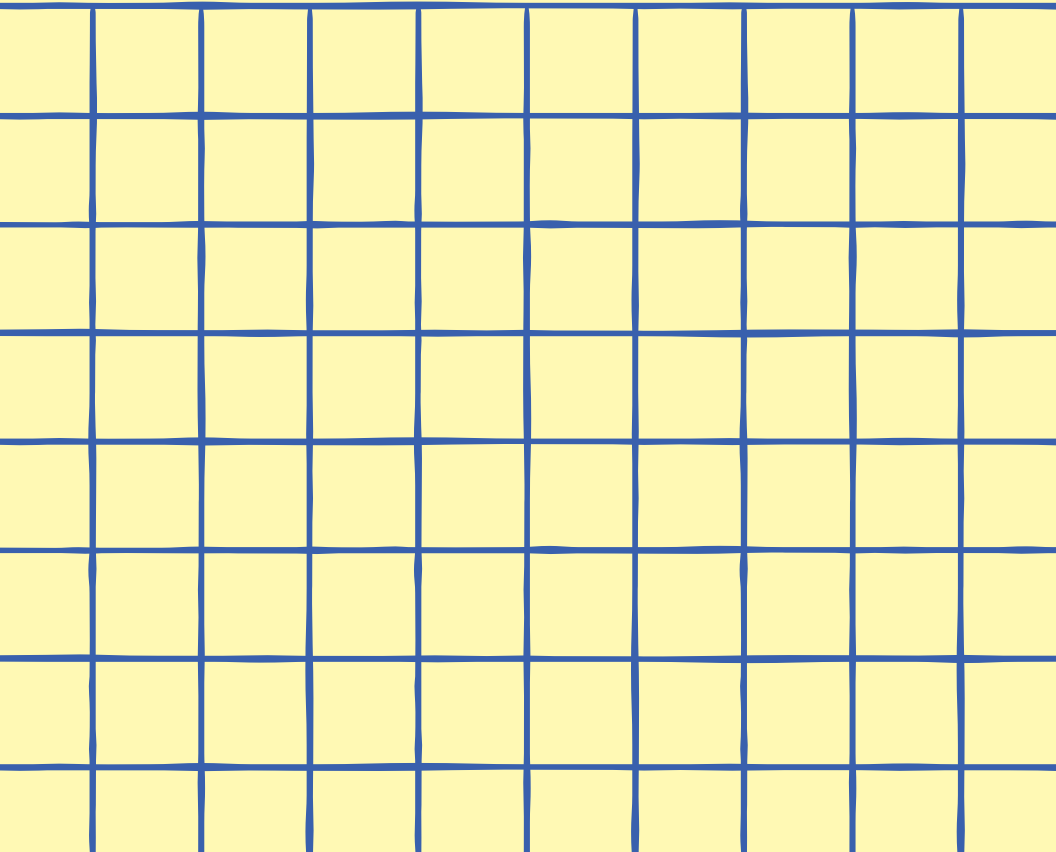


User Manual

RUG TUFTING MACHINE



Low, Med and High Pile Duo
Tufting Machines



Happy Tufting!



We can't wait to see what you create.
But first, take a moment to read
through this user manual for helpful
information and safety tips before
you use your machine.

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Started Getting Started Getting S



Thanks for
purchasing a rug
tufting machine
from us!

Here's a list of things you need to get started and be successful at tufting:

- 1 – **Quality tufting cloth.** Primary tufting cloth is, by far, the best option. It's made for machine tufting and is very forgiving. Any other cloth you risk ripping holes, excess stretching and other problems.
- 2 – **Yarn.** Many yarns will work but be aware that some yarns aren't meant for walking on and will degrade over time. The best natural yarn to buy is rug wool. It has thousands of years of history behind it and is tried and true.
- 3 – **Tufting frame.** Make sure your frame is sturdy and well built so you can get your cloth super tight. It should be clamped to a table or pushed against a wall so it doesn't move when you tuft.
- 4 – **Adhesive/Glue.** The kind you choose depends on what the end goal of your piece is. Elmers or PVA works well for wall pieces or low traffic areas. Adhesive formulated for tufted carpets is best for high traffic areas.
- 5 – **Backing cloth.** Most rugs will need an additional backing to give it a cleaner finish. Mesh backing is applied during the first gluing, felt and other fabrics can be applied later.
- 6 – **Finishing tools.** Trimming and carving can give you piece a cleaner finish and set your piece apart from others.

Glue



Glue found in big box hardware stores is made for applying finished carpets to floors and not made for finishing tufted pieces. Always do tests before applying it to something you care about.

Tuft the World sells a specially formulated carpet glue that is perfect for hand tufted rugs. It won't break down over time and will hold the tufts in place for years to come.


