 **RELIABLE**



500BW

Barracuda™ Fit
Straight Stitch Walking Foot
Sewing Machine



Reliable. Getting it Right. For You.

At Reliable, we do what we love, and we take pride in doing it right. You want what's best for the people, places and things that matter in your life—from where you live to what you wear. So do we. That's why we approach every product with a laser-focus on you. In our commitment to quality, functionality, design and customer service, we are continuously innovating to find solutions to better fit your needs. Everything we make looks and feels just right, because it is. We get it right. For you.

**Thank you for choosing the Barracuda™ Fit
Straight Stitch Walking Foot Sewing Machine.**



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Meet Your Machine

Meet the Barracuda™ Fit, the ultimate portable walking foot sewing machine. Built to handle tough materials like canvas and leather with power and precision. Please take a moment to familiarize yourself with key components of your machine.



Scan to watch a video on the features of the machine.





Specifications

Walking foot technology for smooth feeding of medium to heavy-weight fabrics.

Includes a **340mm x 340mm clear extension table** with a built-in ruler.

Features a **Built-In Speed Reducer**.

Built-in bobbin winder with dual thread stand.

Comes with **two rechargeable LED CudaLights™**.

Constructed with a **durable all-metal body** and internal components.

Operation

RPM 800

Stitch Length Up to 6mm

Needle System 135 x 17, Size 14 – 22

Thread Size 45 (Tex 46) to 90 (Tex 92)

Warranty Limited 3-Year

Electrical 110V/120V 60HZ

Work Space 7" / 17.8 cm

Weight 34.4 lbs / 15.6 kg

What's In The Box?

Barracuda™ Fit
Straight Stitch Walking
Foot Sewing Machine

500BW



Right Zipper
Walking Foot

57ZARZIPPER



Leather Walking
Feet Set

57WALEATHER



Barracuda™
500 Series
Foot Pedal

5APEDAL



Barracuda™
500 Series
Extension Table

5AEXT

What's In The Box?

2.5mm Allen Key Wrench

5BA25WRENCH



135 x 17 Groz-Beckert® Sewing Machine Needles (10 Pack)

GB135X17SZXX



Barracuda™ Accessories Case

57BAACCCASE



Magnetic Sewing Guide

57AMAGGUIDE



3mm Allen Key Wrench

5BA30WRENCH



Screwdriver Big

5BALARGESD



Knurled Feed Dog

57WAKNURLED



Dual Thread Stand for Barracuda™

57ADUALTHREAD



4mm Allen Key Wrench

5BA40WRENCH



Screwdriver Small

5BASMALLSD



Oil Bottle

57ABOTTLE



Bobbins x3

57ABOBBIN



2-Pack of Rechargeable Portable LED Lights

CudaLight™





Stop! We're Here to Help.

Having trouble with your Barracuda™?

Don't worry—we've got you covered! Before continuing, reach out to our expert support team for assistance.

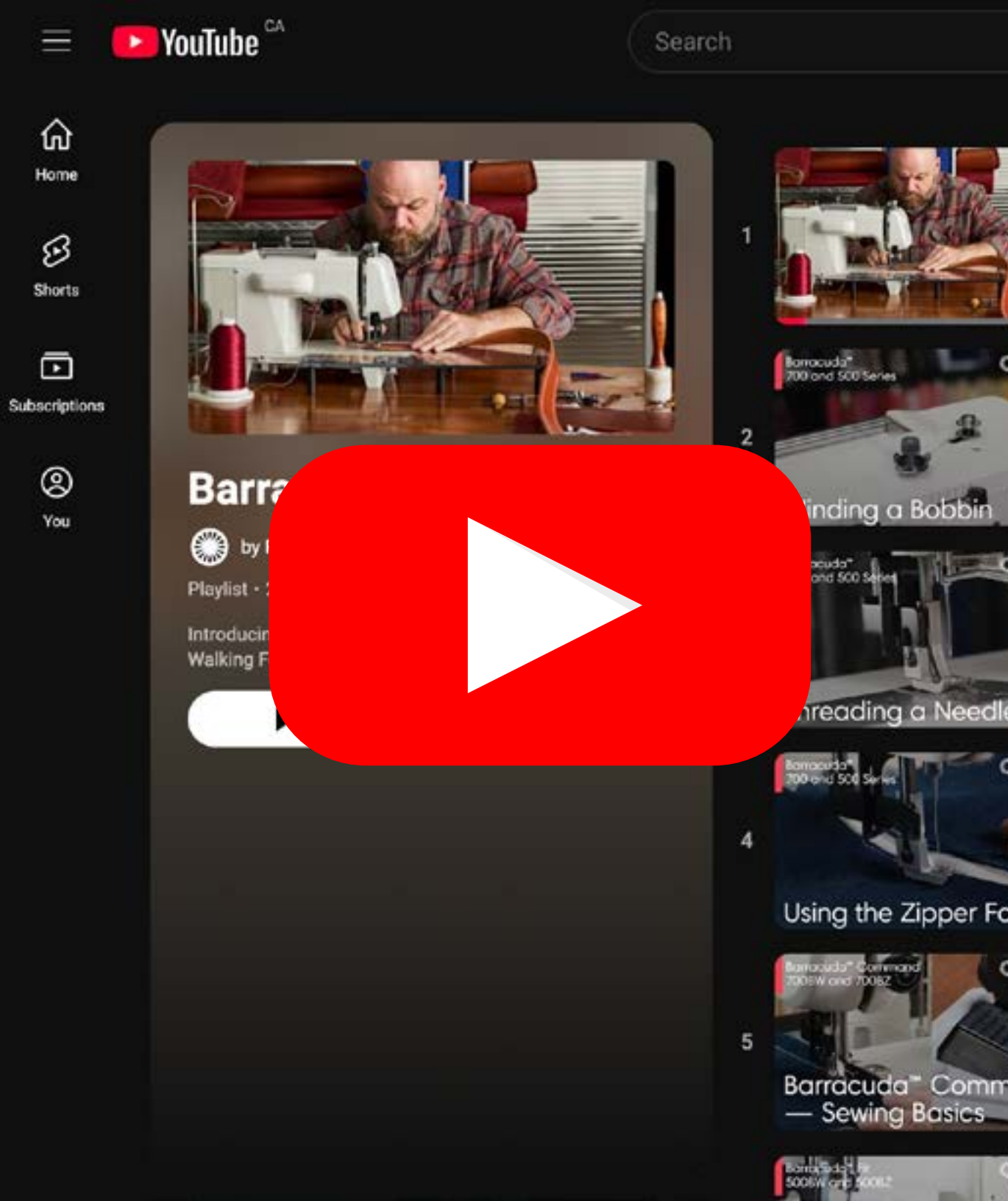
We're here to ensure you get the best experience with your machine. Whether it's a question, troubleshooting, or guidance, we're just a click away!



