

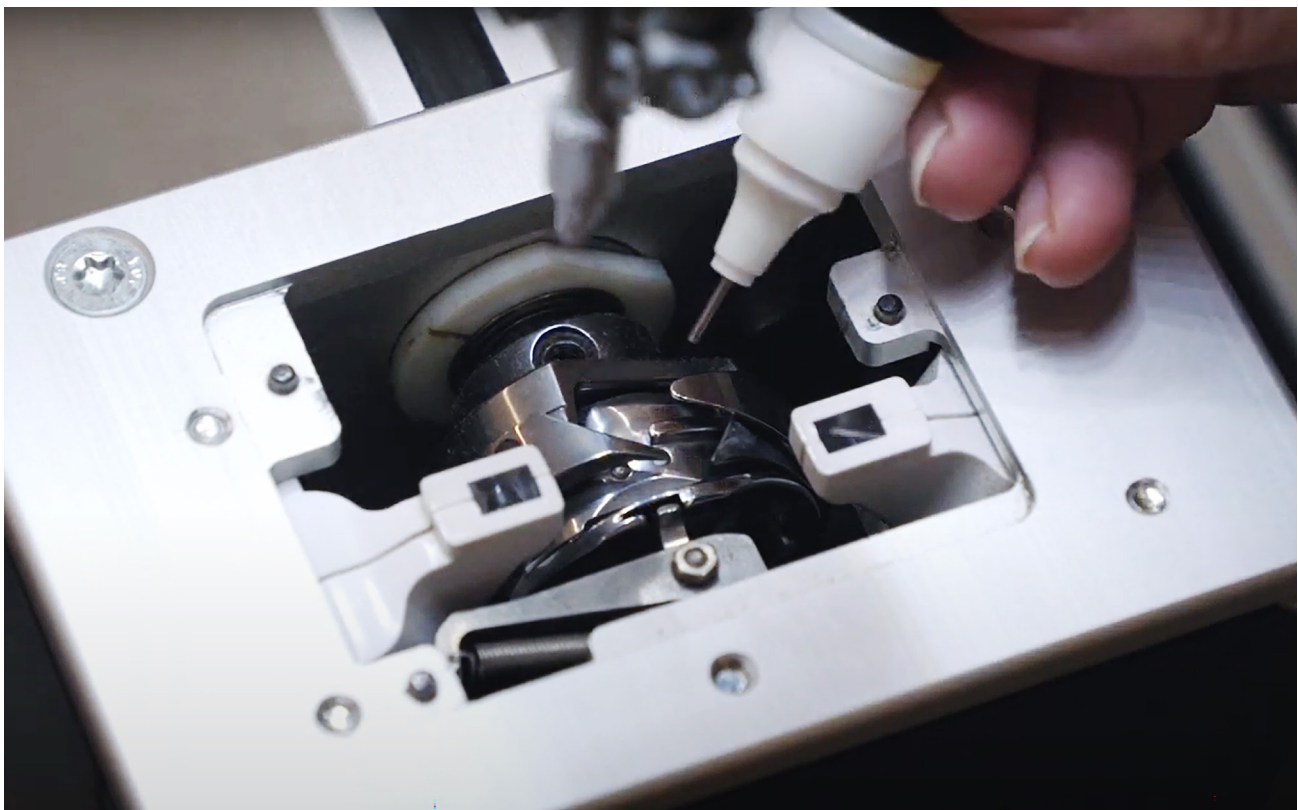
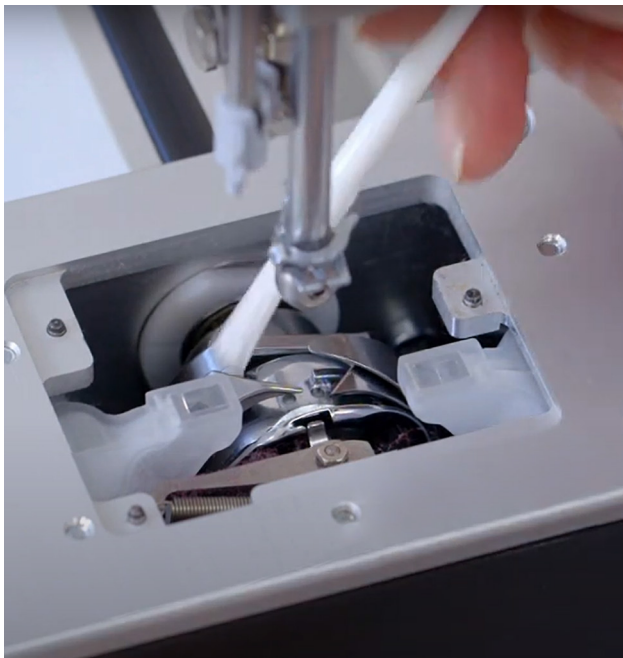


