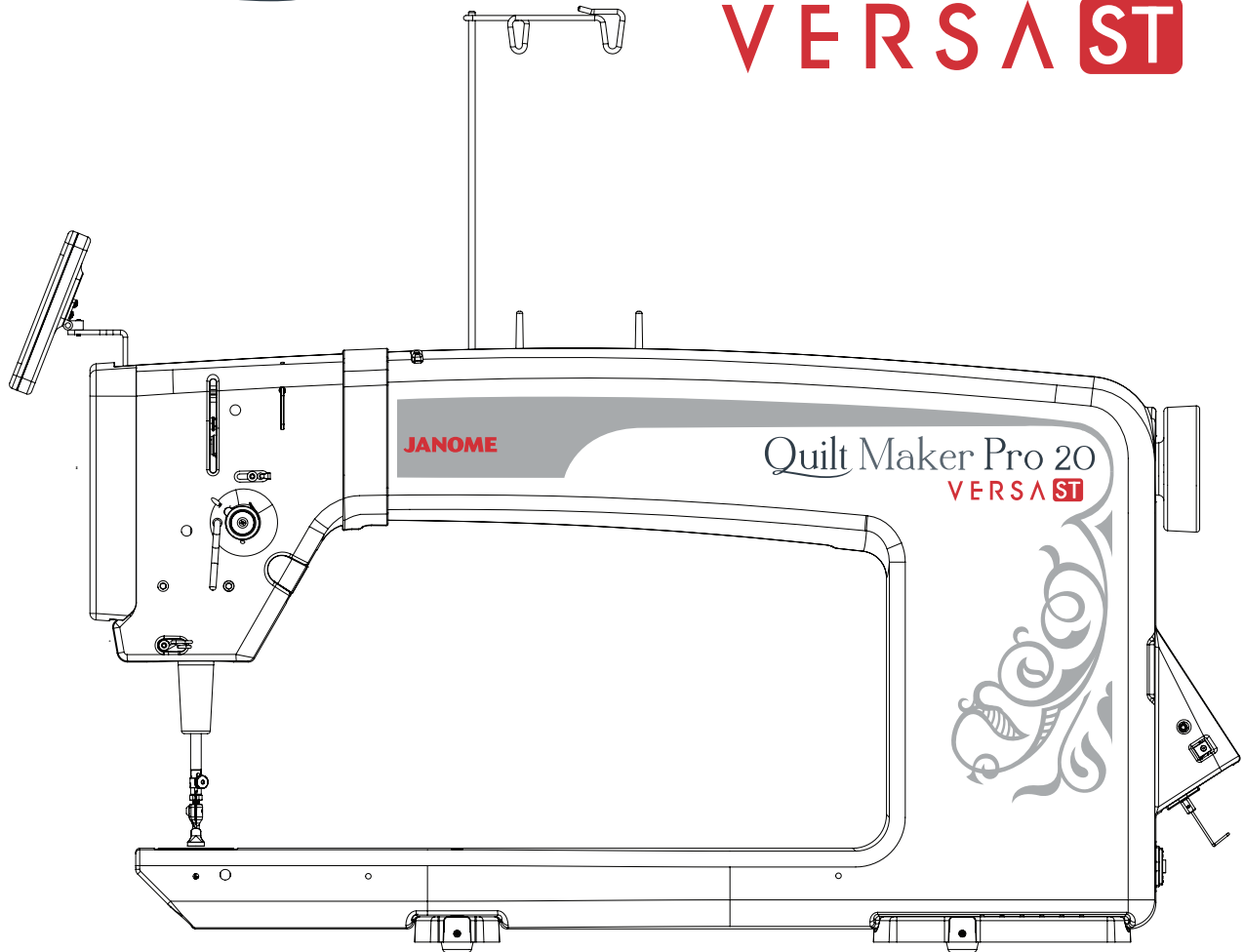


JANOME

Quilt Maker Pro 20

VERSA ST







USER MANUAL

VERSION 1.0

The information contained in this document is subject to change without notice. If you find any problems in the manual, please report them to us in writing. This document is not warranted to be error-free. Janome America, Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this manual.

How to Use this Manual

Special Information

-  **NOTE:** A NOTE indicates important information that helps you make better use of your Janome Quilter product.
-  **IMPORTANT:** An IMPORTANT note provides information that is essential to properly using your Janome product.
-  **CAUTION:** A CAUTION indicates a potential for causing harm to your quilting machine, the quilt, or to yourself.
-  **QUILTING TIP:** Janome Educators share tips to get you started quilting.

Finding Information

What are you looking for?	Find it here
Warranty Information	<i>User Manual</i>
Safety Information	<i>User Manual</i>
Regulatory Information	<i>User Manual</i>
What's Included with your Machine	<i>User Manual</i>
Machine Specifications.....	<i>User Manual</i>
Table Setup Information.....	<i>Table Installation Manual</i>
Machine Setup Information.....	<i>User Manual</i>
How to Thread your Machine.....	<i>Quick Reference Card</i>
Needle System for your Machine	<i>Quick Reference Card</i>
Basic Maintenance.....	<i>User Manual</i>
Troubleshooting	<i>User Manual</i>
Training and Education Options	<i>www.janome.com</i>

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Congratulations on Your Purchase!

You haven't just purchased a quilting machine; you've joined the Janome family, and we welcome you. You have acquired the most advanced quilting machine available in today's market. Janome is committed to innovation, reliability, customer service, and education. Our machines are designed by Quilters, for Quilters, and we are committed to your quilting success.

Your new quilting friends are already there, waiting for you! Remember, if you ever have questions, your local Janome retailer can help you.

Keep the carton and packing materials. You will need them if you need to return the machine to the retailer or send it for repair. If you don't pack the machine properly or if you don't use the correct packaging materials, the machine could be damaged. Janome is not liable for damage that occurs during return shipping.

- **IMPORTANT:** These packaging materials are designed to prevent the machine from being damaged. Keep them in case you need to bring this machine to the dealer or send it for repair.

What's Included

- Quilt Maker Pro 20 Versa ST Machine
- Bobbins (5)
- Bobbin case
- Needle (134) size 100/16 (pack of 10)
- Needle (134) size 110/18 (pack of 10)
- Thread tray and thread mast
- EZ Pen Oiler
- Power cord
- Screwdriver
- 2 mm hex wrench
- 2.5 mm hex wrench
- 3 mm hex wrench
- 5 mm hex wrench
- Open-toe foot
(closed-toe foot installed)
- Touchscreen display
- Quick Reference Card
- Bobbin Winder

Important Safety Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See the full Declaration of Conformity in the Appendix.

- 🔔 **IMPORTANT:** Do not operate your QMP20 Versa ST quilting machine until you have completely read the information contained in this manual. Please keep all packaging and order information for warranty purposes.

Important Safety Instructions

Read all instructions before using this machine. When using this machine, basic safety precautions should always be followed, including the following:

DANGER – To reduce the risk of electric shock:

- A quilting machine should never be left unattended when plugged in. Always unplug the machine from the electrical outlet immediately after using and before cleaning.

WARNING – To reduce the risk of burns, fire, electric shock, or injury to persons:

- The QMP20 Versa ST is heavy. Never attempt to lift it alone. Always use two people when lifting. Always lift from the throat of the machine.
- Always unplug the QMP20 Versa ST from the electrical outlet when performing any maintenance, changing the needle, removing thread locks, or when left unattended.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Keep fingers away from all moving parts. Use caution around the needle or sharp external components.
- Change the needle often. Do not use bent or dull needles. “Every quilt deserves a new needle”.
- Switch the machine to the symbol off, or **0**, position to turn it off when making any adjustments in the needle area, such as threading needle, changing needle, threading bobbin, changing hopping foot, and so forth.

- Never drop or insert foreign objects into any opening.
- The QMP20 Versa ST should only be used indoors away from moisture.
- The QMP20 Versa ST should not be stored or used in extreme temperatures.
- Use the QMP20 Versa ST only for its intended use as described in this manual.
- To disconnect from the wall outlet, push the switch to the off position, then remove the plug from outlet pulling from the plug, not the cord. Never operate the QMP20 Versa ST if the cord is damaged or not working correctly. If a mechanical or electrical problem is encountered, return the QMP20 Versa ST to the nearest authorized service center or the manufacturer for examination, repair, electrical, or mechanical adjustment.
- It is not recommended that the QMP20 Versa ST quilting machine be used with any table other than those recommended by Janome.
- Use the QMP20 Versa ST only for its intended use as described in this manual. Use only attachments recommended by the manufacturer as contained in this manual.
- Never operate the machine with any air openings blocked. Keep ventilation openings of the machine free from the accumulation of lint, dust, and loose cloth.
- Do not operate where aerosol (spray) products or oxygen is being used/administered.
- Do not pull or push the fabric under the machine excessively while stitching. It may deflect the needle enough to cause it to break.
- Use only needles designed for free motion quilting and recommended by Janome for this machine. Other types of needles may be break during normal quilting.
- Children shall not play with the machine. Close attention is necessary when this machine is used by or near children.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.

Save These Instructions

This machine is intended for household or commercial use.

Disclaimer

Janome and its Retailers are in no way legally responsible or liable for damage to the QMP20 Versa ST when used improperly or not in accordance with the guidelines stated in this manual or when used on machine quilting tables not recommended by Janome.

To use the machine safely

1. Carefully watch the needle when sewing. Do not touch the hand wheel, take up lever, needle, or other moving parts.
2. Turn the machine off and unplug the cord in the following cases:
 - when you have stopped using the machine
 - when you replace or remove the needle or any other part
 - when you check or clean the machine
 - when you leave the machine unattended
3. Connect the machine directly to the wall outlet or to a surge protector that connects directly to the wall outlet. Do not use extension cords.

To increase the life of your machine

1. Do not store this machine in areas exposed to direct sunlight or high humidity. Never use or store the machine near a heater, an iron, a halogen lamp or other hot things.
2. Use only neutral soaps or detergents to clean the machine. Benzene, solvents and scouring powders can damage the case and the machine and therefore should never be used.
3. Do not drop or bump the machine.
4. Always consult the manual to replace or fix the hopping foot, needle or any other part of the machine. If necessary contact an authorized Janome retailer.

California Residents:

CALIFORNIA PROPOSITION 65 WARNING
PROPOSITION 65 DE L'ETAT DE CALIFORNIE
CALIFORNIA - PROPUESTA DE LEY NÚM. 65

 **WARNING:** Cancer and Reproductive Harm - www.P65Warning.ca.gov

 **AVERTISSEMENT:** Cancer et dommages à reproduction - www.P65Warning.ca.gov

 **ADVERTENCIA:** Cáncer y daño reproductivo - www.P65Warning.ca.gov

To repair or adjust the machine

If the machine breaks down or needs adjustment, first check the troubleshooting chart in the appendix to inspect and adjust the machine yourself.

For more product information and updates, visit our website at www.janome.com.

The contents of this manual and product specifications are subject to change without prior notice. Check for updated manuals at: www.janome.com.

Recommended Use and Storage

1. It is recommended that our products be operated within in a temperature range of 60°F to 90°F.
2. Store products in a climate-controlled environment with the following provisions:
 - Store machine in the original packaging, which contains the internal supports designed specifically to maintain and protect the machine during transport or storage.
 - Detach cables and accessories before packing.
 - To best protect your electronics, store them in the original packaging, especially any that arrived in anti-static containers.
3. Storage or use in an environment other than what is recommended may result in
 - Damaging condensation
 - Rust
 - Premature wear
 - Overheating
 - Poor performance
 - Shortened battery life
4. If the product is stored at a temperature above or below the recommended operating range, allow the machine to acclimate to the operating environment before use.

About Your Machine

General Specifications

The Quilt Maker Pro 20 Versa ST machine uses high-tech electronics and an innovative touchscreen user interface to offer greater functionality and ease of operation to home quilters than ever before conceived in the quilting industry. The QMP20 Versa ST quilting machine is a high quality machine that both incorporates robust design features and is easy to service.

Sewing Opening Dimensions	(228 mm X 521 mm) 9 inches X 20.5 inches
Sewing Speed	Manual Mode: from 25 stitches per minute to 2500 stitches per minute Regulated Mode: from 0 stitches per minute to full speed
Stitches Per Inch	4 stitches per inch to 24 stitches per inch Basting mode: one stitch per quarter inch, one stitch per half inch, one stitch per inch, one stitch every two inches, and one stitch every four inches
Needle System	134
Needle Sizes (recommended)	From 80/12 to 130/21
Hook System	Rotary, Horizontal Axis, M-class bobbin
Bobbin Type	Aluminum, Class M
Bobbin Case	Type MF
Motor Type	Brushless DC
Needle Positioning	Up and down, walking stitch, on-screen hand wheel

Electrical Power 100-240 VAC, 50-60Hz, 1.5-3.3A

This machine conforms to UL and international safety standards for sewing machines and US and international laws for electromagnetic compliance.