**Scan to contact our
support team**

Prefer to Call? You can reach out to us at **1-800-268-1649**

Your satisfaction is our priority—let's get you sewing smoothly.



Video Library: Sewing Made Easy

Want to see your Barracuda™ in action? Scan the QR code below to visit our YouTube channel and explore our full how-to video library with step-by-step tutorials.



Scan to explore our
full how-to video
library

Stay up to date with the latest tips, tricks, and tutorials!
Subscribe to our channel so you never miss a new video.



Scan to subscribe to
the Reliable YouTube
Channel

Happy sewing!

Attention Before Operation

1. Before you put the machine into operation for the first time, inspect it thoroughly.
2. Though every machine is strictly inspected and tested before leaving Reliable, the components could have shifted in the transportation process. A thorough examination must be performed after cleaning the machine. Turn the balance wheel and check for any irregularities (i.e., loose pieces or abnormal noises). If these exist, adjustments must be made accordingly before the machine is operated.
3. Verify the power plug has been properly connected to the power supply.
4. The rotation of the sewing machine is counterclockwise as observed from the hand-wheel side.

Caution

1. To avoid personal injury, never put your hand under the needle, or in the thread take-up cover.
2. Always turn off the power of the machine before tilting the sewing machine head.
3. Always turn off the power when leaving the machine.
4. Never clean the surface of the machine head with paint thinner or harsh chemicals.





Pre-Oiled Machine

This sewing machine has been pre-oiled to ensure optimal performance right out of the box. As a result, you may notice some oil on the machine or inside the packaging.

Before using your machine:

Wipe down the exterior of the machine with a clean, dry cloth to remove any excess oil. Ensure the machine is clean and ready for use.

This preparation ensures your machine operates at its best from the start.

Getting Ready to Sew

Your Barracuda™ Walking Foot Sewing Machine is a powerhouse designed to handle tough materials with ease. Follow these guidelines to ensure optimal performance and results. For assistance or further clarification, please reach out to Reliable at info@reliablecorporation.com or visit reliablecorporation.com.



Thread

The Barracuda™ is compatible with a wide range of threads, including polyester, nylon, cotton, and monofilament. It can handle anything from general-purpose thread (min Tex 45) to heavy-duty (Tex 92). For best results, your machine is pre-set for Tex 69 thread, making it ready for most heavy-duty sewing projects.



Needles

Your Barracuda™ uses the 135 x 17 needle system and comes with a 10-pack of Groz-Beckert® size 21 needles to get you started. If you're working with leather or dense materials, we recommend using a tri-cutting tip needle, model 135 x 16, for smoother penetration. Additional needle sizes and types are available at reliablecorporation.com.

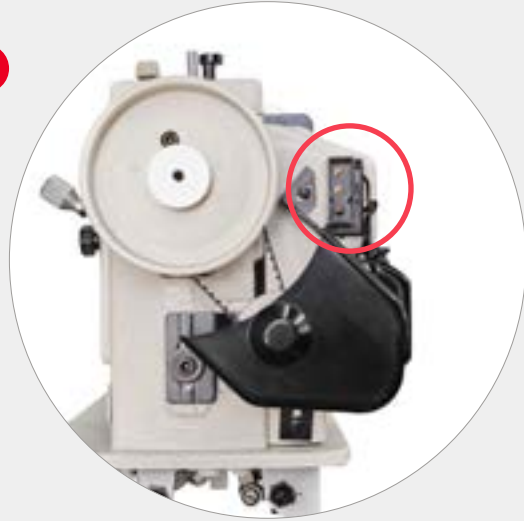


Material

The Barracuda™ Walking Foot Sewing Machine is specifically designed for heavy fabrics like canvas, leather, and outdoor materials. Its walking foot mechanism ensures smooth feeding of heavier fabrics during the sewing process. Note that lightweight materials may not perform as expected and could bunch up during sewing.

Setting Up Your Machine

1



Foot Pedal
Port

1. Plug in the Foot Pedal

Plug in the foot pedal securely. Make note of the plug alignment, as it will only connect one way.

Carefully plug in the electrical power plug. Your Barracuda™ is meant to operate on a standard 15A household plug. It is not advised to use extension cords, or outlets that are shared with other high-powered devices.



CudaCase™



CudaCase™

(Optional Accessory)

Made with metal, the CudaCase™ is designed to make transportation easy.



Scan to watch a video on how the CudaCase™ works





RELIABLE



Tap On/Off

Easily control the light with a simple tap for hassle-free operation



Magnetic Base

Attach securely to the sewing machine



LED illumination

Provides clear and focused lighting for precise sewing

CudaLight™

The sewing machine comes with a 2-pack of CudaLight™, a rechargeable LED light. Simply, tap the front of the light to illuminate and tap it again to turn off.

Use the USB cable supplied with the lights to charge it.



1. Attach the supplied magnetic strips by removing the paper adhesive backing and pressing it firmly to the back of each CudaLight™.

The CudaLight™ will attach securely to most parts of your Barracuda™.