BERNINA Q Series Machine Care & Maintenance

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- Sewhead & Q-matic System
- Cleaning & Oiling
- Firmware Updates

Taking care of your BERNINA Q Series Longarm Quilting System is important to keep it functioning well. A BERNINA Longarm is very easy to maintain, with only one location to oil before starting each day's project. Whether the machine is on a table or on a frame, care and maintenance is easy and straightforward.



MAINTAIN THE Q SERIES SEWHEAD

CLEANING AND OILING

The Sewhead can collect a lot of lint from threads, batting, and fabric used in quilting projects. It is particularly important to clean the lint that collects in the bobbin area and behind the door on the front of the Sewhead as well as to lubricate the bobbin assembly.

The Q Series comes with a small tin to store the cleaning tools, which consist of a microfiber cleaning cloth, a brush, an oil bottle and a needle changing tool (Fig. 1).



Fig. 1

Steps for Cleaning and Oiling

1. Open the hook cover.
2. Remove the bobbin and bobbin case.
3. Remove the presser foot and the needle.
4. Remove the stitch plate by pressing on the upper-right corner at the pressure point.
5. Brush the lint from behind the front door (Fig. 2). A larger brush may work more efficiently than the smaller one used in the bobbin area.
6. Brush the lint out of the bobbin area (Fig. 3).
7. Brush the lint from beneath the stitch plate (Fig. 4).