Outlet Power 120 watts maximum

Sew Foot Stroke/Lift 5 mm

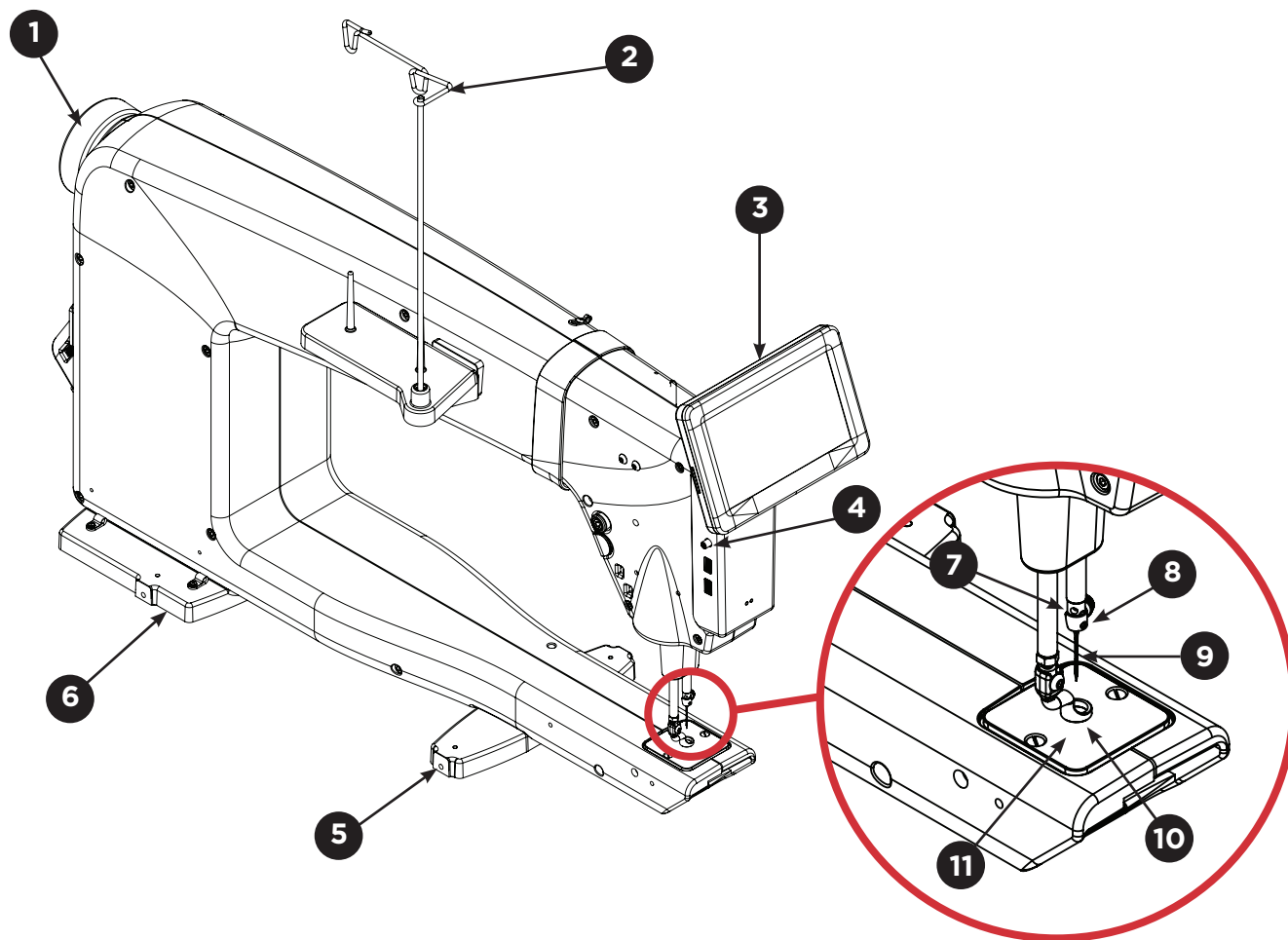
Needle Bar Stroke 35.3 mm

Take-Up Stroke 73 mm

Lubrication, main components Kluber Lube, permanent

Lubrication of hook Velocite 10, Texaco 22

Get to Know Your Quilt Maker Pro 20 Versa ST

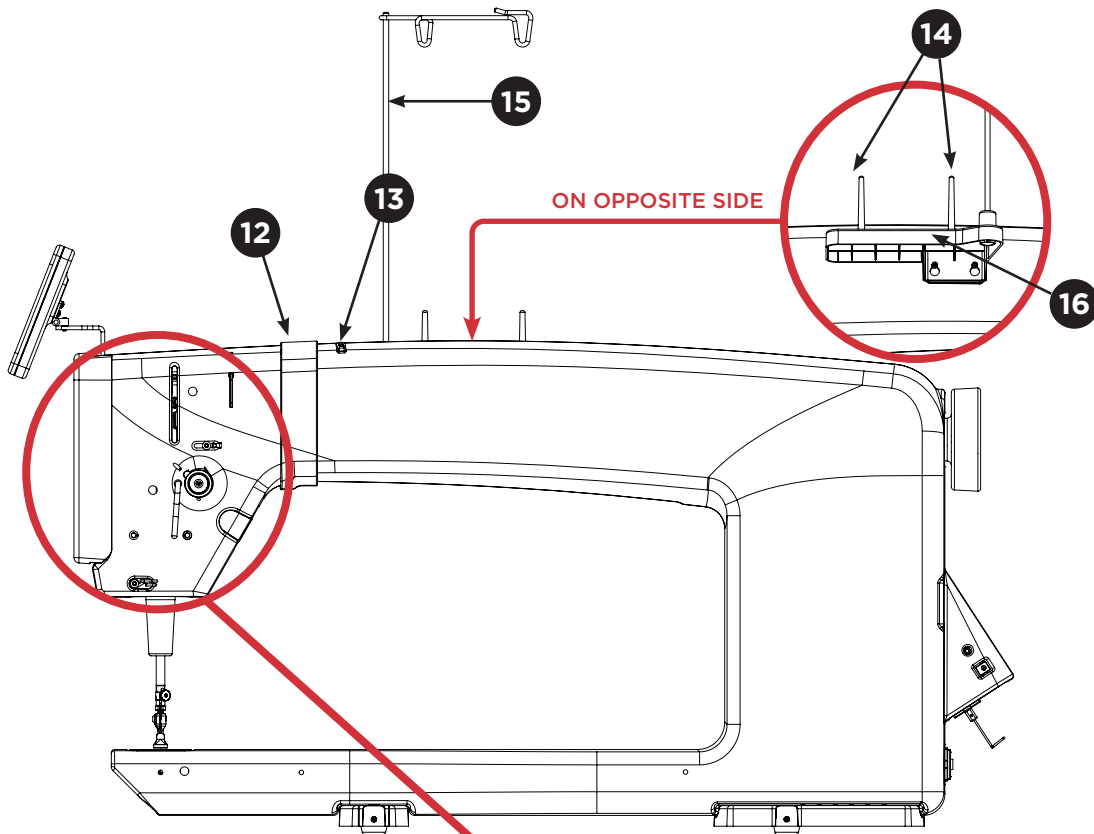


Side View

1. Handwheel
2. Thread Mast
3. Touchscreen Display
4. Front ON/OFF Switch
5. Front Base
6. Rear Base

Close-up View of Needle Area

7. Needle Stop/Sight Hole
8. Needle Bar Clamp Screw
9. Needle
10. Hopping Foot
11. Needle Plate

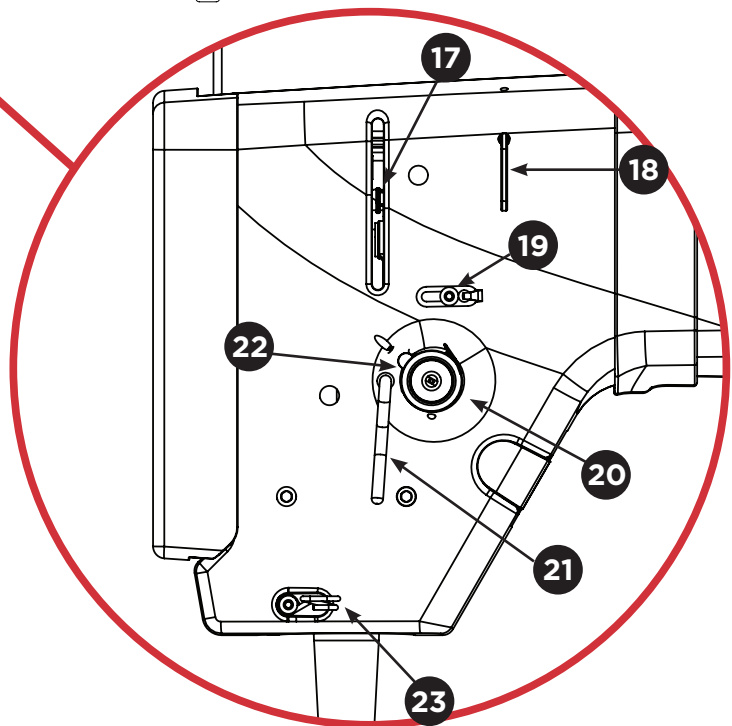


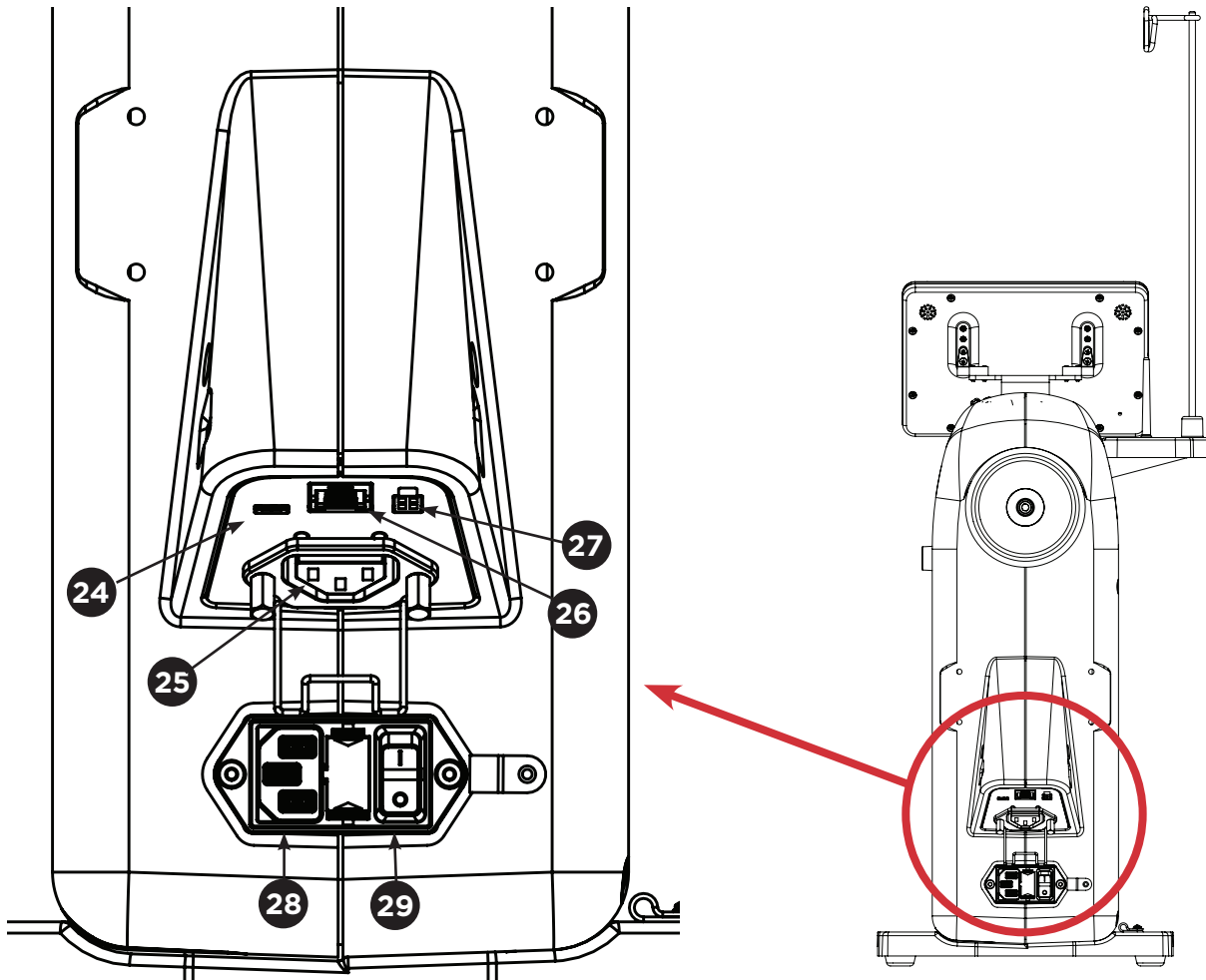
Right Side

- 12. Magnetic Tool Minder Collar
- 13. Thread Guide
- 14. Thread Mast
- 15. Thread Spools
- 16. Thread Tray

Close-up of Tension Assembly

- 17. Thread Take-up Lever
- 18. Three-hole Thread Guide
- 19. Thread Guide
- 20. Top Tension Assembly with Take-up Spring
- 21. Thread Stirrup
- 22. Thread Break Sensor
- 23. Lower Thread Guide





Machine Connections

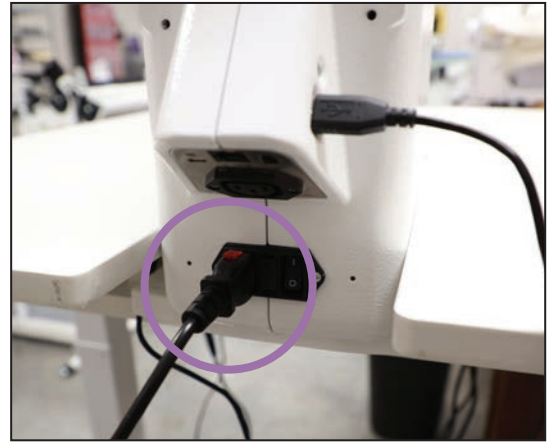
- 24. Machine rear display connection (not used)
- 25. Machine auxiliary power connection (not used)
- 26. Machine to handlebar connection (not used)
- 27. Machine to Pro-Stitcher communication (not used)
- 28. Main power connection
- 29. Main on/off power switch connection

Installation and Setup

Installing the Power Cord

Check that the On/Off switch is turned off (the 0 setting). Plug the power cord into the side power outlet on the back of the machine. Do not plug the power cord into a power source at this time.

The top power connector is available for powering future attachments as they are developed. (Not yet available.)



Installing the Foot Pedal

1. Plug in the foot pedal cord end into the foot pedal connector that is attached to the table.
2. Place the foot pedal under the table where operator can reach it from the front of the machine.

Installing the Thread Mast

1. Locate the two small M4x10mm hex button head screws and the thread mast assembly.
2. Align the screws in the thread mast bracket with the two holes in the side of the machine (top tension side). Use a 2.5mm hex tool to tighten the bracket firmly to the side of the machine.



Machine Head USB Port (included)

To be used to power accessories, NOT for programming, which is done through the USB port on the front display.

Installing the Color Touchscreen


The Quilt Maker Pro 20 Versa ST comes with a touchscreen front display.


To install the Front Display

1. For the front display, locate the four 4-40 screws and a small Phillips screwdriver (not provided). You'll also need the display with the hinges attached to the bottom row of connectors on the back of the display.
2. Insert the 4-40 screws into the openings on the display's metal hinge. Align the screws in the hinge with the holes on the display bracket. Use the small Phillips screwdriver to fully tighten the screws.



3. Plug the USB mini B cable (with 90° connection), coming out of the top front cover, into the back of the display. This cable provides power and signal connection from the machine to the display.

 **NOTE:** The USB connection on the right of the display is used for updating the display and the machine software.

 **IMPORTANT:** Note the other connections on the bottom of the display for power and audio are not functional. Also the SD card slot on the left of the display is not used at this time.



Using Your Machine

Power Switch

There are two power switches for your machine. The main power switch is at the rear of the machine and another power switch is at the front of the machine for added convenience.

The machine is turned on when both switches are turned on. The machine is turned off when both switches are off. However, you may turn off the machine functions by turning off only the front switch if you will be returning to quilting within a day.

Turn on the back switch first by toggling the switch from the "O" position to the | position. Then turn on the front switch by pressing it. The front switch will not turn on the machine unless the back switch is already on.

- **IMPORTANT:** If you will not be using the machine for more than a day, we recommend you turn off both switches and unplug the power cord from the power source.
- **IMPORTANT:** Refer to the safety instructions.

Lighting

The QMP20 Versa ST includes several lights to make it easy for you to see your quilting area: two lights under the throat of the machine that provide lighting to the quilting area and a light ring that illuminates the needle and stitching area. There is also a bobbin area light. Optional UV lights will be available as an accessory for purchase. UV lights are helpful when you need to see white thread or white chalk on white fabric.

Turning the lights on and off is done through the touchscreen display. For more information about turning on the machine lights, see To control the lights on the machine in the Toolbar Options section of this manual.

Magnetic Tool Minder Collar

Use the left side of the collar to store steel tools, such as mini scissors, close at hand.

Machine Needle

Use only the recommended needle system for your QMP20 Versa ST quilting machine. The machine was timed to use this specific type of needle (System 134) and it is designed to work with the high quilting speeds and multi-directional stitching the QMP20 Versa ST offers.

The QMP20 Versa ST uses the 134 needle system. Note that the needle has a round shank rather than a shank with a flat side like home sewing machines use.