2. If you wish to use your CudaLight™ on a non-magnetic surface, remove the plastic film on the metal plate, and the paper adhesive backing of the 3M adhesive strip. Press it firmly to your desired surface. Your CudaLight™ will now magnetically attach to the metal plate.

3. Charge the CudaLight™ with the supplied USB-C to USB-A cable.





Assembling the Dual Thread Stand

The **Dual Thread Stand** comes with removable rods that hold your thread spools and thread guide in place. Fasten with the included 3mm Allen key to secure the set screws.



Rods Removed



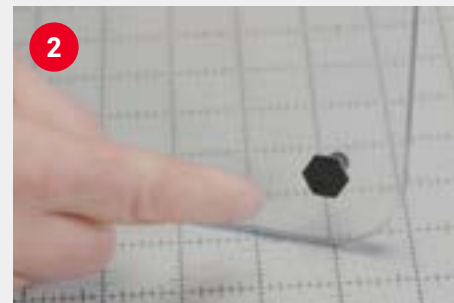
Rods Attached



Scan to watch a video on how to assemble the extension table



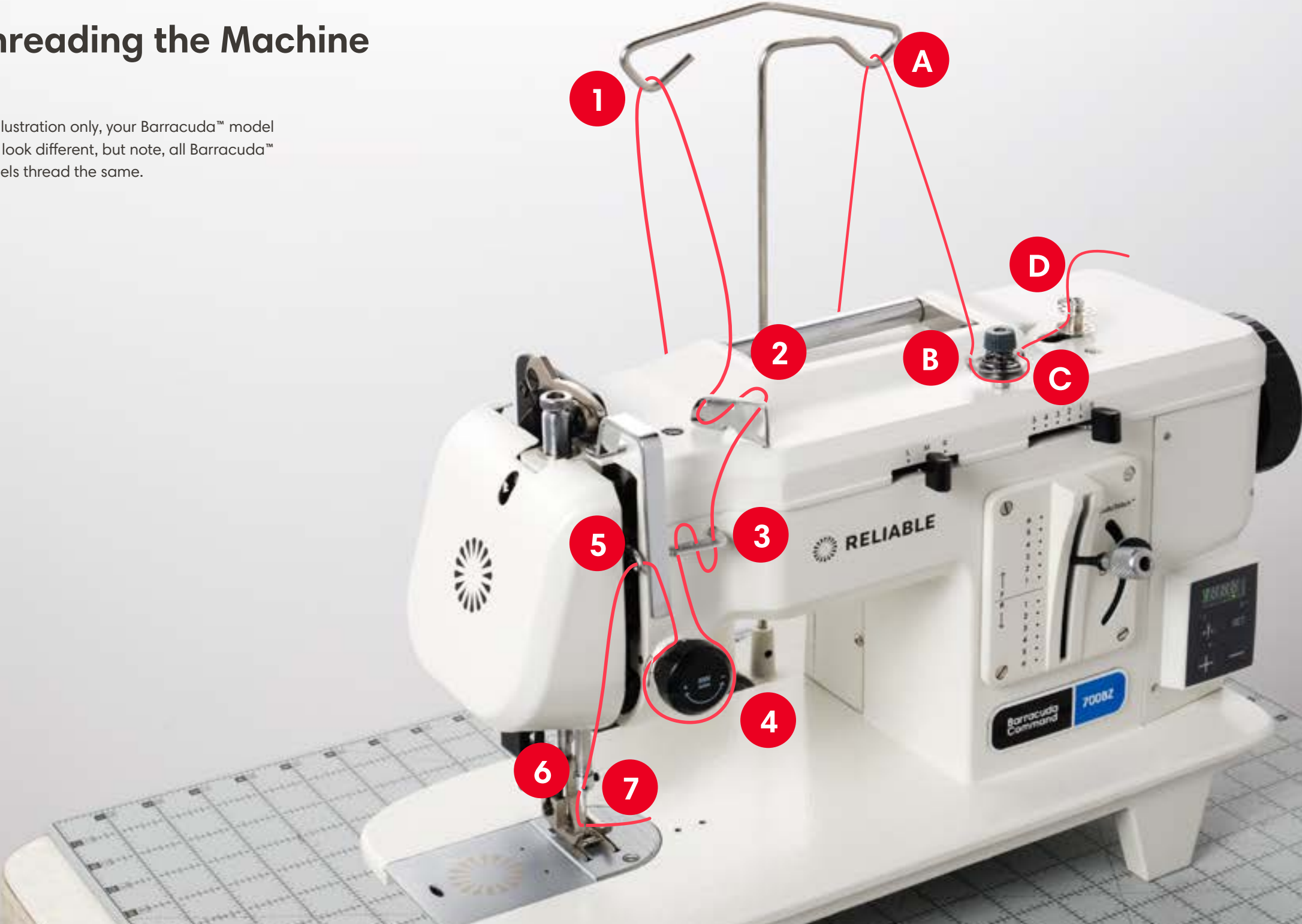
Putting Together the Extension Table



1. Place the table on a stable surface to begin assembly.
2. The Barracuda™ 500 Series Extension Table comes with 4 legs. For each leg, insert the hexagonal screw on top and place the legs underneath the table. Twist the leg counter clockwise to tighten and secure the leg.

Threading the Machine

For illustration only, your Barracuda™ model may look different, but note, all Barracuda™ models thread the same.



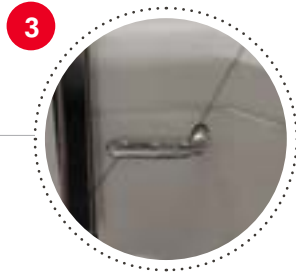
Threading the Needle



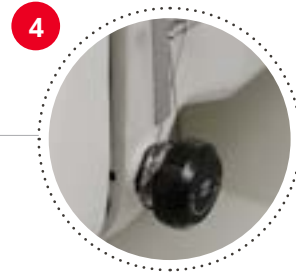
- 1. Guide the Thread Through the Dual Thread Stand**
Guide the thread, down towards the top left of the machine to the thread uncurling device



- 2. Thread the Uncurling Device**
Weave the thread through each of the eyelets as illustrated, from back to front.



