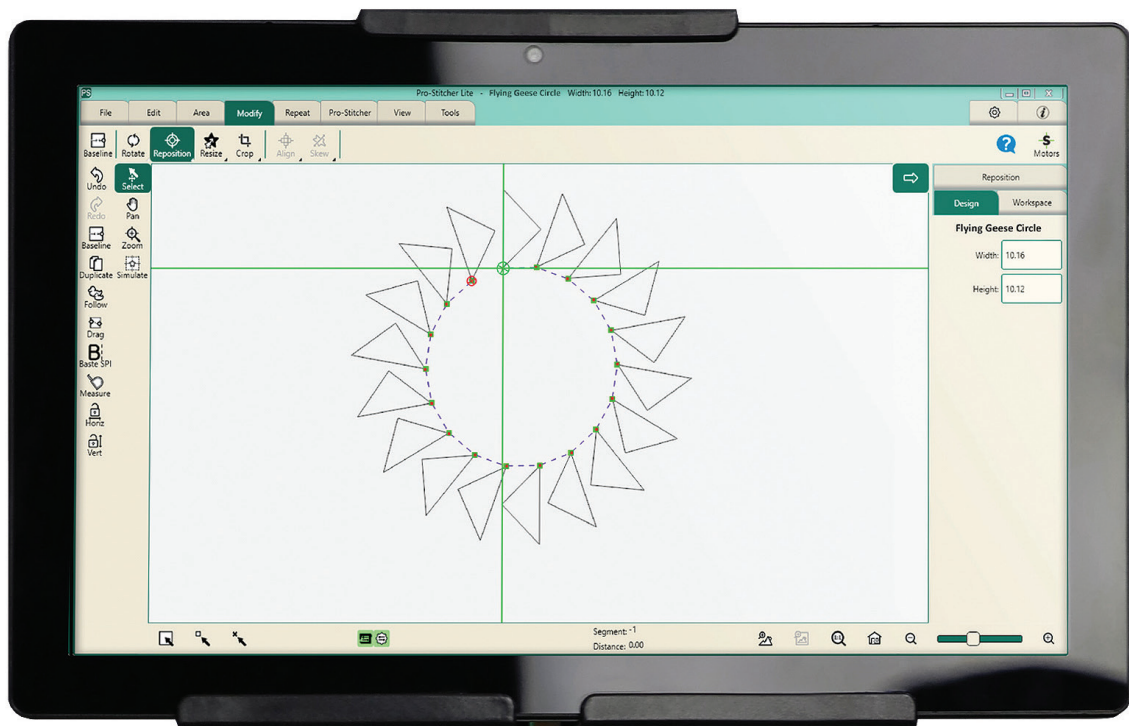


# Pro-Stitcher®

## LITE

### INSTALLATION INSTRUCTIONS



FOR

# Quilt Maker 18

## Online Resources

Download the latest version of this manual at: <http://www.prostitcher.com/lite>

Check for software updates to Pro-Stitcher Lite at: <http://www.prostitcher.com/lite>

Access videos about your Pro-Stitcher products: <http://www.prostitcher.com/lite>

Download tutorials for Pro-Stitcher Lite: <http://www.prostitcher.com/lite>

Follow Pro-Stitcher on Facebook: <https://www.facebook.com/ProStitcher>

Instagram: [@prostitcherquilting](https://www.instagram.com/prostitcherquilting)

© 2023 Pro-Stitcher. All rights reserved.

The information contained in this document is subject to change without notice. If you find any problems in the manual, please report them to us in writing. This document is not warranted to be error-free. Pro-Stitcher assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this manual.

Version 1.1

## Table of Contents

<b>Important Safety Instructions .....</b>	<b>3</b>
<b>Congratulations on Your Pro-Stitcher Lite® Purchase.....</b>	<b>8</b>
<b>Parts List.....</b>	<b>9</b>
<b>Installing the Pro-Stitcher Lite Assembly on the Quilt Maker 18.....</b>	<b>12</b>
Installing the Pro-Stitcher Lite Tray Assembly .....	12
Install the Y-Rack .....	13
Frame Assembly .....	14
Table Top Kit Assembly .....	14
<b>ProFrame 8 Table Top Installation Instructions.....</b>	<b>15</b>
Parts List .....	15
<b>Installation on the ProFrame 8.....</b>	<b>16</b>
<b>Verify the Alignment .....</b>	<b>19</b>
<b>Set Up Pro-Stitcher Lite.....</b>	<b>20</b>
Attach the Cable Clip Mounts.....	21
Attach the Tablet to the Machine.....	22
<b>Power On and Shut Down Pro-Stitcher Lite.....</b>	<b>24</b>
Power on Pro-Stitcher Lite.....	24
Shut Down Pro-Stitcher Lite .....	24
<b>Care for the Pro-Stitcher Lite Tablet .....</b>	<b>25</b>
<b>Getting Started with Pro-Stitcher Lite .....</b>	<b>26</b>
<b>Update the Pro-Stitcher Lite Software.....</b>	<b>27</b>
Downloading the Updated Pro-Stitcher Lite Software Version .....	27
Updating Pro-Stitcher Lite on the Tablet .....	28
<b>Troubleshooting .....</b>	<b>31</b>
<b>Warranty .....</b>	<b>36</b>
<b>Pro-Stitcher Lite Warranty Registration.....</b>	<b>39</b>

# Important Safety Instructions

## Save these instructions

This machine is intended for household or commercial use.

## Disclaimer

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

## 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 Lite robotic system 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 Pro-Stitcher Lite is used by or near children.
- Use this system 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 system 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 system to the nearest authorized dealer or service center for examination, repair, electrical or mechanical adjustment.
- Never operate the system with any air openings blocked. Keep ventilation openings of the
- system 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 tablet, then shut down the machine and unplug from power source.
- 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 making any 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.
- 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 system safely***

1. Keep hands and loose clothing away from wheels, gears or other moving parts.
2. Turn the system off and unplug the cord in the following cases:
  - Turn the system 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 system
  - when you check or clean the machine
  - when you leave the system unattended
3. Connect the machine directly to the wall outlet. Do not use extension cords.

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

1. Do not store this system in areas exposed to direct sunlight or high humidity. Never use or store the system near a heater, an iron, a halogen lamp or other hot things.
2. Clean the tablet screen 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 tablet screen.
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 system.
5. Always consult the manual to replace or fix any other part of the system.

### ***To repair or adjust the system***

- If the system breaks down or needs adjustment, first check the troubleshooting chart in the appendix to inspect and adjust the system yourself.
- If unable to fix, contact your local retailer.

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.
  5. 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.

## Low Power Protection Mode

**FOR CHUWI BRAND TABLETS ONLY**—If the battery of the tablet is left uncharged for a long time, it will enter a power protection mode. At this time, when you plug in the tablet to charge, there will be no battery icon prompt, and the tablet will not turn on immediately.

To turn on and charge your tablet normally again, follow these instructions:

1. Plug in the charger to the tablet.
2. Press and hold the power button on the tablet for 15 seconds.
3. Confirm that the LED light turns red.
4. Charge the tablet for at least 1 hour.
5. Power on the tablet as normal.

 **NOTE:** The above instructions may not apply to your particular Pro-Stitcher tablet. If you cannot solve the issue following these instructions, please contact Pro-Stitcher's technical support.

## Conservez ces consignes

Cette machine est destinée à un usage domestique.

## Avertissement

Pro-Stitcher et ses représentants ne sont en aucun cas juridiquement responsables des dommages causés à Pro-Stitcher Lite 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 quilting non recommandés par Janome.

## 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 quilting Pro-Stitcher Lite 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 quilting est utilisée à côté ou à proximité d'enfants.
- Utilisez cette machine à quilting 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 quilting 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 quilting 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 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 quilting
  - 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.



# Congratulations on Your Pro-Stitcher Lite® Purchase

Pro-Stitcher is proud to offer you easy-to-use robotic systems for 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 stay up-to-date by checking our website frequently for news, software updates, tutorials, and more.

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

- Updates to the Pro-Stitcher Lite 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 Lite
- News about hardware upgrades and new machines
- Links to educational information: webinars, retreats, and more

## Want to be in the know?


Sign up to join the Pro-Stitcher email newsletter to receive notice of updates, upgrades, special offers, contests, new products, and free stuff. Join by going to [www.prostitcher.com](http://www.prostitcher.com), scroll down, and click “Join our mailing list.”





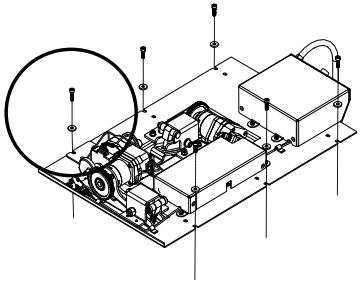
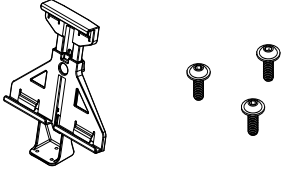

## Machine Packaging Information


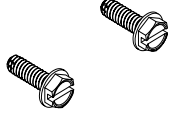




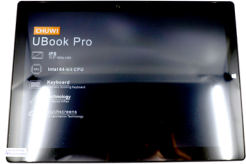

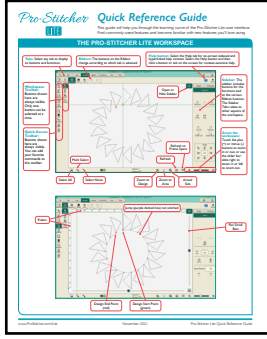
Keep the carton and packing materials. You will need them in the event that you need to return the machine to the retailer or send it for repair. If you do not pack the system properly or if you do not use the correct packaging materials, the system could be damaged. Pro-Stitcher is not liable for damage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



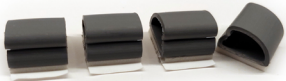
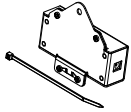
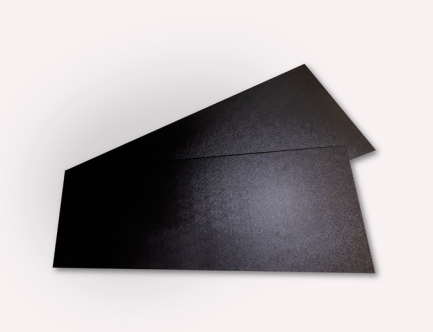
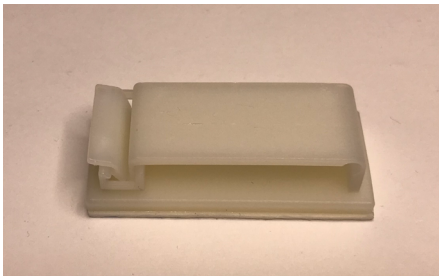
# Parts List

This list shows the parts of the Pro-Stitcher Lite for the Quilt Maker 18.

