

COMPANY NAME: _____ MACHINE ORDER#:CO-_____

CONTACT NAME at the machine's location: _____ PHONE NUMBER(S): _____

PHYSICAL ADDRESS OF THE MACHINE: _____

Training sessions are from 9AM to 4PM on WEEKDAYS AND UP TO 7 HOURS. Techs don't normally work nights or weekends.

Those times of day will work for us **OR** I need a different start time, noted here: _____

Tell us about your trainees: We have this many trainees (UP TO 5) _____ Of those trainees, this many have **NO** embroidery experience at all _____

We understand that ALL of our trainees must stay for the entire training session. Trainees cannot go out then come back in.

We currently own other Barudan machines. We currently own a Barudan machine with a touch screen. We currently have at least 1 Barudan machine that has the new style MK8 trimmer system

We want our training: With this specific technician: _____ . Barudan will **TRY** to accommodate a request for a specific tech, not guaranteed. **We want it:** ASAP after delivery **OR** Within 2 weeks after delivery **OR** Within a month after delivery **OR** We need more than a month to be ready, due to: Please explain briefly: _____

We expect to be ready by (give specific dates): _____

Digitizing Software & Designs:

We purchased Wilcom or TES digitizing software with this machine order (not in the past). Loading it takes a couple of hours! Customer is responsible for completely loading it before the tech arrives. Issues/Questions? Call Wilcom @ 877-522-7448 or TES at: 336-294-0604

We will have **.DST formatted designs** on hand to use during training that are specifically digitized for flats, caps, 3D puff foam, etc

To get designs into our machine, we will use ONE of the following:

USB Stick (provided with the machine in the envelope marked with a sticker: Additional Parts Enclosed) **OR**

LAN cable (CAT5 or CAT6) **and** a switch or hub. **OR** LAN CROSSOVER cable (no need for switch or hub) Does the Tech need to set up? If you need help with more info about this topic, please call: 866-825-5884 or email: techsupport@barudan.com for assistance.

MISCELLANEOUS:

We have full size cones of thread in various colors for **every needle & head** of the machine (ie:6 heads x 15 needles=90 cones,etc)

We have embroidery supplies, like needles, backing, bobbins, as well as polo shirts, oxford shirts, denim and caps (if you want cap training) to sew on. *You will need to have any materials you want to learn to sew on at the training session. The tech will not bring any supplies.

We leased/financed our machine from a funding company, like Beacon or Geneva.

I acknowledge that the customer is responsible to have any new digitizing software downloaded (Wilcom or TES) and the machine(s) must be uncrated, in their permanent place, on the cart (if it applies), with thread stands attached and threaded before the tech arrives, or my session will need to be rescheduled.

I understand if ANY issues arise with the machine or we have questions, we need to email Barudan Tech Support Department at: techsupport@barudan.com with pictures and **NOT** contact my technician directly. If Barudan doesn't know about issues with your machine, we can't help you to get them fixed. Troubleshooting with Tech Support over the phone is mandatory for all issues suspected to be under warranty.

*Barudan will determine how many days are allotted for each install/training session. Purchasing a machine does not guarantee a 2 day install/training session. We do not trade install/training dates for older machine's services.

BARUDAN USE ONLY, # of day allotted _____ Confirmations emailed: _____ to: Cust Tech & Rep

Final Conf Date(s): _____ C- _____ CO- _____ Notes for tech: _____