

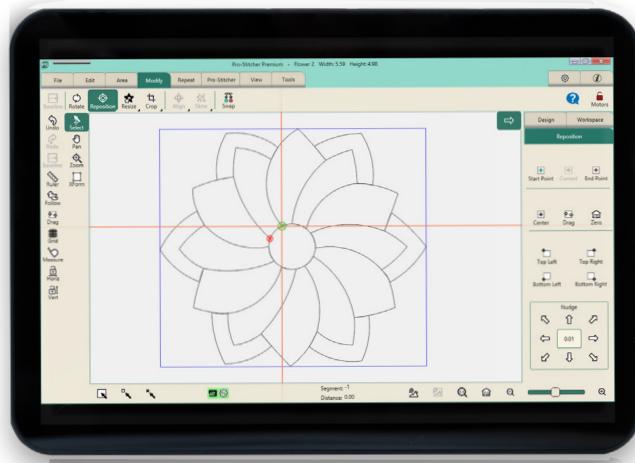
HANDI QUILTER COMPUTERIZED QUILTING SYSTEM

*Pro-Stitcher®*

PREMIUM

FOR

INFINITY<sub>28</sub>  
∞<sup>®</sup>



## INSTALLATION INSTRUCTIONS

QM33006

November 2025



**Handi Quilter®**

## Online resources

- Download a version of this manual at <https://prostitcher.com/prostitcher/#manuals>
- Check for software updates for Pro-Stitcher at <https://ProStitcher.com/prostitcher-software-update/>
- Access videos about Pro-Stitcher products at <https://ProStitcher.com/prostitcher-education/> or on our YouTube channel, <https://ProStitcher.com/youtube>
- Download tutorials for Pro-Stitcher at <https://ProStitcher.com/prostitcher-education/>
- Follow Pro-Stitcher on Facebook at <https://www.facebook.com/ProStitcher> or @ProStitcher
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- Participate in online forums with other Handi Quilter owners at <http://www.handiquilter.com/forum/>

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## How to use this manual

### Notes, important notes, and cautions

- ☞ **NOTE:** A NOTE indicates important information that helps you make better use of Pro-Stitcher.
- ☛ **IMPORTANT:** An IMPORTANT note provides information that is essential to properly using your Pro-Stitcher.
- △ **CAUTION:** A CAUTION indicates a potential for causing harm to your quilting machine, the quilt, or to yourself.

# Important Safety Instructions

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## Save these instructions

This machine is intended for household use.

## Disclaimer

Handi Quilter and its Representatives are in no way legally responsible or liable for damage to the Pro-Stitcher when used improperly or not in accordance with the guidelines stated in this manual or when used on machine quilting frames not recommended by Handi Quilter.

## Read all instructions before using

When using any machine, basic safety precautions should always be taken, including the following: Read all instructions before using.

## **WARNING - To reduce the risk of burns, fire, electric shock, or injury to persons:**

The Pro-Stitcher quilting machine should never be left unattended when plugged in.

Always unplug the machine from the electric outlet immediately after using and before cleaning.

- Do not allow to be used as a toy. Close attention is necessary when this quilting machine is used by or near children.
- Use this quilting machine only for its intended use as described in this manual. Use only attachments recommended by the manufacturer as contained in this manual.
- Never operate this quilting machine if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the quilting machine to the nearest authorized dealer or service center for examination, repair, electrical or mechanical adjustment.
- Never operate the machine with any air openings blocked. Keep ventilation openings of the machine free from the accumulation of lint, dust, and loose cloth.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, shut down the computer, then disconnect all cables.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Keep fingers away from all moving parts.
- Always unplug the machine from the electrical outlet when removing covers, lubricating, or when making any other user servicing adjustments mentioned in the instruction manual.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children shall not play with the machine. Close attention is necessary when this machine is used by or near children.

- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Use only the power cord set provided by the manufacturer or a certified replacement set from the manufacturer.

## Read these instructions before using the machine.

### ***To use the machine safely***

1. Keep hands and loose clothing away from wheels, gears or other moving parts.
2. Turn the machine off and unplug the cord in the following cases:
  - when you have stopped using the machine
  - when you replace or remove the quilting machine needle or any other part
  - in case of failure when you use the machine
  - when you check or clean the machine
  - when you leave the machine unattended
3. Connect the machine directly to the wall outlet. Do not use extension cords.

### ***To increase the life of your machine***

1. Do not store this machine in areas exposed to direct sunlight or high humidity. Never use or store the machine near a heater, an iron, a halogen lamp or other hot things.
2. Clean the computer monitor with a soft, lint-free rag. If necessary, dampen the rag with a small amount of isopropyl alcohol. Do not use any other cleaners on the computer monitor.
3. Use only neutral soaps or detergents to clean the carriage. Benzene, solvents and scouring powders can damage the machine and therefore should never be used.
4. Do not drop or bump the machine.
5. Always consult the manual to replace or fix any other part of the machine.

### ***To repair or adjust the machine***

- If the machine breaks down or needs adjustment, first check the troubleshooting chart in the appendix to inspect and adjust the machine yourself.

California Residents:

**CALIFORNIA PROPOSITION 65 WARNING  
PROPOSITION 65 DE L'ETAT DE CALIFORNIE  
CALIFORNIA - PROPUESTA DE LEY NÚM. 65**

⚠ **WARNING:** Cancer and Reproductive Harm - [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov)

⚠ **AVERTISSEMENT:** Cancer et dommages à reproduction - [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov)

⚠ **ADVERTENCIA:** Cáncer y daño reproductivo - [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov)

## Recommended Use and Storage

1. It is recommended that our products be operated within in a temperature range of 60°F to 90°F.
2. Store products in a climate-controlled environment with the following provisions:
  - Store machine in the original packaging, which contains the internal supports designed specifically to maintain and protect the machine during transport or storage.
  - Detach cables and accessories before packing.
  - To best protect your electronics, store them in the original packaging, especially any that arrived in antistatic containers.
3. Storage or use in an environment other than what is recommended may result in
  - Damaging condensation
  - Rust
  - Premature wear
  - Overheating
  - Poor performance
  - Shortened battery life
4. The tablet warranty, if applicable, is VOID if the tablet is stored in temperatures below 32°F or above 110°F. Do not leave the tablet in a vehicle or other enclosed space where the temperature may exceed 110°F.

