

Pro-Stitcher[®]

PREMIUM

Installation Instructions



FOR

Quilt Maker Pro 16
Quilt Maker Pro 18

Online resources

Download a version of this manual at: <http://www.janome.com/en/support/manuals/>

Check for software updates to Pro-Stitcher at: <http://www.janome.com/en/support/general-support/software-support/>

Participate in online forums with other Janome owners: <http://www.janome.com/en/support/janome-forum/>

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Quilt Maker Pro 18 and Quilt Maker Pro 16 are trademarks of Janome America, Inc.

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Important Safety Instructions

Save these instructions

This machine is intended for household or commercial use.

Disclaimer

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

Read all instructions before using.

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

The Pro-Stitcher quilting machine should never be left unattended when plugged in. Always unplug the machine from the electric outlet immediately after using and before cleaning. When using any machine, basic safety precautions should always be taken, including the following:

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

Read these instructions before using the machine.

To use the machine safely:

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

To increase the life of your machine:

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

To repair or adjust the machine:

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

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.

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

 **AVERTISSEMENT:** Cancer et dommages à reproduction - www.P65Warning.ca.gov

 **ADVERTENCIA:** Cáncer y daño reproductivo - www.P65Warning.ca.gov

Conservez ces consignes

Cette machine est destinée à un usage domestique.

Avertissement

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

Lisez toutes les consignes avant d'utiliser le produit

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

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

Ne jamais laisser la machine à quilter Pro-Stitcher sans surveillance lorsqu'elle est branchée. Débranchez toujours la machine de la prise électrique immédiatement après usage et avant de la nettoyer.

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

Lisez ces consignes avant d'utiliser la machine.

Pour utiliser la machine en toute sécurité

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

Pour augmenter la durée de vie de votre machine

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

Pour réparer ou régler la machine

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

Installation

Congratulations on your Pro-Stitcher® purchase

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

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

Go to www.Janome.com for:

- Updates to the Pro-Stitcher software (provided free as long as you own your machine)
- A full-color version of this manual that can be downloaded and printed
- Updates to this manual
- News about hardware upgrades or new machines
- Links to educational information

Want to be in the know?

Register your machine to receive notice of updates, upgrades, special offers, contests, new products and free stuff at: www.janome.com/warranty.

Machine packaging information

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

Janome contact information

Janome America, Inc.
10 Industrial Ave, Suite 2
Mahwah, NJ 07430

Toll-free phone: 1-800-631-0183

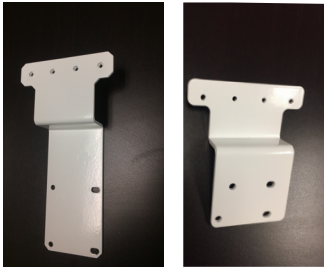
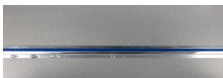
Email Address: custrel@janome-america.com

Website: www.Janome.com

Parts List

This list shows the parts of the Pro-Stitcher.

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

Item	Quantity	Photo
A. Blue X-axis Flexirack (12 feet)	1	
B. X-axis Flexirack clamps and screws	4	
C. 3/32-inch drill bit	1	
D. Base-plate screws	4	
E. Carriage	1	
 NOTE: The Pro-Stitcher carriage assembly may be different from the one pictured.		
F. Computer bracket	1	
G. Computer bracket mounts	2	
H. Y-axis mounting bracket assembly	1	

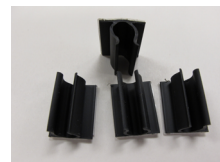
I. Power cord assembly, 12-foot with ferrite

1



J. Adhesive-backed cable-mounting clips

4



K. USB flash drive

1



M. USB cable

1



N. Computer power cord

1



O. Manual engagement/disengagement tool

1



P. Harness cable

1



Q. Pro-Stitcher tablet computer

1

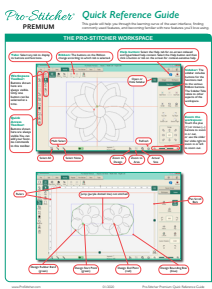
 **NOTE:** The model of the Pro-Stitcher computer may be different from the one pictured.



R. Pro-Stitcher Designer Software

1





Pro-Stitcher Premium *(Specific Machine Information)*

Addendum for Pro-Stitcher Premium

Installation Instructions for Janome Quilt Maker Pro 18 & 16 Longarm Machines.

ADDENDUM OVERVIEW

The Installation Instructions for the Pro-Stitcher Premium Quilt Maker Pro 18 and Quilt Maker Pro 16 are very similar. There are only a few things to be aware of. This document will clarify those things and help you get started.

COMPUTER BRACKET MOUNTS

The mounting bracket for the Quilt Maker Pro 18 is longer than the bracket for the Quilt Maker Pro 16, as shown in the images to the right. Both mounts are included with the Pro-Stitcher so it will work with either the 18 or 16 machine.