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

Item	Quantity	Photo
A. Pro-Stitcher Lite Installation Instructions (This guide)	1	
B. Blue X-axis Flexirack: QM10065-10	1	
C. X-axis Flexirack clamps and screws: QM10010 (Clamps) QM10015 (Screws)	4	
D. 3/32-inch drill bit: QM10113	1	
E. Pro-Stitcher Lite Tray Assembly (without carriage): QM50000-1  Tray assembly to carriage screws and washers: QM10170 (Screw-M4 x 14 SKC ZN) QM12015 (Screw-M4 x 16 SKC ZN) - circled QM10302 (washer-M4 Flat)	1  5 1 6	
F. Tablet bracket: QM50000-2 Mounting screws QM11097 (Screw-M4X10 SKB w/FL ZN)	1  3	
G. Mounting Plate: QM10311 Screws QM10170 (Screw-M4x14 SKC ZN) Washers QM10229 (Washer-M4 ZN)	1  4  4	

Item	Quantity	Photo
H. Y-axis mounting bracket assembly: QM50000-7	1	
I. Y-bracket to machine screws: QM10713 (Screw-#10-24 x 5/8 SLF ZN)	2	
J. Power cord G3 Locking USA: QM20304	1	
K. Tablet power cable Power cable from machine to tablet: QM20147	1	
L. USB Cable Communication cable from tablet to machine: QM20148	1	
M. Pro-Stitcher Lite tablet: QM20887-14 PS Tablet   <b>NOTE:</b> The model of the Pro-Stitcher Lite computer may be different from the one pictured.	1	
N. PS USB flash drive: QM21869	1	
O. Quick Reference Guide-PS Lite: QM30012	1	

Item	Quantity	Photo
P. Cable-PS Lite to Transition box Communication cable from transition box to PSL: QM20150	1	
Q. Cable-PS Lite to Transition Box Communication from transition box to machine: QM20151 P-clip (Part Number) Screw (Part Number)	1	
R. Cable Clip Mounts QM10294	4	
S. PS Lite Transition Box Assembly Transition Box PSL w/wire tie: QM50004	1	
T. Table Top Kit-PS QF01501-PSL	1	
U. Clamp Cable Flat QM11881		

# Installing the Pro-Stitcher Lite Assembly on the Quilt Maker 18

These instructions are for installing Pro-Stitcher Lite on the Quilt Maker 18 machine. Pro-Stitcher recommends installation by an authorized Pro-Stitcher retailer if available.

## Tools required

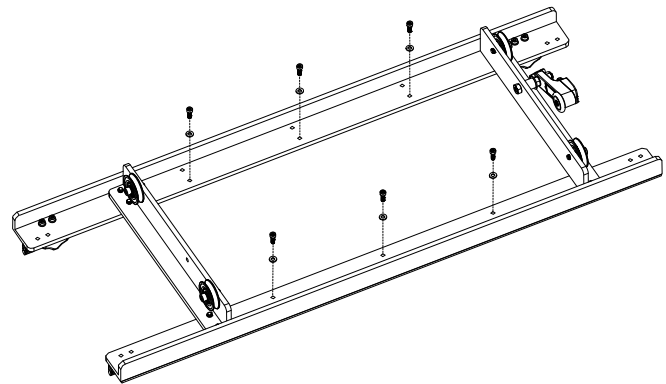
- Power drill
- 2.5mm hex wrench
- 3mm hex wrench
- 4mm hex wrench
- 5mm hex wrench
- 9/16-inch open-end wrench
- 5/16-inch nutdriver (optional)
- Slotted screwdrivers (one large and one small)
- Phillips screwdrivers (one large and one small)

## Installing the Pro-Stitcher Lite Tray Assembly

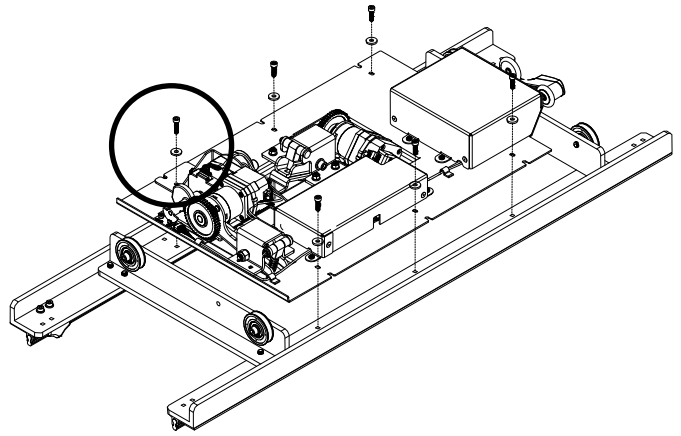
These instructions are for installing the Pro-Stitcher Lite Tray Assembly on the ProFrame 8.

1. Locate the Pro-Stitcher Lite tray assembly, screws, and washers (*see Parts List, item E*).
2. Place the Quilt Maker 18 carriage (*not shown in Parts List*) upside down on a protected flat surface with the wheels up toward the ceiling.
3. Remove and discard the six screws and washers which are located in the **outside holes** holding the track supports to the top of the carriage as shown.

➡ **IMPORTANT:** There will still be two outside screws close together on each end of the track support holding the tracks in position and in place on the carriage at this point. Do not remove these screws. They are keeping the tracks aligned in position.

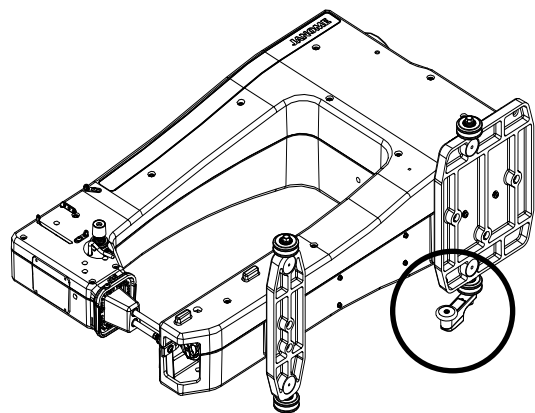


4. Place the Pro-Stitcher Lite tray assembly (see *Parts List, item E*) onto the Quilt Maker 18 carriage and place the one new longer screw and washer into the **inside hole** (location circled in the image). Note the position of the longer circled screw and washer. It goes through an additional layer of metal bracket requiring it to be longer.
5. Fasten the tray with the five remaining new screws and washers into the **inside screw holes** where you originally removed the old screws.





## Install the Y-Rack

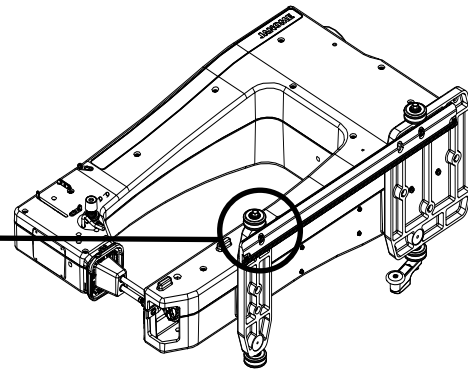
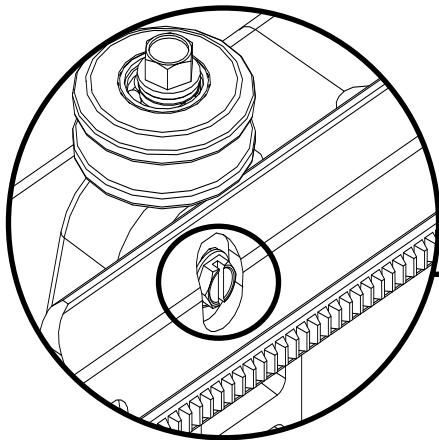
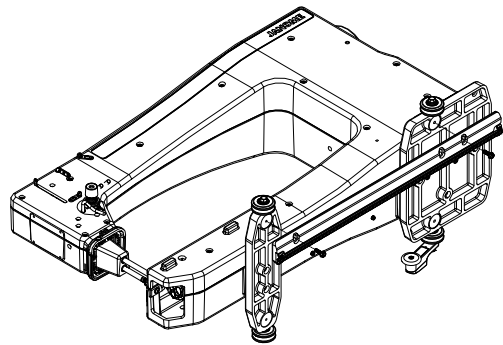
1. Carefully lay the quilting machine on its left side as shown (looking from the front).
  - ➡ **IMPORTANT:** Take care not to put any undue weight or pressure on the machine encoder, circled. You may want to carefully place the two bottom wheels just off the front edge of the table, with a second person holding the machine.
2. Locate the Y-rack (see *Parts List, item H*) and two mounting screws (see *Parts List, item I*) for the Quilt Maker 18 machine.