If the product is stored at a temperature above or below the recommended operating range, allow the machine to acclimate to the operating environment before use.

# Consignes de sécurité importantes

## Conservez ces consignes

Cette machine est destinée à un usage domestique.

### Avertissement

Handi Quilter et ses représentants ne sont en aucun cas juridiquement responsables des dommages causés à Pro-Stitcher lorsque celle-ci est utilisée de manière inadéquate ou non conforme aux consignes énoncées dans ce manuel ou lorsqu'elle est utilisée sur des cadres de machine à quilter non recommandés par Handi Quilter.

### Lisez toutes les consignes avant d'utiliser le produit

Lorsque vous utilisez une machine, vous devez toujours prendre des précautions de sécurité de base, notamment ce qui suit : lisez toutes les consignes avant d'utiliser le produit.

### **AVERTISSEMENT : pour réduire le risque de brûlures, d'incendie, de choc électrique ou de blessures :**

Ne jamais laisser la machine à quilter Pro-Stitcher sans surveillance lorsqu'elle est branchée.

Débranchez toujours la machine de la prise électrique immédiatement après usage et avant de la nettoyer.

- Ne pas l'utiliser comme un jouet. Il est nécessaire de faire preuve de vigilance lorsque cette machine à quilter est utilisée à côté ou à proximité d'enfants.
- Utilisez cette machine à quilter uniquement pour l'usage prévu décrit dans ce manuel. Utilisez uniquement les accessoires recommandés par le fabricant décrits dans ce manuel.
- Ne jamais utiliser cette machine à quilter si le cordon ou la fiche est endommagé, si elle ne fonctionne pas correctement, si on l'a fait tomber ou endommagé, ou si elle est tombée dans l'eau. Renvoyez la machine à quilter au revendeur ou centre de service après-vente agréé le plus proche pour examen, réparation, ou réglage électrique ou mécanique.
- Ne jamais utiliser la machine si des ouvertures d'air sont bloquées. Gardez les ouvertures de ventilation de la machine libérées d'accumulation de peluches, poussières et morceaux de tissu.
- Ne jamais faire tomber ou insérer un objet dans une ouverture.
- Ne pas utiliser à l'extérieur.
- Ne pas utiliser là où des aérosols (vaporisateurs) sont utilisés ou de l'oxygène est administré.
- Pour déconnecter, arrêtez l'ordinateur, puis débranchez tous les câbles.
- Ne pas débrancher en tirant sur le cordon. Pour débrancher, saisir la fiche, non le cordon.
- N'approchez pas les doigts des parties mobiles.
- Débranchez toujours la machine de la prise électrique pour retirer des couvercles, lubrifier, ou pour tout autre réglage d'entretien de l'utilisateur mentionné dans le manuel d'instruction.
- Cet appareil n'est pas destiné intended à être utilisé par des personnes (y compris les enfants) dotées de facultés physiques, sensorielles, ou mentales réduites, ou manquant d'expérience ou de connaissances, sauf si elles ont été formées et encadrées sur l'utilisation de cet appareil par une personne responsable de leur sécurité.
- Utilisez uniquement le cordon d'alimentation fourni par le fabricant ou une pièce de rechange certifiée par le fabricant.

# Lisez ces consignes avant d'utiliser la machine.

## ***Pour utiliser la machine en toute sécurité***

1. N'approchez pas les mains et les vêtements amples des roues, des engrenages ou des autres pièces mobiles.
2. Mettez la machine hors tension et débranchez le cordon dans les cas suivants :
  - lorsque vous avez fini d'utiliser la machine
  - lorsque vous remplacez ou retirez l'aiguille ou une autre pièce de la machine à quilter
  - en cas de défaillance lorsque vous utilisez la machine
  - lorsque vous inspectez ou nettoyez la machine
  - lorsque vous laissez la machine sans surveillance
3. Connectez la machine directement à la prise murale. Ne pas utiliser de rallonges.

## ***Pour augmenter la durée de vie de votre machine***

1. Ne pas ranger cette machine dans des endroits exposés à la lumière directe du soleil ou à une forte humidité. Ne jamais utiliser ni ranger la machine à proximité d'un radiateur, d'un fer à repasser, d'une lampe halogène ou d'autres objets brûlants.
2. Nettoyez l'écran d'ordinateur avec un chiffon doux non pelucheux. Au besoin, humidifiez le chiffon avec une petite quantité d'alcool isopropylique. Ne pas utiliser d'autres produits de nettoyage sur l'écran d'ordinateur.
3. Utilisez uniquement des savons ou détergents neutres pour nettoyer le chariot. Le benzène, les solvants et les poudres à récurer peuvent endommager la machine et ne doivent donc jamais être utilisés.
4. Ne pas faire tomber ou cogner la machine.
5. Consultez toujours le manuel pour remplacer ou réparer toute autre pièce de la machine.

## ***Pour réparer ou régler la machine***

- Si la machine tombe en panne ou doit être réglée, consultez d'abord les consignes de dépannage figurant en annexe pour inspecter et régler vous-même la machine.

# Installation

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## Congratulations on your Pro-Stitcher® purchase

Handi Quilter is proud to offer you easy-to-use quilting machines and computer-guided quilting using the latest technology with the best value for your money. We provide inspiration and education to enhance your transition into computer-guided machine quilting.

Because the world of computer-guided quilting is constantly changing, we invite you to keep up with us by checking our website frequently for news, software updates, tutorials, and more.

### Go to [ProStitcher.com](http://ProStitcher.com) for:

- Updates to the Pro-Stitcher software (provided free as long as you own your machine)
- A full-color version of this manual that can be downloaded and printed
- Updates to this manual
- Step-by-step tutorials to help you learn how to use Pro-Stitcher
- Free design downloads
- News about hardware upgrades or new machines

### Want to be in the know?

Sign up to join the Handi Quilter email newsletter list to receive notice of updates, upgrades, special offers, contests, new products and free stuff at: [www.HandiQuilter.com/newsletter/subscribe/](http://www.HandiQuilter.com/newsletter/subscribe/).

### Machine packaging information

Keep the carton and packing materials. You will need them in the event that you need to return the machine to the dealer or send it for repair. If you do not pack the machine properly or if you do not use the correct packaging materials, the machine could be damaged. Handi Quilter is not liable for damage that occurs during return shipping.

