

LiTen Up Technologies, Inc.
Quilter Assistance

Congratulations on your recent purchase of QBOT, the premier automated quilter for the hobbyist quilter, and the choice of many professional quilters! Owning and using QBOT allows you to achieve exceptional quality and efficiency in completing quilts of all sizes and genres; making projects from simple to complex, tiny to large; personal use (clothing) to home dec. You are limited only by your imagination.

In order to provide you information on the set-up and operation of QBOT and to enhance your QBOT quilting experience, we have several avenues available:

- a. Website: www.myqbot.com. Check out our website completely to get the most out of your QBOT.

In the Support area, we have a wealth of information. From our current user manual, to specific frame installation instructions and parameters, to how-to- bulletins, to frequently asked questions, to name a few, this is the place to go for almost everything related to QBOT assistance and information. Here you'll also find warranty and service request forms as well as QBOT Version 2 information and request forms.

In the Blog area, Denise relates her travels and activities and addresses questions that are arising at any particular time. The Blog also has a search engine to help locate information of particular interest, such as quilting-related information or suggestions for dealing with problems/issues, among others. Denise's goal is to help you become a better QBOT quilter.

In the Videos area, there are real-life demonstrations that will help you get started and see how to perform basic QBOT functions.

In the Designs area, there are several free designs and links to companies that make designs that are compatible with QBOT.

In the Events area, there is a calendar with all the store and quilt show events where our dealers will be demo'ing and selling QBOT and answering questions. Here you will also be able to sign up for online classes on both basic operation of QBOT and more advanced techniques..

In the User Group area, there is a link to the community of experienced and new QBOT owners who share ideas and ask questions of each other to get the most out of their QBOT's.

In the BOT Squad area, there is the opportunity to sign up for the quarterly newsletter and other email notifications.

In the Club Hub, you can read about the various clubs we offer with online classes and discussions/questions and answers.

In the Dealers area, find a dealer near you. If you don't see your dealer listed, ask them, and have them contact us if they're interested in carrying our products. You should always contact your dealer first, as they are best-equipped to give you one-on-one, face-to-face assistance or instruction.

In the Parts & Accessories area, find the extra parts you may need to replace or switch up your QBOT, Quilter's Cruise Control, and Free Motion Assistant.

In the Quilt Kits & Notions area, you will see the pre-cut kits we make as well as many of the notions we use in our own quilting and demonstrate during our online classes.

b. Internet: www.YouTube.com

Search "QBOT Quilting" to see many different video clips of different aspects of QBOT operation, etc. Here also you will see several clips on other related topics, specifically software.

c. Internet: online classes through Go To Meeting

During any month, we have available up to a dozen online classes for the QBOT, software used to develop designs for QBOT, quilting fundamentals, Free Motion Assistant. You can sign up for these classes in the Events area and through the Club Hub.

d. Newsletters

We send out via email quarterly newsletters for members of the BOT Squad and monthly to semi-monthly to QBOT Club members. These newsletters include QBOT and quilting articles, free projects, hints and tips, etc.

e. Customer Assistance Call Program

This service is available to quilters who have exhausted all other means to get answers to their questions, whether QBOT set-up, parameters, basic operation, quilting techniques, basic software, advanced techniques, to name a few. These customers need to have a little bit of personal one-on-one interaction to get everything up and running to their satisfaction.

Customers will need to fill out an appointment request to schedule a call with one of our customer service or technical employees. Based on the information provided by the customer, we will determine the appropriate individual to call to discuss questions, etc.