

# ***HQ Fusion™* FAQ's**

## ***HQ Fusion* Features**

### **How big is the *HQ Fusion*?**

The *HQ Fusion* has a 24" throat.

### **What features come standard with *HQ Fusion*?**

There are many features and benefits with the *HQ Fusion* including:

- Needle position control
- Integrated, adjustable laser light
- Front and rear handlebars with color touch-screen monitors
- *Precision Stitch* regulation
- *Cruise Stitch* regulation
- Manual speed control
- *HQ Fusion Frame* with precision track and wheels
- Integrated LED lighting with individual controls
- Video download and playback (with SD cards)
- Front hand-wheel
- Audio capabilities
- Fingertip controls
- Thread-break sensor
- Large M class (double capacity) bobbin
- Self-lubricating bearings, no daily or weekly oiling
- Integrated HQ technology with self-diagnostics

### **What type of lighting does the *HQ Fusion* have?**

The *HQ Fusion* utilizes LED light modules that provide adjustable illumination of the quilting surface. Not only can light intensity can be adjusted, but light color can also be adjusted for optimal viewing of different colored fabrics. White shades from cool (towards blue) to warm (towards red) are selectable from the touch-screen monitor. The LED light modules also integrate ultraviolet lighting for enhanced viewing during white-on-white quilting.

### **How do I control my lighting?**

LED lights are controlled through the color touch-screen monitor, allowing the quilter to set her desired brightness level and preferred spectrum (warm to cool) or to toggle to UV lights.

### **Does the *HQ Fusion* have an integrated laser light?**

Yes the *HQ Fusion*, like all HQ machines, has an integrated, adjustable laser light.

### **How much quilting space does the *HQ Fusion* have?**

The 24" *HQ Fusion* throat provides you with more than 20" of quilting space, using the patented *HQ Fusion Frame* system

### **How many stitches per inch can I quilt with the *HQ Fusion*?**

The *HQ Fusion* will quilt from 4 to 22 stitches per inch at a maximum rate of 2200 stitches per minute.

**What type of needles does the *HQ Fusion* use?**

Needle System: 134 (135 x 7)

Needle Sizes (recommended): 12/80-20/125

**What size bobbin is used with the *HQ Fusion*?**

The *HQ Fusion* uses an M class bobbin(double capacity) – which is the largest in the long-arm industry, providing you approximately 225 yards of thread (depending upon thread thickness).

**Does the *HQ Fusion* come with a bobbin winder?**

Yes, a variable speed external bobbin winder is provided in each package. This external bobbin winder provides you the flexibility of winding when it fits your schedule.

**What type of thread is recommended with the *HQ Fusion*?**

There are many good thread companies in the quilting industry. We recommend that you use a high quality thread made for high-speed quilting or long-arm machines.

**Does the *HQ Fusion* indicate when you are out of or low on thread?**

The Fusion has a thread sensor on the top thread that will notify you or stop the machine if your thread breaks or runs out.

**Can *HQ Groovy Boards* be used with the *HQ Fusion*?**

Yes, the adaptor will fit on the *HQ Fusion* and *HQ Groovy Boards* work in the same way that they do with the *HQ Sixteen* or *Simply Sixteen* machines.

## Stitch Regulation Information

**Does the *HQ Fusion* come with stitch regulation?**

Yes, stitch regulation is standard with the *HQ Fusion*. In fact, Handi Quilter provides you the ability to choose, at click of the button, what type of stitch regulation will work best for you: Precision Stitch or Cruise Regulation.

**Do I need a Stitch Regulator?**

Stitch regulation comes standard on every *HQ Fusion* machine. The *HQ Fusion* also provide you with the ability to stitch in manual mode, where you control your stitch length based on how quickly or slowly you move the machine across the frame.

**What is the difference between Cruise Regulation and Precision Regulation?**

*Cruise Regulation:* When pressing the start button, it starts as if it is in manual mode and is set to a user-defined cruise speed. Above that speed, stitch regulation takes over, set to user-defined stitches-per-inch.

*Precision Regulation:* When pressing the start button, the machine waits for the user to move the machine, then maintains the user-defined stitches-per-inch, up to the maximum stitches-per-minute (2200).

## HQ Fusion Frame Information

### **Will the *HQ Fusion* fit on any existing HQ frames?**

No. The *HQ Fusion* comes with its own frame system, the *HQ Fusion Frame*. Other frames in the marketplace, including frames built by HQ will not work with the *Fusion* machine.

### **How much space will I need to have to use the *HQ Fusion*?**

The HQ Fusion Frame is 12 feet in length and is 4 ½ feet wide. To provide the most comfortable quilting space we recommend that you allow an area at least 13 feet by 7 feet. This will allow you comfortable access from both the front and back of the machine.

### **Is the *HQ Fusion Frame* adjustable?**

Yes, you can adjust the height of the frame from 26" to 42" in height as well as being able to adjust the length of the frame at 12 feet, 8 feet or 4 feet long. Self-leveling feet are on each of the frame legs, which allow you easy adjustment to keep your frame level.

### **Can we convert the *HQ Fusion* into a sit-down system?**

Currently this is not an option for the *HQ Fusion*.

## Computerized Quilting Questions

### **Will the *HQ Fusion* work with the *HQ Pro-Stitcher*®?**

The *HQ Fusion* will have its own version of the *HQ Pro-Stitcher* that will launch later this year with the same features and benefits as the current model, but made to fit the *HQ Fusion*.

