

CLIENT MAINTENANCE GUIDE



Proper ongoing maintenance of the Full Swing technology and equipment is integral in creating the best possible experience. For optimal performance and presentation, please follow the maintenance schedule and recommendations outlined in this guide. This guide is intended to serve as Full Swing's current recommendations for standard maintenance of the equipment but may be subject to change. For warranty information, please refer to the terms and conditions within your sales agreement.

DAILY MAINTENANCE

- Clear all objects, such as golf tees, balls, clubs, and bags, from inside the tracking area before and after each use. These objects can present themselves as obstructions in the tracking system, potentially causing missed shots and/or tracking issues.
- Avoid any ambient lighting pointing directly into the simulator's tracking system. Excess light may cause the tracking system to not function at its optimal settings.
- Use a dry microfiber towel and wipe down the touchscreen monitor. Ensure all cable connections are secured in their correct position.
- Power down the computer and projector at the end of each day.



WEEKLY MAINTENANCE

- Vacuum the simulator carpet weekly. This will reduce dust in the area and prolong the life of the electronics. For Pro Series simulators with the infrared tracking system, it is important to not vacuum on, over, or near the tracking sensors. This will eventually remove the protective coating on the Lexan covers, and static discharge may damage the sensors.

WARNING: Always power down the simulator prior to vacuuming. Failure to do so may result in damage to the sensors due to static electricity.

- With a dry microfiber towel, wipe down the track covers for Pro Series infrared tracking system.
- Inspect the ceiling baffles and the flaps around the screen. If they come undone, refasten the Velcro. Baffling that is hanging down may affect the tracks and/or cameras from detecting the ball, potentially causing tracking issues.
- Dust out and clean the fans in the computer cabinet. Confirm they are powered on and operating properly.
- Inspect tees for wear and breakage.
- Wipe down the impact screen with a dry microfiber towel.



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MONTHLY MAINTENANCE

- Inspect the elastic straps and bungee cords around the screen for wear. Look for broken, over-stretched, or loose materials, and replace as needed. Replacements may be purchased directly from Full Swing.
- Inspect the screen for rips or tears. These may be caused by broken clubs, wooden tees, or cracked balls. If a tear is present, please contact Full Swing Support to purchase a replacement.
- Clean the projector filter. Refer to your projector's operation manual for location and instructions. Replace the filter on the projector, as needed, per direction in the projector's operation manual.



REPLACEMENT PARTS

- Replacement parts may be purchased through Full Swing Support:
 - Tracking Cameras
 - Computer Touchscreen
 - Hitting Mats
 - Impact Screen
 - Computer
- After installation, the installer may leave behind some equipment for future tracking calibrations. Do not dispose of this equipment, which may include:
 - ION Calibration Mat
 - Ball and Jig Setup (Sport Series only)
 - Calibration Sticks (Pro 2.0 Series only)
 - White Painters Tape



SOFTWARE UPDATES

FS Updater is a program that will notify the user when a new update is present for that simulator. Full Swing software updates are deployed through this program to provide clients with the most up-to-date technology available.

The Full Swing Golf software update involves downloading a large file for installation. This could take 45 minutes or more to download, depending on internet speed. The best time to run an update is at night when the simulator is not in use. An internet connection of 100mbps is recommended at all times for optimal performance and may be required for some software.

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FULL SWING SUPPORT

Hours of Operation

Monday to Sunday: 10am to 9pm EST
(858) 675-1196

Client Success Portal: Create Support Ticket

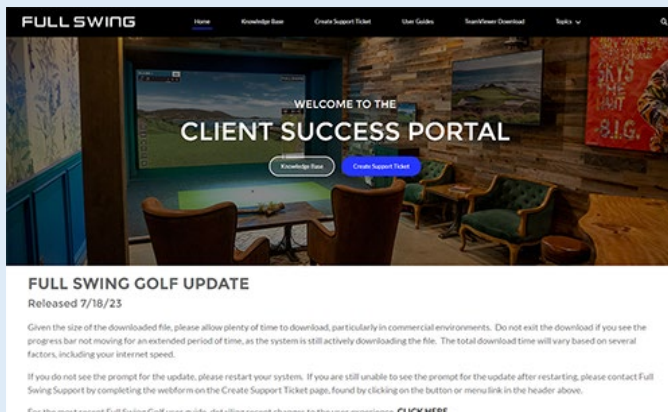
<https://fullswinggoldf.my.site.com/support/s/contactsupport>

This is the recommended and most efficient method to request support. Simply type in your name, email address, phone number, and a brief description of the issue that you are experiencing, and the next available agent will contact you.

Client Success Portal: Home Page

<https://fullswinggoldf.my.site.com/support/s/>

Here you will find Full Swing Golf software updates and other exciting news. There are also links in the top margin for key client resources, such as our User Guide Library.



Client Success Portal: Knowledge Base

<https://fullswinggoldf.my.site.com/support/s/topiccatalog>

Our Knowledge Base is a growing resource of troubleshooting articles, tips & best practices for your simulator, additional preventative maintenance information, and other client training tools.

KNOWLEDGE BASE TOPICS		
Select any topic or subtopic below to view related articles. Articles may be found within multiple topic collections, which are noted at the bottom of each article. Additional content is added regularly. To request specific articles or information, please contact your Client Success Manager or create a support ticket using the link in the top menu.		
News & Updates		
Tips & Best Practices		
Video Tutorials		
Simulator Basics		
Preventative Maintenance		
Troubleshooting		
Simulator Hardware		
Projector	Eyeglasses	Eyeglasses
Simulator Software		
Full Swing Golf	E6 Golf	Laser Shot
Swing Catalyst		