- 3. Thread the Triple Eyelet Guide**
Next we will go through the triple eyelet guide, in a similar fashion, going down through from right to left.



- 4. Tension Discs & Checkspring**
Secure the thread in-between the tension discs, then bring the thread up, under the checkspring and behind the thread support finger in the tension assembly.



- 5. Thread the Take-up Lever**
Bring the thread back up towards the needle thread take up lever and thread through the eyelet from right to left.



- 6. Thread the Needle Bar**
Finally, bring the thread all the way down and thread through the eyelet of the needle bar from front to back



- 7. Thread the Needle**
Now thread through the needle from left to right.



Scan to watch a video on how to thread the needle.

Winding the Bobbin



A. Guide the Thread Through the Dual Thread Stand

Take a thread from the thread stand towards the top right of the machine



B. Thread the Tension Eyelet

Feed the thread through the tension disc from the eyelet back to front, from left to right.



C. Thread the Tension Discs

Hold the thread securely with both fingers and thread through the tension discs, and through the right eyelet from left to right.



D. Thread the Bobbin

Bring the thread through one of the holes on the bobbin, and load onto the bobbin winder. Move it into position by pushing to the right. Hold onto the thread while you sew to begin winding. Once the thread is secure, cut off excess thread on top and continue to sew to wind the bobbin. When complete, the winder will stop automatically.



Scan to watch a video on how to wind a bobbin.

Loading a Bobbin into the Bobbin Case

1. Place the bobbin in the bobbin case.
2. Pinch the bobbin between your thumb and secure the thread within the slot of the bobbin case.
3. Bring the thread under the tension plate until you hear a “click” as it locks into place. This means the thread has passed into the little finger.
4. Turn the screwdriver to the left or right, to loosen or tighten the tension of the thread.



Scan to watch a video on how to load a bobbin into the bobbin case.



Loading the Bobbin into the Machine

1. Locate the hook assembly at the bottom-left corner and find the basket of the hook assembly on the underside of the machine.
2. Insert the bobbin case (with the bobbin inside) into the basket of the hook assembly. Ensure that the thread is feeding straight up from the top of the bobbin case.
3. The bobbin case should align perfectly in the basket. Once it's in position, push it down until you hear a click, indicating the bobbin case is securely in place.





Needle Installation

Proper needle installation is crucial for achieving high-quality stitches and avoiding potential issues during sewing. Follow these simple steps to install or replace the needle on your Barracuda™ Walking Foot Sewing Machine.

When to Change Your Needle?

Did you know that the #1 suggestion for solving sewing problems is to replace the needle?

Over time, needles can become dull, bend from fabric tension, or get nicked when sewing over pins. When compromised, your needle affects stitch quality and can lead to:

- Broken threads
- Skipped or uneven stitches
- Puckered or damaged fabrics

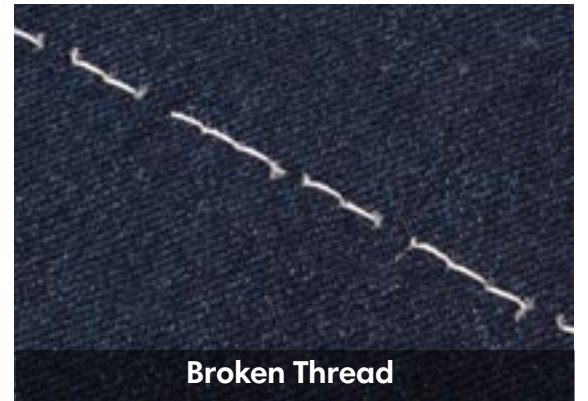
We recommend changing your needle regularly, especially:

- When starting a new project
- When sewing different materials that require specialized needles (e.g., leather or stretch fabric)

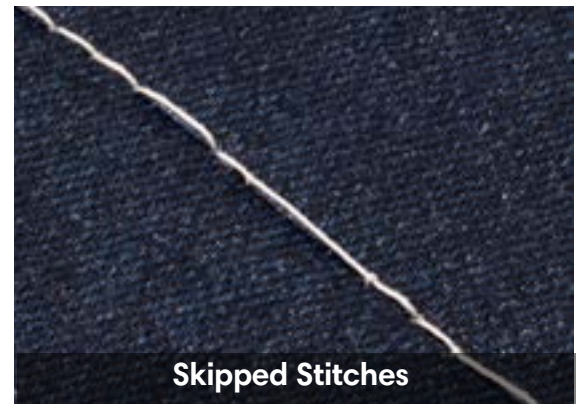
Failure to replace the needle may result in frustration and poor results.

Orient the needle

1. Confirm the needle is seated all the way inside the needle bar by using the needle bar window.
2. Verify that the needle is oriented correctly with the scarf pointing to the right and the groove to the left.



Broken Thread



Skipped Stitches



Puckered Fabric



How to Change the Needle on the Barracuda™ Sewing Machine?

1. Loosen the needle set screw

Loosen the set screw on the needle bar and remove the current needle (If applicable).

2. Insert the new needle

Insert a new needle into the needle bar.

3. Orient the needle

Confirm the needle is seated all the way inside the needle bar by using the needle bar window. Verify that the needle is oriented correctly.

4. Tighten the needle set screw

Turn the screw clockwise to secure the needle firmly in place.

Needle Tips for the Barracuda™

Unlike home sewing machines, which use needles with flat shanks that fit in one direction, the Barracuda™ uses round-shank industrial needles. Correct orientation is key for proper operation.



Scan to watch a video on how to change the needle.



Adjusting Sewing Speed

You can easily control the sewing speed to suit your project requirements:

To start sewing, press on the foot pedal. The harder you press, the faster the machine speed will sew (Figure 1).

