



# 10 Questions To Ask Before Buying a Computerized Quilting System

## **1. Is the computerized device INTEGRATED with the software and hardware on your quilting machine?**

Integrated systems are important because they allow you to control all of the functions of the computer and your machine from one location. This provides more control, better functionality and precise quilting.

## **2. How LONG does it take me TO LEARN the quilting program?**

Programs should be simple, intuitive and easy to use. They may require you to learn a correct sequence in selecting, loading and changing your design and which buttons to push to begin to quilt. Make sure you are comfortable with the computer screen, help menu and quilting instructions. Try it a few times.

## **3. What is the WARRANTY on the product?**

Warranties from reputable companies will provide you a list of specific items that will be covered for a specific time. Warranties for a computerized device should cover mechanical, electrical and software components.

## **4. Are software UPDATES PROVIDED FOR FREE?**

Ensure that basic updates to the software are provided to you as a courtesy for at least 12 months. Technology changes quickly and you don't want to be purchasing software updates frequently.

## **5. Is there a dedicated CUSTOMER SERVICE or Help Line available to answer your questions?**

Knowledgeable Customer Service support is a must to help answer your basic how-to questions. Ensure that the company has dedicated technical support for software issues and questions that may arise.

## **6. Can I Free-Motion and Computerize Quilt using the same system and SWITCH between them QUICKLY?**

Systems that have the ability to quickly switch between free-motion and computerized quilting will provide you with more freedom and satisfaction in your quilting. You don't want to be limited by having to choose between computerized or free-motion quilting.

## **7. Who will assist me with the INSTALLATION? Is it EASY to set up by myself?**

It is best for a company to have qualified dealers who can assist you in setup, especially if you are uncomfortable in attempting this on your own. However, if you prefer to set up a system yourself, does the company provide detailed installation instructions and technical support?

## **8. What computerized quilting FEATURES come with the system? Can I MANIPULATE THE DESIGNS or quilting patterns once loaded into the system?**

In addition to creating designs, computerized systems should allow you to have control and be able to manipulate a design, rotate, re-size, repeat, record, trace, crop, and retrace or track the stitching WHILE YOU ARE QUILTING. On-screen or on-board controls are the better choices.

Systems should include design software for creating and manipulating your own designs in addition to using purchased designs. It is extremely important to have the ability to quickly change digitized designs while quilting, since quilts and quilt blocks may be irregular.

## **9. Does the system come with READY-TO-USE DESIGNS?**

All systems should come with some basic designs that are ready to use. Look for systems that include at least 100 designs.

## **10. What types of designs (FILE FORMATS) can I use on the system?**

Look for systems that are able to read a variety of formats or file extensions to give you the ability to purchase designs from a wide range of designers. Some systems limit the designs you can use to only one file format.

<b>Computerized Quilting System Checklist</b>	<i>HQ Pro-Stitcher™</i>			
<b>Ask about the machine and support/warranty/updates</b>	<i>Handi Quilter®</i>	Competitor	Competitor	
Where is it manufactured/assembled?	USA			
Dedicated customer service/support	YES			
Dedicated Educators on staff for support	YES			
Online support and training	YES			
Updates to software	FREE - Standard lifetime			
Technical support available by phone	YES			
Interactive website (education, tips, videos, gallery, forums, products)	YES			
DVD tutorial	Standard			
Set up by Authorized Dealer/Representative	No Additional FEE			
Trained/Certified local HQ retail locations	200 locations			
Trusted Manufacturer's Warranty	YES			
Functional Updates	FREE Life Time			
Mechanical	3 years			
Electrical	1 year			
<b>Ask how the computerized system works with the quilting machine</b>				
Fully integrated to the quilting machine (controls the machine and carriage)	YES			
Touch-screen electronics	Standard			
Additional wires, cables or connectors visible	NO			
Designs included in the system itself	140 Basic - Standard			
On-board computer control (no additional laptop or computer needed to run the system)	Standard			
<b>Ask about design software</b>				
Design software to create your own patterns	Standard/QuiltCAD for HQ			
Ability to manipulate your quilting design on screen and while in use	YES			
Copyright acknowledgement & designer's notes for purchased patterns	Yes			
What file format can the system use?	hqf / qli / txt			
Available quilting space	12.5" Depth			
<b>Ask about designing "on-the-fly" while quilting (without going back to a separate computer)</b>				
Manipulate your designs at multiple stages of quilting	YES			
Create angle from any two points	YES			
View your pattern on screen	YES			
Rotate all patterns to fit your desired area	YES			
Re-size any digital pattern to fit your block, border or area	YES			
Repeat pattern - repeat or multiply the pattern to fill a border, block or area	YES			
Reposition your pattern precisely to any location on your quilt	YES			
Adjust your pattern to fit your area (even if not perfectly square)	YES			
Record your quilting - create your own file	YES			
Force your pattern to fit - skew to fit your pattern within a desired area	YES			
On-board computerized measuring tools - let the computer do the math for you	YES			
Crop an existing pattern	YES			
Trace your design before you quilt (outline your design to ensure that it fits your area)	YES			
Auto-Connect repeat - ability to automatically connect designs	YES			
Mirror the image - horizontally and vertically	YES			
Nudge (ability to slightly move your design)	YES			
Library to view all your designs	YES			
<b>Ask about precision and ease of use</b>				
Set and control your needle positioning, machine speed, stitches-per-inch from your computerized device	YES			
Set and control tie-off, jump-stitches and locking stitch from the computerized device	YES			
Automatically find the starting point of any digitized design	YES			
Find the center point of any design	YES			
Choose your starting point to begin quilting on any design	YES			
Channel lock - horizontally and vertically	YES			
Pause your stitching and resume again without missing an stitch	YES			
Retrace function - great when you run out of bobbin thread or break a top thread	YES			
Ability to quickly move to free-motion quilting from computerized quilting	YES - less than 10 sec			
<b>Ask about costs of the system and shipping, availability, how it will be delivered</b>				
Delivery Method	<b>Insured - UPS</b>			
How quickly can a machine ship?	<b>Usually ships 2 days after ordered</b>			
Price of system				
Price of shipping				