COMPUTER BRACKET

The same computer bracket with connection hub is used on both the Quilt Maker Pro 18 and the Quilt Maker Pro 16 machines.

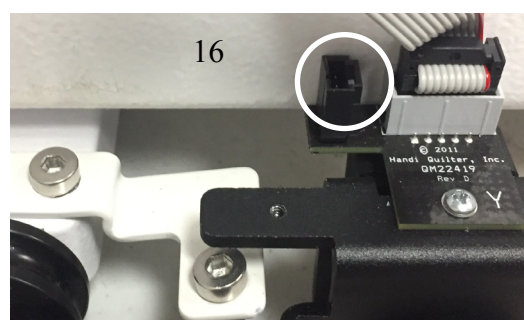


MACHINE ENCODERS

Machine encoders are different but the connection for the Pro Stitcher control is very similar. The Quilt Maker Pro 18 connects from the back and the Quilt Maker Pro 16 connects from the top as shown at the right.

 **NOTE:** The Pro-Stitcher control cable is the small cable with the three pin connection coming from the wire harness and allows the Pro-Stitcher to communicate with the Quilt Maker Pro 18 or 16 machine.

 **IMPORTANT:** The height of the Quilt Maker Pro 18 and the Quilt Maker Pro 16 needle plate work surface is different between the two machines. This means the side arms and poles will not be set at the exact same height for both machines. If the poles were set properly for the machine with a regular carriage, they will be set the proper height for the Pro-Stitcher Premium as well.



Installation

These instructions are for installing Pro-Stitcher on the Quilt Maker Pro. We recommend installation by an authorized Pro-Stitcher Retailer if available.

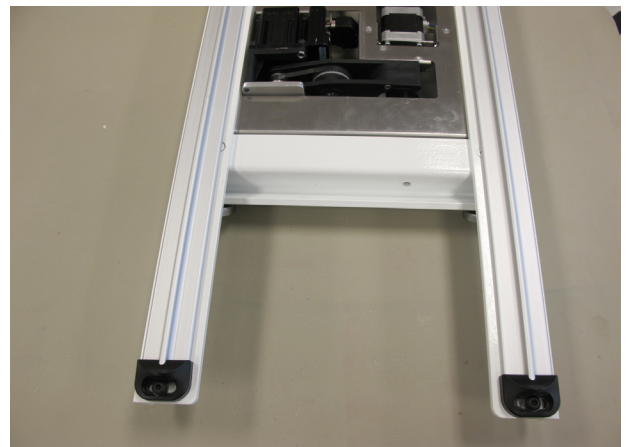
Tools required

- Power drill
- 4mm Allen wrench
- 5mm Allen wrench
- Slotted screwdriver (one large and one small)
- Phillips screwdriver (one large and one small)
- Manual engagement/disengagement tool (see *Parts List, item O*)

Installation of the X-Rack and Y-Rack

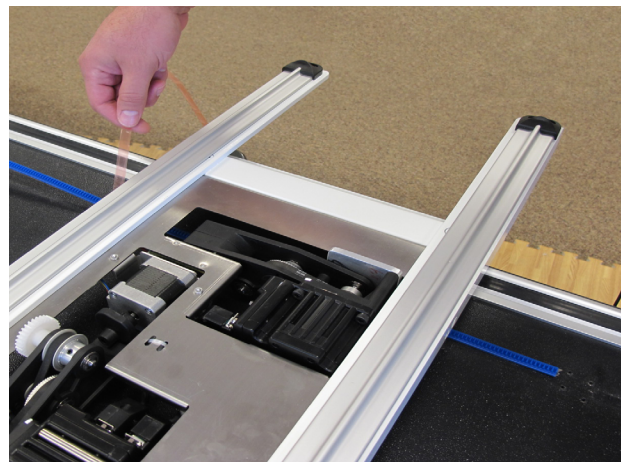
To install the X-Rack

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

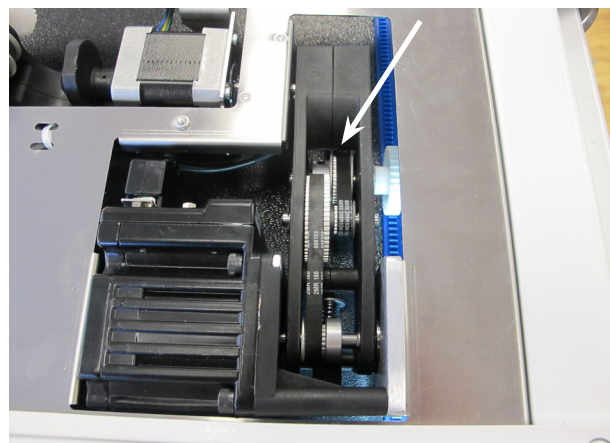


2. Place the Pro-Stitcher carriage on the frame. Starting at one end of the table, begin mounting the blue Flexirack to the front of the table while aligning it to the front white gear on the carriage.