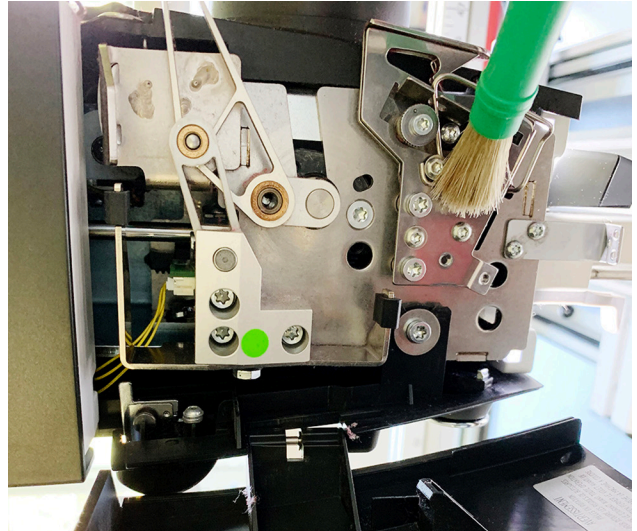


Fig. 2

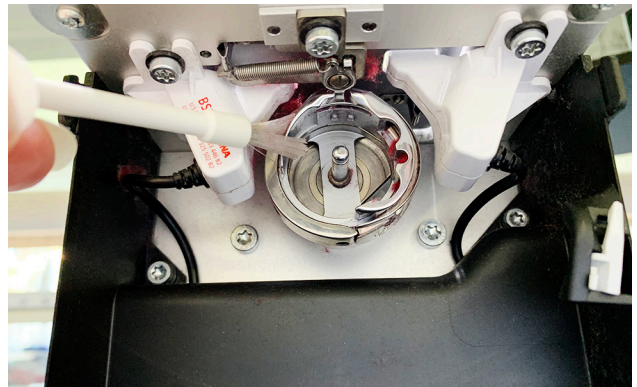


Fig. 3

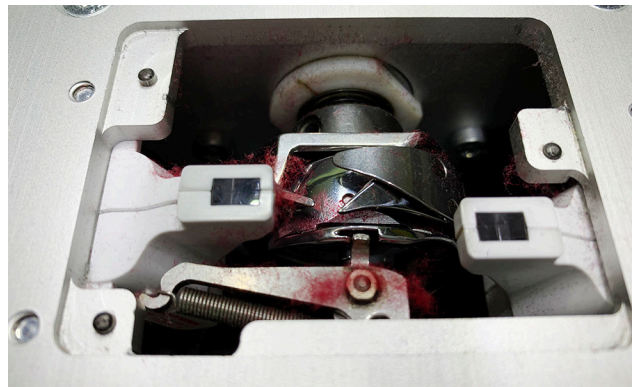


Fig. 4

MAINTAIN THE Q SERIES SEWHEAD

- Now that the machine is lint free, you can oil it. Press in and turn the front handwheel in the direction of the arrow printed on the side of the machine, moving the hook until you see the ridge to be oiled (Fig. 5).
- Place one drop of oil so it runs down the top and sides of the ridge. Rotate the handwheel to distribute the oil. This is the only location that needs oil on your Sewhead. Oiling should be done at the beginning of each day before quilting begins. If quilting for four or more hours on the same day, an additional drop of oil may be needed.
- Remove all lint from the bobbin case, including any under the backlash spring. To remove the backlash spring, insert the flat end of the bobbin case screwdriver under the edge of the spring and gently lift (Fig. 6).
- Re-insert the spring into the bobbin case so that the center circular portion is slightly higher than the side portions. There are two prongs on each side of the spring which align with notches in the bobbin case. The prong spacing on each side is different so the spring only fits in one direction. (Fig. 7). Set the spring into the bobbin case and use the same screwdriver to gently press it into place (Fig. 8).

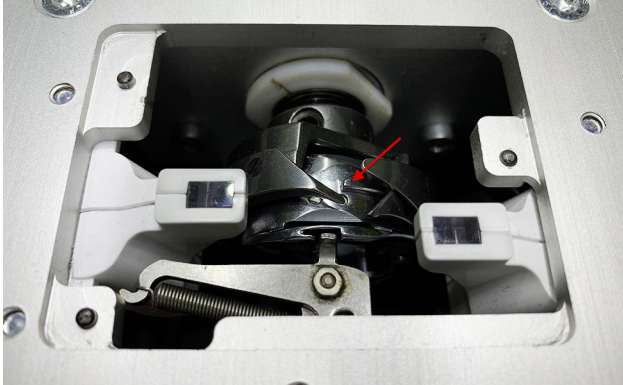


Fig. 5

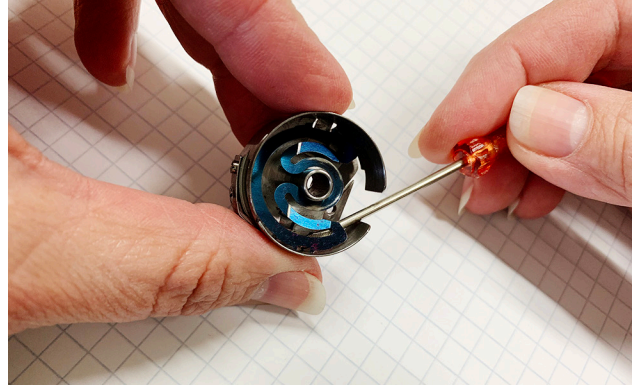


Fig. 6



Fig. 7



Fig. 8

MAINTAIN THE Q SERIES SEWHEAD

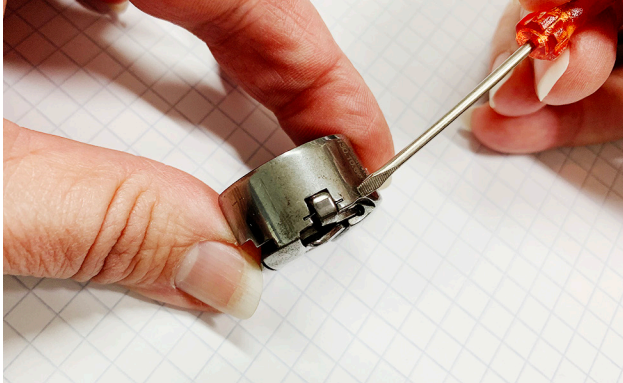


Fig. 9



Fig. 10



Fig. 11

12. From the outside of the bobbin case, visually inspect each side to ensure the prongs are in the correct place (Fig. 9).
13. The center of the spring should bounce back up if installed properly. Place a filled bobbin in the bobbin case and adjust the tension using the Bobbin Tension Gauge (Fig. 10).
14. Replace the stitch plate, insert a new needle, and install the presser foot.




FIRMWARE UPDATES

For optimal performance, make sure you have the latest version of firmware installed on the Sewhead (Fig. 11).

Firmware Version



To find out which version of firmware is currently installed on your Sewhead. Begin by tapping the Home icon beneath the touch screen.

