

FAQ | Grace Quilt Motion X Foundations (QM-X)

Here is a list of FAQ's regarding the new Quilt Motion X Foundations (QM-X). If you have additional questions, please contact customerservice@moores-sew.com.

Questions/Answers

1. Will this work with any other frame?

- a. No, this will only work with the current Cutie Breeze frame.

2. Will this work with the original Cutie Frame?

- a. No, it will not work, even if it has been upgraded with the chariot top carriage. Only the Cutie Breeze is compatible. This is why the package price of both the QM-X and the Cutie Breeze package price has been reduced significantly. According to the Grace company, to upgrade the original Cutie frame, it would cost more than \$500.

3. How can I determine if my machine will work with the QM-X and the Cutie Breeze frame?

- a. This system is designed for a domestic machine with a minimum 9" throat space to the right of the needle. This is what is recommended by Grace. If your machine is 8 ½", like the Juki TL series and other straight stitch machines, it will still work, only your machine will have ½" less quilting area. If it is smaller than this, it will not have enough quilting space.

4. Will a Grace Q'nique series machine work with this system?

- a. No, the compatible automation for the Grace Q'nique 16x – 21x series machines is the Grace QCT6, QCT6 Plus, or QCT6 Pro.

5. Is the Grace Little Rebel compatible with this system?

- a. Yes, the Little Rebel will work wonderfully with this system.

6. Does the QM-X connect to the machine and does it regulate the stitches?

- a. No, the QMX moves the carriage. The stitches are still controlled by the machine's speed controller.

7. Will I be able to use quilting designs purchased from other vendors or only from Grace company?

- a. Yes, designs from other sources can be uploaded – either block or edge to edge patterns and they have to be SVG. format

8. What is the memory capacity for storing designs?

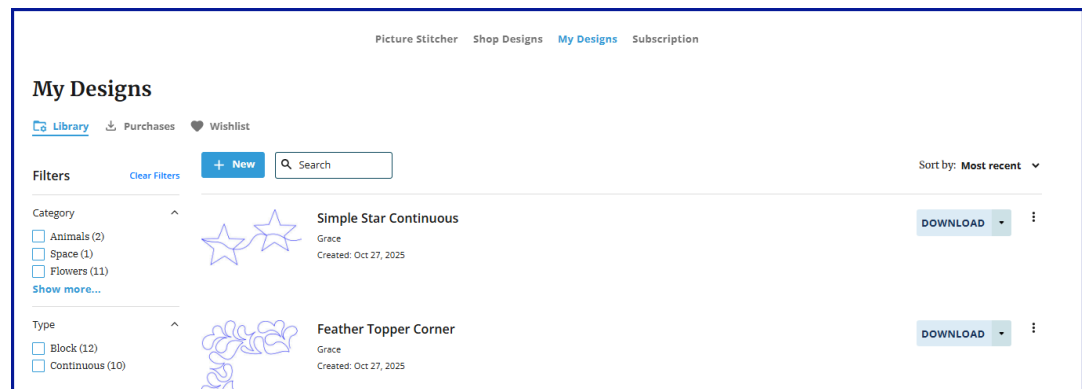
- a. When setting up QMX, the user will need to register their account which sets up an account in our design store and there is no limit in the cloud.
- b. Quilt Motion accesses patterns from the cloud, not the storage on the tablet. Additional patterns can be added to the cloud but the patterns need to be a continuous line pattern and have to be a compatible file type. The customer will receive 20 patterns total – 10 Block and 10 pantograph. They will also receive 10 credits to use in the design store to purchase additional patterns.
<https://graceframe.com/en/design-store/shop>; click My Designs to see your individual library -> click the New button -> click Upload Design or shop all the designs currently available. As for the tablet, it has 32gb of storage.

9. My machine throat area is less than 9”, can I still use this?

- a. Yes, however, it is smaller than the “recommended” opening of 9”. With that being said, your quilting area will be reduced by the difference. (for example a Juki TL series is 8.5” so their quilting area will be reduced by ½”)

10. How do I access my free 10 credits for designs?

- a. The customer has to register their unit on our website à https://graceframe.com/en/warranty/info?product_id=2538 and then the 10 credits will show up on their account in a few days – they will show up just to the right of My Designs.



11. Instructions for installation

https://graceframe.com/storage/instruction_files/HQw6tkrMui90IGgI4RvPkIypqc9yzdnRD4R2Nsbh.pdf

https://graceframe.com/storage/instruction_files/hFR9MxbbHC1AQimNEtFLGRWvHed4vuX0F85KkIDy.pdf

https://graceframe.com/storage/instruction_files/LBHdDQIJ1CKrM05m3xPhKLxRt1m2JTqY734lvh9e.pdf

Troubleshooting

1. Trouble with the stitch regulator being backwards:

The Lower Encoder needs to be installed on the FRONT LEFT wheel instead of the back right wheel.

Common Problems/Solutions:

1. If your machine has a speed control slider and a start/stop button, set the slider at medium speed. When you start the QM-X, it has a countdown from 3 for you to press start, push start at the 1 second countdown marker. When you finish the design, you must press stop on the machine.
2. If your thread breaks in the middle of a design, select the PAUSE button, not the stop button. Pause will pause where it broke, stop tells the system you have finished the design and it will reset to the beginning.
3. If your machine has a speed control slider but does not have a start/stop button, set the slider at medium speed. When you start the QM-X, it has a countdown from 3 for you to press down the foot controller. You must keep your foot on the foot pedal the entire time. When you finish the design, lift your foot off the foot controller.
4. If your machine only has a foot controller, when you press start on QM-X and after the countdown from 3 press down on the foot controller at a medium speed. By maintaining the same speed the stitches will be consistent.
5. For machines using foot controllers, a foot pedal cord extension is recommended. [Grace Foot Control Cord Extender - Multiple Options - Moore's Sewing](#)

Another option is to add the Grace Surestitch Elite stitch regulator. This replaces the foot controller and allows you to adjust the length of your stitches at all speeds.

[SureStitch Elite Stitch Regulator - Moore's Sewing](#)