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



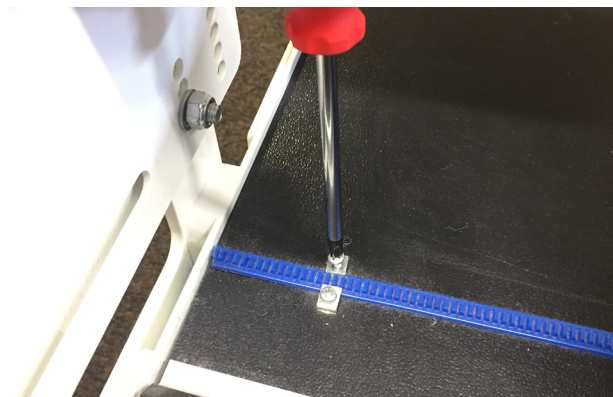
3. Use the carriage as a guide and align the blue Flexirack with the white gear along the length of the table (see arrow at right), removing the pink protective layer and pressing downward on the blue Flexirack while moving down the entire length of the table.



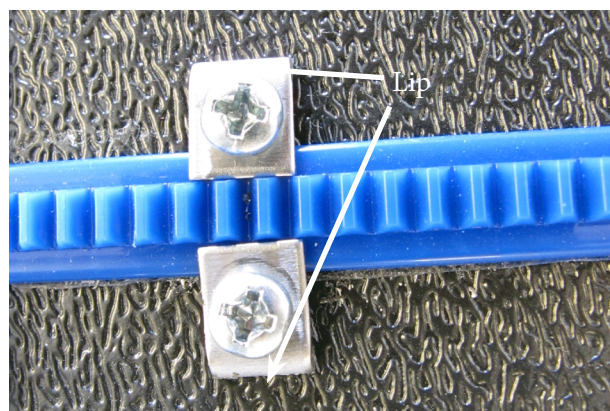
4. Double check the alignment of the carriage white gear with the blue Flexirack by rolling the carriage along the entire length of the table.
5. Trim the Flexirack to length using a knife or wire cutters. The blue Flexirack does not need to extend the full width of the table and can be a couple of inches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



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



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



To Install the Y-Rack

1. Carefully lay the quilting machine on the left side, (looking from the front).

Underneath the base plates, near the wheels on the right side of the machine (the side with the thread tensioner and guides) there will be either two screws or two holes. If the screws are there, use a large flat screwdriver to remove the screws.



2. Attach the Y-Rack to the bottom of the front and rear base plates. The blue Flexirack should be toward the middle of the machine while the bolt holes should be toward the outside. Use the screws that were removed from the front and rear base plates. Use the two screws from the baseplate that fit best. [See Parts List, item D]



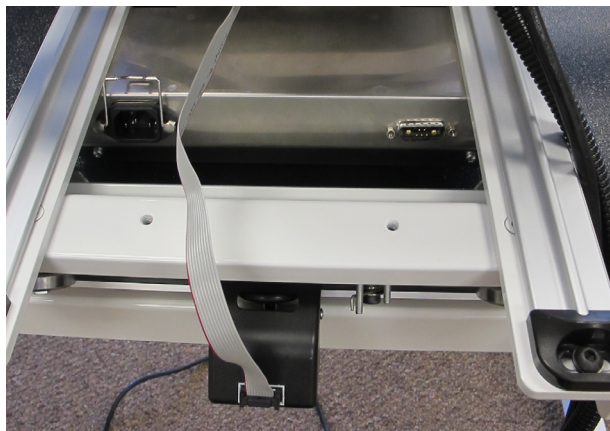
△ CAUTION: Be careful not to over-tighten the screws as the base plate holes will strip easily.



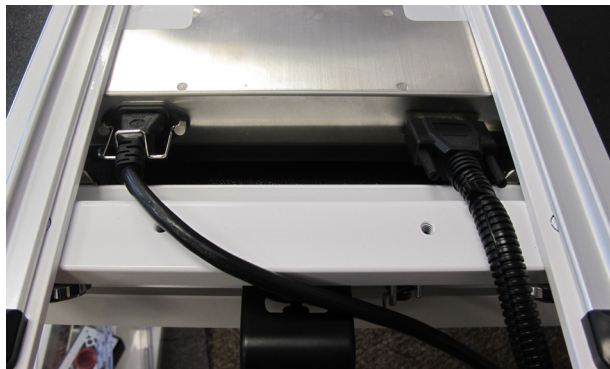
To set up the Pro-Stitcher carriage

1. Place the Pro-Stitcher carriage on the frame system with the connectors toward the back of the frame. Carefully lift the quilting machine and place it on the carriage so the wheels engage the white carriage tracks, making sure not to set the wheels on top of the stitch regulator cable. This is easier to do with two people, one at each end of the quilting machine.