### Handi Quilter contact information

Handi Quilter, Inc.  
501 N 400 W  
North Salt Lake, Utah 84054

Toll-free phone: (877) 697-8458  
Local phone: (801) 292-7988

Email Address: [HQCares@HandiQuilter.com](mailto:HQCares@HandiQuilter.com)

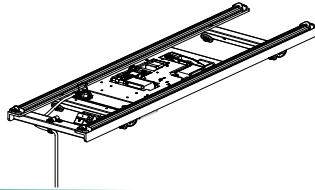
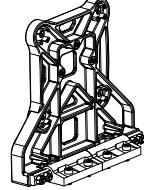
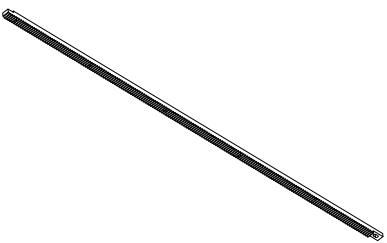
Website: [www.HandiQuilter.com](http://www.HandiQuilter.com)

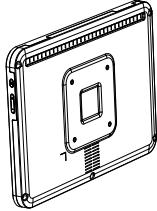
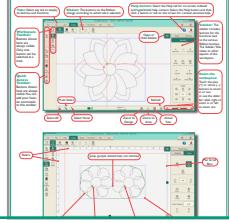
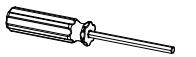
## Parts List

This list shows the parts that come with the Pro-Stitcher.

 **NOTE:** The parts photographed in this manual may look different from the ones you received.

Q

Item	Quantity	Photo
A. Blue X-rack (12-foot Flexirack) QM10065-12	1	
B. Flexirack clamps and screws QM10010 Clamp (X4) QM10015 Screws (#6 X1/2 PHP ZN X4)	4	
C. 3/32-inch drill bit QM10113	1	
D. EZ Carriage QM09546 Carriage QM20802-5 Tray QM10180 Screws (M5X8 SKC ZN X8)  <b>NOTE:</b> The Pro-Stitcher carriage assembly may be different from the one pictured.	1	
E. Display Bracket with: QM11102 Bracket QM11101 Screws (M4X8 SK PS TABLET X4) Note: Pre-installed in bracket QM10169 Screws (M4X10 SKC ZN X4)	1	
F. Y-rack QM11165, (6) QM13283 lo-profile screws  <b>NOTE:</b> This comes pre-installed on the Infinity 28 machine, not with the Pro-- Stitcher..	0	

G. Power cord 12-ft QM20277-1 Cord QM20267 Ferrite	1	
H. USB flash drive QM21869	1	
I. Pro-Stitcher Designer Software QM20830	1	
J. Carriage Encoder Cable Infinity 28 28 QM23217	1	
K. Data cable PS Infinity 28 28 QM23216	1	
L. Cable Sheath, pre-installed on encoder and data cable QM10066 (22")	1	
M. Cable Tie-Hook and Loop 6" QM40227	3 1	
N. Pro-Stitcher Display QM20899		
<p> <b>NOTE:</b> The model of the Pro-Stitcher computer may be different from the one pictured.</p>		
O. Pro-Stitcher Quick Reference Guide QM30014	1	
P. Hex Driver 5mm	1	

# Installation

These instructions are for installing Pro-Stitcher on the HQ Infinity 28. Handi Quilter recommends installation by an authorized Pro-Stitcher Representative if available.

## Tools required

- Power drill
- 3mm Allen wrench
- 4mm Allen wrench
- 5mm Allen wrench
- Slotted screwdriver (one large and one small)
- Phillips screwdriver (one large and one small)
- Hex Driver 5mm , for engaging white gears (see parts list Item P)

## Installation of the X-Rack

### *To install the X-Rack*

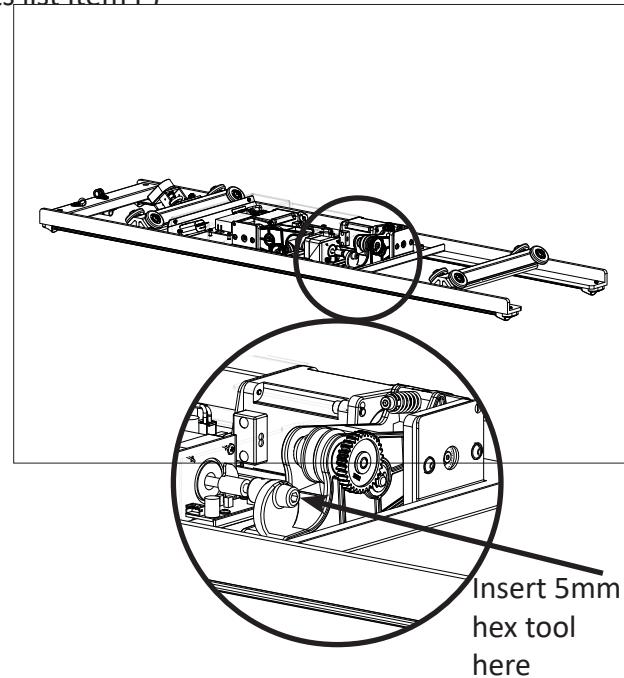
1. Remove the blue 12-foot Flexirack (see Parts List, item A) and the Pro-Stitcher carriage (see Parts List, item D) from the box.

 **NOTE:** Use the 5mm hex driver to lower the white gear onto the blue rack on the frame table top.

 **NOTE:** The image here shows the carriage inverted, you want the white gear in the image to go up into its engaged position when you turn the cam with the tool in this inverted position.

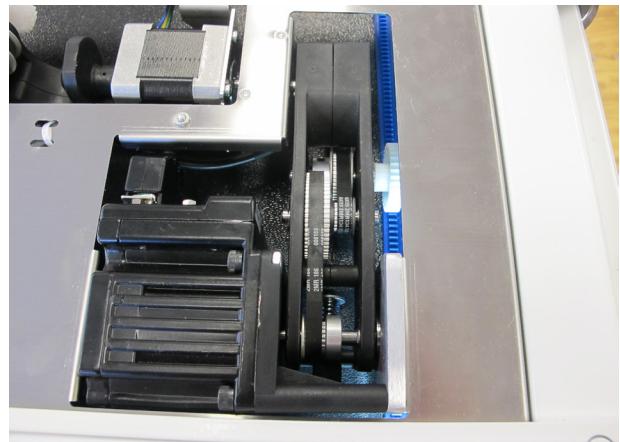
2. Place the Pro-Stitcher carriage on the frame. Starting at one end of the table, begin mounting the blue Flexirack to the front of the table while aligning it to the front white gear on the carriage.