Speed Range: 250 RPM to 1100 RPM, offering flexibility for a variety of tasks.

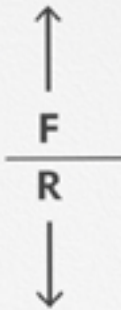


CudaStitch™

For precision and control, CudaStitch™ enables your reverse stitch to match the stitch length you've set, making back tacking lightning fast and remarkably accurate.

Adjusting the Stitch Length

Loosen the CudaStitch™ locking nut, then move the CudaStitch™ lever and locking nut together to the desired stitch length. Tighten the locking nut, and now you're set.



F (Forward): The lever will indicate the current stitch length your machine is set.

R (Reverse): To engage reverse (back tacking) sewing, simply pull down on the lever as far as it will go.



Scan to watch a video on how CudaStitch™ works.



Maximum Stitch Length



Medium Stitch Length



Minimum Stitch Length





Forward Sewing

The stitch length is controlled using the stitch length lever. Follow these steps to adjust the forward stitch length:

1. Loosen the CudaStitch™ locking nut, then move the CudaStitch™ lever and locking nut together to the desired stitch length; 1 being the minimal stitch length, and 6 being the maximum stitch length.
2. Tighten the locking nut and now you're set. Begin sewing for consistent, precise stitch lengths.

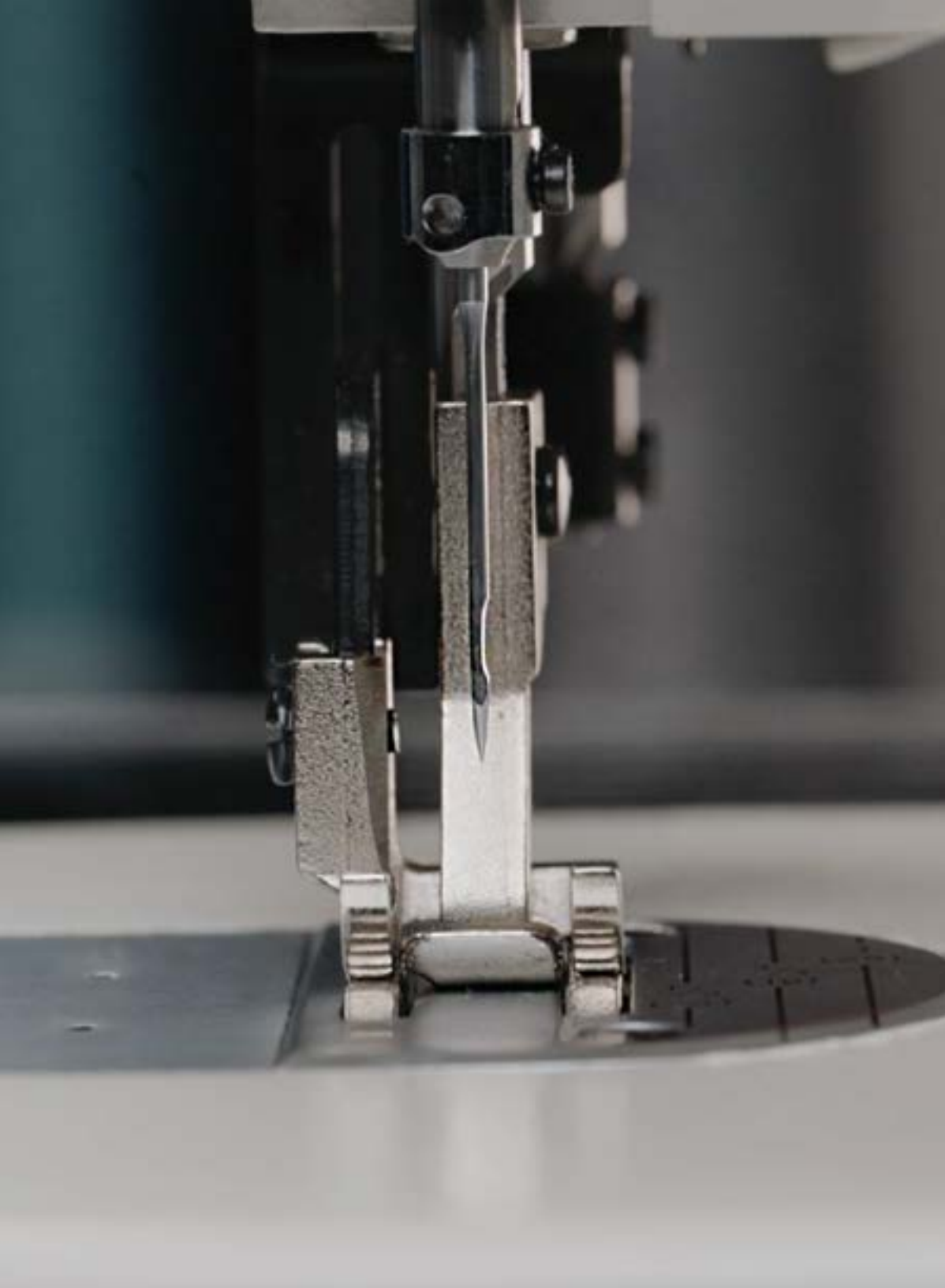


Reverse Sewing

The reverse stitch length is controlled using the stitch length lever and pulling down on the lever:

1. When you pull the CudaStitch™ lever down for reverse stitching as far as it can go, it will match the forward stitch length.
2. When you're satisfied with your reverse stitching, simply release the CudaStitch™ lever to continue forward sewing.





Changing the Presser Foot

Follow these simple steps to replace the presser feet on your Barracuda™ sewing machine.