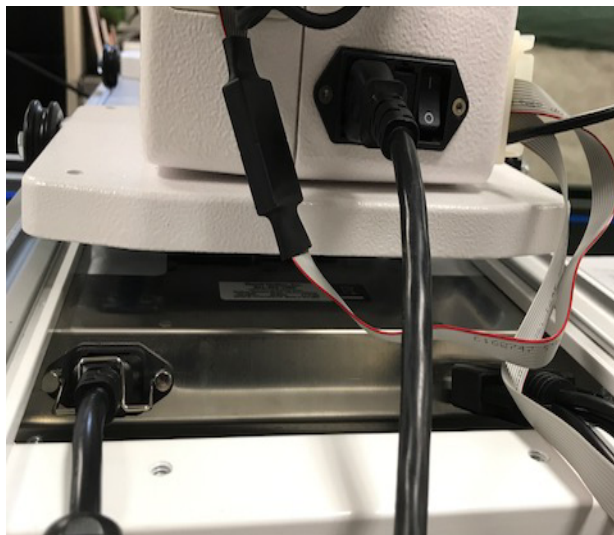
2. With one end of the stitch-regulator cable plugged into the machine's C-Pod and the middle connector plugged into the quilting machine's Y-encoder, plug the other end of the cable into the carriage X-encoder. Attach harness cable.



3. Attach one end of the harness cable (see *Parts List, item P*) into the connector on the right side of the power supply. Tighten the side screws. You will plug the other ends to the bracket as part of step 5 when you attach the tablet computer.



4. Connect one end of the 12-foot power cord (see *Parts List, item I*) to the carriage power inlet and the other end into a wall receptacle when the Pro-Stitcher setup is complete. Do not plug into the wall at this time.



5. The black cables attached to the Pro-Stitcher carriage should be routed up between the rear handles and the quilting machine, toward the right-hand side of the machine (looking at the machine from the back). Attach the cable clips (see *Parts List, item J*) and route the cable accordingly.



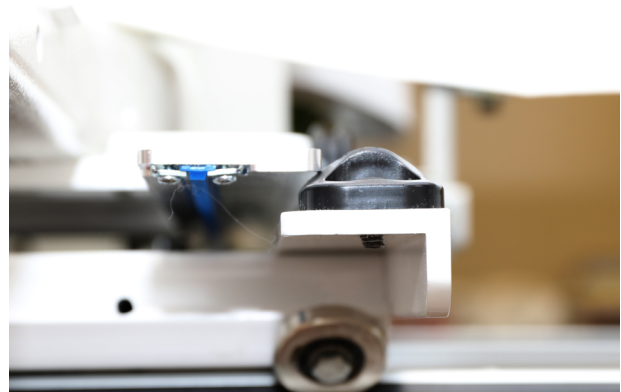
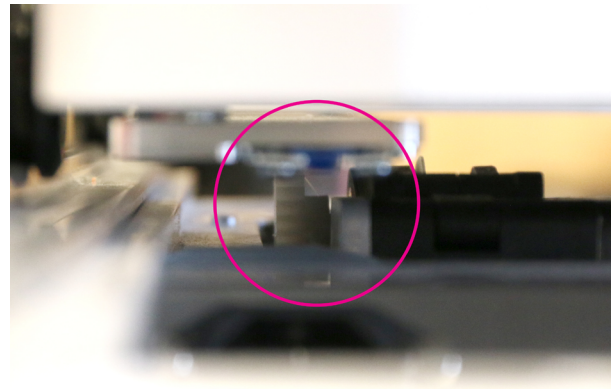
6. The small black cable with the black 3-connector clip should be routed underneath the P-Pod and snapped into the quilting machine's Y-encoder.

The two black cables that run from the carriage up to the computer should be clipped into the cable clip under the rear handlebar to help prevent these cables from getting caught on the edges of the carriage.



7. Once again verify that the Y-axis gear engages the blue Flexirack for the Y-axis.

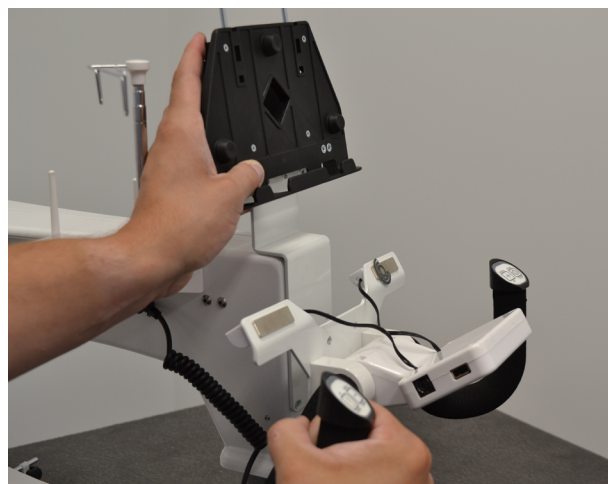
- Do this by looking from the back of the machine between the bottom of the quilting machine and the top of the carriage. If necessary, use the manual engagement/disengagement tool to move the gears so they engage.
 - If horizontal adjustment is needed to ensure that at least half the white gear and blue Flexirack are interlocking, loosen the two screws that mount the y-axis bracket to the base plates and push the bracket in the direction necessary while re-tightening the screws.
 - Both screws can be adjusted with the quilting machine on the carriage. Pull the machine to the front to access the front screw and to the rear to access the rear screw.
 - 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.
- ➡ **IMPORTANT:** If necessary, use the manual engagement/disengagement tool to move the gears so they engage. Insert the end of the tool into the hole at the front of the carriage.