If you use the recommended needle, you will experience

- Fewer skipped stitches
- Less needle breakage
- Less thread breakage, especially at high speeds
- Less thread splicing or shredding
- Optimum fabric protection

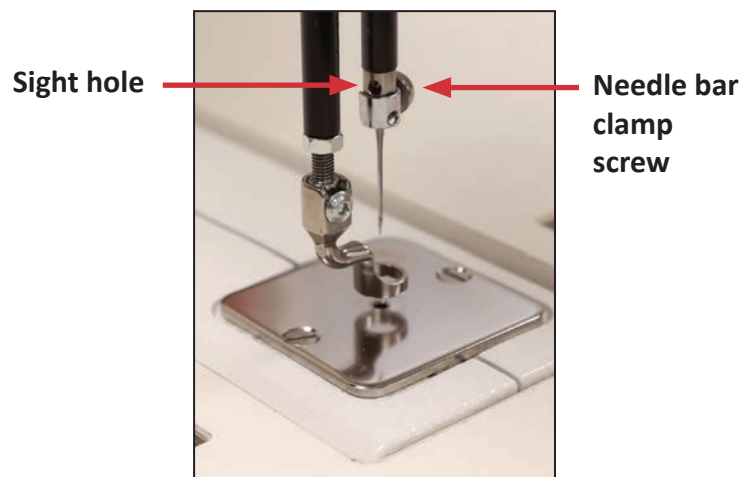


➡ **IMPORTANT:** Change the needle regularly. We recommend you use a new needle for each new quilt and any time the needle becomes bent, dull, or burred.

⚠ **CAUTION:** A damaged needle may result in poor stitching quality or may even damage the machine or your quilt.

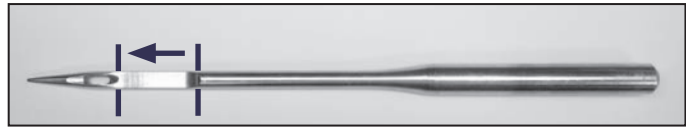
To change the needle

1. Move the needle bar to the up position by pressing the needle up/down control on the touchscreen.
2. Turn off all power to the machine.
3. Loosen the needle bar clamp screw with the 2.5mm hex wrench.



4. Remove the old needle by pulling it down. Discard the old needle in a safe way.

5. With the scarf of the needle (indentation at the back of the needle just above the needle eye) facing the rear of the machine and the long groove down the front of the needle facing the front of the machine, push the needle all the way up into the needle bar until it stops. Check the sight hole in the needle clamp to verify that the top of the needle can go no farther up.



Scarf at back of needle just above eye



Long groove at front of needle - shoulder to eye

△ **CAUTION:** Check the needle to confirm it is fully inserted. The needle bar has a sight opening above the needle bar clamp screw. Make sure the needle is touching the top of the sight opening. If it isn't, the machine timing will be off and it may be possible for the needle to collide with internal parts, causing damage not covered by warranty.

6. Carefully tighten the needle bar clamp screw.

△ **CAUTION:** Although you can use your fingers to tighten the needle bar clamp screw, we recommend that after finger-tightening the screw, you use the 2.5mm hex wrench to tighten it just a bit more. The QMP20 Versa ST runs at very high speeds and this ensures the needle will not loosen while quilting. However, do not over tighten the needle clamp screw, as this may strip the threads of the screw. Stripped threads are not covered under the warranty. It may also become difficult to insert the needle properly into the needle bar. Once the screw no longer turns freely by hand, gently turn the screwdriver until the screw is tightened snugly.

Needle Size	Thread Size
12 and 14	monofilament, 100 wt. silk, 60 wt. polyester, mylar
16	monofilament, mylar, 100 wt., 80 wt., 60 wt., 50 wt., 40 wt. silk, polyester and cotton thread
18	40 wt. cotton and polyester, 30 wt. cotton and polyester
19 and 21	Any thread 30 wt. and heavier such as 12 wt., 19 wt., 30 wt.

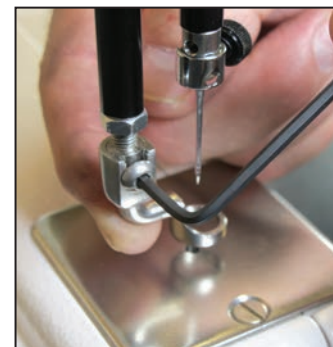
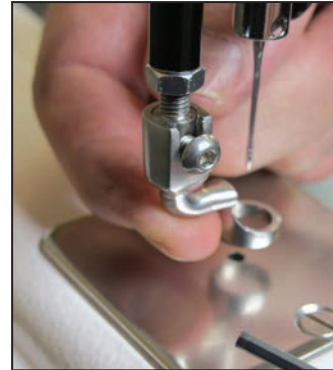
✂ **QUILTING TIP:** A size 16/100 needle will accommodate most threads and fabrics. Heavier threads, such as top stitch and some decorative threads, require a larger needle such as 18/110 or 21/130. Lofty batts and heavier fabrics such as denim, canvas, or densely woven fabric may also require a larger needle.


Hopping Feet

Your machine comes with two hopping feet: a closed-toe foot (comes installed) and an open-toe foot. Use the closed-toe foot for everyday quilting, the EZ Ruler Foot for ruler work, and the open-toe foot when you need greater stitch visibility (such as when you are micro quilting).

To change the Hopping Foot

1. Remove the foot that is on the mount by using the 2.5mm hex wrench to loosen the mounting screw far enough that you can slide the foot off of the mount.
2. Slide the desired foot onto the mount. Note that the opening on the side of the foot is lined up with the screw insert. Push the foot up as far as it will go.
3. Tighten the foot firmly with the 2.5mm hex wrench.
4. Ensure the middle of the foot opening is centered with the needle when the foot is fully tightened with the 2.5mm hex wrench. If it isn't properly centered, loosen the lock nut on the foot adapter with an 8mm wrench, center the foot with the needle; hold the foot firmly in position; and tighten the lock nut.



 **NOTE:** Before threading the needle, test that the machine is threaded properly and the tension is correct by carefully pulling the top thread. It should pull smoothly with light to medium tension. If thread pulls freely with no tension, re-thread the machine, ensuring that the thread is flossed into the tension discs.

- **IMPORTANT:** The QMP20 Versa ST does not have a presser foot lever or top tension release like a home sewing machine. On a home sewing machine the top tension is released when the presser foot is raised, allowing the thread to come freely out of the machine. When a home machine is threaded the tension discs are released and open to allow the thread to easily fall between the tension discs. This isn't the case with the QMP20 Versa ST quilting machine. The top tension is always engaged and the tension discs are never open. Therefore the thread must be pulled up, or flossed, between the tension discs or it will stay outside the discs and float without tension, causing serious tension problems and/or thread nests.

Bobbin and Bobbin Tension

The QMP20 Versa ST quilting machine uses M-class bobbins that are larger than home sewing machine L-class bobbins. The larger bobbins hold more thread and enable you to quilt for a longer time between bobbin changes.

The QMP20 Versa ST also has a low-bobbin alarm. For more information about the low-bobbin alarm, see *To configure the low-bobbin alarm settings* in the Toolbar Options section of this manual.

To Wind the Bobbin

The QMP20 Versa ST comes with a separate bobbin winder. For full instructions about using the bobbin winder, see the instruction manual that is packaged with the bobbin winder.

To Insert the Bobbin into the Bobbin Case

- △ **CAUTION:** To prevent personal injury, always turn off the front power switch while inserting and/or removing the bobbin case or anytime your hands are near the needle area, such as when you change the needle.

1. Place the bobbin in the bobbin case so that the thread pulls off clockwise when viewing the open side.
2. Slide the thread through the slot and under the tension spring, leaving approximately five to six inches of thread hanging loose.



To Test Bobbin Tension

The bobbin tension is the foundation for stitch tension. Always set the bobbin tension first.

 **NOTE:** Check the bobbin tension each time a new bobbin is inserted.

1. With the bobbin properly in the bobbin case, hold the bobbin case in the palm of your hand with the open end facing up.
2. Wrap the thread two to three times around the index finger of the opposite hand and attempt to lift the bobbin up by the thread. The bobbin case should stand up on its side, and slightly lift out of your hand. If the bobbin will not stand up on its side, the bobbin tension is too loose. If it lifts completely out of your hand and hangs by the thread, the bobbin tension is too tight.

To adjust the Bobbin Tension


Make the adjustment using the screw in the center of the tension spring. (The larger of the 2 screws) Turn clockwise to tighten and counterclockwise to loosen the tension. Make tiny adjustments to the bobbin tension and test again.



To insert the Bobbin case into the machine

1. Move the needle to the up position. Turn off the power to the machine using the front button.
2. Place the bobbin in the bobbin case so that the thread pulls off clockwise when viewing the open side.
3. Slide the thread through the slot and under the tension spring, leaving 5 to 6 inches of thread hanging loose.
4. To fit the bobbin case onto the hook spindle in the machine, orient the bobbin case as shown in the photo with alignment notch to the right. Push the bobbin case inward until it clicks into place.




 **NOTE:** Do not insert the bobbin case into the machine by lifting the lever on bobbin case. Use the lever only for removing the bobbin case.

Thread Tension

One of the joys of quilting with the QMP20 Versa ST is its ability to handle many different types of thread. You can quilt with almost any high-quality thread as long as you first adjust the bobbin tension and then adjust the top tension to suit the thread you've chosen.

Puckering, gathers, and thread breakage occur when the top tension is too tight. Loops and thread nests occur when the top thread tension is too loose. Tension may need to be adjusted depending on the fabric, thread, or batting you are using on the project.

 **NOTE:** Top tension should be adjusted after the bobbin case tension adjustment is made.

 **NOTE:** Dark threads will be thicker (because of dye) than light threads of the same weight and may require a tension adjustment. The type or brand of thread may also affect tension settings. Each time you change threads, you should check your tension.

➤ **IMPORTANT:** Before adjusting your top tension remember to floss the top thread up between the tension discs or it will float outside the discs providing little or no top tension. This could cause significant tension or thread nesting problems.

✂ **QUILTING TIP:** Test the tension settings before quilting. The best way to make sure the top and bottom tension settings are balanced is by quilting. Keep 4-inch squares of light solid fabric on hand to place at the side of the quilt on the extra batting and backing. Then quilt some loops and swirls and look at the stitches on top and underneath to ensure the tension looks good. Fine tune the tension as needed.

To adjust the Top Tension

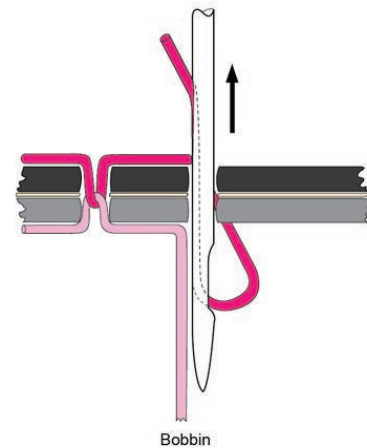
1. Test stitching with a scrap of fabric placed on the extra batting and backing at the side of the quilt.
2. Adjust the tension by turning the tension dial clockwise to tighten and counter-clockwise to loosen. The tension value appears on the touch screen. The value changes as you turn the tension dial.
3. Continue to test the stitching on the fabric scrap and adjust by turning the tension dial until you are happy with the stitches.



Tension Quick Start Guide

Bobbin adjustments are minute, like ticks of a clock.

1. **Always adjust bobbin tension first.**
2. Stitch to check top tension.
3. If thread looks like Diagram A
Problem: The top thread is too tight.
Solution: Turn the top tension dial counter-clockwise to loosen the top tension.
4. If thread looks like Diagram B
Problem: The top thread is too loose.
Solution: Turn the top tension dial clockwise to tighten the top tension.



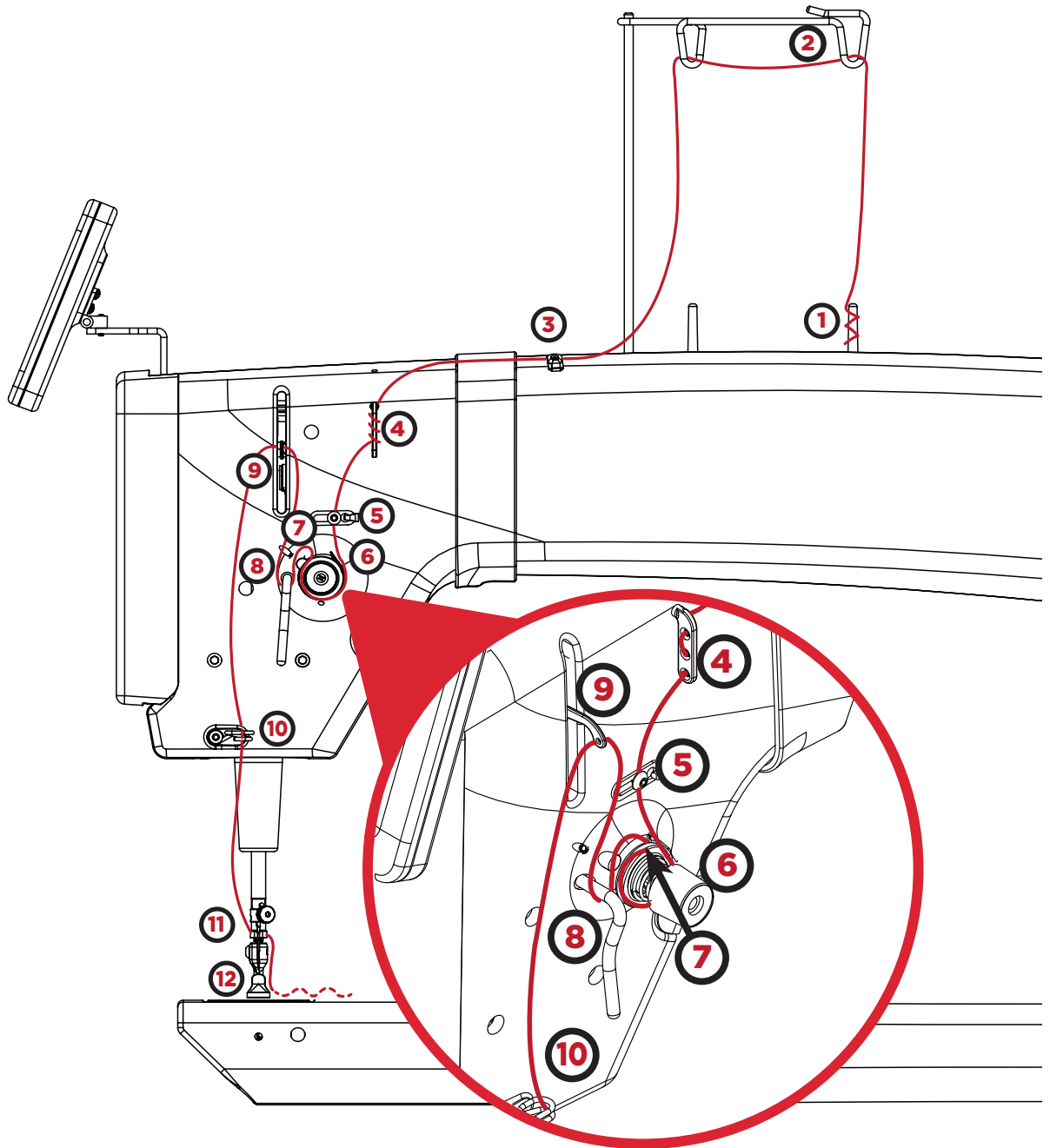
Threading the Machine

Janome recommends that you select and use only high-quality threads for your quilts.

To thread the machine

1. Place thread cone onto spool post ① on the thread tray, insert the thread through the thread-mast eyelet ② from back to front, continuing to the thread guide ③.
2. Continue to the three-hole thread guide ④. Wrap all three holes from back to front, being careful not to cross threads. This is recommended for most threads. However, some very delicate threads or metallic threads may require less tension. If you are having problems with thread breaking, try threading only one or two holes of three-hole thread guide.
3. The thread continues down to thread guide ⑤ just above the top tension and then on to the top tension assembly ⑥.
⚠ IMPORTANT: The thread must be flossed up between the two tension discs. If the thread is not firmly in place between the two tension discs, the thread will lay on top of the tension discs (no tension) and thread looping on the bottom of the quilt can occur.