Peel back a few inches of the pink protective layer of the tape. Position the blue Flexirack by aligning it to the white gear as you move down the table. Press down on the blue Flexirack to stick it firmly to the table.



3. Use the carriage as a guide and align the blue Flexirack with the white gear along the length of the table (see arrow at right), removing the pink protective layer and pressing downward on the blue Flexirack while moving down the entire length of the table.

 **NOTE:** Once you determine how far the blue rack is from the front track, you may want to cut a piece of cardboard to use as a guide to maintain the same distance along the table top.



4. Double check the alignment of the carriage white gear with the blue Flexirack by rolling the carriage along the entire length of the table.
5. Trim the Flexirack to length using a knife or wire cutters. The blue Flexirack does not need to extend the full width of the table and can be a couple of inches shorter on either end.

- At both ends of the blue Flexirack, use two of the small metal clamps (see Parts List, item B) to hold the ends firmly in place. The clamps have a hole through the center and a lip on one end. The lip should be on the side opposite the blue Flexirack. Place the clamps where they will be attached and drill pilot holes using the 3/32-inch drill bit and then use a Phillips screwdriver to fasten the clamps on both sides of the Flexirack to the table.

 **CAUTION:** Do not use the larger drill bit included in the emergency repair kit, as this is the wrong size for the Flexirack clamps.

 **NOTE:** As an alternative, use one clamp at each end. Slide the lip of the clamp over the last gear of the blue Flexirack, drill a pilot hole, and screw in place.

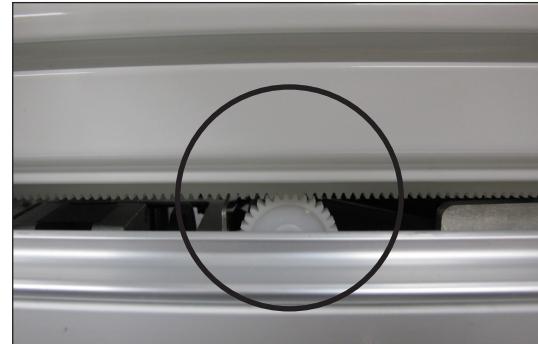


## Y Rack

 **NOTE:** The Y rack come pre-installed on the Infinity 28 machine

### To install the carriage

1. Place the Infinity 28 on the Pro-Stitcher Carriage. Ensure that the white Pro-Stitcher Y-rack gear engages with the black Y-rack on the bottom of the Infinity 28 machine. The gears should be in the engaged position from earlier steps.



2. Inspect the machine and carriage to ensure that all four machine wheels are lined up and touching the aluminum carriage tracks and that the wheels and the carriage track are clean and free of any dust or debris.

 **NOTE:** The carriage encoder cable comes on the carriage in a sheath with the Pro-Stitcher data cable. Hook and loop cable ties are used to connect this sheath to the Infinity 28 machine power cable. This helps the Infinity 28 machine power cord move nicely with the other cables when moved front to back.



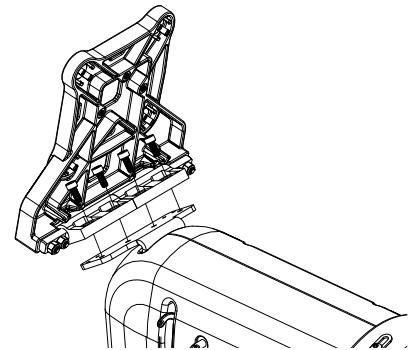
3. Connect the 90 degree end of the 1/8" mini plug encoder cable to the left connector on the back of the Infinity 28 machine.
4. Connect the Pro-Stitcher data cable to the center connector on the back of the Infinity 28 machine.
5. Connect the Infinity 28 power cord to the back of the machine at the left below the main power switch.

 **NOTE:** The Pro-Stitcher power cable comes on the carriage; ensure it is plugged firmly into the Pro-Stitcher power connector and has not shaken loose during transport.

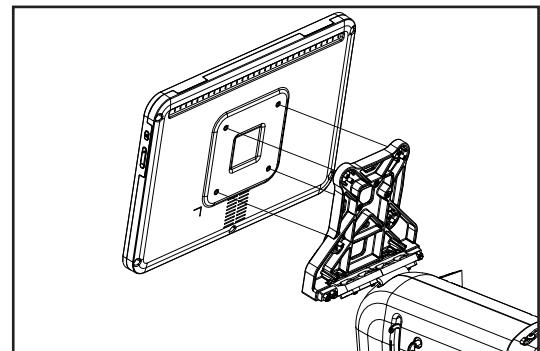


## To attach the Pro-Stitcher Display

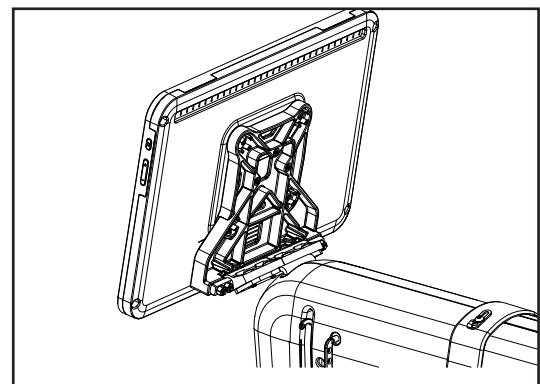
1. Locate the display bracket with four captured display screws and the four hinge screws (see Parts List Item E). Start the four hinge screws through the hinge and into the machine bracket on the front of the machine.
2. Tighten the screws fully with a 3mm hex tool.



3. Attach the Pro-Stitcher display (see Parts List, Item N) to the display bracket (see Parts List, item E) by aligning the four captured screws in the bracket with the holes in the back of the tablet.



