

Renaissance




RENAISSANCE EMBROIDERY MACHINE™
Warranty

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Effective on machines purchased after: 08/01/2004

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WELCOME!



Thank you for your purchase of the Renaissance Embroidery Machine™! We hope that you are pleased with your purchase and that you enjoy many years of dependable use. This Warranty Brochure sets out the terms of the Renaissance Limited Warranty and it includes some helpful maintenance logs for your use while maintaining the machine. We are pleased that you have selected the Renaissance Embroidery Machine™ and we wish you every success as you explore your potential for embroidery creativity!

GENERAL INFORMATION



- ? The Limited Warranty provided by Action Tapes, Inc., doing business as Great Notions (“Great Notions”), is applicable only to Renaissance Embroidery Machines™ purchased new from Great Notions.
- ? This Limited Warranty entitles the original purchaser to free technical phone support during Great Notions Service Department’s standard hours of operation. The contact information for the Service Department is included in this Limited Warranty brochure on page 11.
- ? This Limited Warranty applies only to the **original purchaser** of a new Renaissance Embroidery Machine™. It is non-transferable and non-assignable.
- ? This Limited Warranty shall not be altered, amended, changed, waived, or modified in any way, unless in a written document signed by an officer of Great Notions.
- ? This Limited Warranty gives you specific legal rights. You may also have other legal rights, which vary from state-to-state.
- ?

LIMITED WARRANTY◆————◆

Renaissance Embroidery Machines™, when purchased new from Great Notions, are warranted by Great Notions from the date of sale to be free from defects in materials and workmanship for the warranty period(s) specified herein. Great Notions will provide parts and labor at no charge to the original customer to correct manufacturing defects in material and workmanship that occur during normal use during the applicable warranty period, ordinary wear and tear excepted. Replacement parts supplied by Great Notions may be new or refurbished, and all parts that are replaced pursuant to this Limited Warranty become the exclusive property of Great Notions. Replacement parts are covered by this Limited Warranty for the remainder of the original warranty period(s) specified herein. This Limited Warranty does not apply to damage related to or resulting from improper use and/or maintenance of the Renaissance Embroidery Machine™ or to customer's alterations or modifications of the Renaissance Embroidery Machine™. This Limited Warranty also does not apply to damage related to or resulting from shipping, storage, intentional or malicious acts, or to damage arising out of Acts of God, terrorist actions, and/or acts of war or civil disobedience.

ONE-YEAR COVERAGE



The following specific component parts are warranted by Great Notions to be free from defects in materials or workmanship for a period of one year from the date of original sale:

- **All Electronic Components**
 - Printed Circuit Boards/Cards
 - Fans
 - Transformers
 - Rotary Encoders
 - Encoders
 - Wiring Harnesses/Cables
 - Solenoids
 - Controller
 - Potentiometers
 - Sensors
 - Motors
 - Switches
 - Light Fixtures
 - Fans

ONE-YEAR COVERAGE (cont.)



- **Tension Base Components**

- Knobs
- Disks
- Springs
- Felt Pads
- Contact Plates
- Studs

- **Sash Components**

- Cap Driver System
- Frames
- Tubular Arms
- Pantograph
- Hoops

If one or more of these covered parts fails during the first one (1) year following original sale, Great Notions will either repair or replace the defective part(s), as decided at the sole and complete discretion of Great Notions.

NOTE: For machines not purchased directly from Great Notions, travel and labor expenses are the sole responsibility of the dealer from whom purchased and are not covered under this warranty.

TWO-YEAR COVERAGE



DRIVE TRAIN COMPONENTS

- Bushings
- Gears
- Belts
- Drive Cables
- Bearings
- Pulleys
- Frame Drive Rails
- Cams
- Sprockets
- Shafts

If one or more of these covered parts fails during the first two (2) years following original sale, Great Notions will either repair or replace the defective part(s), as decided at the sole and complete discretion of Great Notions. Note: Labor and travel are not included in two year coverage.