4. After the thread is in place, be sure that the thread catches on the take-up spring. Then guide the thread under the stirrup thread guide (8).
5. Bring the thread up and through the hole of the take-up lever (9) from back to front, and then through the pigtail thread guide (10), and thread through the needle bar thread guide hole (11).



6. Make sure the thread follows the groove down the front of the needle and insert the thread through the eye of the needle from front to back (12). While pulling thread through the eye of the needle, be careful that the thread does not twist around the needle.

Quilting with the QMP20 Versa ST

Preparing to Quilt

1. Make sure your machine has been cleaned, oiled, has a new needle, and that the table is free from threads or other debris. If the machine isn't already plugged in, plug it in now.
2. Select your thread and wind one or more bobbins.
3. Turn on the main power switch at the back of the machine and then use the front power button on the left side of the machine to turn the machine on or off as needed.
4. Set your bobbin tension and thread your machine.
5. After loading your quilt, use a scrap of fabric along the edge of the quilt backing and batting to test your top tension. Make adjustments to the top tension as needed.

To bring Bobbin Thread to the top of the quilt

1. After threading the machine, plug it in and turn on the power. Place quilt sandwich under hopping foot.
2. While firmly holding the tail of the needle thread with the left hand, choose one of the following methods to cycle the needle through one full rotation to bring the bobbin thread to the top of the quilt.
 - A. Foot Pedal Method. **LIGHTLY** tap the foot pedal to make the needle go down. Then **LIGHTLY** tap again to bring the needle up.
 - B. Needle Up/Down Button Half-Stitch. Find the Needle Up/Down Button in the center of the color touchscreen main display. Press once to cycle the needle down. Press again to cycle the needle back up.
 - C. Needle Up/Down Button, Full-Stitch. Find the Needle Up/Down Button in the center of the color touchscreen main display. Press and hold briefly to cycle the needle through one complete stitch cycle (down and back up).
3. Pull the fabric 3-4 inches away while holding the needle thread.
4. The bobbin thread will pull up and through to the top, allowing you to grasp the loop and pull it to the desired length.

To Start or Stop Quilting

- Much like a domestic sewing machine, you may use the foot pedal to control the speed of the machine as it stitches. The further the pedal is pressed, the faster the machine will make stitches.
- The **Start/Stop** button on the bottom left of the screen may be used to start and stop the machine instead of the foot pedal. When the **Start/Stop** button is pressed, the machine will start, even if the foot controller is not pressed, and the symbol on the button will change from the play arrow to a double line pause icon. The button color will also change to green. When the button is pressed again, the machine will stop and the pause icon with a blue background color will turn into the play icon with a green background.
- When the machine foot controller is pressed, the button color and icon show that the machine is running by changing the button to the pause icon and blue background. When the foot pedal is released, this button will return to the green button with the play icon.



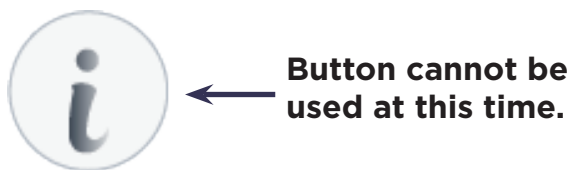
Using the Touchscreen Displays

The QMP20 Versa ST has a touchscreen displays on the front of the machine. Use the display to alternate between stitch-regulated and non-stitch-regulated operation, to control settings for how you prefer your machine to operate, to use tools such as counting stitches on a quilt or logging how much time it took to finish your quilt, and so on.



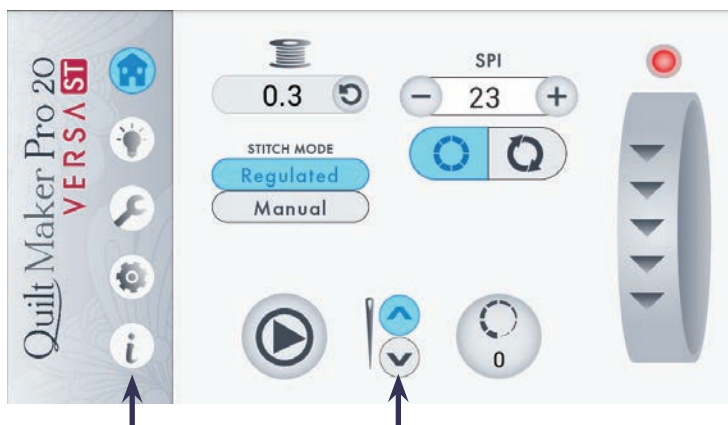
Buttons are selected, or on, when they are Blue and display blue text or graphics. Buttons are off when they are Gray and display dark gray text or graphics. When you touch a button, it will toggle on or off, open a pop-up box for you to enter information, or open a screen with more options.

If a button cannot be used, usually because another process is underway, it will be Gray.



Overview of the Main Screen

The QMP20 Versa ST Main Screen provides quick access to all functions.



This Toolbar appears on every screen to provide quick access to often-used options. When selected, the icons will be BLUE, not gray/white.

These buttons indicate whether your machine is stitching or paused.



Touch this icon to open the **Lights** screen. For more information about turning lights on and off, see *Controlling the lights* in the **Toolbar Options** section of this manual.



Touch this icon to open the **Tools**. For more information about the various tools, see *Machine Tools* in the **Toolbar Options** section of this manual.

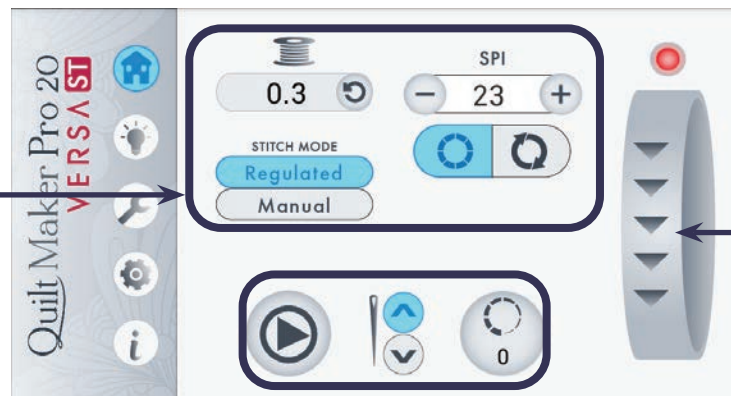


Touch this icon to open the **Settings**. For more information about the various settings, see *Machine Settings* in the **Toolbar Options** section of this manual.



Touch this icon to see system information, as well as a machine threading guide and needle/thread guide. For more information about the system information that is available, see *Information Screens* in the **Toolbar Options** section of this manual.

This area of main screen controls the stitching modes. It is currently set to Regulated mode. It also shows the current stitches per minute setting and three stitches-per-minute presets. This area changes according to the stitching mode you've selected.



The on-screen hand wheel enables you to rotate the machine's hand wheel from the main screen rather than reaching around the machine to do it manually.

These buttons remain the same regardless of the stitching mode you choose.



Start/Stop buttons: Use this button on the bottom left of the screen to start and stop the machine instead of the foot pedal. When the **Start/Stop** button is pressed, the machine will start, even if the foot controller is not pressed, and the symbol on the button will change from the play arrow to a double line pause icon. The button color will also change to blue. When the button is pressed again, the machine will stop and the pause icon with a gray background color will turn into the play icon with a blue background.

When the machine foot controller is pressed, the button color and icon show that the machine is running by changing the button to the pause icon and gray background. When the foot pedal is released, this button will return to the blue button with the play icon.



Needle-stop button: Touch the button to alternate between having the needle stop in the up or down position when you press the stop/start button to stop stitching. Your choice displays in green.

This button does not move the needle but rather indicates your preference for the final needle position when quilting is stopped.



Reset-bobbin button: Press this button after a bobbin change if you are using the low-bobbin alarm. This resets the low-bobbin reading to indicate you are using a full bobbin. The number on this button shows an estimate of how much thread remains on the bobbin. This number updates as you quilt. As the number gets closer to zero, the bobbin is running out of thread. For more information about the low-bobbin settings, see *To add a new bobbin configuration and record bobbin capacity* in the **Toolbar Options** section of this manual.


IMPORTANT: Touch this button only to reset the bobbin capacity to indicate a full bobbin. If you want to open the Low Bobbin Alarm screen, select the *Machine Settings* toolbar button and then select the **Low Bobbin Alarm** screen.

To use the on-screen handwheel



The on-screen hand wheel enables you to rotate the handwheel from the Main screen rather than reaching around the machine to do it manually.

Drag your finger down from the top of the on-screen handwheel (in the direction of the arrows) to cycle the needle bar and the presser bar.

 **NOTE:** You can, if necessary, move your finger in an upward motion to turn the handwheel in the opposite direction. You'll typically do this only when you need to break a thread lock.

Stitching Modes

The QMP20 Versa ST enables you to choose between two modes of stitch regulation Cruise or Precision; or to choose manual stitching. It also includes a basting mode.

Manual Stitching Mode

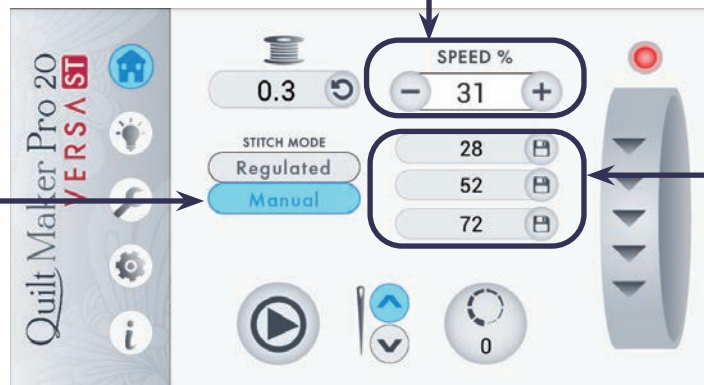
When using the manual stitching mode, the length of the stitch is determined by how quickly or slowly you move the fabric, in combination with the speed percentage of the motor capacity (100% would be 2500 stitches per minute) that you have selected. For a consistent stitch length, you will need to move the fabric at a consistent speed. Experiment with different combinations of quilting speed and stitches per minute to find what optimally works for you.

To use manual stitching mode

Touch the **Manual** button and then specify the speed percentage by pressing the **plus (+)** or **minus (-)** buttons on the screen or selecting one of the speed percentages presets.

*Shows the current speed percentage setting.
Press the plus (+) or minus (-) buttons to increase or decrease the setting. To save it as a preset, touch one of the save buttons.*

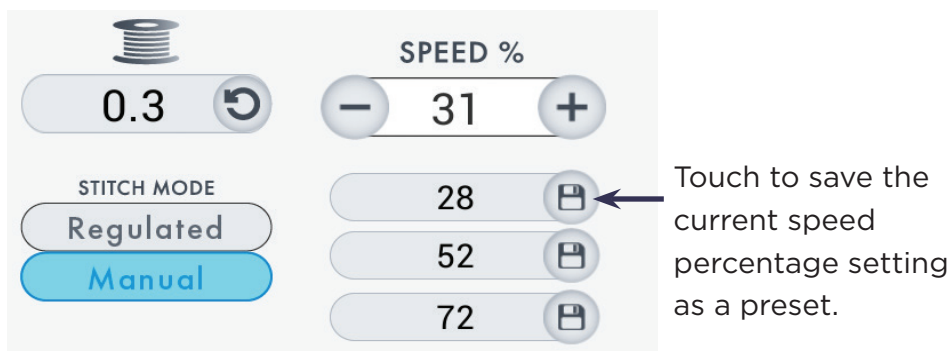
*The **Manual Mode** button is selected.*



Touch one of the speed percentages to quickly change the current speed percentage setting.

To configure the manual stitching mode preset speeds

The manual mode preset speeds are three different speed percentages, that are saved for quick access from the Main screen. After you set the speeds, you can choose one of the presets when in Manual stitching mode and it becomes the current speed. For example, perhaps you will set one preset for the speed you prefer for continuous line free motion quilting, a different speed for ruler work, and yet another speed for micro quilting.



1. Select Manual stitching mode by touching the **Manual** button.
2. Press the plus (+) button to increase or the minus (-) button to decrease the current speed percentage setting. Touch the save button next to one of the speed percentage presets to save the current setting as a preset.

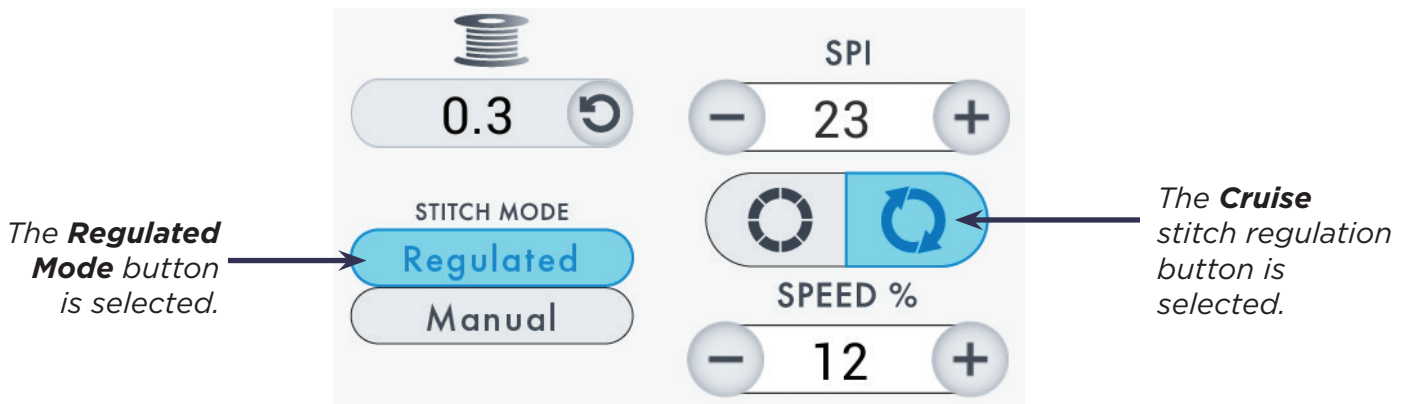
✦ **QUILTING TIP:** Set the machine at a medium speed (such as 40%) and begin moving fabric until you become accustomed to the resistance. By moving the fabric faster, the stitches will begin to elongate. The stitch speed can either be increased or the fabric can be moved slower to get the stitches at your desired length. By moving the fabric slower, the stitches get shorter and can build up on top of each other, break the thread, or make it extremely difficult to unpick. The stitching speed can be decreased, while maintaining a constant motion with the fabric to bring the stitches to the desired length.

Stitch Regulation Mode

There are two stitch regulation modes: **Cruise** and **Precision**.

To use Cruise Stitch Regulation

- Touch the **Regulated** button and then touch the **Cruise** button.



After you press the **Start/Stop** button, the Start stitching indicator in the upper-left corner of the screen turns blue and the needle begins moving up and down according to the cruise speed or speed percentage setting.