3. Attach the Y-Rack to the bottom of the front and rear base plates with the two mounting screws. Orient the blue Flexirack toward the middle of the machine; the bolt holes should be toward the outside. Use a flat screwdriver or 5/16-inch nut driver to tighten the two screws.

 **NOTE:** The two larger holes in the Y-rack are used to fasten it to the machine.

 **CAUTION:** Be careful not to overtighten the screws as the base plate holes will strip easily.



## Frame Assembly

If you have not already assembled the frame you will need to do so now. Use the assembly instructions provided with the frame to assemble the frame.

## Table Top Kit Assembly

If you don't already have a table top on your frame, you will also need to install the table top now. It will provide a surface for mounting the X-rack.

Use the Table Top Kit (*see Parts List, item T*) assembly instructions to install the table top. The instructions come with the Table Top Kit but are also included on page [16](#).

# ProFrame 8 Table Top Installation Instructions

## Parts List

PART NUMBER	DESCRIPTION	QTY
QF01501-RAW	4-Foot Table Top Section	2
QF00043	Double-sided Foam 118 inches	1

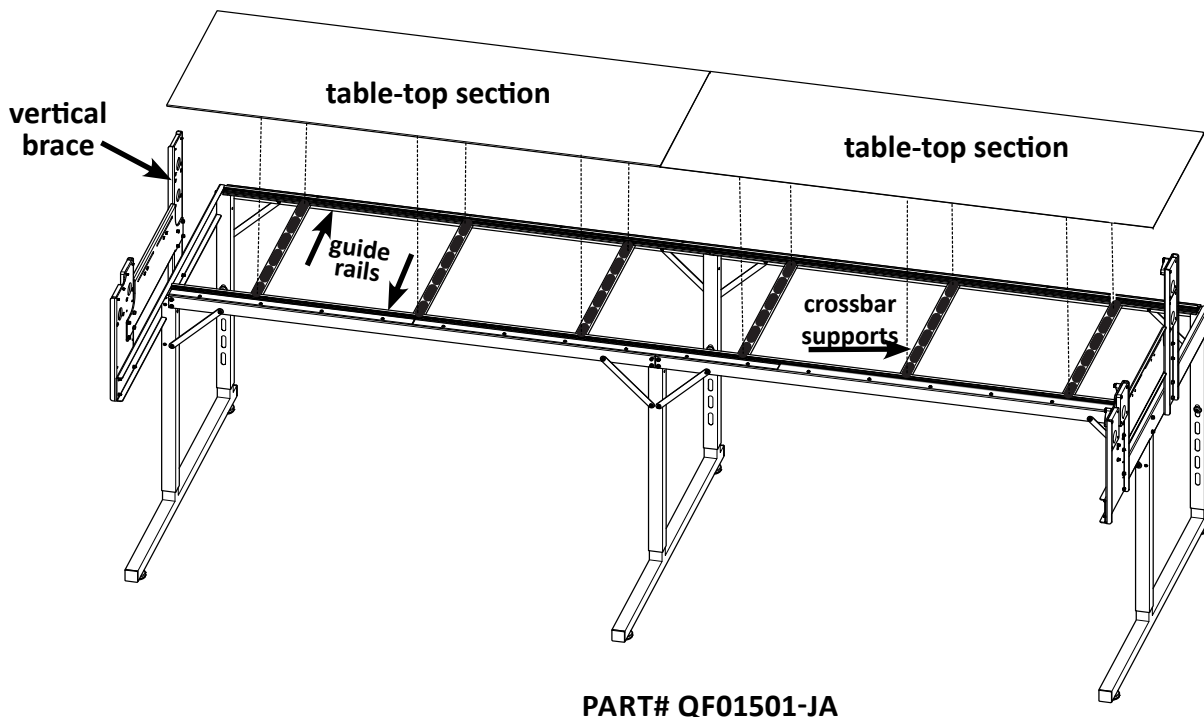
### Tools Needed:

- Scissors for cutting foam tape (not included)

- **IMPORTANT:** Removing the frame poles will make it easier to place the table-top sections.
- **IMPORTANT:** Before installing table-top sections, confirm that guide rails and tracks are in the correct position, by placing the machine and carriage on the tracks and rolling it from end to end, checking for smooth movement and no binding.

1. Cut the double-sided foam tape to fit the crossbar supports and apply the adhesive side of the foam tape to all six cross-bar supports.

2. Remove the protective cover from the tape on the three crossbar supports on the right side of the frame.
3. Remove the clear backing from the smooth bottom side of both table tops. The textured side goes up.
4. Starting at the right vertical brace, butt the end of one table-top section against the brace and align it between the guide rails. Make sure the table-top section is between the front and rear guide rails and does not overlap the lip of either guide rail. Do not press the section down into the foam tape until both table-tops are in place.
5. Remove the protective cover from the foam tape on the three remaining crossbar supports.
6. Butt one end of the second table-top section end against the end of the installed table-top section and align between the rails. When correctly positioned, press the table-top sections firmly onto the foam tape.





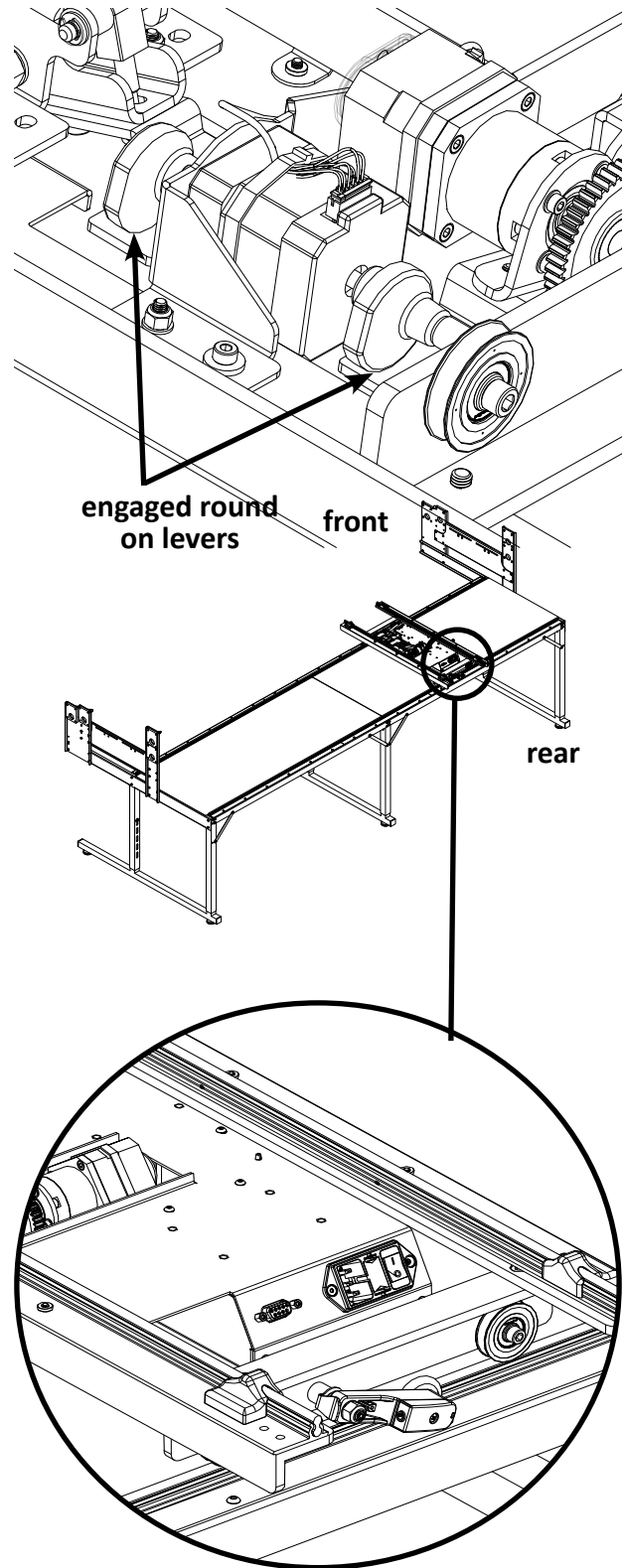
# Installation on the ProFrame 8

## Install the Flexirack


Locate the blue 10-foot Flexirack (see *Parts List, item B*) and your carriage with the Pro-Stitcher Lite tray assembly mounted.

- ✎ **NOTE:** Unroll and straighten the blue Flexirack allowing it to relax so it will be easier to lay it onto the table top.
- ➡ **IMPORTANT:** Looking at the bottom side of the tray/carriage assembly, ensure the black discs are in the engaged position. The black discs are engaged when the round part of the eccentrics are on the X and Y levers. The black discs are disengaged when the flat part is on the levers. Rotate the black discs by hand as needed to engage them with the black gears.

