



Perfection starts here.™

1714 Heil Quaker Blvd., Suite 130
La Vergne, TN 37086

385-777-5255

www.pfaff.com

Warranty issues should, whenever possible, first be submitted to the Authorized Retailer who completed your service and training. These Retailers 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.

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

PFAFF® Quilting Machine Limited Warranty

PFAFF® offers a limited warranty on the PFAFF® quilting machines (*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, PFAFF® will repair any manufacturing defect without charge for parts or labor. All subsequent warranties include parts costs only.
- (b) 5-year Mechanical Warranty: For any mechanical failure within this period. Manufacturer will provide free replacement parts, customer pays for labor and shipping.
- (c) 5-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. The 5-year electronic/electrical warranty will be invalid if the machine is left plugged into a power source when not in use.
- (d) 10-year Limited Manufacturer's Warranty: PFAFF® 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.

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 PFAFF®, are defective in workmanship or material and are returned to PFAFF®, or an authorized repair facility, or such other point or place that may be designated by PFAFF®. All other costs, including cost of freight and shipment for repair under this warranty, shall be the customer's costs.

The machine registration card must be completed and received by PFAFF® before warranty is valid.

Warranty Exclusions: PFAFF® shall have no obligation for any claim under this warranty if the machine has been misused, abused, neglected, damaged in transit or has been altered from the standard specifications established by PFAFF®, or if proper maintenance and lubrication have not been timely performed. No warranties extend beyond the express warranty offered. PFAFF® disclaims all other warranties, express or implied, regarding the Products, 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 PFAFF® improperly packaged, altered, or physically damaged.
- Counterfeit or altered label(s) or stickers.
- Broken pins on connectors.
- Stripped screws or nuts.
- Connector(s) damaged, cracked, missing or broken.
- Missing, torn or punctured seal(s).
- Any use besides machine quilting applications using customary fabrics, threads and accessories.
- Operator error in the customary use of the Product.
- Internal adjustments, tampering or parts replacement done by anyone except authorized Retailers or customers specifically authorized by PFAFF® 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 PFAFF® for failure, defects, loss, deterioration, personal injury or damage which are due to: (1) ordinary wear and tear exposure, (2) abuse, misuse, negligence (3) use of parts not authorized by PFAFF® or (4) damage caused by current or voltage other than that stamped on the name plate of the product.

In no event shall PFAFF® be liable to the purchaser of the Machine or to third parties for special or consequential damages, including, but not limited to, death or personal injuries. PFAFF® 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 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 for State to State. **Exclusive Remedy:** Remedy is limited to the repair or replacement of the defective Product. PFAFF® 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. PFAFF® warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a Product, whichever is longer.

PFAFF® repaired or replaced entire liability for any defective Product shall in no event exceed the purchase price for the defective Product. This limitation applies even if PFAFF® cannot or does not repair or replace any defective Product. Service under the above warranties may be obtained by returning the quilting machine, with proof of purchase, to the authorized Retailer from whom the machine was purchased, a local Retailer, or to PFAFF® Customer Support.

Any product to be returned to the factory, either by customers or Retailers, must be accompanied by a Return Material Authorization Number (RMA). RMAs may be obtained by email (service.usa@svpworldwide.com) or by calling customer support at 385-777-5255. 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 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.

Shipping Costs: Shipping is the responsibility of the customer.

Product Service and Maintenance: Replace needles every 2 to 4 hours (1 to 2 per large quilt) and lubricate bobbin hook every 3 to 4 hours of use. Periodically check the thread tensioner. Use canned air to clean out all lint, loose thread, or obstructions from bobbin hook.

Servicing is recommended annually from a qualified PFAFF® Retailer. 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.