8. With the power cable plugged in and the motors in the engaged position (use the manual engagement/disengagement tool if necessary), ensure that as the quilting machine is moved in both the X and the Y directions, the corresponding gears are rotating as well.
9. Be sure to remove the manual engagement/disengagement tool before operating the Pro-Stitcher.

To attach the tablet computer

1. Disconnect the front handlebar cable from the side of the machine's head. Then remove the handlebars from the front of the quilting machine by removing the four hex-head bolts with a 3mm Allen wrench.
2. Use the four screws removed in step 1 (above) to attach the black computer bracket (F) to the white computer bracket mount (G) as shown.
3. Position the computer bracket mount and front handlebar assembly as shown. Use the four M4 x 12 screws (shown taped to the computer bracket mount (G) on the parts list page). Mount both together to the front of the machine.



4. The black cable has three connections – two 9-pin serial connectors and one barrel connector for power.



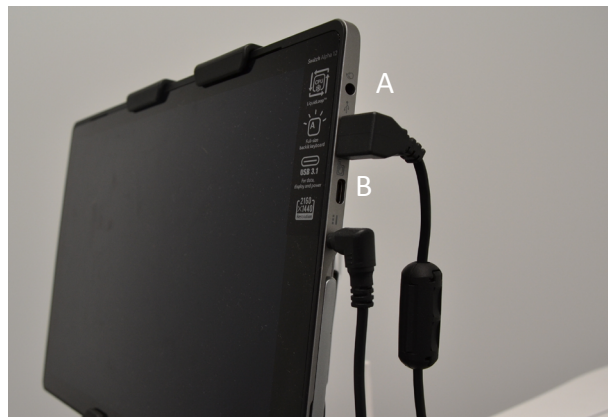
Insert the barrel connector into the center jack located on the bottom edge of the black box that is mounted to the back of the computer bracket. Attach the two 9-pin serial cables to the appropriate ports on the back of the same box, making sure cable connectors are plugged into their corresponding ports on the black box.



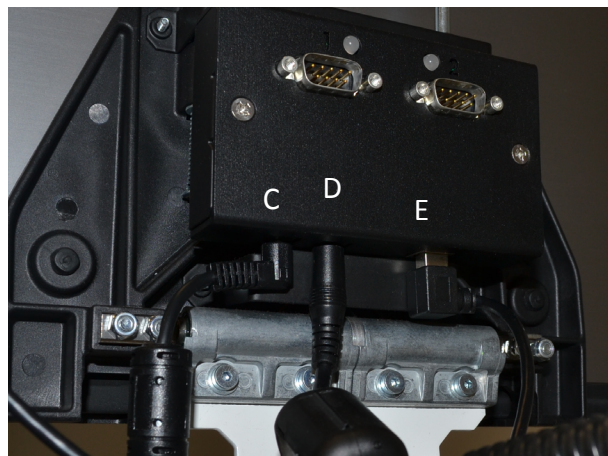
5. Remove the computer from its packaging. Install the computer into the computer bracket by sliding it into the black bracket from the side.



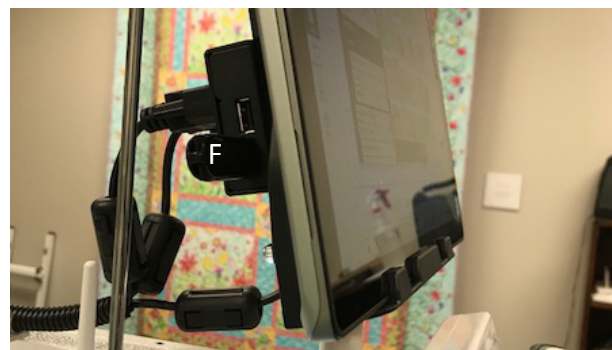
6. With the computer installed in the bracket, connect the USB short cable (*see Parts List, item M*) between the USB port, on the side of the computer (position A) and the black box on the back of the bracket (position E).



7. Also connect the computer power cord (*see Parts List, item N*) between the computer (position B) and the black box (position C).



8. The open USB ports on the black box (position F) are for plugging in the USB Flash drive to load designs or update the software, or for plugging in a keyboard or mouse, if desired.



