

Troubleshooting steps

It is best for the customer to go into trouble shooting steps

Did it get wet or left out in the rain?

Is there a lot of dog drool that could have gotten into it and got it wet?

Is there any debris leaves or damp material that could have gotten into the mechanism?

Please note if the dog is closer than 7ft (2 meters) the ball will not launch.

To reset it you need to turn it off for 5 seconds and then start it up again.

If it's red it's usually the batteries Low Battery Red LED Light quickly flashes 3 times

Note: USING TOP QUALITY HIGHEST PERFORMANCE BATTERIES