4. Tighten the screws firmly with a 3mm hex tool being careful not to over tighten them.



5. Locate the USB power/data cable coming out of the top left side of the Infinity 28 machine face cover and plug it into the USB connector on the left side of the Pro-Stitcher Display.

⌚ **IMPORTANT:** Your tablet may be a different make or model than the one shown. Connect the USB and power cables in their proper location based upon your make and model of tablet.



# To turn on and shut down Pro-Stitcher

Ensure that the data/power cable coming from the top left of the machine face cover is plugged into the left side of the Pro-Stitcher display. If the cable is unplugged, the computer will continue to run on battery power until the charge has been used up.

## ***To turn on Pro-Stitcher***

- Press the power switch, usually located at the top-right side of the tablet computer.

When you start the Pro-Stitcher computer, both the Pro-Stitcher software and the Infinity 28 software console start up.



## ***To switch between Pro-Stitcher and Infinity 28***

Use the menu bar in the top left corner of the screen to switch between using the Pro-Stitcher software and the Infinity 28 software console.



## ***To shut down Pro-Stitcher***

- Choose the **File Tab**. Then choose the **Shutdown** button. Choose **Shut Down** from the drop down menu. This shuts down both the Pro-Stitcher software and the display.
- ➲ **IMPORTANT:** If you don't see the Shutdown button, press the power switch on the display to continue shutting down the Pro-Stitcher display.

- ⌚ **IMPORTANT:** If you leave the Pro-Stitcher computer powered on with the power cord unplugged, the computer will begin running off battery power. The computer will shut down when no battery power remains.
- ⌚ **IMPORTANT:** If the Pro-Stitcher computer is left on for a long period of time, the screen may turn black and enter a sleep mode. Tap the screen or press the Windows button below the screen to turn on the screen again. It may be necessary to drag a finger upward on the start-up screen to access Pro-Stitcher.
- ⌚ **IMPORTANT:** Disable the auto-rotate feature for your tablet computer so that it only works in landscape, or horizontal, mode. Depending on your computer, you will do this by pressing a button on the top or side of the tablet computer or by using the Microsoft Windows Control Panel Display options. Refer to the owner's manual that came with your tablet computer for more information.

## Getting started with Pro-Stitcher

### *To move the quilting machine after the software has been loaded*

- To move the quilting machine after the software has loaded, the motors should be disengaged. Use the options on the Freehand screen to alternate between computerized quilting and free-motion quilting. Select the **Pro-Stitcher** tab, then press the **orange gear icon**. When the icon becomes purple, the carriage gears will be disengaged from the Flexirack.
- To use Pro-Stitcher for computerized quilting again, select the **Pro-Stitcher** tab, then press the **purple gear icon**. When the icon becomes orange, the carriage gears will be engaged with the Flexirack.

### *To use the USB flash drive*

A USB flash drive is included with the Pro-Stitcher and is pre-loaded with more than 800 designs. These designs have also been loaded to the drive on the tablet computer, so the USB flash drive is the backup copy of the designs. You can also copy downloaded digital quilting motifs or update both the Pro-Stitcher and Infinity 28 console software from the USB drive on the Pro-Stitcher display.

- Insert the USB drive in the USB port on the front-left side of the Infinity 28 Display to access the USB drive through Pro-Stitcher or the Infinity 28 application console.
- ⌚ **IMPORTANT:** It is not necessary to power down Pro-Stitcher or the Infinity 28 to install or remove the USB flash drive, but take care not to remove the flash drive while the system is saving to or loading from the drive.

### *To use an external keyboard*

An external keyboard is helpful when using Pro-Stitcher Designer on the Pro-Stitcher computer. Use a keyboard and mouse (wired or wireless) by attaching them (or the wireless transmitter) to USB port on the tablet computer or the Infinity 28.

# Troubleshooting

Problem / Symptom	Corrective Measure
<b>The Pro-Stitcher tablet computer screen is black (no power).</b>	<p>The Pro-Stitcher computer is powered off. Press the Power button on the monitor to turn it on (you may have to hold the button for several seconds on some computer tablets).</p>
	<p>There is no power to the tablet computer. If you look into the black box behind the tablet through the two side USB ports, you should see a blue glow to indicate there is power at the black box. No blue glow inside the black box indicates there is no power being delivered to the tablet.</p> <p>Check the following cables for proper connection</p> <ul style="list-style-type: none"><li>• 12-foot power cable from a power outlet to the Pro-Stitcher carriage.</li><li>• Communication cable from the carriage to the machine back panel.</li><li>• Black box power cable from the front face cover board to the bottom of the black box behind the tablet computer.</li><li>• Computer power cord from the top of the black box to the tablet computer.</li></ul>
<b>The stitch regulator cable is not connected properly.</b> <p>The Pro-Stitcher stitches, but the stitch lengths vary and the quilting machine slows down or even stops quilting in some directions while the machine continues moving.</p>	<p>The problem can be narrowed to a specific encoder wheel by running the quilting machine manually. Start the quilting machine from the handlebars in Stitch Regulated mode and only move the machine left and right. Then try only moving front and back. If the quilting machine stops stitching while moving front and back, then the problem is with the encoder mounted to the back of the machine (Y-encoder). If it stops stitching left and right then the problem is with the encoder on the carriage (X-encoder). Make sure the encoder wheels roll on the tracks when moving the quilting machine and also that the stitch regulator cables are plugged in securely to the machine.</p>