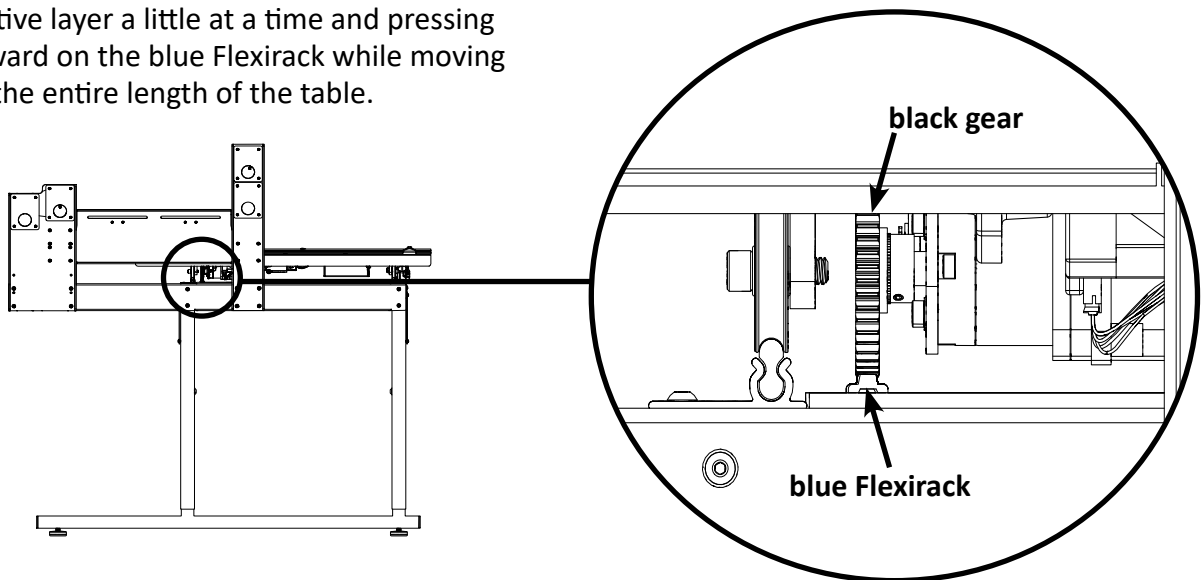
1. Place the carriage on the frame, aligning wheels with the tracks, with the carriage encoder and power cord receptacle at the rear of the frame.



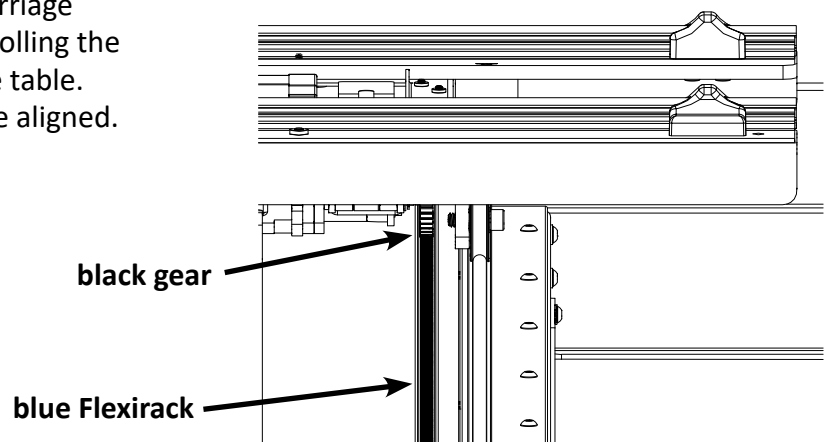
- The blue Flexirack and the black gear need to be aligned with one another. The blue Flexirack will be mounted to the FRONT of the table. Starting at one end of the table, begin mounting the blue Flexirack to the front of the table while aligning it to the front black gear on the Pro-Stitcher Lite carriage.

 **NOTE:** Once you align the blue Flexirack with the center of the black gear you may find it helpful to measure the distance between the blue Flexirack and the track support. With this dimension, you can create a spacer to aid you in keeping the blue Flexirack straight the entire length of the table.

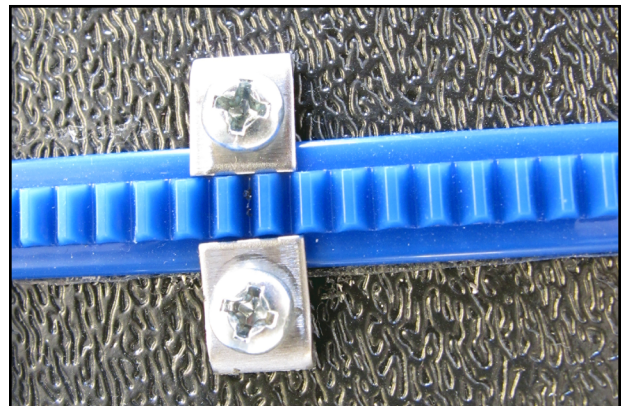
- Use the carriage or spacer as a guide and align the blue Flexirack with the black gear along the length of the table while removing the pink protective layer a little at a time and pressing downward on the blue Flexirack while moving down the entire length of the table.



- Double-check the alignment of the carriage black gear with the blue Flexirack by rolling the carriage along the entire length of the table. Adjust as necessary to ensure they are aligned.




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.
6. At both ends of the blue Flexirack, use two of the small metal clamps (see *Parts List, item C*) to hold the ends firmly in place. The clamps have a hole through the center and a bent 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 (see *Parts List, item D*) and then use a Phillips screwdriver to fasten the clamps on both sides of the Flexirack to the table.

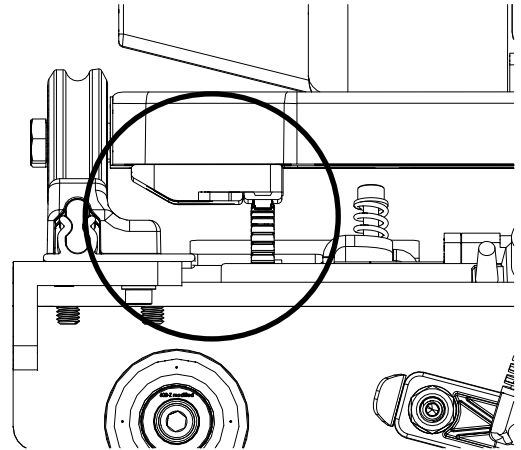


# Verify the Alignment

1. Verify that the black Y-axis gear engages the blue Flexirack for the Y-axis at the front and the rear of the Y-rack. To do this, look from the back of the machine between the bottom of the quilting machine and the top of the carriage. If necessary, use your hand to rotate the lifting cam eccentrics until the gears are engaged. This will need to be done on the underside of the carriage before it is placed onto the frame.
2. Ensure that at least two-thirds of the black y-axis gear and blue Flexirack are interlocking the entire length of the rack. Some horizontal adjustments may be necessary. If so, loosen the two screws that mount the Y-axis bracket to the base plates and push the bracket in the necessary direction, hold it in place, and then retighten the screws.

 **NOTE:** The screws can be adjusted with the quilting machine on the carriage. Pull the machine to the front to access the front screws and to the rear to access the rear screws.

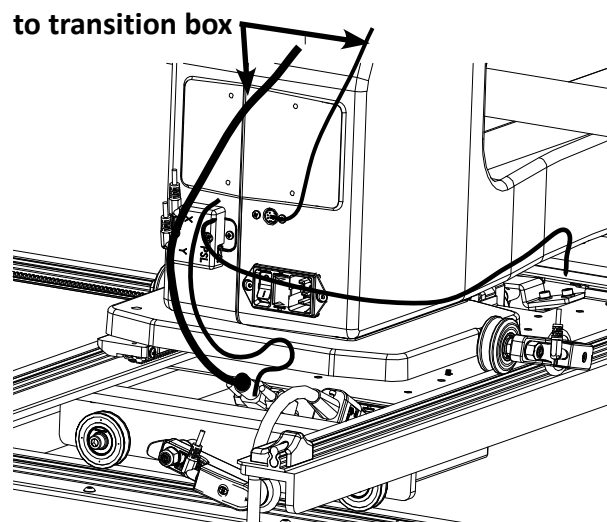
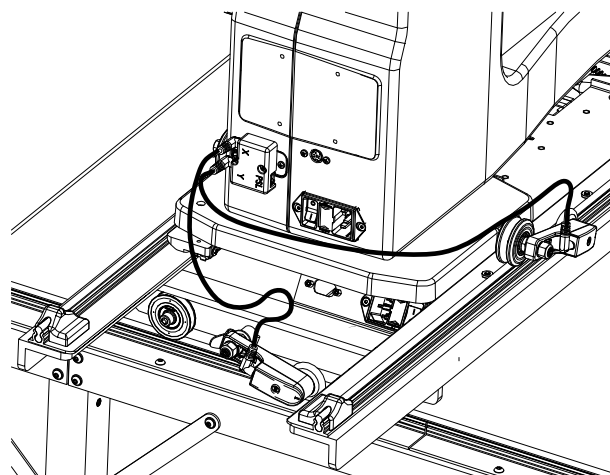
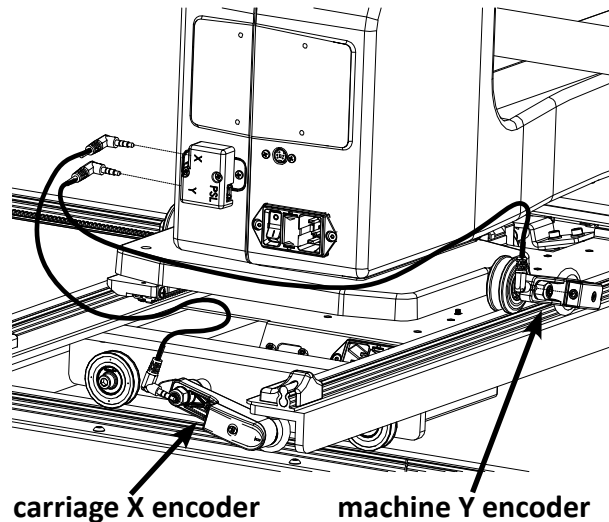
3. Pull the quilting machine to the rear of the carriage and ensure the rear of the Y-axis bracket does not collide with the black plastic track retainer on the rear of the carriage. Adjust the Y-bracket if needed.
4. With the power cable plugged into the machine and the motors in the engaged position, ensure that as the quilting machine can move in both the X and the Y directions and that the corresponding gears are rotating as well.