Machine Specifications

The AC/DC converter that comes with the machine can handle up to 240 volts AC (alternating current). Household electrical power is commonly AC throughout the world. The AC/DC adapter included with your tufting gun converts up to 240 volts AC power to 30 volts DC (direct current) needed for your tufting gun.

This type of adapter is found on many devices we use everyday like laptops and phone chargers.


The only thing you need to complete the conversion outside of North America or Japan is a simple plug adapter. You can easily find an adapter to convert Plug Type A to your country.

All Duo machines can tuft both loop and cut pile



	Low Pile	Med pile	High pile
PILE HEIGHT (ADJUSTABLE)	.27" to .70" (7-18 mm)	.79" to 1.18" (20-30 mm)	1.38" to 1.77" (30-45 mm)
SPEED RANGE	5-45 stitches per sec	5-45 stitches sec	5-45 stitches sec
WEIGHT	3 lbs (1.4 kgs)	3 lbs (1.4 kgs)	4 lbs (1.8 kgs)
UNIVERSAL VOLTAGE	100- 240 V 50 - 60 HZ	100- 240 V 50 - 60 HZ	100- 240 V 50 - 60 HZ

Safety



When threading your machine, always turn it off. It's best to unplug it so you don't accidentally turn it on.



If you have long hair please tie it out of the way so it doesn't get caught in any of the moving parts. The same goes for jewelry and loose necklaces.



Never touch the moving parts on the machine when it's running. Hold it by its front and back handles and your hands will be safely out of the way.



When not in use, unplug your machine and store in a safe place.

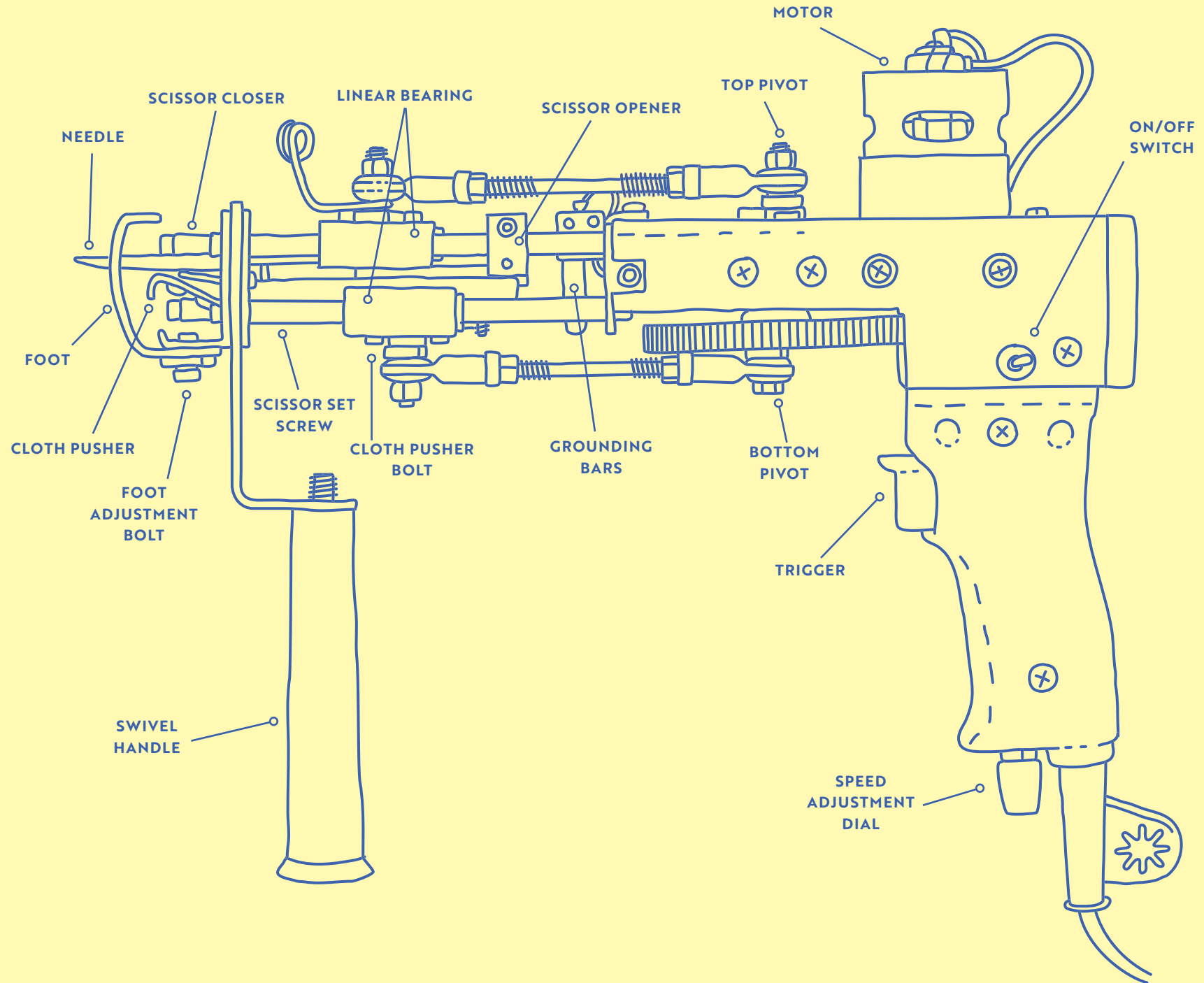


Tuft the World is not responsible for any injuries received when using the machine.

