



Sewing Machine Service Order

6333 University Avenue Madison WI 608-284-9299

Service Tag #:

We service JUKI brand sewing machines, and all machines no longer covered by a manufacturer's warranty. If your machine is still under a manufacturer's warranty, we recommend you have it serviced by an authorized technician. We can recommend local authorized repair shops for your sewing machine model to you.

Standard cleaning & service: Sewing machines, \$85 Serger, \$95

Your sewing machine will be cleaned of all lint, thread, dirt and debris. All moving parts will be oiled and thread tensions will be check and adjusted. We will inspect and adjust the needle, hook and feed dog positions and hook timing and adjust belt tensions. Current turn-around timing on cleaning & service is **4 weeks**.

We will call if we find broken, damaged or missing parts, if cost is >\$10. Repairs will be completed at a cost of \$50 / hour, plus the cost of parts and shipping. We will not proceed with repairs without obtaining your permission.

To provide our customers with quality service we request the following information. If the following 3 sections are not completed, it may cause a delay in service.

1. Customer Information:

Name: _____ Date: _____

Address: _____

Email Address: _____ Phone: _____

Machine Make & Model: _____

2. What problems are you experiencing with your machine?

- | | |
|--|---|
| <input type="checkbox"/> Poor quality stitches | <input type="checkbox"/> Doesn't feed fabric |
| <input type="checkbox"/> Skips stitches | <input type="checkbox"/> Bobbin winder doesn't work |
| <input type="checkbox"/> Tension problems | <input type="checkbox"/> Belt slipping |
| <input type="checkbox"/> Thread snarls in bobbin | <input type="checkbox"/> Broken parts |
| <input type="checkbox"/> Breaks thread | <input type="checkbox"/> Noisy |
| <input type="checkbox"/> Breaks needles | <input type="checkbox"/> Specialty stitch not working (specify) |
| <input type="checkbox"/> Other (please be specific): _____ | |

What was the last thing you did before noticing a problem with your machine?

3. Leave the following (and **ONLY** the following) items with your machine. Place loose objects in the Ziplock bag and please confirm each item provided below:

- | | |
|---|---|
| <input type="checkbox"/> Bobbin (full or partially wound) | <input type="checkbox"/> Power cord |
| <input type="checkbox"/> Bobbin case | <input type="checkbox"/> Foot pedal |
| <input type="checkbox"/> Universal presser foot (straight & zigzag) | <input type="checkbox"/> Instruction manual, if available |
| <input type="checkbox"/> Standard needle plate | <input type="checkbox"/> Other: _____ |

Note:

- A new needle is NOT required, you will be given a new needle with your service
- Machines are serviced in the order that they arrive
- Machines not picked up within 90 days of notification will become property of Blue Bar Quilts unless other arrangements are made.

Machine Service & Sew In Test

[Leave Blank for Service Tech]

Service Tag: _____ Make: _____ Model: _____

Complete machine service – the following items were checked and adjusted, as needed:

	Checked	Adjusted	N/A	Comments:
1. Bobbin winder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
2. Upper thread tension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
3. Lower thread tension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
4. Check for burrs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
5. Belt tension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
6. Install new needle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
7. Hook timing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
8. Hook – needle clearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
9. Needle bar height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
10. Feed dog height & L - R position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
11. Feed dog timing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
12. Straight stitch / reverse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
13. L – C – R needle position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
14. Zigzag needle position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
15. Zigzag: width / length / multi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
16. Automatic needle threader	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
17. Automatic thread cutter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
18. Automatic stitch selector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
19. Stretch stitches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
20. Foot control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
21. Power cord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
22. Light	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
23. Excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
24. Excessive vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
25. Cleaning & lubrication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
26. Other / Repairs: _____				_____
_____				_____
_____				_____
_____				_____

Technician: Ginny Ross Date: _____ Bench Time: _____

Contacted by: Phone: ☐ Email: ☐