# Set Up Pro-Stitcher Lite

➤ **IMPORTANT:** If necessary, use your hand to engage the black gears so they engage before placing the machine on the carriage. (See page 17 for more information.)


1. Place the Pro-Stitcher Lite carriage on the frame with the power cord connection and encoder toward the back of the frame. Carefully lift the Quilt Maker 18 quilting machine and place it on the carriage so the wheels engage the black carriage tracks, making sure not to set the wheels on top of the encoder cables. This is easier to do with two people, one at each end of the quilting machine.
  2. Plug one end of the machine encoder (Y) cable into the connector on the back of the machine marked Y and the other into the machine encoder.
  3. Plug one end of the carriage encoder (X) cable into the connector at the back of the machine marked X and the other end into the carriage encoder.
  4. Plug the small special connector machine communication cable (see *Parts List, item Q*) into the top of the cover labeled PSL at the back of the machine. The other end will plug into the bottom of the transition box (see *Parts List, item S*) at the front of the machine after attaching the bracket.
  5. Plug the communication cable (see *Parts List, item P*) connector into the back of the Pro-Stitcher Lite carriage and the other end into the bottom of the transition box at the front of the machine.
  6. Plug the power cord into the back of the Pro-Stitcher Lite carriage.
- **IMPORTANT:** Do not plug the power cord into the wall outlet until all connections are completed.



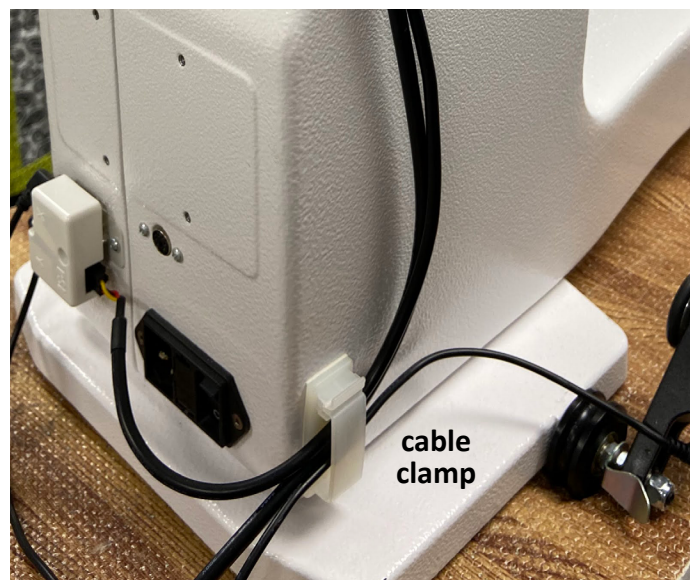
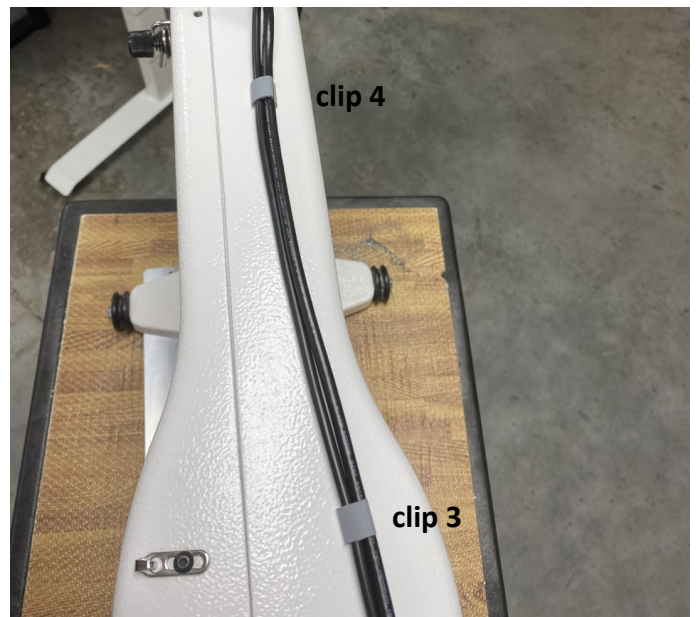
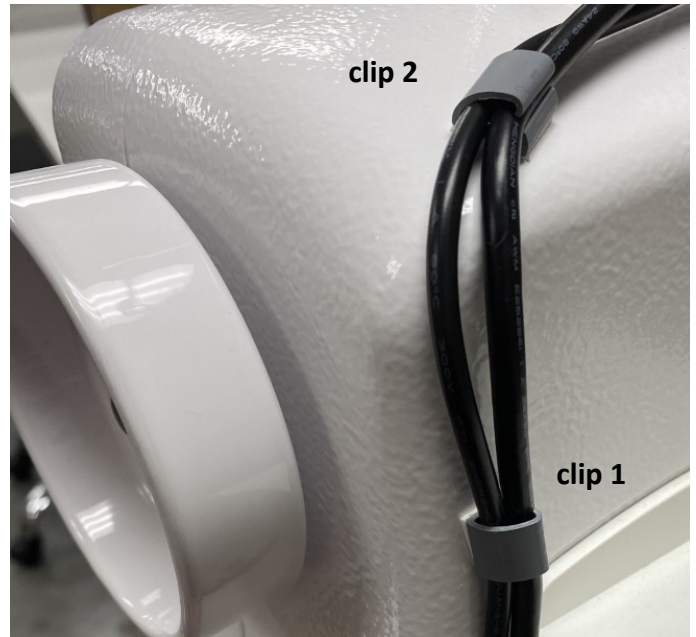


## Attach the Cable Clip Mounts

Some of the cords you attach run from the back of the machine to the front of the machine where the transition box and tablet will be added. To ensure that the cords stay in place, add the cable clip mounts (see *Parts List, item R*) to your machine.

 **NOTE:** For the placement of each cable clip mount, see the included photos. One clip mount should be placed on the side of the machine near the back, and the remaining three clips should be along the top of the machine. Take special care to keep the clips and cables away from the thread mast.

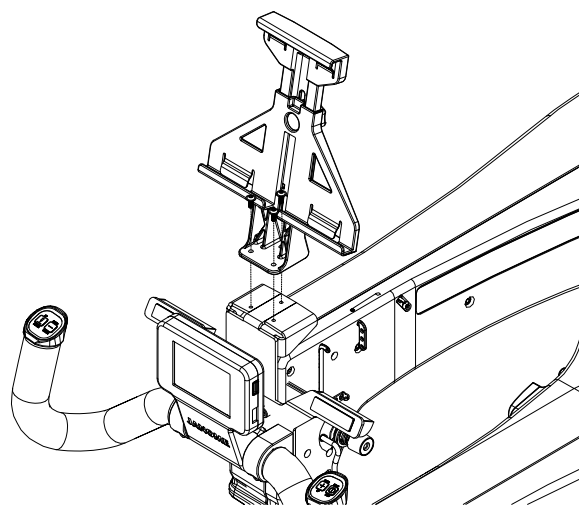
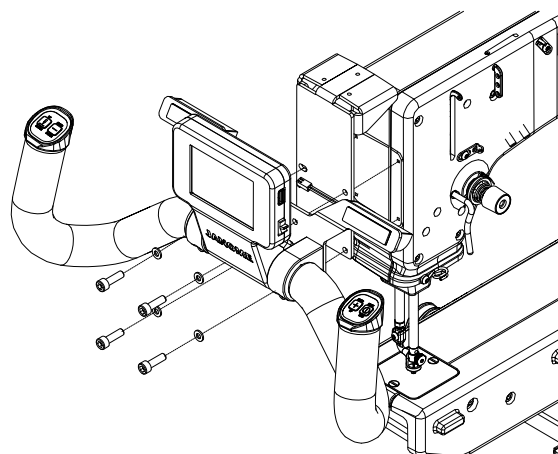
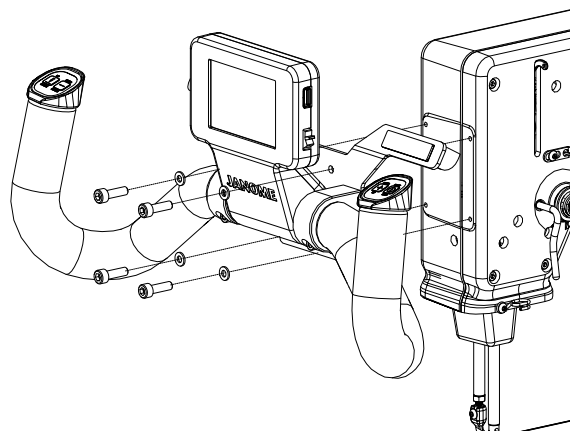
1. To expose the adhesive, remove the backing from the flat side of the cable clip mount.
2. Place and hold the cable clip mount on the machine in place for several seconds to ensure that it adheres properly.
3. Repeat the steps for each cable clip.
4. Take the cable clamp (see *Parts List, item U*) and remove the adhesive cover from the flat part of the clamp.
5. Place and hold the cable clamp on the back of the machine as shown in the last picture on the right.
6. When each cable clip is in place, slightly and gently lift each clip to slide the cables inside. Minimize the slack between each cable clip as much as possible to ensure the cables will be able to reach the transition box.
7. Now that the cables are secured, ensure that the quilting machine can move in both the X (left/right) and Y (front/back) directions and that the corresponding gears are rotating as well.