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

To turn on and shut down Pro-Stitcher

Check that the power cord is plugged into the power supply located at the back of the carriage. Then plug in the barrel-shaped power connector to the bottom of the black box behind the computer and the short power cord from the black box to the computer. If the cable is unplugged, the computer will continue to run on battery power until the charge has been used up.

To turn on Pro-Stitcher

- Press the power switch, usually located on the side of the tablet computer.

To shut down Pro-Stitcher

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

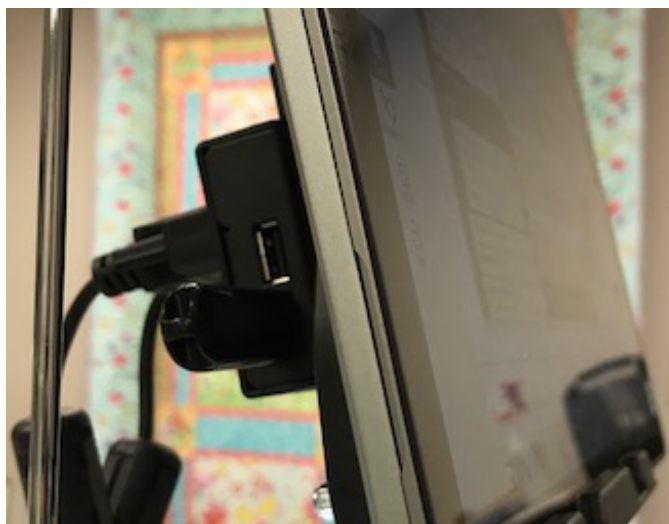
Getting started with Pro-Stitcher

To move the quilting machine after the software has been loaded

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

To use the USB flash drive

- A USB flash drive is included with the Pro-Stitcher and is pre-loaded with 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 to install or remove the USB flash drive, but take care not to remove the flash drive while the system is saving to or loading from the drive.

To use an external keyboard

An external keyboard is helpful when using Pro-Stitcher Designer on the Pro-Stitcher computer. Use a keyboard and mouse (wired or wireless) by attaching them (or the wireless transmitter) to one of the USB ports on the black box behind the computer.

Troubleshooting

Problem/Symptom	Corrective Measure
No display on the touch-screen monitor	
The Pro-Stitcher screen is off/blank.	The Pro-Stitcher computer is powered off. Press and hold the Power button at the side of the computer to turn it on.
	There is no power to the tablet computer. Ensure the power cord to the Pro-Stitcher is plugged into a powered outlet on one end and the carriage power inlet on the other end. Press the Power button on the side of the monitor.
The stitch regulator cable is not connected properly	
The Pro-Stitcher moves but does not stitch.	Make sure the gray flat stitch regulator cable is plugged into the back of the machine, the encoder wheel on the back wheel of the quilting machine, and the encoder wheel on the carriage. Check the black cable that connects the Pro-Stitcher to the machine encoder wheel. This cable has a 3-wire connector at the end that plugs into the machine's stitch regulator encoder circuit board attached to the back left wheel of the quilting machine. Verify the Pro-Stitcher and the quilting machine are communicating with each other by pressing Reconnect Machine in the Settings > Advanced > Communications menu. If the two systems are communicating, pressing the Full Stitch or Half Stitch buttons on the Pro-Stitcher will result in the quilting machine's needle performing that function. Check the gray stitch regulator cable for damage <i>(the end of the cable that plugs into the back of the machine will have one wire clipped – this is normal)</i>.

Problem/Symptom	Corrective Measure
Encoder issue/stitch regulator cable is not connected properly	
The Pro-Stitcher stitches, but the stitch lengths vary and the quilting machine slows down or even stops in some directions.	The problem can be narrowed to a specific encoder wheel by running the quilting machine manually. Start the quilting machine from the handlebars in Stitch Regulated mode and only move the machine left and right. Then try only moving front and back. If the quilting machine stops stitching while moving front and back, then the problem is with the encoder mounted to the back of the machine. If it stops stitching 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 also that the gray stitch regulator cable is plugged in securely to the encoders.
The white gears do not engage the blue flexirack	
When the quilting machine is pushed by hand, the horizontal and/or vertical crosshair lines do not move.	Make sure the white gears fully engage the blue rack. Use the manual engagement/disengagement tool to adjust if needed. Insert into the hole at the front of the carriage.
The X- and/or Y-axis gears are only partially engaged	
Stitched designs appear jagged or wobbly. The system may be skipping teeth when running, resulting in a shifting of the design on the quilt. With the Pro-Stitcher powered and motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion but the white gear does not rotate.	If there is motion in the X-axis (left-right), check the X-axis gear assembly and make sure nothing is preventing the assembly from springing downward and putting pressure on the blue rack. If the motion is in the Y-axis (front/back), make sure the blue rack and the white gear are properly aligned and adjust if necessary by loosening the two Y-axis bracket mounting screws and shifting the Y-axis bracket left/right and re-tightening the screws. If the white gear is not pressing upward enough on the blue rack to fully engage the gears, it may be necessary to install shim washers between the quilting machine base-plates and the Y-axis bracket to drop the bracket a little.
One or more of the pulleys/gears on the X- or Y-axis assemblies are loose	
Stitched designs appear jagged or wobbly. With the Pro-Stitcher powered and motors engaged and enabled (locked in position), pressing the machine side to side or front to back allows a little motion and the white gear does rotate.	Monitor the motor assembly while engaged and enabled to determine which gear/pulley is slipping. It will most likely be either the gear mounted directly to the motor shaft or the gear mounted to the shaft that drives the white gear. Use the appropriate Allen wrench to tighten both set screws on the gear. The motor gear requires a 1/16" Allen wrench and the larger gear on the drive axle with the white gear requires a 5/64" Allen wrench.