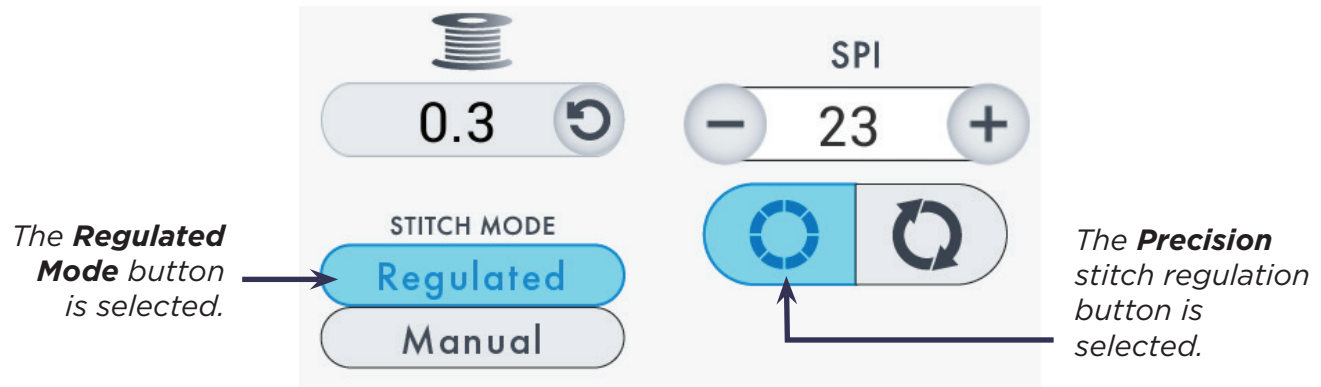
When you start moving the fabric, the needle will move according to the stitches-per-inch setting. Similarly, as you bring your quilting to a stop, the needle will continue moving at the cruise speed (speed percentage) until you press the **Stop** button on the touchscreen.

The minimum speed of the needle is dependent upon the speed percentage setting you choose. Janome recommends beginning with a setting of 8%. Begin moving the machine immediately after pressing the **Start/Stop** button to avoid stitching in place for too long.

- ✂ **QUILTING TIP:** The constant minimum stitching speed featured in the Cruise stitch regulation is useful when creating sharp points such as the point of a star or the bottom of a heart.

To use Precision Stitch Regulation

- Touch the **Regulated** button and then press the **Precision** button.



After you press the **Start/Stop** button on the touchscreen, you must begin moving the fabric for the machine to begin quilting according to the stitches-per-inch setting. The Start stitching indicator in the upper-left corner of the screen turns green but the needle doesn't automatically begin moving up and down. When you begin moving the fabric, stitching begins. When you stop moving the fabric, stitching pauses until you move the fabric again. To stop stitching, press the **Start/Stop** button on the touchscreen.

- ✂ **NOTE:** When using Precision stitch regulation, if you stop moving the fabric but do not press the **Start/Stop** button, after two minutes it will time out and a message box appears to let you know you will need to press the **Start/Stop** button to resume quilting.
- △ **CAUTION:** Always make sure the power is off when changing the needle, replacing the bobbin, or placing your hands near the needle to avoid unwanted stitching in your quilt or in your fingers.
- ✂ **QUILTING TIP:** Precision stitch regulation mode is useful for ruler work. Stitch along the length of the ruler for the span of your hand and stop moving the fabric, but do not press the Stop button. When you stop moving the fabric, the needle pauses. Move the ruler and then begin moving the fabric to continue quilting. Precision stitch regulation helps you to avoid bobbles and uneven stitches. Precision is also useful for precise backtracking or over-stitching, such as backtracking over the tops of feathers.
- ✂ **QUILTING TIP:** Getting started with stitch regulation. Set the machine to your desired stitch length. Begin moving the fabric. The machine motor will slow down or speed up to maintain a consistent stitch length according to how quickly or slowly you move the fabric. Moving the fabric too fast or in radical or jerky movements will defeat the stitch regulator function.
- ✂ **QUILTING TIP:** Quilting speed while in stitch-regulation mode. Quilting speed while in stitch-regulation it is unlikely that you will move the fabric along the table too fast. However, if you do, it will result in an over-speed condition and the machine will not maintain stitch regulation. An over-speed alarm, if turned on, will alert you that you should slow down your quilting to maintain stitch regulation.

Basting Mode


The QMP20 Versa ST includes five basting stitch options for basting a quilt. The basting stitch options are available in stitch regulation mode only.

The stitches-per-inch setting ranges between 24 stitches per inch and 5 stitches per inch. If you continue to press the minus (-) button on the screen, after 5 you will see B1/4", B1/2", B1", B2", and B4".

B1/4"	One stitch every quarter inch of movement
B1/2"	One stitch every half inch of movement
B1"	One stitch every one inch of movement
B2"	One stitch every two inches of movement
B4"	One stitch every four inches of movement

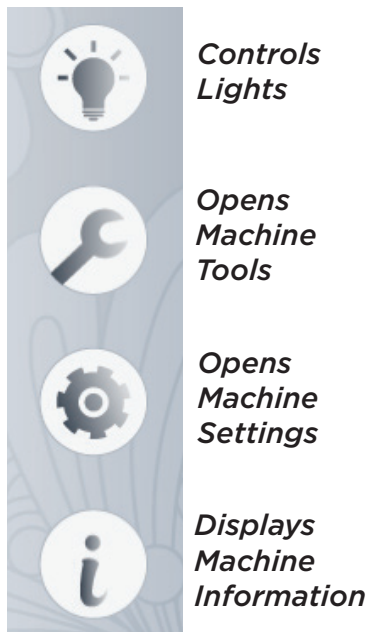
To baste a quilt

1. Touch the **Regulated** button.
2. Press the **minus** (-) button next to the stitches-per-inch box on the screen until you see 5 stitches per inch. Continue touching the **minus** (-) button and the five basting stitch options appear. Choose the one you want to use - either B1/4", B1/2", B1", B2", or B4".
3. Begin basting the quilt by pressing the Start button. As you move the fabric across the table, it will perform a stitch (needle down and then needle up) every quarter, half, one, two, or four inches according to your choice of basting stitch length.

 **QUILTING TIP:** If you are basting the edges of the quilt to the batting and backing, choose a low number of stitches per inch, somewhere between 4 to 8 stitches per inch, rather than one of the basting-mode stitches. This will help to prevent the hopping foot from going between the batting and quilt top.

Toolbar Options

The Toolbar is in the left corner of the screen at all times.

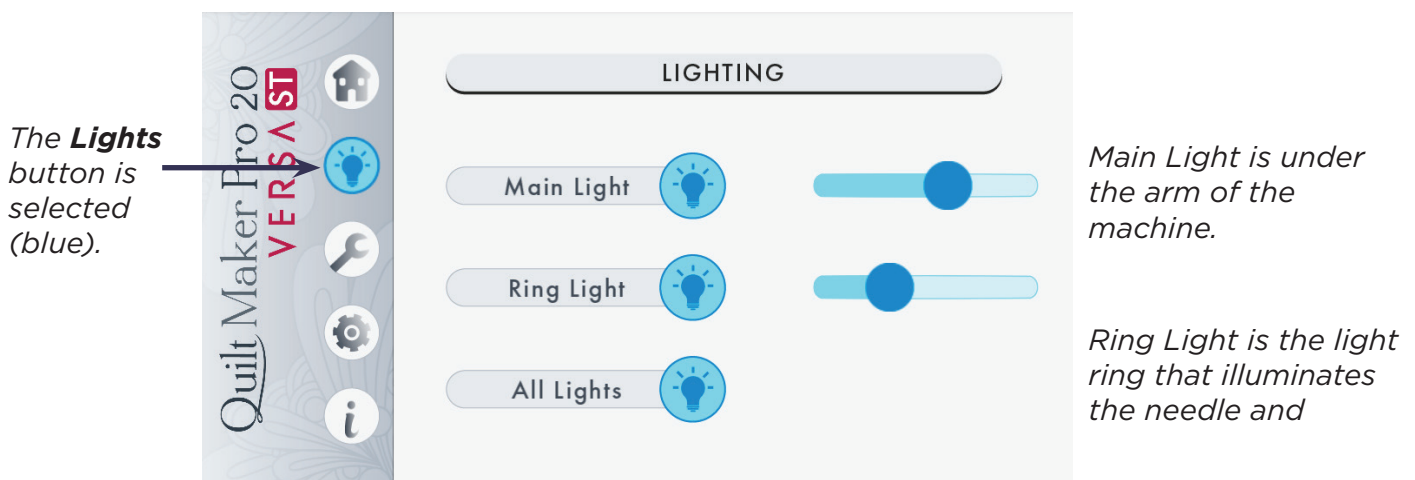


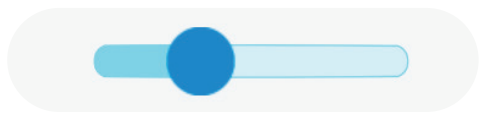
Controlling the Lights

Your QMP20 Versa ST comes equipped with three standard lighting areas: Main, Ring, and All Lights.

To control the lights on the machine

- To open the Lights screen, touch the Lights icon in the Toolbar. After selecting the icon, it turns blue and the Lights screen opens.





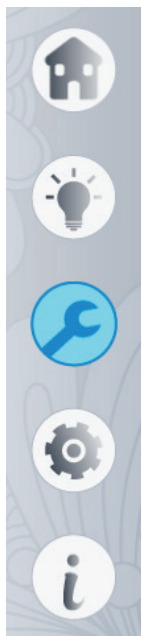
When lights are ON, the ON/OFF button displays in color. When OFF, the button is gray. Touch the ON/OFF button to quickly turn ON (or OFF) the light.

Touch the **All Lights** button to turn ON (or OFF) the Main Light in the throat space and the Ring Light under the needle.

Use the slider to vary the intensity of the light. Touch the blue dot and drag to the right to increase the intensity or to the left to decrease the intensity. The intensity settings are saved when lights are turned off and will be the same when you turn them on again.

Machine Tools

To open the Machine Tools, touch the **Tools** icon in the Toolbar. After selecting it, the icon turns Blue.



The **Tools** button is selected (blue).

Choose from the tools at the bottom of the screen.

Sets the Quilting Timer, the Stitch Counter and the Quilting Alarm



Opens the on-screen Calculator



Updates the machine's software



Opens the Diagnostics Screen

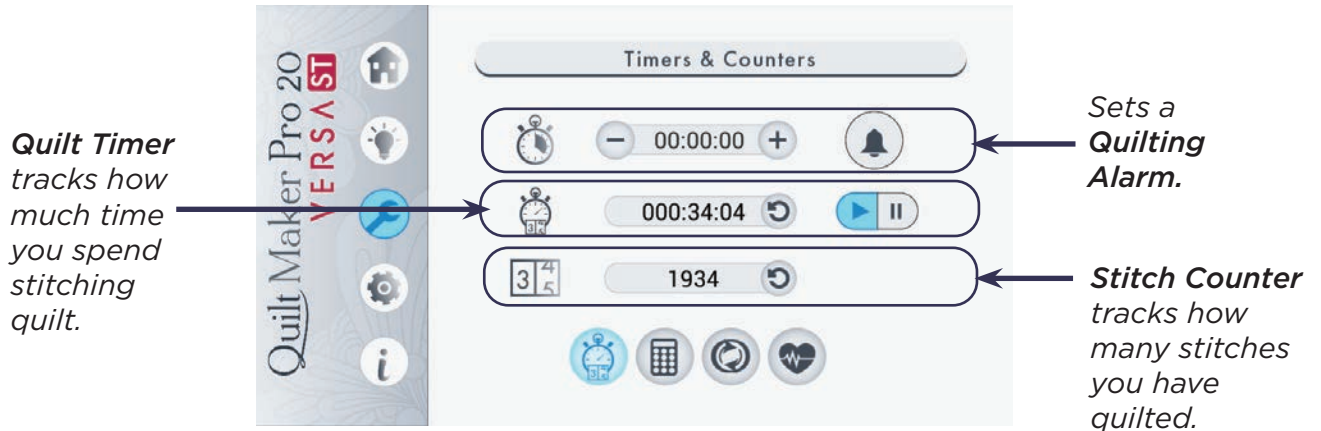


After you select an option, the button background turns blue and the screen changes allowing you to customize that setting. The next time you touch the **Tools** icon, the last Tools option you used appears.

Quilting Timer, Alarm, and Stitch Counter

The timers screen enables you to track the amount of time you work on a quilt, to set a timer to remind you when your quilting time is up, and to track the number of stitches on a quilt.

- Touch the **Tools** icon in the Toolbar. Then touch the **Timers** button. Press the **Home** button to return to the Main screen.

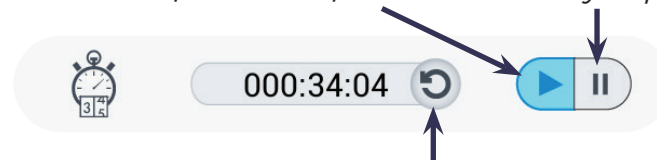


To track how much time you spend on a quilt

Use the quilting timer to keep track of how much time you spend stitching on a quilt. The quilting timer measures time the machine is actually quilting, not the time the machine is ON but idle. It operates like a stop watch.

Play/Resume button:
Press to begin tracking the time spent on a quilt.

Pause button: Press to turn off the timer until the next time you press **Play/Resume**.



Reset Button: Press to clear the quilting timer, usually when you begin a new quilt.

1. When you begin a new quilt, press **Reset**.
2. When you are ready to begin tracking the time spent on a quilt, press **Play**. Proceed with your quilting. When you are through quilting for a time, press **Pause**.
3. When you resume quilting, press **Play** again. The quilting timer will continue tracking your time and add it to the previously recorded time.

To track the number of stitches in a quilt

Use the stitch counter to count the number of stitches in a quilt.

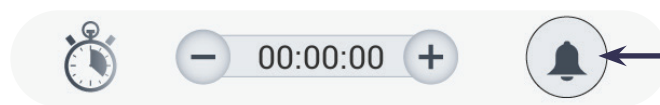
- Press the **Reset** button to zero-out the counter when you begin a new quilt. To see the lifetime stitch count for your machine, see the Information screen.

Reset Button: Press to clear the quilting stitch counter.



To set the quilting alarm

Use the quilting alarm to set a reminder that alerts you when the time you've allotted for quilting is done. After you enable the alarm, the time begins to count down. Unlike the quilting timer, this alarm measures elapsed time, not machine quilting time. The example below shows only 3 minutes and 55 seconds are remaining before the alarm will sound.



Touch the **Alarm Icon** to turn on or off the quilting alarm. It appears green when

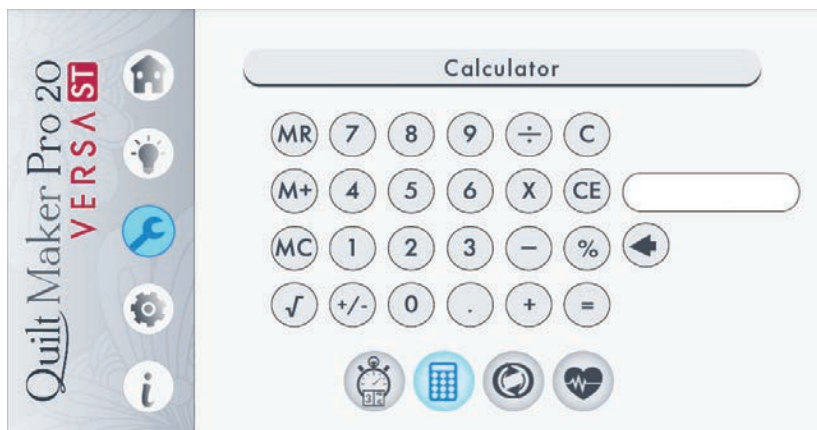
Shows the current quilting alarm setting. Press the plus (+) or minus (-) buttons to change the alarm setting.

1. Specify the amount of time that will elapse before the alarm will go off. Change the alarm setting by pressing the **plus (+)** or **minus (-)** buttons which increments the setting by one minute at a time.
2. Touch the alarm icon to turn on the quilting alarm. When the time has elapsed, an alarm will sound.

On-screen Calculator

The QMP20 Versa ST includes a basic on-screen calculator. It functions like all basic calculators. For example, press a number button and a function button followed by another number button. Function buttons include *addition (+)*, *subtraction (-)*, *multiplication (x)* and *division (÷)*. After you've pressed the numbers and the function buttons, press the *equal sign (=)* for the answer.

