Handi Quilter®

Designed by a Quilter, for Quilters.®

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 enable 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.

The Handi Quilter HQ Pro-Stitcher software and hardware is directly integrated into your HQ machine. The software is managed from a small, conveniently mounted touch screen tablet on top of the machine. There are no large computer boxes or stands to work around.

2. How long does it take 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.

The HQ Pro-Stitcher software has one of the most simple and well engineered interfaces of any software available on the market. In addition Handi Quilter provides both free online and in-studio training to help quilters understand and use the software's full capability.

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.

Handi Quilter machines are manufactured in our North Salt Lake, Utah headquarters. We provide a comprehensive warranty and provide local support through our retailers and added support from our Utah offices.

4. Are software updated 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.

HQ Pro-Stitcher updates are always free and documentation is provided for ease in installing new updates to your system.

5. Is there a dedicated customer service or help line available to answer your questions?

Knowledgeable customer service and 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.

Handi Quilter has a fully-staffed customer relations, education and technical support departments to assist you with any questions or problems that may arrise. Send an email to HQcares@handiquilter. com or call customer relations at 1-877-MY-QUILT (697-8458) or 801-292-7988.

6. Can I free-motion and computerize quilt using the same system and quickly and easily switch between them?

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.

The HQ Pro-Stitcher can be easily engaged or disengaged by simply lifting two levers on the side of the machine. You don't need to mess with belts or removing pieces. Switching between manual and computerized quilting couldn't be much simpler.

7. Who will assist me with the installation? Is the computerized system easy to set up by myself?

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

Handi Quilter has a network of trained local representatives who will assist you in setting up your system. If you prefer to take care of the installation yourself, the included documentation is easily understood and illustrated. The software comes pre-installed on the tablet. For new machines, you just install the mounting bracket on the machine, attach a few plugs, turn on the computer, and you're ready to quilt!

8. What computerized quilting features are part of the system? Can I change the designs, or quilting patterns, after they are loaded into the system?

In addition to creating designs, computerized systems should enable you to control and modify a design – rotate it, resize it, repeat it, wrap it, record your movements on the machine, trace the design, crop portions of the design, and retrace or track the stitching – all

while you are quilting. On-screen or on-board controls are the better choices. Systems should include design software for creating and modifying both your own designs and 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.

The HQ Pro-Stiticher is a rich, fully featured software with the ability to easily mark an area and then fit the quilting design in it. Rotate, crop, resize, skew, and repeat designs to create unique patterns. The touch-screen interface allows you to quickly set up designs, select a quilting speed, and start and stop easily. You can also trace and draw your own designs right on the machine for fast and easy stitch-in-the-ditch and outlining. Learn more about the features of the HQ Pro-Stitcher on our website.

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.

The HQ Pro-Stitcher comes pre-loaded with over 200 designs and the accompanying *Art & Stitch* software allows you to draw your own designs and manipulate existing one. The possibilities are endless!

10. What types of designs (i.e. 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.

The HQ Pro-Stitcher easily accepts any .hqf or .qli digital quilting file purchased online or from a third-party vendor.

For more information on Handi Quilter products and services please visit our site:

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Computerized Quilting System Checklist

	HQ Pro-Stitcher™			
Ask about the machine and support/warranty/updates	*Handi Quilter®*	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			
Ask how the computerized system works with the quilting machine				
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			
Ask about design software				
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			
Ask about designing "on-the-fly" while quilting (without going back to a separate computer)				
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			
Ask about precison and ease of use				
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			
Ask about costs of the system and shipping, availability, how it will be delivered				
Delivery Method	**Insured - UPS**			
How quickly can a machine ship?	**Usually ships 2 days after ordered**			
Price of system				
Price of shipping				