

Longarm Quality Testing & Questions

- Warranty ... Customer Service ... Education
- Tension
 - How do you adjust tension?
 - Can you show me bad tension then good tension so I understand?
 - Bottom tension is the biggest culprit (adjust top tension to fix this)
 - Can you show me how you adjust your bottom tension?
 - What kind of tensioner do you have?
 - How many times around the disc do you wrap your thread (if more than once ... do you see a lot of broken thread?)
- Table – Roller tension brakes – Are your roller brakes metal or plastic?
 - Do you have gears or cogs to stop the brake?
 - How do you keep the fabric tension even (not too tight or too loose if with cogs or gears)?
- Do you have a warranty on your touch screen?
- Can I sit comfortably or stand up at this table?
 - Can I access the batting easily around the table (for trapunto work)?
 - How do I adjust the table height?
- Do you as a dealer have a specific territory that you cover? Do you have a 24 hour customer service phone number that I can call or an on-line support service?
- What kind of warranty do you offer on your machine? Is this through ____ company or through you as a dealer?
- Do you offer maintenance or service if I have problems or do I need to ship my head somewhere to be fixed?
- Can you show me how to do a basting stitch?
- Do I have to pay extra for a stitch regulator? Or do I have to pay extra for various speed options for a stitch regulator?
 - When testing stitch regulator ... change stitch per inch to 9 or below and look for flat spots (no points)
- Do you have a manual stitch mode (this would be used for detail work or manual pantograph stitching)? Can you show me how that works (look for starts and stops, how does stitching look)
- STITCHING TESTS
 - Make circles with all machines tested (practice this and keep doing it over and over ... get a feel for the machines movement in all directions) ... <it may be difficult at first until you get your motor skills use to the movement> are they circles or eggs (you are trying to make circles)
 - Ask what type of wheels or bearings move the head on the table and what is the cost for the smoother movement?
 - Make a star (look carefully at start points as well as changing direction and the stitch quality ... ask the dealer to change spi to 9 or 8, look for rounded points)
 - Make the following design every time you test tension (always check the back of the quilt for tension as well)