- Touch the **Tools** button in the Toolbar. Then touch the **Calculator** button along the bottom of the screen. Press the **Home** button to return to the Main screen.



The **Tools** button is selected, or Blue.

Software Updates

From time to time, Janome releases a software update for our machines. This update feature enables you to take advantage of the latest new capabilities added to machines. When an update is released, download the updated file(s) to a USB drive using a computer that is connected to the Internet.

NOTE: The downloaded files may be in a zipped folder. If this is the case, make sure to extract all files before continuing.

- Touch the **Tools** button in the Toolbar on the front display. Then touch the **Update** button along the bottom of the screen.

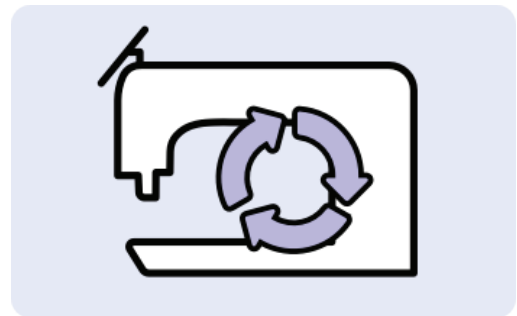


- After downloading the updated software to a USB drive, insert the drive in the designated USB port on the bottom of the front display. Look for the message in the bottom bar that confirms a USB drive has been inserted. If it doesn't appear, reinsert the USB drive. Then touch the **Update** button. Press the **Home** button to return to the Main screen.

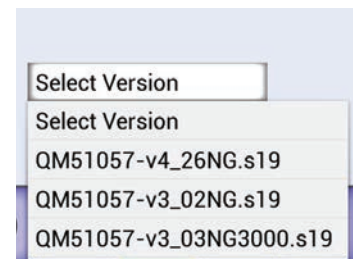


To update the machine's software

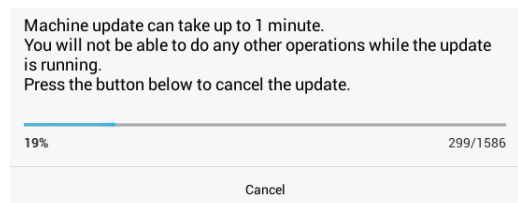
1. After confirming that the inserted USB drive has connected to the front display, touch the machine icon to update the machine's software.



2. You will then be prompted to choose the file you want to use to update the machine software. Touch the **Select Version** box and then select the filename of the update file you downloaded. (The software version you download may be different or more recent than what is shown here.)

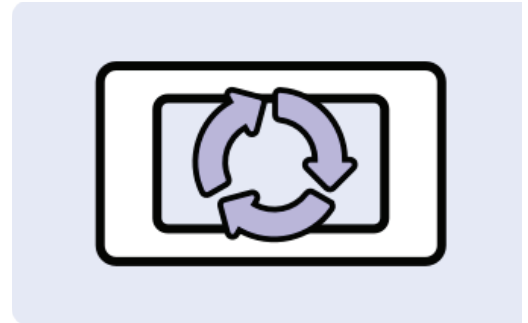


3. Be patient as this will take a few minutes.
4. When complete, the machine will beep. Restart the machine to apply the updates.

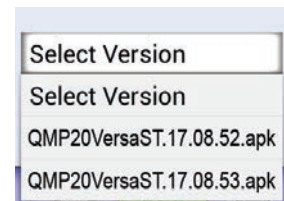


To update the display software

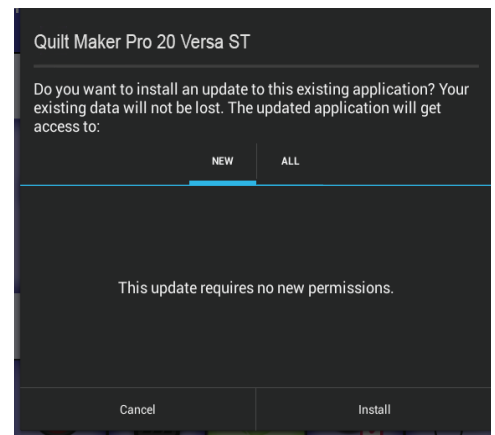
1. After inserting the USB drive into the USB port on the bottom-side of the display, touch the display icon to update the display's software.



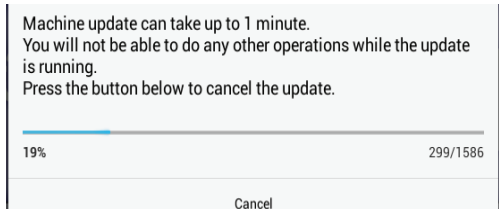
2. You will be prompted to choose the file you want to use to update the display software. Touch the **Select Version** box and then select the filename of the update file you downloaded.



3. When the message box appears, select **New** and **Install**.



4. Be patient as this will take a few minutes.



5. Confirm that you want to overwrite the current software with the new software by choosing **Install**. If you decide to not update the software, choose **Cancel**.

Tension Reset

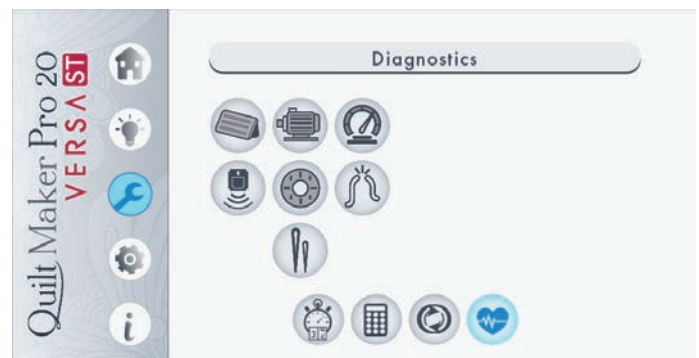
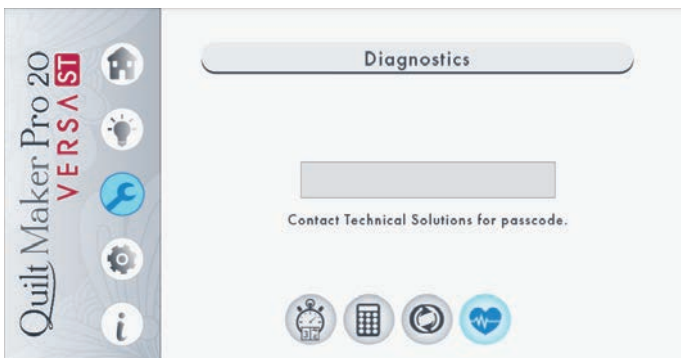
1. Begin by loosening your tension discs by turning the **Tension** knob counter clockwise until the two tension discs move freely. This may take a few complete turns.
2. Then turn the **Tension** knob clockwise until the tension discs come together enough to have a bit of resistance.
3. Touch the **Tension** button in the Toolbar. The Easy-Set Tension Display will now read as **0**.
4. Turn the **Tension** knob three full clockwise turns to return the tension close to factory settings.



Diagnostics

There are several diagnostics tests that you may be asked to perform by Janome's technical solutions team or an authorized Janome retailer. They will give you a code to enter into the Diagnostics screen to be able to perform the tests.

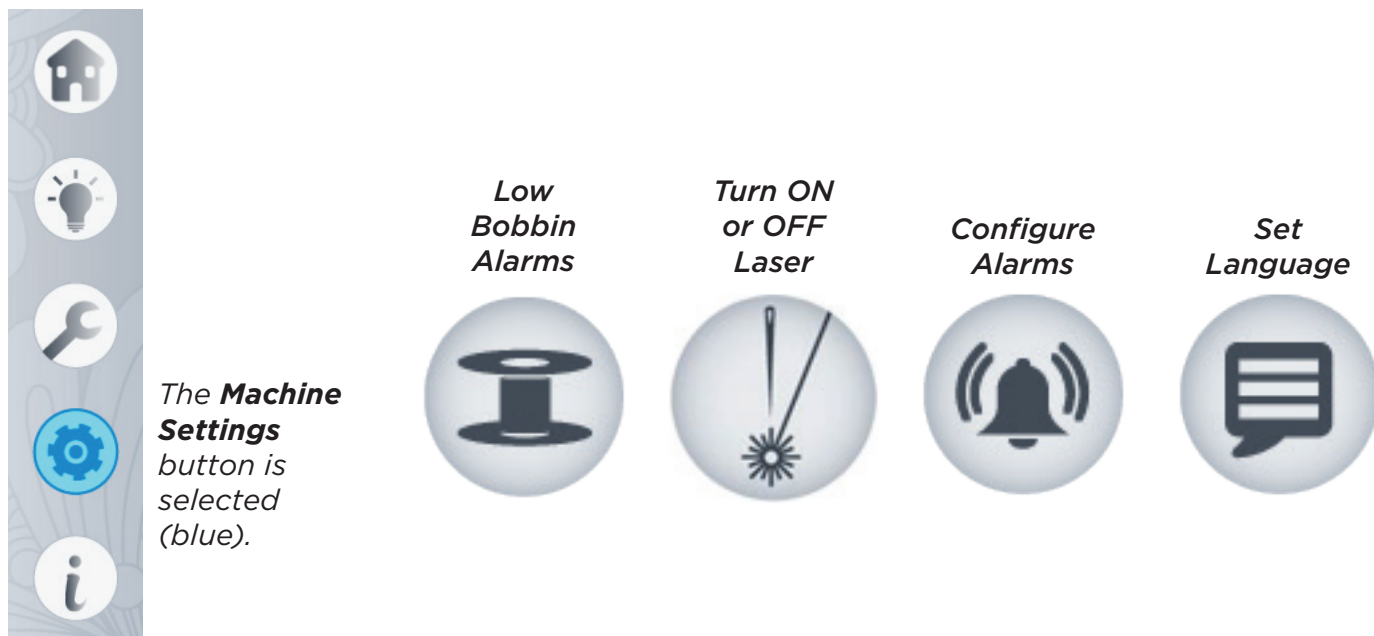
- Touch the **Tools** button in the Toolbar. Then touch the **Diagnostics** button along the bottom of the screen. Enter the code you received and follow the instructions for the different diagnostics tests.



Machine Settings

To open the machine settings, touch the **Settings** icon in the Toolbar. After selecting it, the icon turns Blue.

Then choose one of the several options that appear along the bottom of the screen.



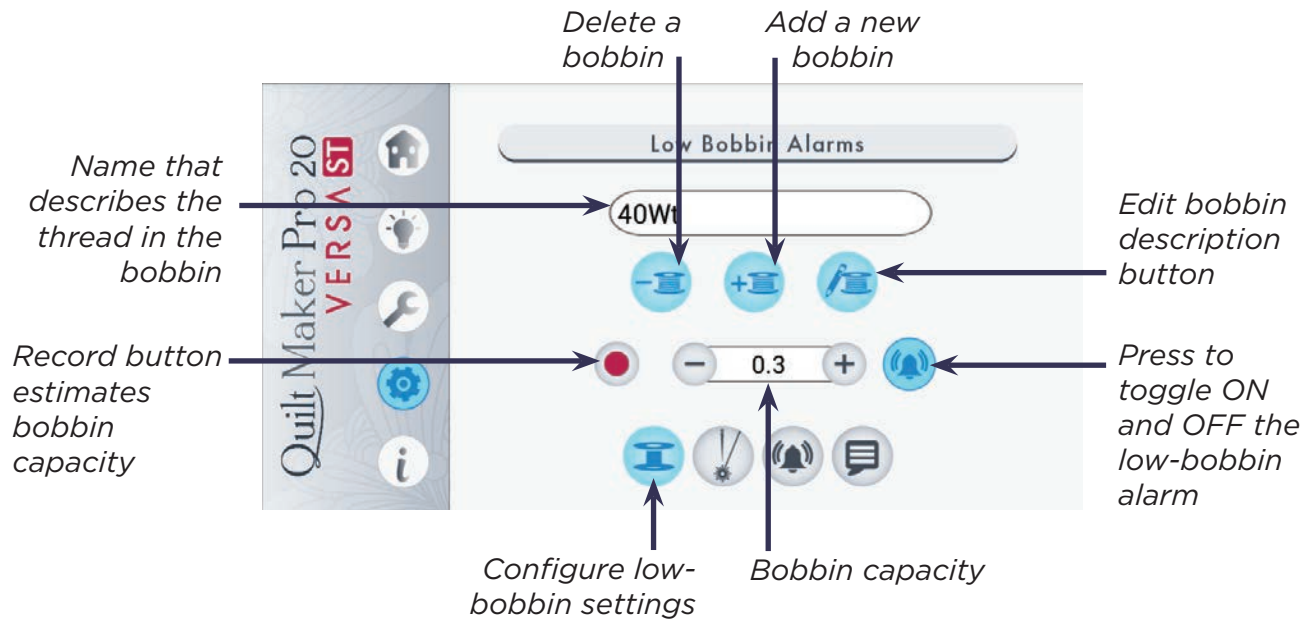
After you select an option, the button background turns green and the screen changes, allowing you to customize that setting. The next time you touch the **Settings** icon, the last Settings option you used appears.

- Press the **Home** icon in the upper left corner of the screen to close **Settings** and return to the Main screen.

Low-Bobbin Alarm

The amount of thread that fits on a bobbin varies according to the type and weight of thread you use. You can create a low-bobbin capacity for up to twenty types of thread that you use in your bobbin. You'll then use this capacity for setting a low-bobbin alarm to alert you to when the bobbin thread is running out.

- Touch the **Settings** icon in the Toolbar. Then touch the **Low-bobbin Alarm** button.



To add new bobbin configuration and record bobbin capacity

1. When you are ready to define a new bobbin capacity for a particular type of thread, completely fill a bobbin with that thread and insert it into the machine.
2. Touch the icon to add a new bobbin. Use the pop-up keyboard to enter a descriptive name, so you will know which type of thread this configuration applies to. Close the pop-up keyboard by touching the arrow in the lower-left corner of the screen.



3. Touch the **Record** button. The bobbin capacity value will reset to zero. Quilt until the bobbin runs out.



NOTE: The Reset Bobbin button on the Main Screen shows the bobbin level as you quilt. When you touch the **Reset Bobbin** button, it shows the estimated capacity of the full bobbin. As you quilt, this number counts down. While you are recording the bobbin capacity of a bobbin, the number increases as you quilt until it runs out of thread.

4. Return to the low-bobbin alarm screen and press the **Record** button again to stop recording. The number that appears in the Bobbin Capacity box is an estimate how much thread is on the bobbin.



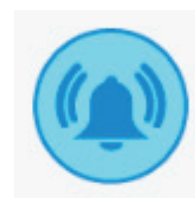
5. Estimate how much bobbin thread you think you'll use for tie-offs and decrease the bobbin capacity by that much. Press the **Minus (-)** button to decrease the capacity. Or, touch the **Bobbin Capacity** box to pop up an on-screen number pad and enter the number directly.



6. When you are ready to use a full bobbin with that type of thread, insert the full bobbin and press the **Reset Bobbin** button on the Main screen



7. Make sure the alarm icon is enabled (green). If not, touch the **Alarm** icon to toggle it on. When the bobbin level reaches zero, the low-bobbin alarm will sound.



NOTE: If you turn on or off the low-bobbin alarm on this screen, it is also turned on or off on the Alarms screen.

The next time you use one of the threads for which you've set up a low-bobbin threshold, touch the bobbin name box and choose the specified thread name by touching it. Insert a full bobbin with that thread into the machine and press the **Reset Bobbin** button on the Main screen.