1.  Select Setup Program.
2.  Tap the Machine Settings icon.
3.  Select Information, then Machine Data.

Download Firmware

Visit the BERNINA website at www.bernina.com to download the latest firmware version, as well as installation instructions.



MAINTAIN THE Q SERIES SEWHEAD

4. Scroll to bottom of the page and under Feedback & Service, click Manuals and Firmware Downloads.
5. Scroll to the Longarm Quilting subheading and select the model you wish to update.
6. On the next page, select the Firmware Update based on your Sewhead.
7. Download the firmware onto a USB stick.

Install Firmware

1. Insert the USB stick with the firmware into the machine's USB port.
2. Select the Home icon, then:

Setup Program » Machine Settings

3.  Tap the Maintenance / Updates icon.
4.  Select Updating Firmware, then the Update button to begin installation.

CALIBRATING THE TOUCH SCREEN

With use, it is not uncommon for the touch screen to become less responsive to touch. If you notice you need to tap on the screen more than once to get it to function, then recalibrating the screen is necessary.

As a reminder, only touch the screen with your fingertip or a soft tipped stylus. Touching the screen with a sharp object can scratch the surface and affect touch sensitivity.

1. From the Home screen, select:

Setup Program » Machine Settings

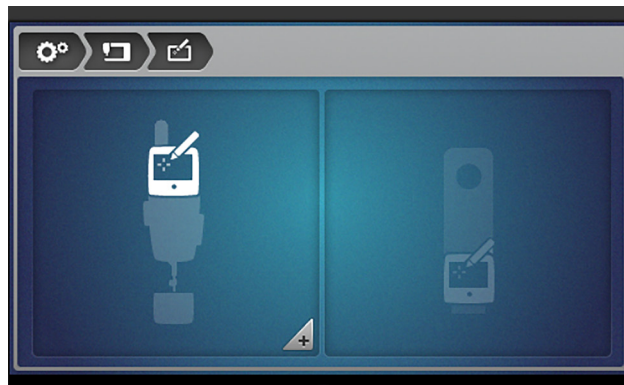


Fig. 12

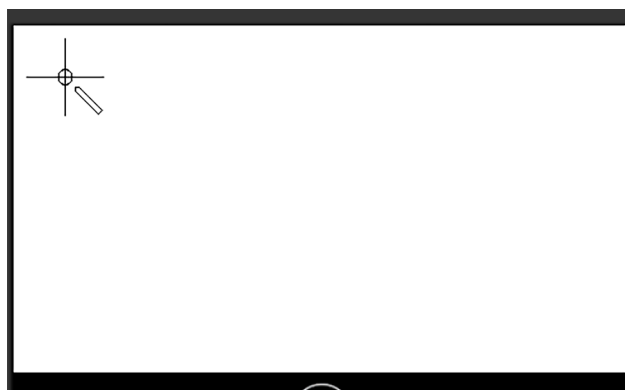



Fig. 13

2.  Tap the Calibrate Screen icon.
3. For Sewheads that have only a front screen, the front screen option is the only one available for calibration. For Sewheads that have a rear screen connected, select the screen you wish to calibrate (Fig. 12).
4. When a cross is displayed on the screen, tap the middle of it (Fig. 13).
5. This will prompt a new cross to appear. Tap the middle of the cross and repeat this process until no more crosses appear. The screen has now been calibrated.

MAINTAIN THE Q-MATIC SYSTEM

UPDATING THE COMPUTER

To keep your Q-matic system functioning well, always update both the Dell and Windows firmware regularly. To check if updates are needed, search “Dell Updates” and “Windows Updates” in the Windows search field located at the bottom of your screen and follow their instructions.

To update the Q-matic software, locate the files on the bernina.com website:

1. Go to www.bernina.com.
2. Scroll to bottom of the page and under Feedback & Service, click Manuals and Firmware Downloads.
3. Scroll to the Longarm Quilting subheading and select BERNINA Q-matic.
4. On the next page, select the current firmware version (Fig. 14).

When updating, make sure the entire Q-matic system is turned on, including the Control Cabinet.

Updates will place a folder on the desktop containing the Sewhead firmware update. You will need to unzip the folder before installation.

MAINTAIN BELTS

- Check the belts and energy chain to make sure they are in good condition.
- Never let anything rest on the belts and make sure there are no threads or lint hanging from them.
- The cords in the energy chain should run parallel to each other and to the chain.

