

QNF LONGARM SERVICE —FAQ

"Why do you charge a \$3.50 fee for every full bobbin? Doesn't thread come with the stitching?"

"Our base quilting fee covers the usage of the longarm machinery, design programming, and the top thread. The **\$3.50 bobbin fee** helps us precisely cover the consumption of our high-quality magnetic-core bobbins. Because dense designs use significantly more thread than open ones, this system ensures you only pay for the exact amount of thread your specific pattern choice uses."

"My backing fabric is only 2 inches wider than my quilt top. Can you just make it work without the 8-inch overage?"

"Unfortunately, we cannot load it onto the frame without that buffer. Our industrial longarm machine requires a **mandatory 4-inch margin on all four sides** (8 inches total) so the canvas leaders and side clamps can grip the fabric securely. Without that tension, the machine will strike the metal clamps, breaking needles or tearing your quilt. We can help you sew extension strips onto your backing today for our standard **\$50.00 backing preparation fee**, or you are welcome to take it home to add fabric strips yourself!"

"I need this quilt back in 3 days for a birthday. Can you bump me up the list?"

"Our standard queue is currently running at **4 to 6 weeks**. However, we can absolutely prioritize your project on the next available machine using our **Expedited/Rush Service!** This applies a flat **\$50.00 rush fee** and guarantees a 5-day turnaround. We will mark your project bag priority and assign it immediately."

"What is the difference between your 80/20 and Bamboo batting choices?"

"Our **80/20 Cotton/Poly blend** is the classic industry choice. It gives you that traditional, cozy 'crinkle' look when washed and offers great structure and warmth. Our premium **100% Bamboo batting** is incredibly soft, lightweight, and fluid. It breathes beautifully in warmer weather, feels silky to the touch, and prevents the quilt from feeling stiff, even if you choose a very dense quilting pattern."

"What happens if I can't get back to pick up my quilt right away when it's done?"

"We completely understand that life gets busy! We will call or email you the exact day your project comes off the frame to log your notification date. Per our shop policy, we will securely store your quilt for up to **60 days**. Any items left past 60 days without prior arrangements are considered abandoned property, so please just give us a quick call if you need us to hold onto it a bit longer!"

“How do I know if my borders are "wavy" and why does it matter?”

“Borders become wavy when excess fabric is accidentally stretched and sewn onto the edges of a quilt top. If your quilt top does not lay perfectly flat on a table and instead ripples like a wavy potato chip on the edges, it cannot be loaded onto a longarm frame as-is.

“Longarm machines sew on a completely flat plane; forcing a wavy border down causes the machine to trap the extra fabric, sewing permanent pleats and puckers into your borders. ”

“How should I prepare my backing fabric if I need to piece it together?”

If your backing fabric needs to be sewn together to meet the 8-inch overage rule, please follow these golden longarm steps:

1. **Cut off the selvages** along the interior seam line before sewing the pieces together. Leaving tight selvedge edges inside a backing seam causes it to pucker badly on the machine frame.
2. Use a sturdy **1/2-inch seam allowance**.
3. **Press the seam wide open** to distribute the fabric bulk evenly so our machine needle doesn't hit a massive lump.

“Will the quilting hide the minor mistakes I made in my piecing?”

Longarm quilting adds beautiful texture that naturally blends your blocks together, which can often camouflage tiny, mismatched corners or slightly uneven points. However, quilting **cannot** make an un-square quilt flat, nor will it hide gaping open seams or puckered fabric points. In fact, heavy quilting can sometimes highlight puckers. Our staff checks for open seams at intake to protect your quilt from ripping during the stitching process.

“What thread colors do you offer, and can I choose a different color for the back?”

We carry a wide spectrum of premium longarm threads, ranging from neutral blends to vibrant colors. While you can choose any color for your quilt, **we strongly recommend using the same thread color on both the top and the bobbin**. Longarm machines stitch at high speeds, and using contrasting thread (like black on top and white in the bobbin) makes even minor tension shifts visible as tiny "pokes" of color on the opposite side. If you request a different color for the front and back, it requires a **\$5.00 thread color change fee** and staff calibration.

“Can you quilt a t-shirt quilt or a memory quilt made from clothing?”

Yes, we quilt t-shirt and memory quilts frequently! However, clothing fabrics like jersey knit, polo shirts, or button-downs stretch very easily. To pull correctly across our longarm frame without distorting, **all clothing blocks must be backed with a high-quality woven fusible stabilizer** (like [Pellon SF101](#)) before the quilt top is pieced together. If your t-shirt quilt top is not stabilized and stretches excessively during intake, QNF will not be able to provide quilting services.

“My quilt top is directional, but my backing is not. How do you handle loading?”

If your quilt top has a specific "up" and "down" orientation, please **pin a note with an arrow pointing to the "TOP" edge** of the quilt top. If your backing fabric is also directional, do the same for the backing. If no notes are attached, our team will use our best judgment based on the design, but we cannot be held responsible for orientation preferences unless they are explicitly marked at the time of intake.

“What is the best way to wash my quilt once it is finished and bound?”

To preserve the life of your fabrics and stitching, we recommend the following washing protocol:

- **First Wash:** Use cold water on a gentle cycle with a mild, fragrance-free liquid detergent.
- **Color Catchers:** We highly recommend tossing 2 or 3 Shout Color Catchers into the machine during the first few washes, especially if your quilt uses high-contrast fabrics (like dark reds or navies paired with crisp whites) to trap any bleeding dyes.
- **Drying:** Tumble dry on low heat or air fluff to achieve that gorgeous, traditional crinkle with our **80/20 batting**, or lay it flat to dry if using our premium **Bamboo batting** to maintain its silky drape.