Problem/Symptom	Corrective Measure
The X- and Y-tension springs are too loose.	
Gear tooth skipping occurs, causing the stitched design to be shifted in either the X or the Y direction.	The X- and Y-tension springs may need to be tightened. First make sure the Pro-Stitcher software is the most current version. Using a 3mm Allen wrench, tighten the bolts (clockwise) running through the center of the two springs in the Pro-Stitcher carriage (one on the X-motor assembly and one on the Y-motor assembly). Only one or two full rotations is all that is usually required. Tightening more than three turns will likely damage the system. Be careful while tightening not to flex the shaft that the bolt is tightening into or it may break. The quilting machine will need to be removed from the carriage and the carriage turned upside down to access the X-tension spring. Test that the springs are not too tight by going to the Freehand screen and pressing the Gears button to rotate the engagement motor a few times. If they are too tight, the motor will slip and not complete its rotation. Loosen the tension spring bolt if this occurs.
Lubrication required between white gears and blue rack	
When the Pro-Stitcher carriage levers are engaged squeaking can be heard as the machine is pushed or driven.	Lubricate the teeth of the white plastic gears for both the X- and the Y-axes by applying a small amount of silicone lubricant to the teeth of the white gears. Do not use a solvent-based or an oil-based lubricant (such as WD-40 or sewing machine oil) as this will attract dust and eventually clog the gears.
Jumps between repeated patterns	
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 (P2P) button in the Repeat tab.

Problem/Symptom	Corrective Measure
No patterns or folders show up in the design library	
The current path is pointing to the wrong drive letter.	Designs are stored on the computer's hard drive and on the removable USB flash drive. If you are attempting to access designs specifically on the USB flash drive, make sure the USB flash drive is plugged in securely to the Pro-Stitcher computer. Press Cancel if the Open screen is already open, remove the USB flash drive, wait about 15 seconds, and then press the Open button again. The patterns that come pre-loaded on the USB Flash drive are located in a folder called Designs on the USB flash drive (usually drive D:\ or E:\). From the Open window, select a drive letter by pressing on the arrow button next to the drive you wish to browse. If there is a circle with a ^ symbol on the right-hand side of the button, it means there are more folders in that particular path. If there continues to be nothing showing up on the USB flash drive, plug it into a desktop or laptop computer and verify that the USB flash drive has the desired files on it. If the computer says it wants to reformat the flash drive then the flash drive has gone bad and will need to be replaced. If it opens but there are no files on the flash drive, contact Janome America, Inc. for replacement files.* <i>*Janome America, Inc. highly recommends backing up all pattern files on a home computer or another disk.</i>
Error messages	
Buffer Underflow	If a message with the words Buffer Underflow appears while stitching, it is an indication that data is not getting to the motors quickly enough. This may be due to something in the computer tying up the CPU. Although it may be possible to resume quilting by simply pressing red X box to close the error message and then pressing the Motor Error lightning bolt button at the top right-hand corner of the screen, it is best to cancel the current design stitch-out, save the pattern, and re-boot the computer. Use the New Start Point function if necessary to resume from where stitching was left off.

Problem/Symptom	Corrective Measure
Error messages	
Motor Error with lightning bolt icon in the top-right corner (may occur with various types of Motor Error messages on the screen).	This will occur with various types of motor errors. Generally they mean that the Pro-Stitcher cannot communicate with the motors. Check that the carriage is plugged in and that the serial cables are connected properly into the box behind the Pro-Stitcher computer. If everything is connected properly and power is on, press the lightning bolt button to attempt to re-establish communication with the motors. The icon will return to normal once communications are re-established. If this occurs during stitching (possibly due to a large electrostatic discharge (ESD) event or power surge), the Pro-Stitcher will stop moving and wait for the lightning bolt icon to be pressed. If the quilting machine is still stitching at this point, press the STOP button on the handles. Pro-Stitcher does not resume on its own after such a disruption for safety reasons and will require user intervention to resume stitching the design. When communications are reestablished by pressing the lightning bolt button, it will be necessary to re-set the starting point to the position where the stitching stopped and resume stitching from that point. If the tablet touch-screen does not respond after such an ESD or surge event, it may be necessary to re-boot the tablet using the power button. A mouse may be plugged into an available USB port and used to save any work prior to re-booting the tablet.
System Restore or System Repair message on boot-up.	If a message appears on boot-up (black screen, white text) that asks whether to run System Restore or Start Windows Normally, select Start Windows Normally by using the volume buttons on the tablet to move your selection up or down and use the “Windows” button to select “Start Normally.” The system should resume as normal. The computer will default to the System Restore screen (more of a typical Windows blue/white screen) if you do not select the Start Normally option in time. If this occurs, use the power switch to reboot the computer and try again.