To delete a low-bobbin configuration

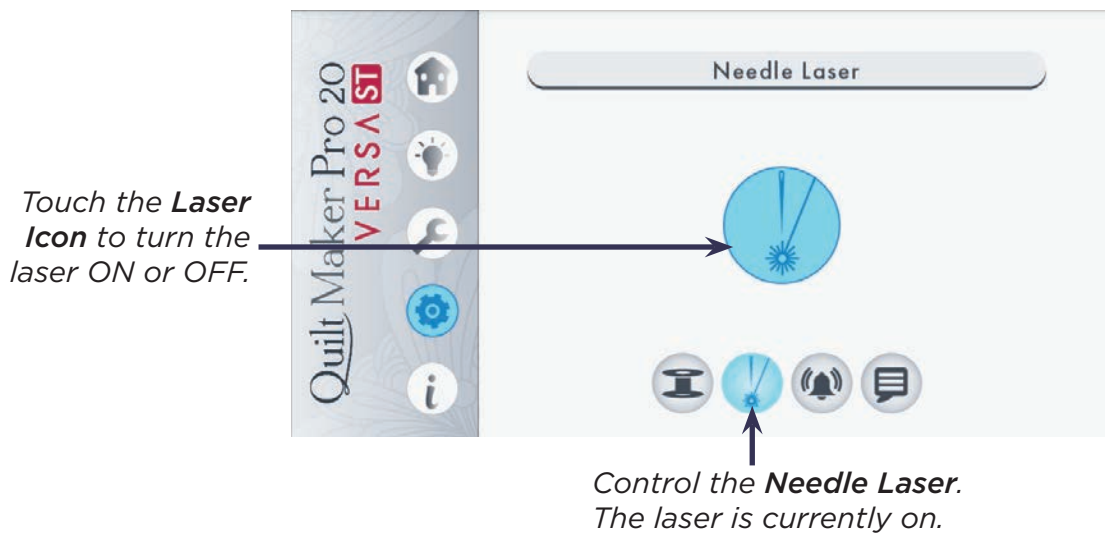
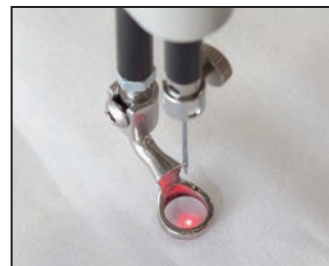
- Touch the **bobbin name** box and choose the specified thread name by touching it. Then touch the **Delete Bobbin** button.

To edit a low-bobbin configuration

- Touch the **bobbin name** box and choose the specified thread name by touching it. Then touch the **Edit Bobbin** button. Make any changes using the pop-up keyboard.

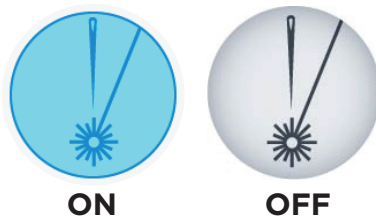
Pinpoint Needle Laser

The QMP20 Versa ST comes equipped with a needle laser. It shows precisely where the needle will enter the quilt. Turn the laser ON or OFF with the Laser settings.



To turn the laser ON or OFF

- Touch the **Settings** icon in the Toolbar. Then touch the **Laser** Icon to turn the laser ON or OFF.



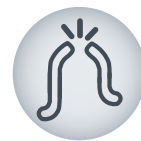
Alarms

The alarm settings enable you to quickly turn on or off the alarms for the low bobbin, thread breaks, and over-speed.

Low-Bobbin Alarm: Alerts you when the low-bobbin threshold has been reached, indicating you will soon run out of bobbin thread. For more information about the low-bobbin alarm, see *Low-Bobbin Alarm* on a previous page.



Thread-Break Alarm: Alerts you if the top thread breaks while quilting.



Over-Speed Alarm: Alerts you if you are moving the fabric faster than 100% of motor capacity and therefore are quilting too fast for stitch regulation to work properly. Because of the high speeds that the QMP20 Versa ST can handle, you may never encounter this alarm.



Bell Button turns alarm ON or OFF

To turn ON or OFF alarms

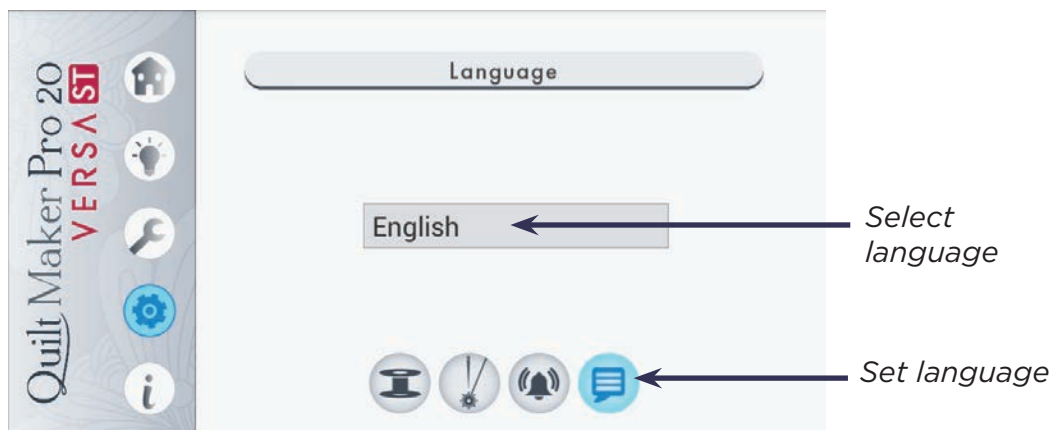
- Touch the **Bell Button** below the alarm to turn it ON or OFF. It is on when it appears blue with the sound-wave symbols. It is off when it appears purple.

Set Language

The language setting determines the language used on the QMP20 Versa ST information screens. The choices are *English, French, German, and Spanish.*

To select a language

- Touch the **Settings** icon in the Toolbar. Then touch the **Languages** button to set the language. Press the **down arrow** to display the list of available languages. Touch your preferred language to select it.



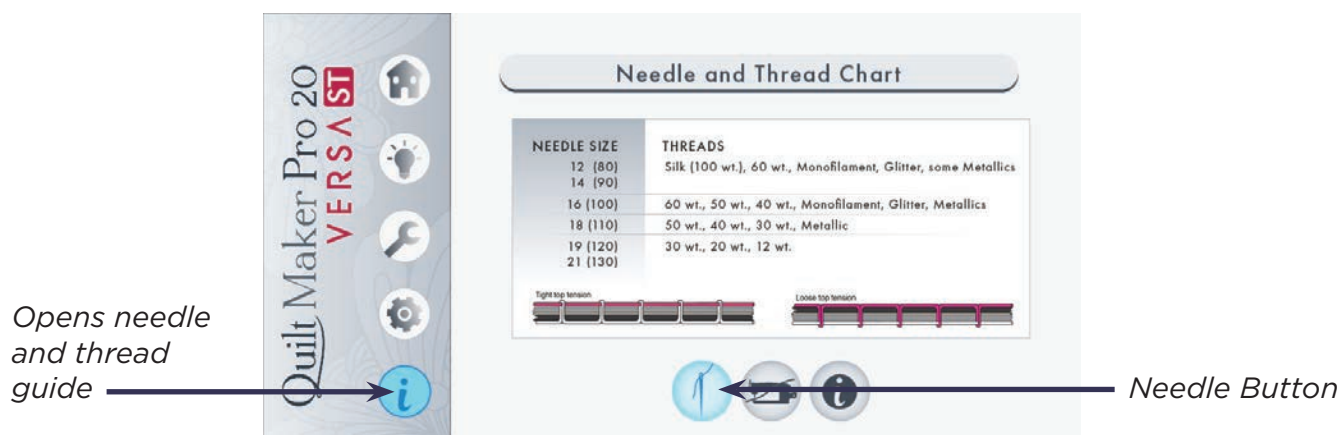
Information Screens

The Information option provides system information and quick reference guides about your QMP20 Versa ST.

To see the needle and thread chart

For quick reference, the QMP20 Versa ST has an on-screen guide for which size needle is appropriate for different weights of thread.

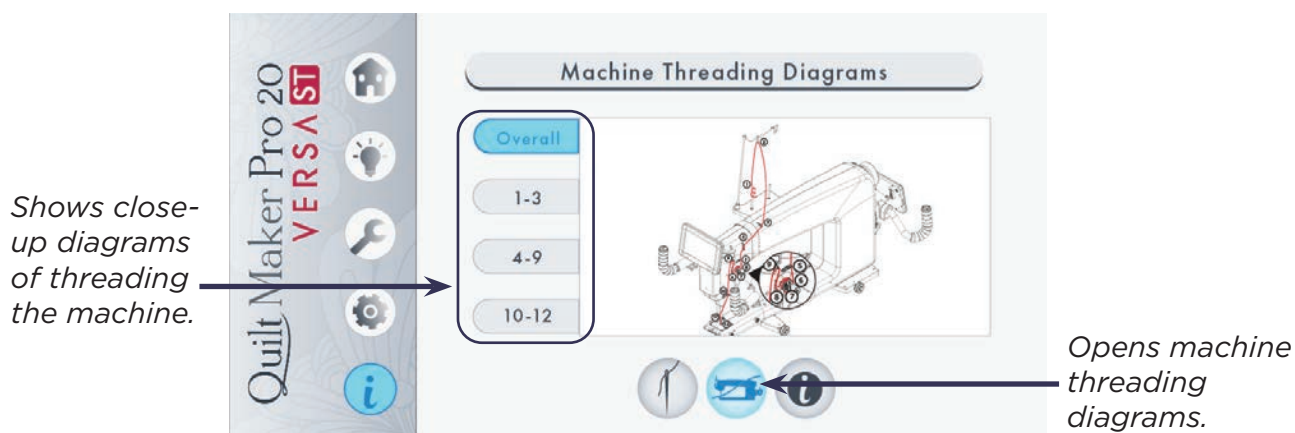
- Touch the **Information** icon in the Toolbar. Then touch the **Needle** button.



To see the machine threading diagram

For quick reference, the QMP20 Versa ST has an on-screen guide that shows how to thread the machine. For more information about threading the QMP20 Versa ST, see *Threading the Machine* in the *Using Your Machine* section of this manual.

- Touch the **Information** icon in the Toolbar. Then touch the **Machine Threading** button.



Select one of the buttons along the left to see close-up diagrams of Steps 1 through 3, 4 through 9, and 10 through 12.

1-3

Quilt Maker Pro 20
VERSA ST

Machine Threading Diagrams

Overall

1-3

4-9

10-12

Navigation icons: Needle, Sewing Machine, Information.

4-9

Quilt Maker Pro 20
VERSA ST

Machine Threading Diagrams

Overall

1-3

4-9

10-12

Navigation icons: Needle, Sewing Machine, Information.

10-12

Quilt Maker Pro 20
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Machine Threading Diagrams

Overall

1-3

4-9

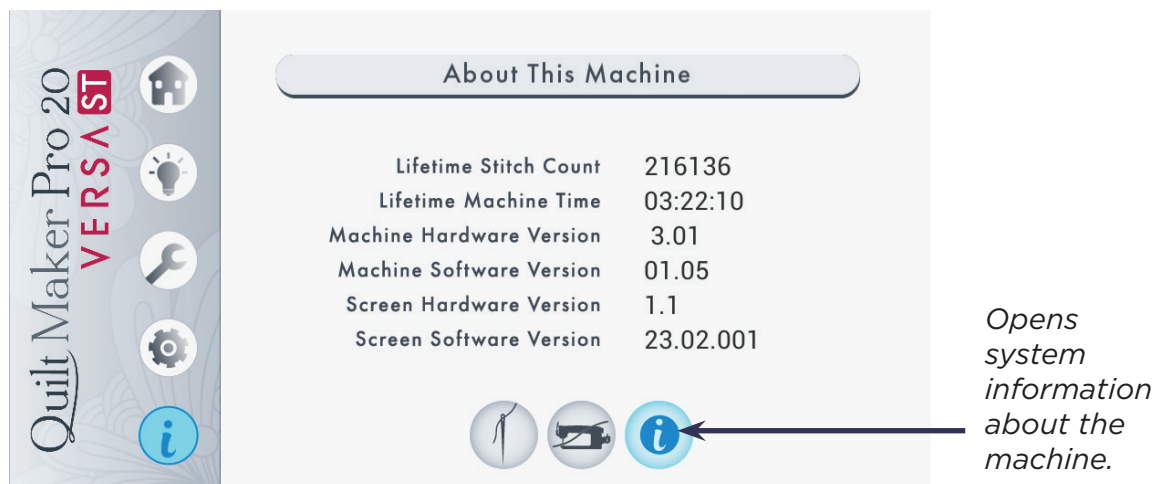
10-12

Navigation icons: Needle, Sewing Machine, Information.

To monitor system information about your machine

You may need to provide system information to Handi Quilter or an authorized Janome Retailer when purchasing machine accessories or receiving technical assistance.

- Touch the **Information** icon in the Toolbar. Then touch the **Information** button.




Lifetime Stitch Count	Shows the lifetime stitch count for your machine
Lifetime Machine Time	Shows the cumulative time your machine has quilted
Machine Hardware Version	Shows the electronics board version number
Machine Software Version	Shows the machine's software version number
Screen Hardware Version	Shows the screen's version number
Screen Software Version	Shows the screen's software version number

Machine Maintenance

Clean and Oil your Quilt Maker Pro 20 Versa ST

The only place where you need to regularly oil your machine is the bobbin hook assembly. Failure to keep the hook assembly lubricated can cause severe damage to the machine. We recommend that you oil the hook assembly with each bobbin change and before use if you haven't used the machine for a few days. A change in the sound of the machine while quilting also indicates that it may need to be oiled.

 **NOTE:** Internal oiling needs to be done when the machine is taken to a service technician for routine maintenance and cleaning, every 24 months or 10 million stitches (whichever comes first).


 **IMPORTANT:** Only use light sewing machine oil on the hook when oiling your machine.

To clean the bobbin area and oil the bobbin hook

1. If needed, turn off the machine by pressing the front switch. Then remove the bobbin and the bobbin case.
2. Clean the bobbin basket area using a lint brush.
3. Put a small drop of oil on the hook in the region where the bobbin basket assembly and the rotating hook meet. The oil will work its way back into the interlocking area of the hook and bobbin basket.



4. Replace the bobbin and bobbin case and turn on the machine.

 **QUILTING TIP:** After oiling, always sew on a scrap piece of fabric off to the side of the quilt as oil may cling to thread. Over-oiling can cause excess dripping from the bobbin assembly.

To clean the touchscreen display

- Use a soft rag or microfiber cloth dampened with isopropyl alcohol and then gently wipe the display to remove any dust or finger marks.
- △ **CAUTION:** Never use any chemicals to clean your display as this may negatively affect the display's touchscreen response.

Maintenance Schedule

In addition to the ongoing cleaning and oiling maintenance, you should have your machine serviced by an authorized Janome Retailer every 24 months or 10 million stitches, whichever occurs first. They will take care of oiling and greasing internal parts and ensure the machine is in proper working order.

When your machine reaches 10 million stitches, a pop-up message appears to remind you to have your Quilt Maker Pro 20 Versa ST serviced.

Troubleshooting

You can correct many problems on your own. If you need additional help, contact your local, authorized Janome retailer. You can also contact Janome Customer Relations at: custrel@janome-america.com.

First check the following:

1. The AC power cord is properly connected and both power switches are turned on.
2. Confirm that all cables are properly seated into their connections.
3. Turn off the machine completely. Wait for at least ten seconds and then turn it back on.

If the above checks did not solve the problem, refer to the information below.