- 1. Unplug the Machine**
For safety, unplug the sewing machine from the electrical outlet.
- 2. Raise the Presser Foot**
Lift the presser foot lever to create space for removing the foot.
- 3. Remove the Current Presser Foot**
Use the screwdriver provided to loosen both the inside and the outside presser feet screws and remove both feet, and needle.
- 4. Attach the New Presser Foot**
Install the inside presser foot first, aligning both feet with the screw holes and the shaft, then install needle.
- 5. Lower the Presser Foot and Test**
Manually lower the presser foot to ensure it is securely attached. Turn the handwheel to check that both feet move properly without obstruction.
- 6. Ready to Sew!**
Turn on the machine, and you're ready to sew with your new presser foot.



How to Change Feed Dogs from Standard to Knurled Feed Dogs

Follow these steps to change the feed dog.

1. Unplug the Machine

For safety, unplug the sewing machine from the electrical outlet.

2. Remove the Needle and Presser Foot

Raise the needle to the highest position using the handwheel. Remove the presser foot to create more space if needed.

3. Remove the Needle Plate

Use the screwdriver provided to unscrew and lift the needle plate. Set aside the screws in a safe place.

4. Remove the Standard Feed Dogs

Locate the screws securing the feed dogs. Use the screwdriver provided to **loosen and remove** them. Carefully lift out the feed dogs.

5. Install the Knurled Feed Dogs

Position the **knurled feed dogs** in place, aligning them with the screw holes. Secure them by tightening the screws **firmly but not overly tight** (to avoid misalignment).

6. Reassemble the Machine

Reattach the needle plate and tighten the screws. Reinstall the presser foot and needle.

7. Test the New Feed Dogs

Manually turn the handwheel to check for smooth feed dog movement. Sew a scrap piece of fabric to ensure proper feeding.



How to Sew Leather

1. Replace the foot with a Teflon foot
2. Adjust your tension and stitch length to suit the thickness of the leather.
3. Guide the leather with your hands.

Adjusting the Needle Bar Height



1. Open the side cover of the machine to expose the needle bar mechanism completely.



2. Turn the adjustment screw counterclockwise to loosen the needle bar. Slowly adjust the needle bar height by moving it up/down as per your preference. Once done, tighten the adjustment screw.



How to Sew Corners

1. With the needle still in the fabric, lift the presser foot.
2. Turn the fabric to align the next side you want to sew.
3. Lower the presser foot again and continue sewing.



How to Remove Material from Under the Presser Foot

1. Raise the presser foot and turn the handwheel to ensure the needle is at its highest position.
2. Remove the material gently and cut the thread.

Troubleshooting

Jamming

Confirm the unit is threaded correctly. Verify that the thread is not stuck in any of the moving parts of the unit. (Balance wheel, motor, rockers, belts, gears, etc). Turn the balance wheel in the opposite direction you are sewing to remove the material. Stop turning when the needle has reached its highest position.



If the needle is stuck between the material and you cannot turn the balance wheel, perform the following procedure:

1. Remove the bobbin and bobbin case.
2. Cut any excess thread from the bobbin case.
3. Loosen needle from needle bar via needle bar set screw.
4. Turn the balance wheel until the needle bar is at its highest position.
5. Disengage latches from the retaining ring and remove the retaining ring and hook.
6. Remove any foreign material from the retaining ring, hook, and shuttle driver.
7. Reinstall hook in shuttle driver with the axle facing outwards.
8. Reinstall retaining ring.
9. Re-engage latches to hold the retaining ring in place
10. Reinstall bobbin, bobbin case, and needle.



Needle System

This unit is intended for use with the 135 x 17 needle system.

Before operating the unit, inspect the needle and verify it is not dull or damaged. If any abnormality is found, replace the needle.

Material

1. Confirm that the material type used (fabric, density, etc.) is supported. This unit is designed to be used for medium to heavy duty material.
2. The presser foot tension will need to be adjusted depending on the thickness of your material. This can be done via turning the presser regulating the thumb screw. Lighter, thinner materials require less tension, heavier, thicker materials require more tension.



Bobbin Winder

1. If your winding bobbin is uneven you can adjust the bobbin winding tension assembly up and down by loosening the nut underneath the bobbin winding tension assembly.
2. Once you have found the position that evenly winds your bobbin, tighten the nut.

Timing



1. Turn the handwheel until the needle is at its lowest position and observe the space between the needle and shuttle driver. There should be an ~3mm between the needle and the shuttle driver.



2. Slowly turn the handwheel until the hook tip is intersecting with the needle. Observe the positions of the eye of the needle and the shuttle tip. There should be an ~2mm between the top of the eye and the shuttle tip.



3. Additionally, observe the gap between the needle scarf and the shuttle tip. The shuttle tip should be as close as it can be to the needle scarf without deflecting the needle during operation. If the spacing is incorrect, it may have damaged the retaining cap spring on your retaining ring. Inspect your retaining cap spring for any damage and replace the retaining ring if necessary.



Pro Tip: If your Barracuda™ starts sounding different—louder, rougher, or less smooth—it's likely time to oil. However, don't wait for the noise! Sticking to a regular oiling schedule keeps your machine running at peak performance and prevents unnecessary wear.

For illustration only, your Barracuda™ model may look different, but note, all Barracuda™ models have similar oiling points.



Scan to watch a video on how to oil the machine.

How to Oil your Barracuda™

- **Oil regularly** – Apply oil every 8–10 working hours to keep your machine running smoothly.
- **Use only sewing machine oil** – Genuine sewing machine oil ensures proper lubrication and performance.
- **Apply sparingly** – Add one drop of oil at each labeled oiling point.
- **Prevent fabric stains** – After oiling, run the machine briefly on scrap fabric to remove any excess oil

Top view of the machine



Scan to watch a video on how to oil the machine.