Warranty

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

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

Pro-Stitcher® Premium - Limited Warranty

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

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

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

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

The product registration form must be completed and received by Janome America, Inc. before warranty is valid. www.janome.com/warranty.

Warranty Exclusions

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

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

- General, consequential, incidental or special damages including damage to fabric or material, the cost of rework or lost profits, the cost of installation or removal of any Products, and any inspection, testing or redesign caused by any defect or by the repair or replacement of Products arising from a defect in any Product.
- Products which are received by Janome improperly packaged, altered, or physically damaged.
- Counterfeit or altered label(s) or stickers.
- Broken pins or connectors
- Stripped screws or nuts
- Connector(s) damaged, cracked, missing or broken.
- Missing, torn or punctured seals(s)
- Any use besides computerized machine quilting applications
- Operator error in the customary use of the Product.
- Internal adjustments, tampering or parts replacement done by anyone except authorized Representatives or customers specifically authorized by Janome 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 for failure, defects, loss, deterioration, personal injury or damage which are due to: (1) ordinary wear and tear or exposure, (2) abuse, misuse, negligence, operator error, or (3) use of parts, components, or accessories not authorized by Janome.

In no event shall Janome 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 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 previous 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 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's warranty applies to repairs or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

Janome'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 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 Janome Support.

Any product to be returned to the factory, either by customers or Representatives, must be accompanied by a Return Authorization Number (RA). RAs may be obtained by email (custrel@janome-america.com) or toll-free at 1-800-631-0183. If it is determined that the Product may be defective, an RA number will be issued with instructions for Product return. An unauthorized return (a return without an RA number) will be shipped back to customer at customer's expense. Authorized returns are to be shipped prepaid and insured in an approved shipping container. The original box and packaging materials should be kept for storing or shipping.

Servicing is recommended for your Janome quilting machine annually from a qualified representative. Servicing will cover belt tensioning, encoder positioning, bearing retainers, hook axial play and timing, presser and needle bar adjustment, and internal lubrication to take-up lever, hopping foot levers, bushings/bearings.

Janome America, Inc.
Customer Relations
10 Industrial Ave, Suite 2
Mahwah, NJ 07430
Toll Free: 1-800-631-0183
custrel@janome-america.com

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 Janome Quilting Machine Service and Maintenance for best results with the Pro-Stitcher.

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

Pro-Stitcher Training Checklist

Customer Name: _____ Date of Purchase: _____

Representative Shop Name: _____ Date of Training: _____

Installation and Set Up

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

Pro-Stitcher Workspace

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

File Tab

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

Edit Tab

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

Area Tab

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

Modify Tab

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

Repeat Tab

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

View Tab

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

Pro-Stitcher Tab

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

Tools

- ☐ Pro-Stitcher Designer
- ☐ Art & Stitch

Settings Menu

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

Cleaning & Maintenance

- ☐ Cleaning Rack
- ☐ Maintenance of HQ Machine

Warranty Review

- ☐ Review Manufacturer's Warranty
- ☐ Sign Checklist

The items listed above have been explained to me by my Janome Dealer.

I have covered the items listed above with my customer.

Signature of Owner

Signature of Trainer

Pro-Stitcher® Premium Warranty Registration

Mail or Fax completed Warranty Registration Card within 30 days of purchase. If you have questions, email custrel@janome-america.com or call Customer Relations at 1-800-631-0183. Online warranty registration is also available at Janome.com.

MAIL: Janome America Inc.
Warranty Registration Dept.
10 Industrial Ave, Suite 2
Mahwah, NJ 07430

Pro-Stitcher Premium Warranty Registration Card

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

Customer Name:

Company/Business Name (if applicable):

Address:

City, State, Zip:

Daytime Phone:

Evening Phone:

Fax:

Email:

Pro-Stitcher Serial Number:

Order Number:

Purchase Date:

Date Product Received:

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

Signature:

Date:

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

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Pro-Stitcher[®]

PREMIUM

FOR

Quilt Maker Pro 16
Quilt Maker Pro 18

www.janome.com

Part #QM30031 • January 2020 • Version 2