Problem / Symptom	Corrective Measure
<b>The stitch regulator cable is not connected properly (continued).</b>	
The Pro-Stitcher moves but does not stitch.	<p>Check that all cables are securely attached.</p> <p>Verify the Pro-Stitcher and the quilting machine are communicating with each other. Choose the <b>Settings</b> tab, then the <b>Advanced</b> button. From the dropdown menu choose <b>Communications</b>. On the sidebar, to the right, choose <b>Reconnect Machine</b>. If the two systems are communicating, pressing the <b>Pro-Stitcher tab</b>, then the <b>Full Stitch</b> or <b>Half Stitch</b> buttons, will result in the machine needle performing that function.</p>
<b>The white gears do not engage the blue Flexirack.</b>	
When the quilting machine is pushed by hand, the horizontal and/or vertical crosshair lines do not move.	Make sure the white gears fully engage the blue rack. Use the manual engagement/disengagement tool to adjust if necessary. Insert into the hole at the front of the Pro-Stitcher Carriage.
<b>The X and/or Y axis gears are only partially engaged.</b>	
<p>Stitched designs appear jagged or wobbly. The system may be skipping teeth when running, resulting in a shifting of the design on the quilt.</p> <p>With the Pro-Stitcher powered and motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion but the white gear does not rotate.</p>	If there is motion in the X-axis (left-right), check the X-axis gear assembly and make sure nothing is preventing the assembly from springing downward and putting pressure on the blue rack. If the motion is in the Y-axis (front/back), make sure the blue rack and the white gear are properly aligned and adjust if necessary by loosening the two Y-axis bracket mounting screws and shifting the Y-axis bracket left/right and re-tightening the screws. If the white gear is not pressing upward enough on the blue rack to fully engage the gears, it may be necessary to install shim washers between the quilting machine base-plates and the Y-axis bracket to drop the bracket a little.
<b>One or more of the pulleys/gears on the X or Y axis assemblies are loose.</b>	
<p>Stitched designs appear jagged or wobbly.</p> <p>With the Pro-Stitcher powered and motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion and the white gear does rotate slightly.</p>	Monitor the motor assembly while engaged and enabled to determine which gear/pulley is slipping. It will most likely be either the gear mounted directly to the motor shaft or the gear mounted to the shaft that drives the white gear. Use the appropriate Allen wrench to tighten both set screws on the gear. The motor gear requires a 1/16" Allen wrench and the larger gear on the drive axle with the white gear requires a 5/64" Allen wrench.

Problem / Symptom	Corrective Measure
<b>The X and Y tension springs are too loose.</b>	<p>Gear tooth skipping occurs, causing the stitched design to be shifted in either the X or the Y direction.</p> <p>The X and Y tension springs may need to be tightened. First make sure the Pro-Stitcher version is 18.02.0416 or higher. Using a 3mm Allen wrench, tighten the bolts (clockwise) running through the center of the two springs in the Pro-Stitcher carriage (one on the X motor assembly and one on the Y motor assembly). Only one or two full rotations is all that is usually required. Tightening more than three turns will likely damage the system. Be careful while tightening not to flex the shaft that the bolt is tightening into or it may break. The quilting machine will need to be removed from the carriage and the carriage turned upside down to access the X tension spring. Test that the springs are not too tight by pressing the Gears button to rotate the engagement motor a few times. If they are too tight, the motor will slip and not complete its rotation. Loosen the tension spring bolt if this occurs.</p>
<b>Lubrication required between white gears and blue rack.</b>	<p>When the Pro-Stitcher carriage gears are engaged squeaking can be heard as the machine is pushed or driven.</p> <p>Lubricate the teeth of the white plastic gears for both the X and the Y axes by applying a small amount of silicone lubricant to the teeth of the white gears. Do not use a solvent-based or an oil-based lubricant (such as WD-40 or sewing machine oil) as this will attract dust and eventually clog the gears. Please keep in mind that lubricating these gears will eliminate the squeak, but it can also increase the chance that the gears will skip during use.</p>
<b>Positioning a pattern using the Zero button.</b>	<p>When the Zero button is pressed, the pattern is not positioned properly.</p> <p>The Zero button is not intended to be used as a re-positioning tool. Zero simply makes the current needle position match up with the "X=0, Y=0" point of the pattern. This "0,0" position can vary from pattern to pattern, so the best way to reposition is by using the Area or Reposition tools from the menu.</p>
<b>Quilting machine stuck in a faster speed than selected by Pro-Stitcher.</b>	
Stitch length is much smaller than selected, machine running faster than it should.	<p>Something has caused the quilting machine to lock up at a higher speed (tighter SPI) than selected. Rebooting both the quilting machine and the Pro-Stitcher computer should resolve the issue.</p>

Problem / Symptom	Corrective Measure
<b>Jumps between repeated patterns.</b> Use of any of the Repeat options results in a jump between each pattern.	When using the Repeat functions, if the start and/or stop points are within the block of the pattern (i.e. they are not located at the left and right-hand sides of the pattern block) there will be a jump between each repeat of the pattern. This can be corrected by selecting the Point 2 Point button. If the start and end points are at different heights, the design will have to be modified using design editing software to put them at the same height to prevent the jump.
<b>No patterns or folders show up in the design library.</b> The current path is pointing to the wrong drive letter.	Designs are stored on the computer's hard drive and on the removable USB flash drive. If you are attempting to access designs specifically on the USB flash drive, make sure the USB flash drive is plugged in securely to one of the side USB ports on the black box behind the tablet computer. Press Cancel if the Open screen is already open, insert the USB flash drive, wait about 15 seconds, and then press the Open button again.  The patterns that come pre-loaded on the Handi Quilter USB Flash drive are located in a folder called Designs on the USB flash drive (usually drive D:\ or E:\). From the Open window, select a drive letter by pressing on the arrow button next to the drive you wish to browse. If there is a circle with a ^ symbol on the right-hand side of the button, it means there are more folders in that particular path.  If there continues to be nothing showing up on the USB flash drive, plug it into a desktop or laptop computer and verify that the USB flash drive has the desired files on it. If the computer says it wants to reformat the flash drive then the flash drive has failed and will need to be replaced. If it opens but there are no files on the flash drive, contact Handi Quilter for replacement files.*  <b>*Handi Quilter highly recommends backing up all pattern files on a home computer or another disk.</b>