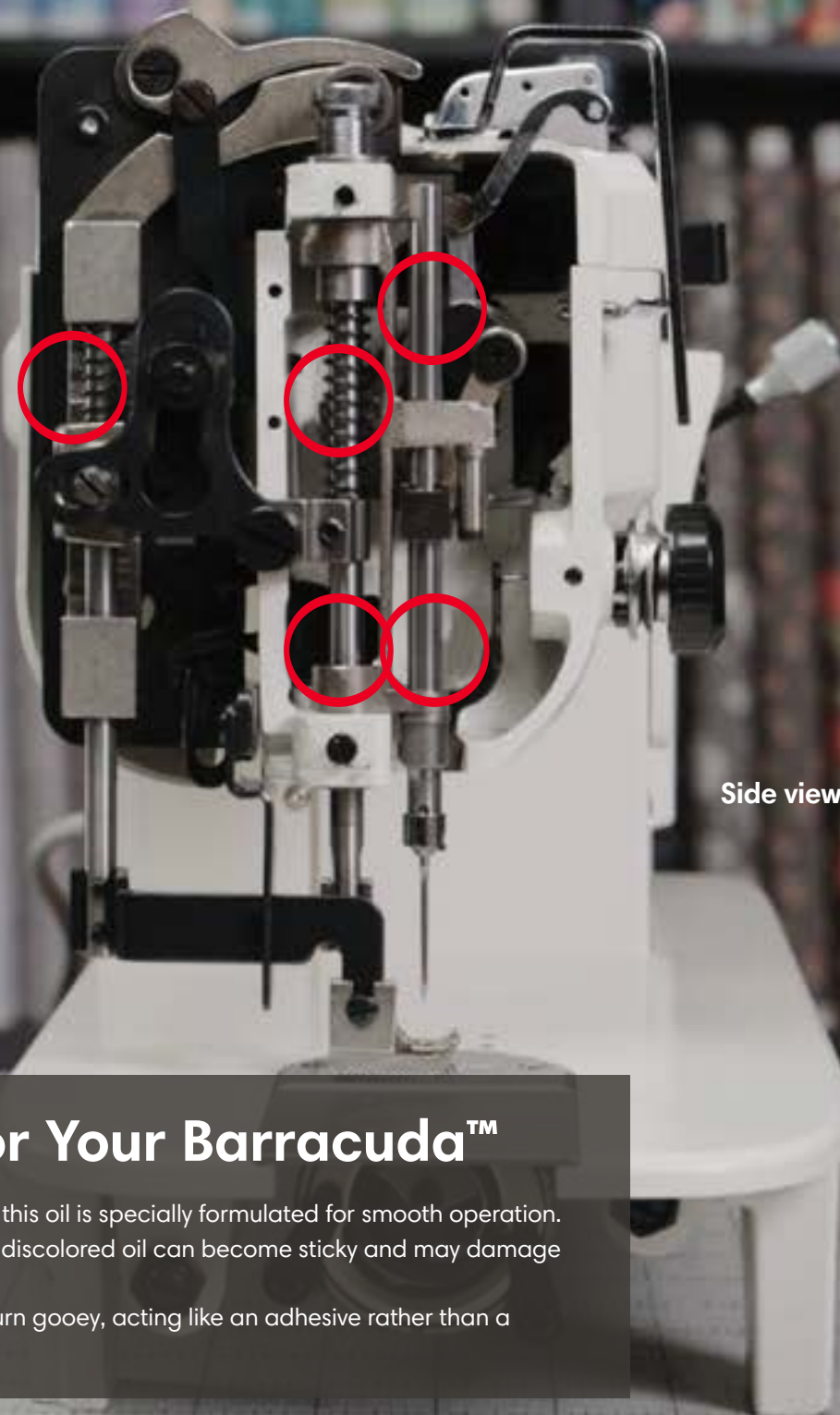
Barracuda™ Oiling Tips

- **Go slowly** – Apply oil in small amounts to avoid over-lubrication.
- **Target the right areas** – Do not oil the needle, bobbin, presser foot, or plate, as oil can stain fabric.
- **Use the correct oil** – Only use sewing machine oil; household oil or WD-40 is too thick and won't work properly.
- **Choose a high-quality oil** – A paraffinic base oil (PAO) with a higher viscosity index offers better temperature performance and stability, reducing the need for frequent oiling. Standard mineral-based sewing machine oil works but may require oiling every 6-8 hours of use.
- **Wipe away excess** – Use a clean cloth to remove extra oil and prevent it from transferring to fabric.
- **Double-check key parts** – Before sewing, inspect the presser foot, plate, needle, and bobbin for any lingering oil and wipe if necessary.

Underside view of the machine



Scan to watch a video on how to oil the machine.



Side view of the machine

Choosing the Right Oil for Your Barracuda™

- **Use only sewing machine oil** – Available at fabric shops, this oil is specially formulated for smooth operation.
- **Check the oil's clarity** – Always use clear oil; yellowed or discolored oil can become sticky and may damage your machine.
- **Avoid old or improper oils** – Aged or incorrect oils can turn goeey, acting like an adhesive rather than a lubricant, leading to performance issues.

Frequently Asked Questions

What type of needles does the Barracuda™ take?

The Barracuda™ uses a 135 x 17 needle from size 14 to 24. For leather work, we suggest a cutting tip needle 135 x 16. We recommend Groz-Beckert® needles for all Barracuda™ sewing machines.

What weight of fabric can the Barracuda™ sew?

The Barracuda™ is ideal for medium to heavy-weight materials such as leather, canvas, synthetics, bag making, crafts, or sails.

What is the difference between the Barracuda™ Command and the Barracuda™ Fit?

The Barracuda™ Command comes with our new CudaControl™ Direct-Drive motor. The motor is connected directly to the machine with no belts. The new motor delivers ½ horsepower with digital speed control and a built-in needle positioner.

What do I check when the thread breaks or the machine skips stitches?

- Check the thread quality (too old, or not strong enough).
- Make sure the needle is inserted correctly.
- Make sure you are using the correct needle system.
- Check for incorrect passage of thread.
- Check that your needle is not defective (burr, bent or blunt).
- Check that the thread tension is not too tight.

What do I check when the needles are breaking?

Check that the needle is the right size for the particular job, ensure that the needle is inserted correctly, and confirm that you are using the correct needle system.

