

COMPANY NAME:

MACHINE ORDER#:CO-

ADDRESS WHERE MACHINE IS LOCATED:

Training is normally from 9AM to 4PM each day. Techs don't normally work nights or weekends, but we can always ask.

Those times are good for us. I need different times of day, noted here: _____

Tell us about your trainees:

We have this many trainees (UP TO 5) _____ All Trainees know how to hoop garments and caps.

We have at least 1 trainee that has no experience in embroidery at all.

Digitizing Software:

We purchased Wilcom or TES digitizing software on our newest machine order. You will need to have it loaded onto your computer (takes a couple of hours) before the tech arrives. Issues or questions? Please call the maker of the software that you purchased.

We hire an outside company to digitize our designs for us.

We have/will have **.DST formatted designs** to use during training digitized for flats, caps and/or 3D puff foam (if it applies)

To input designs into our machine, we will use:

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

LAN cable (you will need to purchase the cable and talk to one of our phone techs for a list of what will be needed)

We have 15 full size cones of thread in various colors for every needle of the machine (ie:6 heads need 90 cones,etc)

We have embroidery supplies, like needles, backing, bobbins as well as shirts, denim and caps (if you want cap training) to sew on. You will need to have any material you want to learn to sew on at the training session.

We want our training:

ASAP after delivery

Within 2 weeks after delivery

Within a month after delivery

I need more time to schedule the installation/training session, due to: Please explain briefly.

We leased our machine from a funding company, like Beacon or Geneva. We purchased our machine on terms directly with Barudan America.

Our machine is/will be paid in full before the training session happens.

I understand that if I need my training in a language other than English, I will need to have an interpreter present during the training session.

I understand that the machine(s) must be uncrated, in a permanent place, ready to plug in, thread stands attached and threaded before the tech arrives, or my session will most likely be rescheduled.

I understand that after the session, if I have ANY issues with the machine or have questions, I will need to call Barudan America Tech Support Department at 866-825-5884 and **NOT** 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.