Skipped Stitches	Corrective Measure(s)
The needle is damaged, dull, bent, or installed improperly	<ul style="list-style-type: none">• Replace the needle often, normally once or twice per day for continuous quilting or at least once per quilt. Use only the recommended needle system.• Always change the needle if the needle has struck any hard object such as a pin, etc. The tip of the needle can become damaged or burred, resulting in fabric damage as well as skipped stitches, thread breakage, or shredding.• Always change the needle if it has been hit, bumped, or pulled off center while maneuvering the machine over the quilt. A slightly bent needle can be a major cause of skipped stitches.
Incorrect needle size	<ul style="list-style-type: none">• Use the proper size needle for the work and thread being used. Some battings and fabrics used in quilting may constrict or impede the thread passing through the front groove of the needle. This diminishes the loop required for stitch formation. Typically, a larger needle will solve the problem. However, using certain smaller sizes of needles and ball pointed needles solve some specific problems. You will need to experiment to determine which works best with your combination of fabric, thread, and batting.

<p>Thread tension too tight</p>	<ul style="list-style-type: none"> • Check bobbin case tension and then check top thread tension. (For more information about adjusting tension, see <i>Bobbin and Bobbin Tension</i> and <i>Thread Tension</i> in the <i>Using Your Machine</i> section of this manual.)
<p>Improper threading</p>	<ul style="list-style-type: none"> • Ensure that the machine is threaded correctly. Refer to the on-screen threading guide if needed.
<p>The needle is not positioned properly</p>	<ul style="list-style-type: none"> • Position the needle properly to the needle bar. Inspect the position of the needle to make sure the needle is at the 6 o'clock position. When you stand directly in front of the needle (facing the bobbin case side of the machine), you will see the entire needle eye directly facing you. This is 6 o'clock position. • Make sure (a) the needle is installed all the way into the needle bar to the needle-stop hole, (b) the long groove in the needle is toward the front (bobbin case side), and (c) the scarf (scooped out part of the back of the needle) is toward the back of the machine. • The needle can sometimes be rotated to 5 o'clock (slightly right) or 7 o'clock (slightly left) to adjust for a more positive thread loop pickup by the hook point.
<p>The Needle Breaks</p>	<p>Corrective Measure(s)</p>
<p>The needle is bent or not installed properly</p>	<ul style="list-style-type: none"> • Replace the needle. Make sure that the needle is pushed into the needle bar clamp until it can go no further. Visually check that it is up to the top of the sight hole above the needle bar clamp screw. If the needle isn't installed properly, it can cause damage in the bobbin area and throat plate.
<p>The needle hits the throat plate</p>	<ul style="list-style-type: none"> • Correctly position the needle, throat plate, or hopping foot. Replace with a new needle.


Stitches Are Puckered	Corrective Measure(s)
The tension is not balanced	<ul style="list-style-type: none"> • Balance the tension of the needle thread after ensuring the bobbin tension is adjusted correctly. (For more information about adjusting tension, see <i>Bobbin and Bobbin Tension</i> and <i>Thread Tension</i> in the <i>Using Your Machine</i> section of this manual.)
Needle too large for quilting fabric	<ul style="list-style-type: none"> • Replace the needle with a size better suited for the fabric.
Poor Stitch Quality	Corrective Measure(s)
The tension is not balanced	<ul style="list-style-type: none"> • Balance the tension of the needle thread after ensuring the bobbin tension is adjusted correctly. (For more information about adjusting tension, see <i>Bobbin and Bobbin Tension</i> and <i>Thread Tension</i> in the <i>Using Your Machine</i> section of this manual.)
Bobbin case is damaged, corroded, dirty, etc.	<ul style="list-style-type: none"> • Since thread slides over the surface of the bobbin case at a high speed, make sure the case is free of any lint or foreign matter that could impede thread passage through the machine.
Moving the fabric too fast for needle speed selected (Manual mode)	<ul style="list-style-type: none"> • Synchronize fabric movement and needle speed to get your desired stitch length. Elongated stitches are an indication of moving the fabric too fast for the machine's current speed.
Tension is Poor	Corrective Measure(s)
Lint caught under the tension spring in the bobbin	<ul style="list-style-type: none"> • If using short staple threads, inexpensive, or industrial threads, or coated threads, lint and other material will build up under the tension spring and begin to lift the spring, reducing the spring's ability to compress against the thread. Insert a pin or the corner of a business card under the spring and clear out the lint. The bobbin tension will return fairly close to its preset tension. Test the tension before quilting.

Hand Wheel Won't Rotate	Corrective Measure(s)
Thread is entangled and caught in the hook	<ul style="list-style-type: none"> • There may be a thread lock. With the machine on, use the on-screen hand wheel to break the thread lock. Quickly move your finger down and up several times. If this doesn't solve the problem, turn the machine off and use the hand wheel at the back of the machine to resolve the thread lock.
There is a thread lock	<ul style="list-style-type: none"> • Carefully rock or turn the hand wheel in direction of motion and then the other direction until the thread lock breaks free. Once the hand wheel can be turned freely, remove the thread from the hook and basket. Now re-oil the hook and make sure the hand wheel turns freely without the hook hitting the needle. It is possible for a thread lock to cause a timing problem.
Thread Nests Under Quilt	Corrective Measure(s)
Not enough tension on top thread	<ul style="list-style-type: none"> • Check that the machine is threaded correctly. Make certain that the thread is flossed snugly in place between the two tension discs. If the machine is threaded correctly, tighten top tension by rotating the tension knob clockwise. (For more information about adjusting tension, see <i>Bobbin and Bobbin Tension</i> and <i>Thread Tension</i> in the <i>Using Your Machine</i> section of this manual.)
Improper threading	<ul style="list-style-type: none"> • Refer to threading diagram and threading instructions.
Thread Backlash	Corrective Measure(s)
Bobbin thread tangles within the bobbin case, tangles and winds onto the hook spindle, or occasionally forms loops on the bottom of the quilt	<ul style="list-style-type: none"> • Make sure the bobbin is in the bobbin case correctly and the thread is coming out from under the tension spring. The bobbin should rotate clockwise when the thread is pulled.

Motor Fails to Run	Corrective Measure(s)
On/Off switch turned off	<ul style="list-style-type: none"> • Make sure that both power switches are turned on. First turn on the rear power switch (to the 1 position); then turn on the power button on the front-left side of the machine.
Machine not receiving power	<ul style="list-style-type: none"> • Check that the power connector is securely plugged into the back of the machine and the three-prong end is plugged into the power source.
Thread Breaks	Corrective Measure(s)
Thread is poor quality or may have severe twisting or thread rot	<ul style="list-style-type: none"> • Look for severe twisting of threads when approximately 12 to 15 inches has been pulled off, with the ends pinched together. Cotton threads are particularly susceptible to dry rot or wet rot which makes thread brittle. Do not use poor quality thread, or thread that is rotted or brittle.
Top and bobbin tensions not balanced	<ul style="list-style-type: none"> • Balance the tension of the needle thread after ensuring the bobbin tension is adjusted correctly. (For more information about adjusting tension, see <i>Bobbin and Bobbin Tension</i> and <i>Thread Tension</i> in the <i>Using Your Machine</i> section of this manual.)
The machine head has been threaded incorrectly or thread spools are not positioned correctly	<ul style="list-style-type: none"> • Check that the machine is threaded correctly. • Inspect for accidental double wrapping of thread on thread guides. • Inspect the thread mast, making sure the eyelets of the mast are directly over the spools. • Inspect the vertical positioning of the thread cones. Tipped cones can dramatically affect thread tension and can cause breakage.
Debris in tension discs	<ul style="list-style-type: none"> • Inspect for particles and remove any fuzz or debris.

<p>Bobbin rotation is not smooth</p>	<ul style="list-style-type: none"> • Change the bobbin. The slightest hesitation of the bobbin rotation can be the cause of dramatic tension change and thread breakage.
<p>Needle is burred, bent or dull, or installed incorrectly</p>	<ul style="list-style-type: none"> • Change the needle at least once per quilt. Make sure the needle is installed to the top of the stop hole in the needle bar.
<p>Needle not suitable for thread</p>	<ul style="list-style-type: none"> • Replace the needle to one better suited for the thread. Use the proper size needle. Refer to on-screen chart.
<p>Hesitating too long at one point in quilting motif</p>	<ul style="list-style-type: none"> • Move more quickly so stitches don't overlap or build up. When starting the machine, begin moving the fabric immediately. Sewing in one place too long will cause the thread to break.
<p>Improper needle/hook relationship</p>	<ul style="list-style-type: none"> • Machine timing needs to be checked. Consult an authorized Janome technician.
<p>Damage or burr at needle hole of throat plate or other thread handling part</p>	<ul style="list-style-type: none"> • If thread is shredding at the throat plate, check for burrs or jagged edges. Gently rub with emery cloth to remove the sharp edge. Consult a repair technician to polish any hard-to-reach or delicate areas, or if the burr is inside the throat.
<p>Wrong type of needle</p>	<ul style="list-style-type: none"> • Use only the needles recommended by Janome (134, sizes 12 through 21).
<p>Other possible problems</p>	<ul style="list-style-type: none"> • Needle too close to hook, causing friction and possible collision of hook point and needle (causing broken thread). • Needle plate damage • Hook damage • Broken needles or damaged needle bar clamp

Nothing visible on the display	Corrective Measure(s)
Display cables unplugged	<ul style="list-style-type: none"> • Locate the black cables that plug into the touchscreen display and connect to the side of the machine. Make sure both ends are plugged in securely.
Thread Break Sensor	Corrective Measure(s)
Thread Break Alarm sounds	<ul style="list-style-type: none"> • Thread has broken and the alarm is functioning as expected; re-thread the machine.
Thread Break Alarm sounds but the threads are not broken	<ul style="list-style-type: none"> • Re-thread the machine.
Thread Break Alarm sounds but the machine is threaded correctly	<ul style="list-style-type: none"> • If the tensions are not tight enough to make the take-up spring pass by the Thread Break Sensor, then the alarm will sound. Increase the tensions until the take-up spring passes by the sensor. The sensor is located above and to the front of the top tension assembly.

 **NOTE:** If the troubleshooting tips do not eliminate the problem, please consult an authorized Janome retailer.

Appendix 1

Federal Communications Commissions (FCC) Declaration of Conformity (For USA Only)

Responsible Party: Janome America, Inc.
10 Industrial Ave., Suite 2
Mahwah, NJ 07430 USA

Janome America, Inc. declares that the product (Quilt Maker Pro 20 Versa ST) complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the manufacturer or local sales distributor could void the user's authority to operate the equipment.

Canadian Department of Communications Compliance Statement (For Canada Only)

This digital apparatus does not exceed the Class B limits for radio noise emission from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communications.

Radio Interference (Other than USA and Canada)

This machine complies with EN55022 (CISPR Publication 22) /Class B and AUS/NZ 55022/ Class B.

JANOME
Quilt Maker Pro 20
VERSA ST

Warranty

We thank you for purchasing this Quilt Maker Pro 20 Versa ST (the “Product”) and hope you will enjoy it for years to come. In the event that your Product needs service covered by this warranty, please contact the authorized Janome dealer from whom you purchased it. To locate an authorized Janome dealer, please call 1-800-631-0183 ext. 774 or visit our web site at Janome.com. Your Product was sold with an instruction booklet. To avoid any unnecessary inconvenience on your part, we suggest that you refer to the instruction booklet before contacting your authorized Janome dealer for service. We also strongly encourage you to register your product on-line at Janome.com.

Janome America, Inc. warrants that the Product will meet the written specifications of Janome America, Inc., all of which are within normal industry standards and included in the instruction booklet. This Janome Quilt Maker Pro 20 Versa ST warranty is exclusive to the original purchaser of the Product and is provided in respect of normal household use. Janome America, Inc. warrants this Product as follows:

- (a) **1 Year Limited Warranty** - During the first 365 days from date of purchase, Janome will repair any manufacturing defect without charge for parts or labor. All subsequent warranties include parts costs only.
- (b) **10 year Limited Manufacturer’s Warranty** - Janome 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.
- (c) **5 year Mechanical Warranty** for any mechanical failure within this period, manufacturer will provide free replacement parts, customer pays for labor and shipping. See warranty exclusions.
- (d) **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.

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

This warranty shall be in force only for the original purchaser.

Each of the periods described in above shall hereafter be referred to as a “Warranty Period”, together the “Warranty Periods”.

Irrespective of whether the Product is used commercially or for normal household use, in no event shall this warranty cover needles, needle plates, bobbin cases, fuses, light bulbs, or belts.

Warranty Exclusions

This warranty is VOID – that is, the Product was purchased without warranty – if you did not purchase it from an authorized Janome dealer within the United States. A list of authorized Janome dealers within the United States is available on our website Janomequilter.com. This warranty will be honored only when the original invoice or sales receipt (indicating the date of purchase, product type and authorized Janome Dealer’s name) is presented together with the defective Product. This warranty will not apply if the serial number on the Product has been altered, deleted, removed, or is illegible. This warranty covers none of the following: (i) periodic maintenance and repair or replacement of parts due to normal wear and tear; (ii) postage, shipping and handling costs and all risks to the Product associated with shipment or transport; (iii) damage resulting from misuse of the Product or failure to provide normal maintenance; (iv) repairs to the Product done by unauthorized dealers, service providers or the purchaser; (v) damage resulting from the use of non-Janome brand parts, supplies, or accessories; (vi) accidents, lightning, fires, water, power surges, or any other cause beyond the reasonable control of Janome America, Inc.

JANOME
Quilt Maker Pro 20
VERSA ST

Warranty

If you suspect a defect in materials or workmanship of your Product, you must report it to the authorized Janome Dealer from whom you purchased it during the Warranty Periods described above. Your authorized Janome Dealer may require you to return the Product to it (properly packaged, freight prepaid) together with a photocopy of your original invoice or sales receipt.

Your authorized Janome dealer will evaluate your report of a possible defect and, if one is discovered, will (at its option) repair or replace the Product, either with an identical Product, or with a substitute product that is substantially similar to the original Product. Your authorized Janome Dealer reserves the right to supply refurbished Products or substitute products provided that they conform to the written specifications of Janome America, Inc. for new Products or new substitute products.

This warranty will also apply to any replacement Product or substitute product. For purposes of establishing the Warranty Periods described above hereof with respect to any replacement Product or substitute product, the original date of purchase of the original Product will continue to apply.

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 Janome 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 Representatives or customers specifically authorized by Janome 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 Janome for failure, defects, loss, deterioration, personal injury or damage which are due to: (1) ordinary wear and tear or exposure, (2) abuse, misuse, negligence, or (3) use of parts not authorized by Janome.

Product Service and Maintenance

Replace needles every 2-4 hours (1-2 per large quilt) and lubricate bobbin hook every 3-4 hours of use. Periodically check the thread tensioner. Use a small brush to clean out all lint, loose thread or obstructions from the bobbin hook.

Servicing is recommended annually from a qualified Representative. 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.

This warranty will be governed by the laws of the state in which you purchased the Product (“Applicable Law”). Unless otherwise required by Applicable Law, Janome America, Inc. shall in no event be liable for incidental or consequential damages arising directly or indirectly from the use or inability to use the Product or any substitute product for any reason. Any implied warranties of merchantability or fitness for purpose of the Product or any substitute product are limited to the Warranty Periods described in paragraph 2 above. Other than as specified herein or as required by Applicable Law, all other warranties, conditions, or liabilities, whether express or implied by operation of law or otherwise, are hereby expressly excluded, and Janome America, Inc. hereby disclaims all other warranties, conditions or liabilities.

Quilt Maker Pro 20

VERSAST

JANOME

Reliability by Design

www.janome.com