Problem / Symptom	Corrective Measure
<b>Error messages.</b> <p><b>Motor Error</b> with lightning bolt icon in the top-right corner (may occur with various types of Motor Error messages on the screen).</p>	<p>This will occur with various types of motor errors. Generally they mean that the Pro-Stitcher cannot communicate with the motors. Check that the carriage is plugged in and that all cables from the tablet to the black box to the quilting machine and from the quilting machine to the carriage and AC power are properly connected. If everything is connected properly and power is on, press the lightning bolt button to attempt to reestablish communication with the motors.</p> <p>If this occurs during stitching (possibly due to a large electrostatic discharge (ESD) event or power surge), the Pro-Stitcher will stop moving and wait for the lightning bolt icon to be pressed. If the quilting machine is still stitching at this point, press the STOP button on the handles. Pro-Stitcher does not resume on its own after such a disruption for safety reasons and will require user intervention to resume stitching the design. When communications are reestablished by pressing the lightning bolt button, it will be necessary to re-set the starting point to the position where the stitching stopped and resume stitching from that point. If the tablet touch-screen does not respond after such an ESD or surge event, it may be necessary to re-boot the tablet using the power button. A mouse may be plugged into an available USB port and used to save any work prior to re-booting the tablet.</p>
<b>Buffer Underflow</b>	<p>If a message with the words Buffer Underflow appears while stitching, it is an indication that data is not getting to the motors quickly enough. This may be due to something in the computer tying up the CPU. Although it may be possible to resume quilting by simply pressing red X box to close the error message and then pressing the Motor Error lightning bolt button at the top right-hand corner of the screen, it is best to cancel the current design stitch-out, save the pattern, and re-boot the computer. Use the New Start Point function if necessary to resume from where stitching was left off.</p>
<b>System Restore or System Repair</b> message on boot-up.	<p>If a message appears on boot-up (black screen, white text) that asks whether to run System Restore or Start Windows Normally, select Start Windows Normally. The system should resume as normal. The computer will default to the System Restore screen (more of a typical Windows blue/white screen) if you do not select the Start Normally option in time. If this occurs, use the power switch to reboot the computer and try again.</p>

# Warranty

Warranty issued should, whenever possible, first be submitted to the Authorized Representative who completed your service and training. These representatives have been selected for their dedication to customer satisfaction and have been trained in technical service. They also may provide follow-up advice, training, service, accessories, and other services.

HQ Authorized Representatives may offer their own warranties in addition to those offered by the manufacturer, but do not obligate the manufacturer.

## Pro-Stitcher® Premium - Limited Warranty

Handi Quilter, Inc. (hereinafter HQ) offers a limited warranty on the Pro-Stitcher (hereinafter "Product") to be free of defects in workmanship and materials under normal use upon the terms and conditions hereinafter set forth:

- (a) **90 day Limited Warranty:** During the first 90 days from date of purchase, HQ will repair any manufacturing defect without charge for parts or labor. All subsequent warranties include parts costs only.
- (b) **Five-year Mechanical Warranty:** For any mechanical failure within this period. Manufacturer will provide free replacement parts, customer pays for labor and shipping.
- (c) **Lifetime Software Update Warranty:** From the date of purchase HQ will provide updates (minor changes to the Pro-Stitcher software), free of charge, to the consumer via electronic downloads. These are intended to provide the consumer with the latest software updates for the Pro-Stitcher and are not the same as Upgrades, which will incur a fee to the consumer.
- (d) **Five-year Electronic/Electrical Warranty:** The electric/electronic components are warranted to be free from manufacturing defects for five years from the date of purchase. If any defect is reported within this period, manufacturer will provide free replacement parts, customer pays for labor and shipping. Excludes the tablet PC.

- (e) **Two-year Tablet PC Warranty:** The Pro-Stitcher tablet PC is warranted to be free from manufacturing defects for two years from the date of purchase. For any failure within this period, manufacturer will, at its option:
  - (i) provide replacement parts necessary for repair; or
  - (ii) repair or replace the tablet PC with a comparable product. Replacement parts or tablet PC will be new or serviceably used, and comparable in function and performance to the original part or product. Customer pays for labor and shipping.

This limited warranty stated in sections (b), (c), (d), and (e) above shall be limited solely to the replacement of parts which, in the opinion of HQ are defective in workmanship or material and are returned to HQ, or an authorized repair facility, or such other point or place that may be designated by HQ. All other costs, including cost of freight and shipment for repair under this warranty, shall be the customer's costs.

The product registration form must be completed and received by HQ before warranty is valid.

<https://www.handiquilter.com/productwarranty/>

### Warranty Exclusions

HQ shall have no obligation for any claim under this warranty if the Pro-Stitcher has been misused, abused, neglected, damaged in transit or has been altered from the standard specifications established by HQ, if proper cleaning and maintenance has not been performed, or if the Pro-Stitcher is used on other frame systems or with other machines than those specified by Handi Quilter. No warranties extend beyond the express warranty offered. HQ disclaims all other warranties, express or implied, regarding the Product, including any implied warranties of merchantability or fitness for a particular purpose. In the United States, some laws do not allow the exclusion of the implied warranties.

## **Specific exclusions of warranty limitations include, but are not limited to the following**

- General, consequential, incidental or special damages including damage to fabric or material, the cost of rework or lost profits, the cost of installation or removal of any Products, and any inspection, testing or redesign caused by any defect or by the repair or replacement of Products arising from a defect in any Product.
- Products which are received by HQ improperly packaged, altered, or physically damaged.
- Counterfeit or altered label(s) or stickers.
- Broken pins or connectors
- Stripped screws or nuts
- Connector(s) damaged, cracked, missing or broken.
- Missing, torn or punctured seals(s)
- Any use besides computerized machine quilting applications
- Operator error in the customary use of the Product.
- Internal adjustments, tampering or parts replacement done by anyone except authorized Representatives or customers specifically authorized by Handi Quilter Customer Support or warranty repair personnel on a case by case basis.
- Any attempts to bypass the network security on the Pro-Stitcher computer, including attempts to access websites other than those authorized by the manufacturer, will void this warranty.

The warranty does not cover and the user assumes the risk of and there is hereby excluded any liability to HQ for failure, defects, loss, deterioration, personal injury or damage which are due to: (1) ordinary wear and tear or exposure, (2) abuse, misuse, negligence, operator error, or (3) use of parts, components, or accessories not authorized by HQ.

In no event shall HQ be liable to the purchaser of the Product or to third parties for special or consequential damages, including, but not limited to, death or personal injuries.

HQ does not assume, or authorize any person to assume on its behalf, any other obligation of liability other than that sent forth herein.

Some states do not allow exclusion of limitation of incidental or consequential damages, so above limitation or exclusion may not apply. This warranty gives the purchaser specific legal rights and the purchaser may also have other rights, which may vary from State to State.