## Attach the Tablet to the Machine

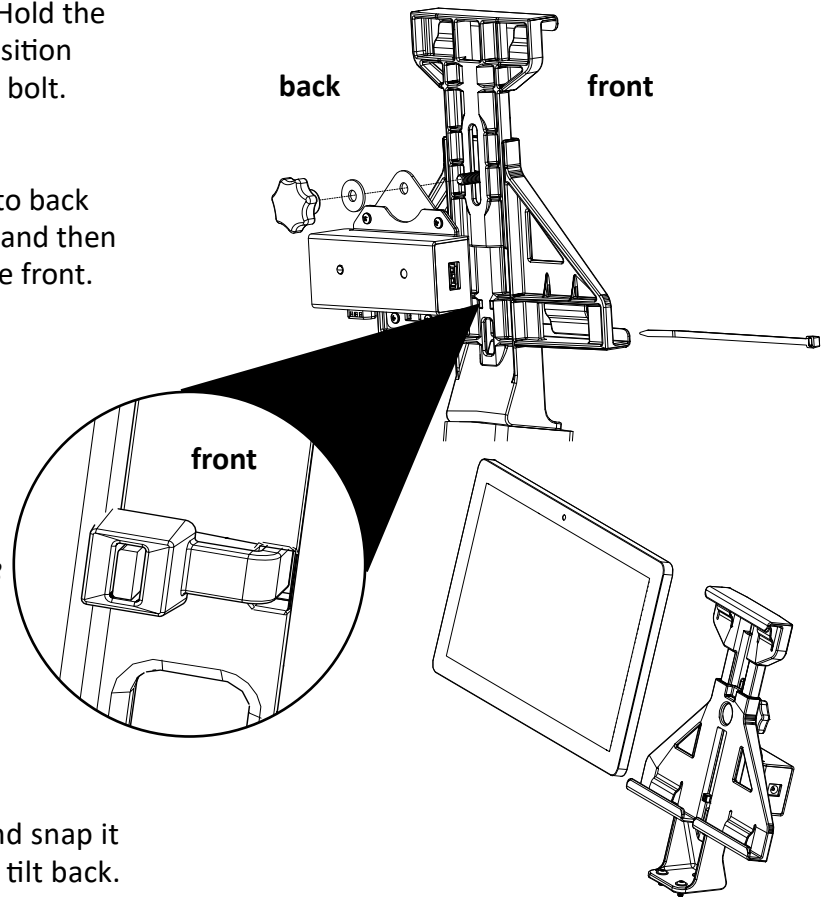
### Attach the tablet bracket

1. Remove the front handlebar screws. These screws will be reused, so make sure you **do not lose or discard them**.
2. Install the special adapter (*see Parts List, item G*) to the front of the machine where you removed the front handlebar using the three screws you removed in step 1 above. Place the screws through the adapter, through the handlebar bracket, and into the machine. Tighten the screws firmly with a hex wrench.
3. Fasten the tablet bracket assembly (*see Parts List, item F*) to the adapter with three flanged button head screws (*see Parts List, item G*) and tighten firmly with a 2.5mm hex tool.



### Attaching the transition box to the bracket

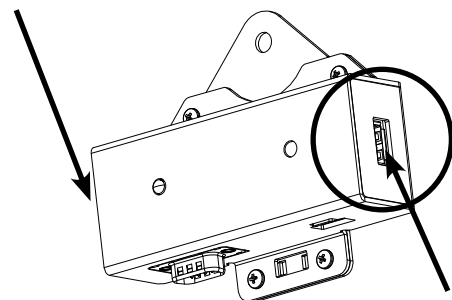
1. Remove the bracket knob and washer. Hold the bolt into the bracket and place the transition box bracket, washer and knob onto the bolt. Hand tighten the knob.
2. Insert the end of the zip tie from front to back through the bracket and transition box and then back through the box and bracket to the front.
3. Put the end through the locking head of the zip tie. Pull the zip tie tight and trim off the end with scissors or wire cutters.




### Attaching the tablet to the Quilt Maker 18 machine

1. Loosen the knob on the back of the tablet mount and raise the top of the mount.
2. Tilt the tablet out slightly at the top and snap it down into the lower mount tabs, then tilt back.
3. Lower the top of the mount down onto the tablet until the mount top tabs snap onto the tablet and tighten the knob firmly by hand.
4. Ensure the tablet is held securely in the mount, if not repeat step 3 and press the top of the mount down onto the tablet before tightening the knob.
5. Plug in the power cable (see Parts List, item K) from the transition box to the tablet.

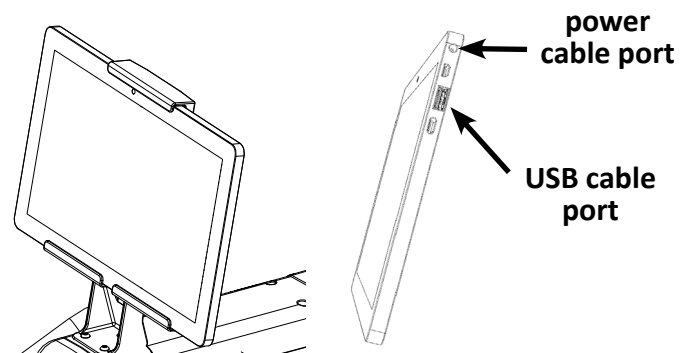
transition box power connection to tablet



transition box USB connection to tablet

 **NOTE:** Be sure it is the power connection, not the headphone jack.


6. Plug the USB cable (see Parts List, item L) into the tablet and into the transition box.





# Power On and Shut Down Pro-Stitcher Lite

Check that the power cord is plugged into the power supply located at the back of the carriage and into an operational wall power outlet. The tablet power connection will be plugged into the quilting machine.

 **NOTE:** If the Pro-Stitcher Lite power cable is unplugged from the carriage or wall outlet, the tablet will continue to run on battery power until the charge has been used up.

## Power on Pro-Stitcher Lite

- Press the power switch on the Pro-Stitcher Lite carriage.
- Press the power switch on the Quilt Maker 18.
- Press the power switch on the tablet.

## Shut Down Pro-Stitcher Lite

- Choose the File Tab. Then choose the Shut Down button. Choose Shut Down from the drop-down menu. This shuts down both the Pro-Stitcher Lite software and the tablet.
- Press the machine power switch off.
- Press the Pro-Stitcher Lite carriage power switch off.

➡ **IMPORTANT:** If you don't see the Shut Down button, press the power switch on the tablet computer to continue shutting down the Pro-Stitcher Lite computer.

➡ **IMPORTANT:** If you leave the Pro-Stitcher Lite tablet powered on with the power cord unplugged, the tablet will begin running off battery power. The tablet will shut down when no battery power remains.

➡ **IMPORTANT:** If the Pro-Stitcher Lite computer is left on for a long period of time, the screen may turn black and enter a sleep mode. Tap 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 Lite.

# Care for the Pro-Stitcher Lite Tablet

The Pro-Stitcher tablet is what powers your Pro-Stitcher system. To help extend the life of your tablet, please follow the tips listed below:

## ***Keep your tablet at room temperature. Avoid high or low temperatures.***

- For best tablet performance, keep your tablet in environments between 50° and 80° Fahrenheit.
- Tablet batteries are easily and quickly weakened in unfavorable temperature conditions.
- When your tablet overheats, it may weaken its battery life. **Do not** keep your tablet in a hot car or other hot locations.
- Charging the tablet at lower temperatures will lead to longer charging times. Charging the tablet at higher temperatures will have an adverse impact on the battery's performance.

## ***Keep your battery between 40% and 80% for the best longevity results.***

- **Do not** keep your longarm machine powered on when it is not in use. Your tablet charges when your longarm is turned on. Turn your longarm off when you are not using it to help maintain your tablet's battery life.

## ***If the tablet is stored for an extended period, check the charge every 2–3 months and recharge the battery before use.***

- Turn on your tablet on every 2–3 months to check the battery level. This can be done by turning on your tablet only (not the longarm machine), selecting Cancel when the Pro-Stitcher pop-up appears, and looking at the battery icon in the lower-right corner of the tablet screen.
- If the battery is charged at 50% or less, connect the tablet to a power source, either by turning on the longarm machine or connecting the tablet to the wall charger. For best results, use only the charger that came with your tablet.

## ***Don't drain your tablet's battery daily.***

- Do not deplete the battery to the point where your tablet shuts down or hibernates automatically. If you completely drain your tablet's battery daily, you will notice a slight reduction in its ability to hold a charge. To avoid this, keep the tablet connected to your longarm machine.

## ***Remember the battery life should be 2–5 years.***

- Batteries lose capacity over time, regardless of whether they are used or in storage. After five years, the battery chemistry can become unstable. Using the tablet beyond this range is not recommended.

## ***Look for signs of a worn-out battery.***

- The tablet shuts down, stating a low battery when it should have plenty of runtime left.
- The battery percentage meter drops randomly.
- Charging finishes prematurely, even though the battery did not accept much power.
- Sudden power capacity drops without warning.
- The self-discharge rate soars and is often uneven.
- The battery gets very hot during charging. (Sometimes the charger shuts down due to this.)
- The battery starts bulging.

If your tablet is running slowly, is constantly running on a low battery, is showing signs of wear, or was purchased more than 5 years ago, you may want to think about replacing your tablet.


# Getting Started with Pro-Stitcher Lite

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

- To move the quilting machine after the software has loaded, the motors should be disengaged. Press the Motors button in the upper-right corner of the screen (Lock icon) to disengage the motors. Note that the button changes from a closed lock to an open lock.


## *To move the machine for free-motion quilting*

- Choose the Pro-Stitcher tab and then the Gears button. The Gears icon is orange when the gears are engaged. The Gears icon is purple with a line through it when the gears are disengaged. Pro-Stitcher Lite automatically moves the carriage gears away from the Flexirack to disengage. Touch the Gears button to engage the gears and use Pro-Stitcher Lite for computerized quilting.

 **NOTE:** When the gears are engaged, you can still move the machine, but it will feel a bit stiff. If you wish to free motion quilt, where you—not the Pro-Stitcher Lite—are moving the machine, disengage the gears for smoother movement. The gears must be engaged for computerized quilting.

