

MK Quilts Service Policy

Handi Quilter, Inc (HQ) offers a limited warranty as detailed at this link:

<https://handiquilter.com/warranty/>

Unless otherwise defined in this document, the warranty will be honored as written in the official HQ warranty. As stated in their document, “Representatives may offer their own warranties in addition to those offered by the manufacturer, but do not obligate the manufacturer.”

MK Quilts Enhanced Warranty

To highlight the differences, we will quote the standard warranty and then the MK Quilts policy.

Handi Quilter, Inc. (hereinafter HQ) offers a limited warranty on the HQ QUILTING MACHINE (hereinafter “Machine”) to be free of defects in workmanship and materials under normal use upon the terms and conditions hereinafter set forth:

(a) 90-day Limited Warranty – During the first 90 days from date of purchase, HQ will repair any manufacturing defect without charge for parts or labor. All subsequent warranties include parts costs only.

MK Quilts’ One-Year Limited Warranty

A retailer is only required to provide you free labor for 90-days. MK Quilts will provide you this support for a full year from the date you started to use your machine. The only limitation to this is for damage caused by the customer.

Shipping or In-home service will be provided at no cost.

If your machine will be out of service for more than 3-weeks, a replacement or loaner service unit will be provided. The customer must return loaner equipment within 7 days of resolution and will be responsible for repackaging the equipment as it arrived.

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(b) 10-year Limited Manufacturer’s Warranty. HQ warrants the sewing head is free of casting or machining imperfections causing product failure. This warranty does not extend to mechanical or electronic/electrical parts, which are covered under a separate

warranty, or consequential damage to the head caused by mechanical or electronic/electrical part failures beyond their warranty period.

MK Quilts has never seen the housing of a machine suddenly fail, so we can not improve on this section.

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(c) 5-year* Mechanical Warranty For any mechanical failure within this period, manufacturer will provide free replacement parts, customer pays for labor and shipping. See warranty exclusions.

(d) 5-year* electronic/electrical warranty. The electric/electronic components are warranted to be free from manufacturing defects for five(5) 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. The 5 year electronic/electrical warranty will be invalid if the machine is left plugged into a power source when not in use.

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

MK Quilts years 2 thru 5 Warranty

The standard warranty from HQ essentially states that it will cover the cost of parts up to year 5 of your ownership of the machine. The warranty does transfer during that period. Please read the Warranty Exclusions in the original HQ Warranty

<https://handiquilter.com/warranty/>.

Most items covered in the warranty are common sense and protect the company from excessive expenses. But MK Quilts wants to flag limitations and explain how you can limit your risks...

- [Exclusion:] 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.

Remedy is limited to the repair or replacement of the defective Product. HQ may elect which remedy or combination of remedies to provide at its sole discretion **and shall have a reasonable time, after determining that a defective Product exists, to repair or replace the defective product.**

MK Quilts has determined that a large number of our customers are generating personal revenue with their machines and that the “hobbyist pace” of normal repair avenues has been excessively long. This leads to loss of income and customer satisfaction.

Unlike most other retailers, MK Quilts maintains an inventory of spare parts and machines that are available to MK Owners and those with an MK Service contract. Parts can be shipped 1-3 days faster than from HQ and a loaner machine can be made available when necessary.

The cost of shipping in both directions will be the responsibility of the customer. The customer will be able to elect their shipping options.

MK Quilts Loaner Machines

The cost of a loaner machine will be 1% of the retail cost of the machine PER WEEK for the first four weeks. Loaner rental beyond 4 weeks will be 10% of the retail price unless other arrangements are made. The loaner period ends when the machine is picked up by the shipper. The customer is responsible for the hardware until it arrives and is responsible for shipping charges and insurance. Use of non-transparent shipping tape on the shipping container may result in an additional fee. Normal shipping wear and tear is expected.

Wear and Tear Components

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

Hook and Basket - Wear and Tear

MK Quilts recommends that most people buy one of our floor models that may be used 3-6 weeks in the shop for quilting. This is a good burn-in period to make sure that the systems are working to MK Quilts standards. The quality of HQ machines is excellent. However there are situations where there may be additional rattles and sounds that are not affecting the stitch quality, but do not meet our high standards.

One of the more expensive parts to replace is the “Hook and Basket (H&B)”. This is the heart of the machine as it is the mechanism that is attached to the main shaft precisely (ie. timing) and makes the knot as you stitch. **Using the incorrect oil or not regularly oiling can lead to the early degradation of the H&B.** In most cases, you will not have to replace the H&B for the life of your machine. However, as it wears the noise from the H&B can increase to unacceptable levels. Usually the stitch quality is not adversely affected.

MK Quilts will replace a H&B during the first 3-months for any reasonable reason and cover labor and shipping. (Replacement requires re-timing.) After this period, the H&B is considered an expendable item.

Pro-Stitcher Limited Warranty

You will also find the Pro-Stitcher Limited Warranty at the same link:

<https://handiquilter.com/warranty/>

Other than the lifetime free software updates, there is one notable difference from the previous machine warranty.

(d) **Two-year tablet PC Warranty:** The tablet components are warranted to be free from manufacturing defects for two 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. The 2-year electronic/electrical warranty will be invalid if the product is left plugged into a power source when not in use.

The tablet used for Pro-Stitcher is a standard tablet computer that normally has a single year warranty. The second year of warranty is solely the responsibility of Handi Quilter. Due to the custom OS and Pro-Stitcher image loaded on to the tablets, a customer attempting to purchase their own tablet and install Pro-Stitcher is NOT supported. After

the two years, MK Owners can use their 10% store discount to order a replacement tablet.

Tablets that are reconfigured to enable WI-FI will void the warranty and will be required to be shipped back to HQ for re-imaging for a charge as listed on their website. Consult HQ or your retailer before making any changes to the tablet configuration.

Maintenance Schedule

Per the user manuals...

In addition to the ongoing cleaning and oiling maintenance, you should have your machine serviced by an authorized Handi Quilter retailer every 24 months or 10 million stitches, whichever occurs first. They will take care of oiling and greasing internal parts and ensure the machine is in proper working order. When your machine reaches 10 million stitches, a pop-up message appears to remind you to have your machine serviced.

It is the consumer's responsibility to arrange for service and pay all related costs. Many people would like the technician to come to them versus bringing it into a shop. However due to distance and subsequently cost, either option is not always possible.

If you have a local retailer or technician in your area, it is recommended that you utilize these resources.

MK Quilts is addressing the lack of technicians in one way by providing the training and equipment necessary for the consumer to do their own maintenance. This is still performed with the remote support of MK Quilt's certified technicians as a last resort.

MK Quilts is also making training available to those that want to offer basic technical services to those in their area. This does not equate to the official certification offered to retailers for their technicians. However, MK Quilts maintains a number of certified technicians to offer remote support when troubleshooting problems. If you wish to participate in this training program, please go to our website: MKQuilts.com.