## **Exclusive Remedy**

Remedy is limited to the repair or replacement of the defective Product. HQ may elect which remedy or combination of remedies to provide at its sole discretion and shall have a reasonable time, after determining that a defective Product exists, to repair or replace the defective product. Replacement Product may be from new or serviceable used parts. HQ's warranty applies to repairs or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

HQ's entire liability for any defective Product shall in no event exceed the purchase price for the defective Product. This limitation applies even if Handi Quilter cannot or does not repair or replace any defective Product.

## **Warranty Claims**

Service under the above warranties may be obtained by returning the product, with proof of purchase, to the authorized Representative from whom the product was purchased, a local Representative, or to Handi Quilter Support.

Any product to be returned to the factory, either by customers or Representatives, must be accompanied by a Return Material Authorization Number (RMA). RMAs may be obtained by email ([sales@handiquilter.com](mailto:sales@handiquilter.com)) or by calling customer support at 801-292-7988 or toll-free at 1-877-697-8458. If it is determined that the Product may be defective, an RMA number will be issued with instructions for Product return. An unauthorized return (a return without an RMA number) will be shipped back to customer at customer's expense. Authorized returns are to be shipped prepaid and insured in an approved shipping container. The original box and packaging materials should be kept for storing or shipping.

## **Shipping Cost**

Shipping is the responsibility of the customer.

## **Product Service and Maintenance**

Periodically use a small brush to clean all lint and threads from under the carriage, track and rack. Keep rack and track clean and clear of any foreign material, build up, or obstruction.

### **Follow HQ Quilting Machine Service and Maintenance for best results with the Pro-Stitcher.**

Replace needles every 2-4 hours (1-2 per large quilt) and lubricate hook every 3-4 hours of use (about every 2nd bobbin change). Periodically check the thread tensioner. Use small brush to clean out all lint, loose thread or obstructions from the bobbin hook each time you begin to use the Pro-Stitcher and HQ quilting machine.

Servicing is recommended for your HQ quilting machine annually from a qualified representative. Servicing will cover belt tensioning, encoder

positioning, bearing retainers, hook axial play and timing, presser and needle bar adjustment, and internal lubrication to take-up lever, hopping foot levers, bushings/bearings.

### **Handi Quilter, Inc.**

#### **Customer Relations**

**501 N. 400 W.**

**North Salt Lake, UT 84054**

**Toll Free: 1-877-MY-QUILT (697-8458)**

**Local Phone: 801-292-7988**

**[HQcares@HandiQuilter.com](mailto:HQcares@HandiQuilter.com)**

# Pro-Stitcher® Premium Warranty Registration

Mail or Fax completed Warranty Registration Card within 30 days of purchase. If you have questions, email [HQCares@HandiQuilter.com](mailto:HQCares@HandiQuilter.com) or call Customer Relations at 1-877-697-8458. Online warranty registration is also available at [HandiQuilter.com](http://HandiQuilter.com).

MAIL: Handi Quilter, Inc.

FAX: 801-294-3011

Warranty Registration Dept.  
501 N 400 W  
North Salt Lake, Utah 84054

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## Pro-Stitcher Premium Warranty Registration Card

The Pro-Stitcher warranty consists of five-year electronic/electrical, five-year mechanical, two-year tablet PC and lifetime software updates (see detailed warranty information in Pro-Stitcher User Manual). Check with your local HQ Representative for details on service or making warranty claims.

Customer Name:

Company/Business Name (if applicable):

Address:

City, State, Zip:

Daytime Phone:

Evening Phone:

Fax:

Email:

Pro-Stitcher Serial Number:

Order Number (5 digits):

Purchase Date:

Date Product Received:

Location of Purchase (Shop or Show name, City & State):

Signature:

Date:

*Cut along dotted line and mail or fax this registration information within 30 days of purchase.*

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# Pro-Stitcher Training Checklist

Customer Name: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

HQ Representative Shop Name: \_\_\_\_\_ Date of Training: \_\_\_\_\_

## Installation and Set Up

- Carriage System
- Encoder Cables
- Gears Engage in Racks
- Rack System
- Tablet System

## Pro-Stitcher Workspace

- Help
- Pan
- Quick-Access Toolbar
- Refresh
- Ribbon
- Rulers
- Select Functions
- Sidebar
- Tabs
- Tools
- Workspace Toolbar

## File Tab

- Open Design
- Open Workspace
- Open Area
- Save Selected, Workspace, Area
- Close Selected, Workspace, Area
- Clear All
- Update
- Shutdown

## Edit Tab

- History
- Undo
- Redo
- Cut
- Copy
- Paste
- Duplicate
- Clear All

## Area Tab

- Open Area
- Select
- Clear
- Rubber Band Area
- Two Corner Area
- Multi-Point Area
- Quilting Space

## Modify Tab

- Baseline
- Rotate
- Reposition
- Resize
- Crop (Inside, Outside, Open, Closed)
- Align
- Skew
- Swap Start / End

## Repeat Tab

- Basic Repeat
- Fill
- Gaps
- Horizontal & Vertical Repeats
- Point 2 Point
- Wrap

## View Tab

- Rulers
- Grid
- Scroll
- Transparency
- Area
- Design
- Bounds
- Rubber Band
- Jumps
- Start / End
- Design Points

## Pro-Stitcher Tab

- Half Stitch
- Full Stitch
- Follow
- Measure
- Baste
- Quilt
- Channel Lock
- Move
- New Start & End
- Freehand Record and Mark
- Gears

## Tools

- Pro-Stitcher Designer

## Settings Menu

- Display
- Defaults
- Opti-Stitch
- Auto Jump
- Stitches Per Inch
- Tie-Offs
- Pullup
- Pause Delay
- Stitch Stats
- Advanced Settings

## Cleaning & Maintenance

- Cleaning Rack
- Maintenance of HQ Machine

## Warranty Review

- Review Manufacturer's Warranty
- Sign Checklist

*The items listed above have been explained to me by my HQ Representative.*

*I have covered the items listed above with my customer.*

*Signature of Owner*

*Signature of Trainer*

Note to the HQ Representative: Upon completion, please cut along dotted line and fax the signed copy to Handi Quilter at 801-294-3011. It is okay to photocopy this page.

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# Handi Quilter®

Handi Quilter, Inc.  
501 N 400 W  
North Salt Lake, UT 84054

1-877-MY-QUILT (697-8458) • [www.HandiQuilter.com](http://www.HandiQuilter.com)