NINETY-DAY COVERAGE



The following specific component parts are warranted by Great Notions to be free from defects in materials or workmanship for a period of ninety (90) days from the date of original sale:

- All mechanical sewing components (use-related parts), as follows:
 - Needle Bars
 - Springs
 - “O” Rings
 - Rotary Hooks
 - ATH System (i.e., upper thread hooks, fixed & moveable knives, under thread presser, thread presser base, and picker)
 - Presser Feet
 - Felt Packing
 - Clamps, Studs & Associated Hardware

- Frames
 - Cap Frames
 - Hoops

NINETY DAY COVERAGE (cont.)



If one or more of these covered parts fails during the first ninety (90) days following original sale, Great Notions will either repair or replace the defective part(s), as decided at the sole and complete discretion of Great Notions.

- **Mechanical Adjustments**
 - As a result of normal use, you may encounter stitch quality, thread break, trimming and registration problems that may require routine mechanical adjustments to your Renaissance Embroidery Machine™. If, during the first 90 days of this limited warranty our technical phone support staff is unable to resolve problems related to mechanical adjustments, Great Notions will send a technician to your site to make all required adjustments at no charge. After the initial 90 days, having a technician onsite to make such adjustments will be a billable service.

NINETY DAY COVERAGE (cont.)



- NOTE:
1. Billable service after 90days refers to service personnel travel.
 2. If service is routine maintenance or PM work, all expenses and labor are billable.
Ie: oiling, grease for gears and cams, adjustment of hook timing.
 3. Thread and bobbin tensions are **not** covered under the Mechanical Adjustments.

NOTE: For machines not purchased directly from Great Notions, travel and labor expenses are the sole responsibility of the dealer from whom purchased and are not covered under this warranty.

Shipping

- 1 All warranty parts to be shipped UPS Ground and paid by Great Notions during 1st 90 day period.
Unless otherwise authorized pending circumstances.
- 2 Customer will pay shipping if different (ie: 2nd day or Overnight)
- 3 Customer is responsible for shipping after 1st 90 days of warranty.

WARRANTY EXCLUSIONS



This Limited Warranty covers defects encountered during normal use and does not apply to damage or failure due to:

- Abuse, misuse, neglect, accidental damage, and/or acts of God.
- Customer's failure to follow the operating and maintenance instructions set forth in the Renaissance Embroidery Machine™ User Guide.
- Improper or inadequate maintenance and/or lubrication.
- Improper and/or unauthorized adjustments and/or modifications to the Machine.
- The installation and/or use of non-Renaissance parts and/or accessories.
- Damage caused by shipping, relocating, and/or moving the Machine.
- Exposure of the Renaissance Embroidery Machine™ to severe weather conditions and/or to electrical power surges.

This Limited Warranty does not apply to damage or failure caused by unauthorized modifications to the Renaissance Embroidery Machine™ and/or to the installation of accessories that have not been approved in writing by an authorized representative of Great Notions.

NOTE: For proper operation and maintenance instructions, refer to your Renaissance Embroidery Machine™ User Guide.

WARRANTY EXCLUSIONS (cont.)



This Limited Warranty does not apply to:

- Consumable and/or expendable components, including, but not limited to, needles, bobbin cases, bulbs, fuses, needle bar reciprocators, hooks, etc.
- Shipping charges incurred for transporting warranty parts.
- Travel expenses incurred by Great Notions' service personnel. Travel expenses incurred by service personnel while providing services pursuant to this Limited Warranty will be charged to the purchaser in accordance with Great Notions' then-current billing policy.
- Damage to goods and/or any property damage arising out of the use, misuse, and/or inability to use the Renaissance Embroidery Machine™, and all other forms of collateral, special, indirect, incidental or consequential damages, including but not limited to: loss of revenue; cost of capital; loss of business reputation or opportunity; loss of profits or revenue; loss of products or accessories or any associated equipment; cost of capital; cost of substituted equipment or parts, facilities or services; down-time costs; labor costs; and/or any claims of customers or distributor or any other type of tangential loss or damage.

WARRANTY EXCLUSIONS (cont.)



- This Limited Warranty does not apply to claims involving the general appearance of your Renaissance Embroidery Machine™, including, but not limited to, such things as cosmetic defects, superficial flaws, cracks or scratches, and/or minor damage to the frame, tables, covers, paint, rollers, and/or other components that may occur during manufacture, set-up, use, and/or shipping.
- Damage caused by untrained and/or unauthorized users of the Machine.
- Damage caused by lint, dirt, dust, or other extreme environmental conditions.
- Damage caused by leakage or spills of liquids, beverages, and/or any foodstuff.
- Damage caused by domestic or wild animals, rodents, and/or insects.