What is the difference between a Zig-Zag (BZ) and a Straight Stitch (BW) Barracuda™ sewing machine?

Zig-Zag Stitch (BZ)

- Offers both straight and zig-zag stitching, providing versatility for different sewing needs.
- Ideal for applications requiring flexibility, such as sail making, upholstery, and repairs on stretchable fabrics.
- The zig-zag stitch adds extra strength for reinforcing seams on heavy materials.
- A zig-zag machine will do a straight stitch but not as well as a straight stitch-only machine.

Straight Stitch (BW)

- Specially designed for precision straight stitching, making it perfect for leatherwork, bag making, and craft projects.
- Provides consistent, clean stitches for professional-quality results.
- Best suited for applications where durability and accuracy are key, without the need for zig-zag functionality.

What do I do when the stitches are skipping?

- Check that the needle is inserted correctly.
- Make sure the needle is not bent; if it is, replace the needle with a new one.
- Select the correct needle size for the work that is being done.
- Make sure you are using the correct needle size and thread combination.

What do I do when my stitches are loose?

Ensure there's enough tension on the bobbin and the tension spring assembly.

What do I do if I get Error E-02 on my Barracuda™ Command?

Foot pedal is not plugged in correctly.

- **Solution:** Unplug and reconnect the foot pedal securely.

Foot pedal is broken.

- **Solution:** Replace the foot pedal (Part #7APEDAL).

Error Code E04: Why is my needle or motor jammed?

Material is obstructing the machine.

- **Solution:** Remove any material and ensure the machine operates correctly.

Needle is damaged or misaligned.

- **Solution:** Inspect the needle for damage and verify it passes through the material without obstruction.

Too much fabric under the needle.

- **Solution:** Reduce the amount of fabric if it exceeds the machine's capacity.

Material is interfering with the needle bar.

- **Solution:** Check that the material is not hitting the needle bar during operation.

Machine speed is too low.

- **Solution:** Increase the machine's speed, ensuring the needle starts in the down position.

Note: The machine must be completely powered off to clear the E04 error code.



Warranty

Your Barracuda™ Sewing Machine is built to last, but if something goes wrong, we've got your back with our **3-Year Limited Warranty**, which covers:

- ✔ **3-Year Protection** — Covers defects in material and workmanship for hassle-free sewing.
- ✔ **1-Year Electrical Warranty** — Covers electrical components, including labor and replacement parts.
- ✔ **Repair or Replace** — If there's an issue, we'll fix it or send you a new or refurbished machine of equal or greater value.

We love our machines, and we know you will too — but we can't cover:

- ❌ Damage from accidents, misuses, or unauthorized repairs.
- ❌ Wear and tear from extreme use (like sewing through steel — please don't try that!)
- ❌ Third-party claims or products not purchased from Reliable or an authorized dealer.

How to Make a Warranty Claim

1. Contact Us

Call **1-800-268-1649** or email support@reliablecorporation.com to start the process.

2. Show Your Receipt

Email your original proof of purchase.

3. Get a Return Authorization (RA#)

We'll provide instructions for sending your machine in.

4. Ship It To Us

Pack it up and send it (prepaid and insured) to:

Reliable Corporation
5-100 Wingold Ave
Toronto, ON
M6B 4K7

(Heads up: We can't accept freight collect shipments!)

Once we receive your machine, we'll get to work and either repair or replace it as quickly as possible.



Reliable 3-Year Product Warranty Policy For The Barracuda™ Sewing Machine* Model 500BW, 500BZ, 700BW, 700BZ

Reliable Corporation (“Reliable”) warrants to the original purchaser of the sewing machine noted above from Reliable (the “Barracuda™”) that for a period of three (3) years from the date of purchase it will be free from defects in materials and workmanship when utilized for normal use by the original purchaser only.

***Electrical Components: A one-year limited warranty applies to electrical components, covering labor and replacement parts.**

Subject to the conditions and limitations set forth below, Reliable will either repair or replace any part of a Barracuda™ that proves defective by reason of improper workmanship or materials. If the defective Barracuda™ is no longer available and cannot be repaired effectively or replaced with an identical model, Reliable shall replace the defective Barracuda™ with a current Barracuda™ of equal or greater value. Repaired parts or replacement products will be provided by Reliable on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Reliable is unable to repair or replace a Barracuda™, it will refund the current value of that Barracuda™ at the time the warranty claim is made.

This limited warranty does not cover any damage to a Barracuda™ that results from improper installation, accident, abuse, misuse, unreasonable use, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions or any unauthorized disassembly, repair or modification. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user from the use of a Barracuda™, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser for the Barracuda™ with respect to which this limited warranty protection applies. This limited warranty does not apply with respect to products that have been altered or products not purchased directly from Reliable or a dealer authorized by Reliable to sell the Reliable Barracuda™.

This limited warranty is the only warranty that applies to the Reliable Barracuda™, sewing machine, supersedes any and all terms that may be contained in any other document or purchase order and may not be altered or amended except expressly in writing by Reliable.

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at 1-800-268-1649. You will be required to submit an original receipt via e-mail. The receipt must reflect that you are the original purchaser, the product was bought directly from Reliable or from an authorized Reliable dealer and that the warranty claim is being made in compliance with the terms set out in this document or any subsequent document issued by Reliable in connection with this policy. You will be issued a return authorization number (RA#) and asked to ship the defective product together with proof of purchase and RA#, prepaid insured to the following address: Reliable Corporation, 5-100 Wingold Ave, Toronto, ON M6B 4K7.

Freight collect shipments will be refused. The risk of loss or damage in transit will be borne by the customer. Once Reliable receives the defective product, it will initiate the repair or replacement process.

If you have any questions regarding this warranty, you may write to:

Reliable Corporation

100 Wingold Avenue, Unit 5

Toronto, Ontario

Canada M6B 4K7

www.reliablecorporation.com



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Toronto, Ontario
Canada M6B 4K7

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1-800-268-1649