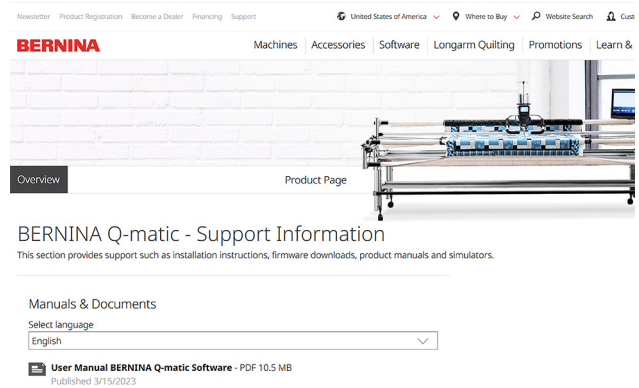


Fig. 14

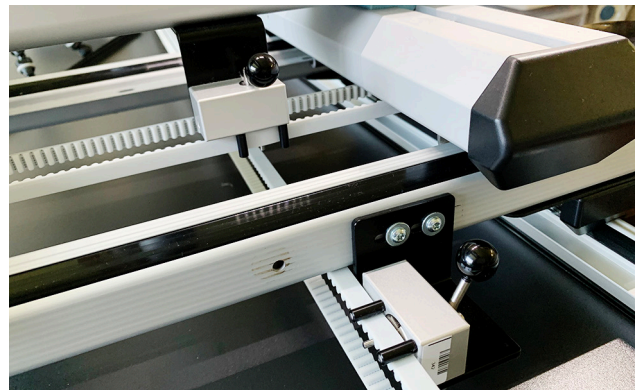


Fig. 15

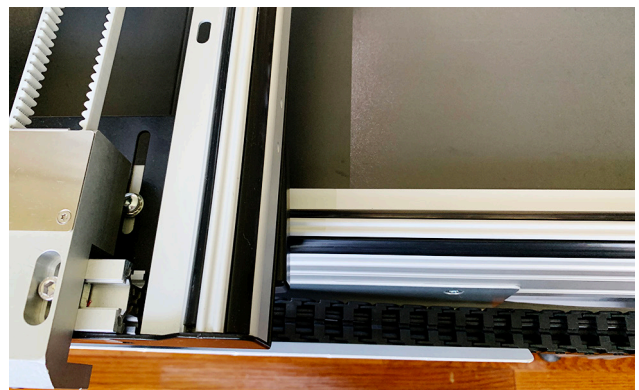


Fig. 16

MAINTAIN STUDIO, PRO, & HOOP FRAMES



Fig. 17

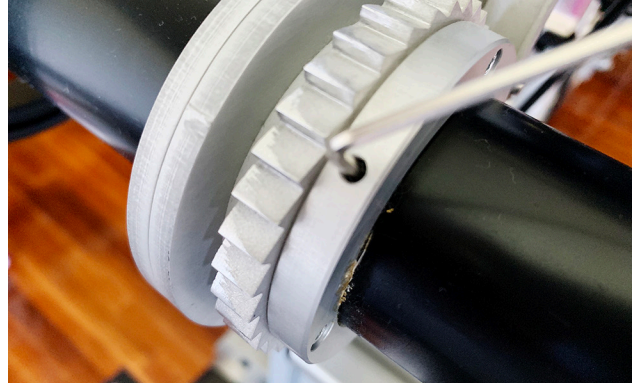


Fig. 18

- As part of your regular maintenance, dust and clean the frame with a damp microfiber cloth. Do not use any type of abrasive cleaner or cloth.
- Using the wrenches that came with the frame, check the tightness of the screws (Fig. 17 and Fig. 18).
- The settling of the frame may cause it to no longer be level, so check that, especially if the frame has been moved (Fig. 19).
- The wheels on the carriage and Sewhead leg profiles can collect sticky residue. Clean all sixteen wheels with a damp cloth or scrap of batting. Remove the end caps on the profiles to access the wheels as needed. If any sticky residue remains, use a mild soap on the damp cloth.
- The tracks on the frame need to be cleaned with a soft, damp cloth. Make sure there is nothing lying on the tracks, such as a thread or batting remnant (Fig. 20).



Fig. 19



Fig. 20

MAINTAIN THE TABLE MODEL

- Regardless of which table style you have, all need to be cleaned from time to time with a soft, damp cloth (Fig. 21).
- The tables are not designed to be sat or stood upon. Only place the Sewhead and the projects being quilted onto the table.
- By regularly wiping the table, your fabric will glide more smoothly over it while you are quilting.



Fig. 21