Warrant Coverage Summary:

Renaissance Embroidery Machines, when purchased new from Great Notions, are warranted by Great Notions, from the date of delivery to be free from defects in materials and workmanship for the warranty period(s) specified herein. Great Notions, Inc. will provide parts and labor at no charge to the customer to correct manufacturer's defects in material and workmanship that occur under normal use during the applicable warranty period. Replacement parts may be new or refurbished and all parts that are replaced pursuant to this warranty become the exclusive property of Great Notions, Inc.

Not covered under one year warranty

- 1 Warranty Exclusions as described on pages 11 through 13
- 2 Travel
 - a. Airfare
 - b. Mileage (price per hour - call Great Notions)
- 3 Expenses:
 - a. Hotel room if required
 - b. Meals
- 4 Shipping cost for any parts as described on page 10.

Not covered under two year warranty

- 1 As described on pages 11 through 13
- 2 Labor (price per hour - call Great Notions)
- 3 Travel
 - a. Airfare
 - b. Mileage (price per hour - call Great Notions)
- 4 Expenses:
 - a. Hotel room if required
 - b. Meals
- 5 Shipping cost for any parts as described on page 10.

TECHNICAL SERVICE



To speak to a Great Notions Technician, or to schedule a service call, please call 1.888.852.2647. In addition, you may e-mail your question or request for service by sending an e-mail message to: service@renaissancemachine.com.

You can reach a Great Notions representative from 8 a.m. to 5 p.m. (Central Time) Monday through Friday, except during US national holidays.

VOIDING THE WARRANTY ◆—————◆

- This Limited Warranty is void if anyone other than Great Notions or one of its certified and/or authorized technicians attempts to repair and/or modifies the Renaissance Embroidery Machine™ without Great Notions' prior written consent.
- This Limited Warranty may be void if non-Renaissance parts and/or accessories are used in conjunction with your Renaissance Embroidery Machine™.
- This Limited Warranty is voided if the Renaissance Embroidery Machine™ is resold, as the Limited Warranty only extends to the original purchaser.

DISCLAIMER

THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, GREAT NOTIONS SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY REQUIRED BY APPLICABLE LAW SHALL BE LIMITED IN DURATION TO THE WARRANTY PERIODS SPECIFIED HEREIN. REPAIR OR REPLACEMENT, AS DECIDED BY GREAT NOTIONS, IS THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER. IN NO EVENT SHALL GREAT NOTIONS' LIABILITY EXCEED THE ORIGINAL PURCHASE PRICE OF THE RENAISSANCE EMBROIDERY MACHINE™. IN NO EVENT SHALL GREAT NOTIONS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING ANY LOSS OF PROFITS, LOSS OF REVENUE, AND/OR LOSS OF BUSINESS, EVEN IF GREAT NOTIONS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OF OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY WILL LAST, SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

MAINTENANCE LOG



- It is the purchaser's responsibility to properly maintain and operate the Renaissance Embroidery Machine™. Follow the instructions contained in your Renaissance Embroidery Machine™ User Guide. Regular, scheduled maintenance is essential to trouble-free operation of the Renaissance Embroidery Machine™.
- For your convenience, Great Notions has prepared a maintenance log, which you will find on the following pages. To ensure your continued warranty coverage, Great Notions requires you to keep track of scheduled maintenance, either by using the log provided or by keeping separate written documentation of the maintenance you have performed. Great Notions recommends that you employ Great Notions for all maintenance service, both during and after the warranty period. Employing Great Notions will help to ensure that all of your service needs are met and that you receive the right type and quantity of service.

CUSTOMER INFORMATION



Customer Name: _____

Company Name: _____

Address: _____ City: _____ State: ____ Zip _____

Customer Number: _____ Phone #: _____

Where you purchased the Renaissance Embroidery Machine™: _____

Date you purchased the Renaissance Embroidery Machine™: _____

Serial Number of Equipment Purchased: _____ Model # _____

Signed By: _____ Date: _____

Title: _____

**Action Tapes, Inc.
dba Great Notions
2751 Electronic Lane
Dallas, Texas 75220**