### **Will the *HQ Fusion* work with other computerized quilting systems?**

The *HQ Fusion* will not directly integrate with any other current computerized system on the market.

## Set Up, Training, Education and Support

### **Will someone help me set up the *HQ Fusion*?**

Yes, as a HQ authorized representative we will show you how set-up in our shop.

### **What happens if I can't get something to work properly?**

During set up, the HQ authorized representative will check your machine and ensure that all is working properly. If you ever have questions or concerns, your local representative will be there for assistance or you can call our Customer Relations Team or Technical Support Team in Salt Lake City for assistance. That number is 877-697-8458.

### **What will I get with my initial training?**

The HQ authorized representative will provide you basic maintenance information and tips, show you the functions of the machine, help you with the process of loading and un-loading a quilt, teach you basic tension adjustments, and provide assistance with your set-up.

### **Are there other quilting classes I can take?**

Many of the HQ authorized representatives have additional how-to quilt classes that you may choose to take in a lecture/demo setting or as a hands-on class. Contact your local representative for availability and costs at their location.

### **Does Handi Quilter offer any personalized training or education?**

Yes, Handi Quilter has 3-day retreats (known as HQU) that are offered at various times a year in which you can receive hands-on training with the HQ Studio Educators. Availability and costs can be located under the education tab at [www.HandiQuilter.com](http://www.HandiQuilter.com).

There are also many regional and national quilt shows that have hands-on training as well as lecture demo classes to provide you with additional educational opportunities to learn various quilting techniques

### **Is there online help available?**

Yes, visit [www.HandiQuilter.com](http://www.HandiQuilter.com) where you will find many online videos under our education tab, as well as an online help section and forum where questions and answers are provided by our staff and educators. If you need a little inspiration, visit the HQ Gallery and HQ Glogs, where individual quilters display and discuss their latest creations.

## **Maintenance Information**

### **How often do I need to have my machine serviced?**

We recommend that you follow the maintenance guidelines provided. As a general rule, you should consult with your local authorized representative once a year for annual service or check up.

### **How often do you need to oil the *HQ Fusion* and where do you oil?**

The *HQ Fusion* does not require periodic oiling of the internal moving parts, as each of the bearings are bronze sinter self-oiling bearings.

The bobbin hook does require user-oiling and should be oiled for each quilt with a small drop of oil (provided).

### **How often should I change my needles?**

It is recommended that you should change your needle with each quilt at the minimum.

## **Manufacturing Information**

### **Where is the *HQ Fusion* made?**

The *HQ Fusion* is made in the USA. Each HQ Machine, including the *Fusion*, goes through a precision production process in our production facility in North Salt Lake City, Utah. Each machine is assembled by members of our HQ production team and tested.

### **What quality assurance programs are included in your manufacturing process?**

All Handi Quilter machines follow a precise seven-step quality assurance program, starting with each individual part, which is designed, drawn and tested by the on-staff HQ engineers. During production a precision step-by-step process is followed as parts are inspected and assembled. A four-hour burn-in process occurs for each machine with a final diagnostic test. Upon completion, each machine passes through an individual 20-minute quilting test with a quilter as the driver as a final assurance.

### **What type of the motor runs the *HQ Fusion*?**

A powerful, brushless DC motor powers the *HQ Fusion* at up to 2200 stitches per inch.

**What is the outer casting made of?**

The *HQ Fusion* is die cast from high-quality aluminum made specifically to the specification and standards of the Handi Quilter engineers. This machine is not welded or stretched.

**How much does the *HQ Fusion* weigh?**

The *HQ Fusion*, complete with front and back handlebars, weighs 63 lbs.  
The head alone weighs 55 lbs.

**How much does the *HQ Fusion Frame* weigh?**

The *HQ Fusion* frame is made of high grade steel and aluminum parts. Completely assembled it weighs 275 lbs.

## Availability, Shipping and Warranty

**When will the *HQ Fusion* be available?**

Packages will be available to ship soon as stocks arrive.

**How is the *HQ Fusion* shipped?**

The *HQ Fusion* will ship from Handi Quilter in North Salt Lake, UT on a pallet via a common freight carrier directly to your home. The driver will unload a pallet of boxes and a long 12' tube that contains your track.

**What is the *HQ Fusion* warranty?**

10 years manufacturer's warranty on defects.  
2 years on mechanical moving parts.  
1 year on electronics.

## Try It and Buy It

**Where can I see and test drive an *HQ Fusion*?**

Go to [www.HandiQuilter.com](http://www.HandiQuilter.com) to find the closest HQ representative to you and to schedule a test drive. Additional HQ machines and products can be seen throughout the country at various quilting events and shows. Look on our events page for the quilt show or event nearest you.

**What is the price of the *HQ Fusion* Package?**

Call Toll Free Central Sewing Machine ([www.centraalsewing.com](http://www.centraalsewing.com)) for Pricing  
1-866-469-1147 South Store Location  
1-877-486-0047 West Store Location

**What comes in the *HQ Fusion* package?**

The HQ Fusion package includes: *HQ Fusion* machine head, front and rear handles with color touch-screens, variable-speed bobbin winder, 12' *HQ Fusion Frame*, *HQ Fusion* carriage, accessory kit that includes: extra bobbins, sample thread, needles, oiler, *HQ Fusion* manual.

## Central Sewing Machines - Edmonton, Alberta Canada