## *To use the USB flash drive*

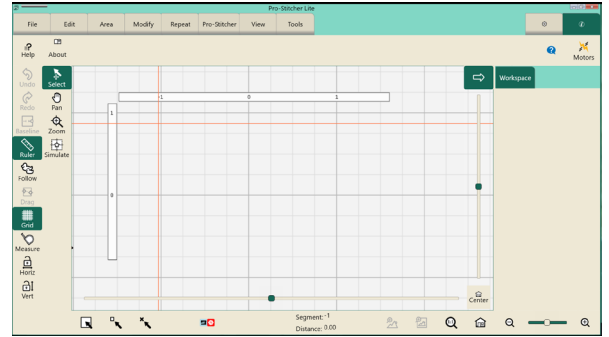
- A USB flash drive is included with the Pro-Stitcher Lite and is preloaded with designs. These designs have also been loaded to the drive on the tablet computer, so the USB flash drive is the backup copy of the designs.

 **IMPORTANT:** It is not necessary to power down Pro-Stitcher Lite 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.

# Update the Pro-Stitcher Lite Software


Pro-Stitcher would like to make sure your software is always up to date. Here are the steps to take to ensure you have the latest version of Pro-Stitcher Lite.

1. In the Pro-Stitcher Lite software, select the “i” icon in the upper right-hand corner of the screen. This is the information screen.
2. On the left-hand side of the screen, select the “About” button to display the information. A pop-up will show you what version of Pro-Stitcher Lite you have.
3. Go to <https://www.ProStitcher.com/prostitcher-lite-software-update/>. Compare the latest version number here with the version number installed on your tablet. If your version is the most recent, you are ready to quilt. If you do not have the latest version installed, proceed with the following directions.



## Downloading the Updated Pro-Stitcher Lite Software Version

**Tools required:** USB drive

 **NOTE:** Use the USB port on the tablet that is not being used.

1. Insert a USB drive into the USB port of a computer connected to the Internet.
2. In a browser window, navigate to the Pro-Stitcher website:  
<https://www.ProStitcher.com/prostitcher-lite-software-update/>
3. Select Download to download the most recent version compatible with your tablet. The zip file will be saved to the Downloads folder on your computer.
4. Locate the PSUpdate[Version#].zip folder. Right-click the folder name and select Extract All to unzip the update file.
5. Copy the unzipped PSUpdate.[Version#].exe file from the folder to the USB drive.

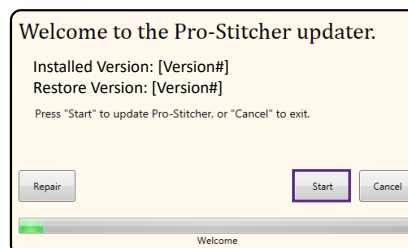
 **NOTE:** The higher the version number, the more up-to-date the version is.

6. After the file is copied to the USB drive, unplug the USB drive from the computer and plug it into the USB port on the Pro-Stitcher Lite tablet.

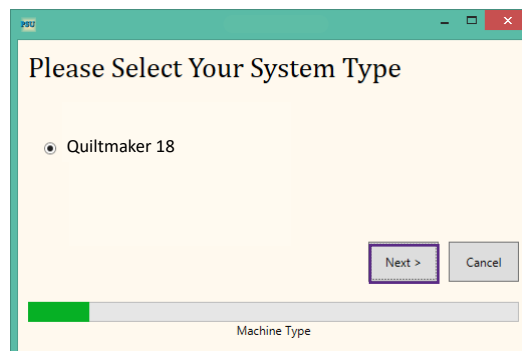
Check for a new software version every few weeks and update your Pro-Stitcher Lite software as needed.

## Updating Pro-Stitcher Lite on the Tablet


1. Insert the USB drive into the USB port on the Pro-Stitcher tablet. On the Pro-Stitcher screen, select File and then Update.
2. Pro-Stitcher will automatically show all updates saved on the USB drive. Select the update you wish to install, and then select Run.



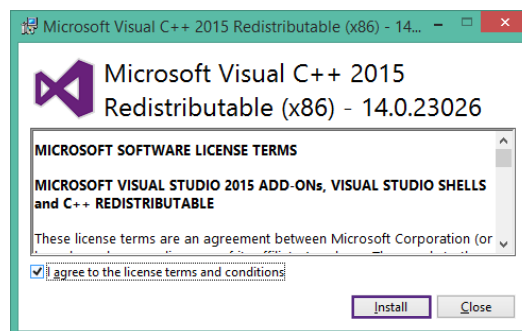
3. Select Start when the Pro-Stitcher update screen appears.
4. If prompted, select the type of Quilt Maker machine you have and press Next.



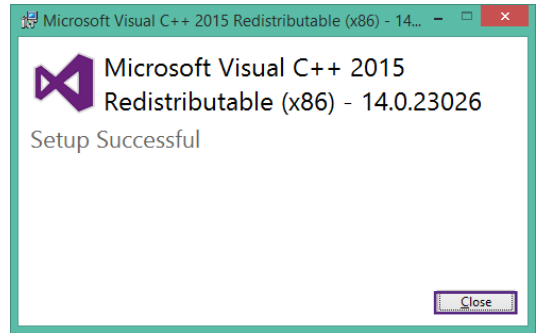
5. Select **Confirm** to continue.

 **NOTE:** If prompted, follow steps 6 through 13. Otherwise, proceed to step 14.

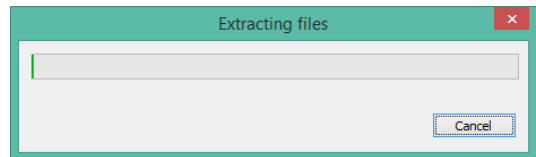
6. When the Visual C++ Redistributable installer appears, select the "I agree" box and then select Install.



7. Select Close.

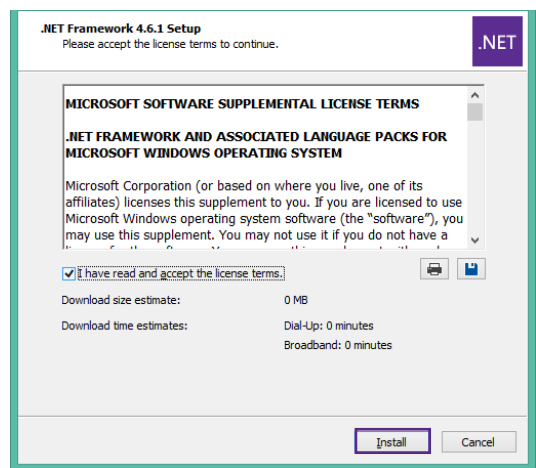


8. Wait for up to several minutes for the next step to finish.

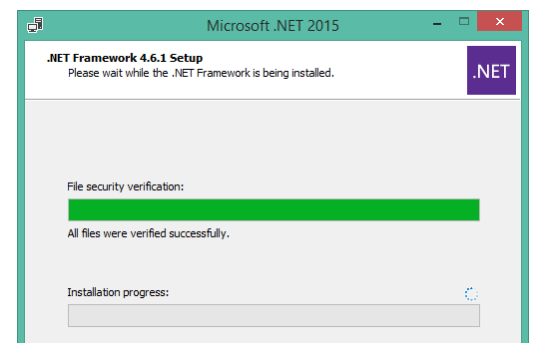


9. Mark the “I have read...” box and select Install to begin installing the .NET 4.6.1 Framework files required for Pro-Stitcher Lite.

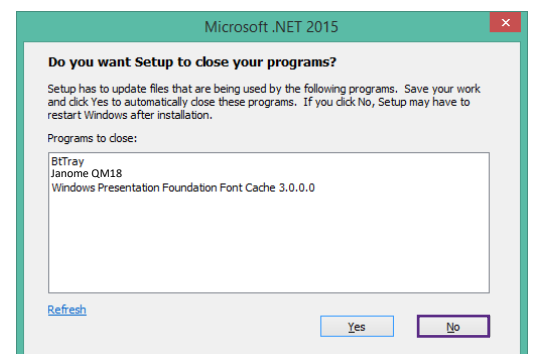
- **IMPORTANT:** If the .NET installer indicates that you have more current version, close the message box and continue to follow the on-screen instructions to complete Pro-Stitcher Lite installation. Reboot the tablet when it is finished.



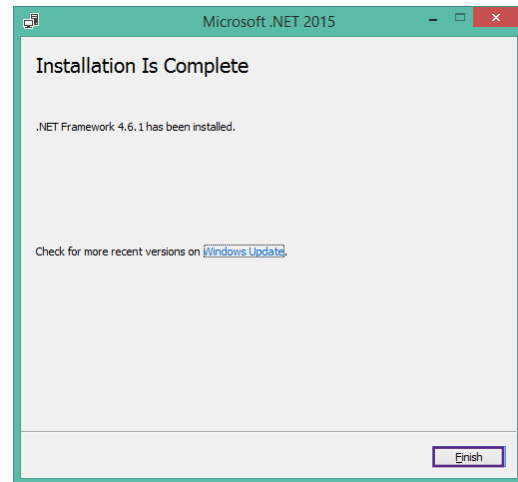
10. Wait until the installation finishes. This may take several minutes.



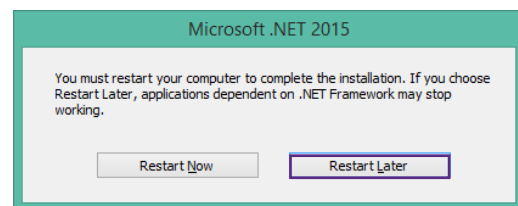
11. If you receive a message asking you to close some programs, select No.



