also possible that the **battery of the remote control is empty**. In this case, you will have to change the battery by opening the little screws on the back of the remote. After, you have to reconnect the remote with the Slinger Bag. For this please follow steps 1-3.

C) THE ROTATION PLATE

I. No more balls are being launched.

The reason for this is probably because a ball got stuck in the rotation plate.

Please proceed with the following:

1. Firstly, we have to figure out if the rotation plate is defect or if maybe the problem is caused because the remote control is empty or defect. Therefore, please turn on the Bag with the remote and check if the turning wheel is rotating. If so, then the remote control is not the problem. If the turning wheel also doesn't work after pressing **ON** on the remote control, then you will have to change the battery of the remote and then try again.

Please continue with the following steps if the remote control is not the problem or if changing the battery didn't fix the problem:

2. Please ensure that the Slinger Bag is turned off.
3. Remove all the balls in the upper pocket of the Slinger Bag.
4. You can now carefully check to see if a ball got stuck in the rotation plate. If this is the case and the ball is easily accessible, you should try removing the ball. If the ball is not easily accessible, then please contact [Customer Service](#) and ideally send pictures so we can further advise you on what to do.

NOTE: **Do not** loosen any screws in the Bag without clear instructions to do so.

II. Multiple balls are being launched at the same time.

Above the rotation plate there is a small black plate which ensures that only one ball can fall down into the turning wheel at once. If multiple balls are being launched then this black metal plate is most likely missing.

Please check the following:

1. Ensure that the Slinger Bag is turned off.
2. Remove all the balls in the upper pocket of the Slinger Bag.
3. Check if the plate is missing. If this is the case please contact *Customer Service* to see if we have any spare parts.

D) OSCILLATOR

I. The oscillator won't work anymore.

Please check the following things:

1. Check if the lid on the magnetic cable was removed before attaching it to the Slinger Bag.
 2. Wipe off both connectors (on the Slinger Bag and on the Oscillator) with a damp towel to remove dirt. Dirt can disrupt the connection.
 3. Please ensure that the cable is properly attached to the Bag. If the magnets don't have full contact this will prevent the connection.
 4. Also check to see if the battery of the Slinger Bag still has enough battery power since the oscillator requires a strong battery output.
- If all these steps do not work then the oscillator might be defect. In this case please contact *Customer Service*.