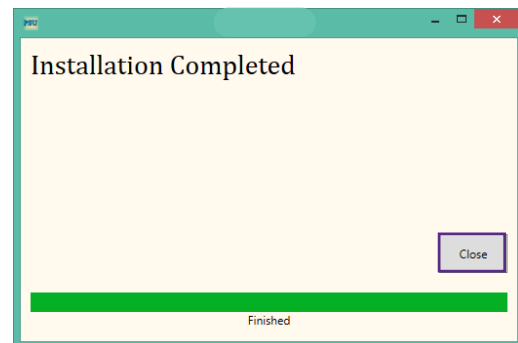
12. Press Finish when the installation is complete.



13. When prompted to restart the computer, select Restart Later.



14. When you see the "Installation Completed" message, press the Close button.



15. When the pop-up screen closes, the Pro-Stitcher Lite software will automatically start.

16. Reboot the tablet to complete the installation process. To restart the tablet from Pro-Stitcher Lite, select File, Shut Down, and then Reboot. To restart the tablet from the Windows desktop, access the taskbar and select the Power icon, and then select Restart.

# Troubleshooting

Problem/Symptom	Corrective Measure
<b>No display on the touchscreen monitor</b>	
	The Pro-Stitcher Lite tablet computer is powered off. Press the <b>Power</b> button of the tablet to turn it on.
	There is no power to the tablet computer. Ensure the power cord to the Pro-Stitcher Lite is plugged in to a powered outlet. Check the connections of all the power cords to the machine. If all cables are plugged in properly, press the <b>Power</b> button on the monitor.
<b>The stitch regulator cable is not connected properly</b>	
Pro-Stitcher Lite moves but does not stitch.	<p>Check that all cables are securely attached.</p> <p>Verify the Pro-Stitcher Lite tablet and the quilting machine are communicating with each other. Choose the <b>Settings</b> tab, and then press the <b>Advanced</b> button. From the drop-down 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> and then the <b>Full Stitch</b> or <b>Half Stitch</b> icons will result in the quilting machine's needle performing that function.</p>
Pro-Stitcher Lite stitches, but the stitch lengths vary, and the quilting machine slows down or even stops in some directions.	<p>The problem can be narrowed to a specific encoder wheel by running the quilting machine manually.</p> <p>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. If it stops stitching while moving left and right, then the problem is with the encoder on the carriage. Make sure the encoder wheels roll on the tracks when moving the quilting machine and that the stitch regulator cable is plugged in securely to the encoders.</p>



<b>Problem/Symptom</b>	<b>Corrective Measure</b>
<b>The black gears do not engage the blue Flexirack</b>	
<p>When the quilting machine is pushed by hand, the horizontal and/or vertical crosshair lines do not move.</p>	<p>Make sure the black gears fully engage the blue rack. Use the manual engagement/disengagement tool to adjust them. Insert into the opening at the front of the carriage.</p>
<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 Lite powered and the motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion, but the black gear does not rotate.</p>	<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 black 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 retightening the screws. If the black 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.</p>
<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 Lite 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 black gear does rotate.</p>	<p>Monitor the motor assembly while engaged and enabled to determine which gear or 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 black gear. Use the appropriate hex wrench to tighten both sets of screws on the gear. The motor gear requires a 1/16-inch hex wrench, and the larger gear on the drive axle with the black gear requires a 5/64-inch hex wrench.</p>
<b>Lubrication required between black gears and blue Flexirack</b>	
<p>When the Pro-Stitcher Lite carriage levers are engaged, squeaking can be heard as the machine is pushed or driven.</p>	<p>Lubricate the teeth of the black plastic gears for both the X- and the Y-axes by applying a small amount of silicone lubricant to the teeth of the black 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.</p>

Problem/Symptom	Corrective Measure
<b>Positioning a pattern using the Reset Home button</b>	
<p>When the <b>Reset Home</b> button is pressed, the pattern is not positioned properly.</p>	<p>The Reset Home button is not intended to be used as a repositioning tool. Reset Home 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 Lite</b>	
<p>Stitch length is much smaller than selected; machine running faster than it should.</p>	<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 Lite tablet should resolve the issue.</p>
<b>No patterns or folders show up in the design library</b>	
<p>The current path is pointing to the wrong drive letter.</p>	<p>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 the Pro-Stitcher Lite tablet computer. Press <b>Cancel</b> if the Open screen is already open, remove the USB flash drive, wait about 15 seconds, and then press the <b>Open</b> button again.</p> <p>The patterns that come preloaded on the Janome 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.</p> <p>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 gone bad and will need to be replaced. If it opens but there are no files on the flash drive, contact Janome for replacement files.*</p> <p>*Janome highly recommends backing up all pattern files on a home computer or another disk.</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 and/or not at the same height), there will be a jump between each repeat of the pattern. This can be corrected by selecting the Point 2 Point button.
<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 Lite cannot communicate with the motors. Check that the carriage is plugged in and that the serial cables are connected properly into the box behind the Pro-Stitcher Lite tablet computer. 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 Lite 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 Lite will not resume on its own after such a disruption for safety reasons and will require user intervention to resume stitching. When communications are reestablished by pressing the lightning bolt button, it will be necessary to reset the starting point to the position where the stitching stopped and resume stitching from that point. If the tablet touchscreen does not respond after such an ESD or surge event, it may be necessary to reboot the tablet using the power button. A mouse may be plugged in to an available USB port and used to save any work prior to rebooting the tablet.</p>

Problem/Symptom	Corrective Measure
<b>Error messages</b>	
<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 tablet computer tying up the CPU. Although it may be possible to resume quilting by simply pressing the 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 reboot the computer. Use the <b>New Start Point</b> function if necessary to resume from where stitching was left off.</p>
<b>System Restore</b> or <b>System Repair</b> message on start-up.	<p>If a message appears on start-up (black screen, white text) that asks whether to run System Restore or Start Windows Normally, select <b>Start Windows Normally</b>.</p> <p>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 issues 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 trained in technical service. They also may provide follow-up advice, training, service, accessories, and other services.

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

## ***Pro-Stitcher Lite – Limited Warranty***

Janome America Inc offers a limited warranty on the Pro-Stitcher Lite (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 the date of purchase, Janome America Inc 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. The manufacturer will provide free replacement parts, the customer pays for labor and shipping.
- C.** Lifetime Software Update Warranty: From the date of purchase Janome America Inc. will provide updates (minor changes to the Pro-Stitcher Lite 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 Lite 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, the manufacturer will provide

free replacement parts, the customer pays for labor and shipping. Excludes the tablet PC.

Warranty issued should, whenever possible, first be submitted to the Authorized Janome dealer 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.

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

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

This product registration form must be completed and received by Janome America Inc before the warranty is valid.

## ***Warranty Exclusions***

Janome America Inc shall have no obligation for any claim under this warranty if the Pro-Stitcher Lite has been misused, abused, neglected, damaged in transit or has been altered from the standard specifications established by Janome America Inc, if proper cleaning and maintenance have not been performed, or if the Pro-Stitcher Lite is used on other frame systems or with machines other than those specified by Janome America Inc. No warranties extend beyond the express warranty offered. Janome America Inc 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 implied warranties.

Specific exclusions of warranty limitation include, but are not limited to the following:

- Products that are received by Janome America Inc are improperly packaged, altered, or physically damaged.
- Counterfeit or altered labels(s) or stickers.
- Broken pins or connectors
- Stripped screws or nuts
- Connector(s) damaged, cracked, missing, or broken.
- Missing, torn, or punctured seal(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 Janome America Inc customer support or warranty repair personnel on a case by case basis.

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

In no event shall Janome America Inc 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.

Janome America Inc does not assume, or authorize any person to assume on its behalf, any other obligation of liability other than that set forth herein.

Some states do not allow exclusion of limitation of incidental or consequential damages, so the 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. Janome America Inc 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. Janome America Inc's warranty applies to the 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.

Janome America Inc's entire liability for any defective Product shall in no event exceed the purchase price for the defective Product. This limitation applies even if Janome America Inc 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 Pro-Stitcher Support.

Any product to be returned to the factory, either by customers or representatives, must be accompanied by a Return Material Authorization Number (RMA). RMA's may be obtained by email (custrel@janome-america.com) or by calling consumer relations

at 1-800-631-0183. 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 the customer at the 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 Pro-Stitcher Quilting Machine Service and Maintenance for the best results with the Pro-Stitcher Lite.

Replace needles every 2-4 hours (1-2 per large quilt) and lubricate hook every 3-4 hours of use (about every second 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 Lite and Janome Quilting Machine.

Servicing is recommended for your Pro-Stitcher quilting machine annually from an Authorized Janome dealer.

Janome America Inc

[www.janome.com](http://www.janome.com)

[custrel@janome-america.com](mailto:custrel@janome-america.com)

# Pro-Stitcher Lite Warranty Registration

Mail or Fax completed Warranty Registration Card within 30 days of purchase. If you have any questions, email [custrel@janome-america.com](mailto:custrel@janome-america.com) or call Customer Relations at 1-800-631-0183.

Online Warranty registration is also available at [www.janome.com](http://www.janome.com)

Mail: 10 Industrial Ave Ste, 2, Mahwah NJ 07430

## Pro-Stitcher Lite Warranty Registration Card

The Pro-Stitcher Lite 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 Lite User Manual). Check with your local Pro-Stitcher Representative for details on service or making warranty claims.

Customer Name:

Company/Business Name (if applicable):

Address:

City, State, Zip:

Daytime Phone:

Fax:

Email:

Pro-Stitcher Lite Serial Number:

Order Number (5 digits):

Purchase Date:

Date Product Received:

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

Signature:

Date:

Pro-Stitcher Lite





*Pro-Stitcher*<sup>®</sup>

**LITE**

FOR

Quilt Maker 18

**JANOME**

Reliability by Design

[www.janome.com](http://www.janome.com)