Machine Parts



These components
are the same for
all three machines.



Pile height changes

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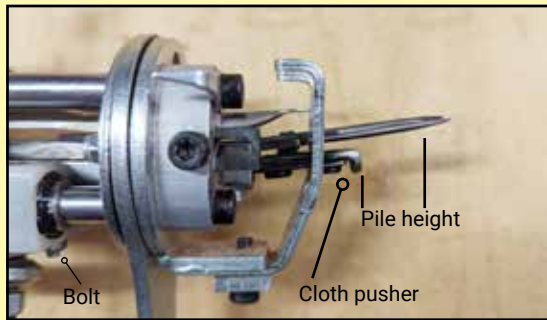
There are step-by-step videos provided with your order that walks you through this process.

Take these steps to adjust the pile height:

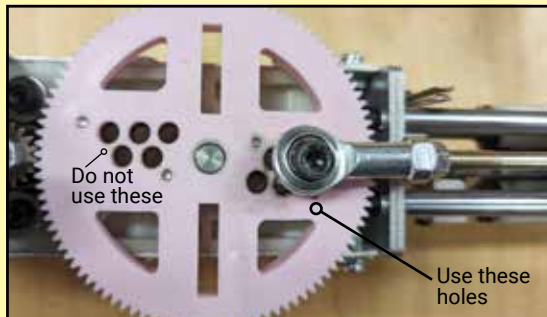
Changing the pile height is similar for all three machines as the components are the same. To change the pile height you will need to make adjustments to several things.

Before making any changes it is recommended that you thoroughly document with photos/video and take measurements so you can return the machine to its factory setting, if necessary.

1 — Move the cloth pusher. Move the cloth pusher in or out to the desired pile height by loosening the cloth pusher bolt. Measure the distance between the front of the cloth pusher and the "V" of the scissors or loop needle.

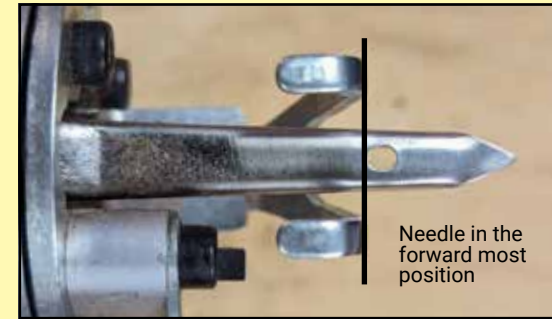


2 — Change the location the bottom pivot bolt that is connected to the gear. On the low pile duo there are numbers indicating the height. On the medium and high pile machines there are 3 points of contact (holes) near each other. Unscrew the bolt and screw into the desired hole.

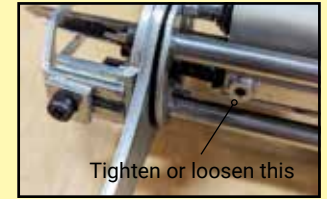


3 — Adjust the needle to foot relationship. Rotate the machine so the needle is in the forward most position. The back of the hole should be in front of the foot. If it's not adjust the foot accordingly.

If the hole is too far in front of the foot when it's in the forward position it will shred the cloth or will show on the tufted side. If the hole is behind the foot when in the forward position the tufts will be very loopy on the back of the cloth. Move the foot forward or backward, if necessary.



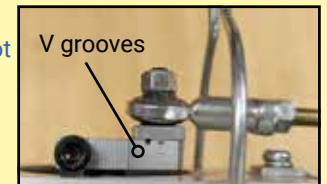
If the yarn is catching between the scissors and underside of the needle adjust the scissor set screw under the scissor channel. This will push the scissors up.



Notes about each machine:

Low pile machine

When adjusting to the 15mm and higher pile you may not be able to achieve the equilibrium as described in Steps 1 and 2. To fix this loosen the top pivot and move to the front V groove in the bracket.

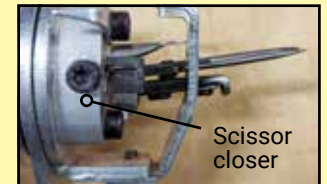


Medium and high pile machine

Choose the correct hole in the needle. Use the back hole when you first receive the machine. If you make adjustments to the pile height you may need to use the front hole. See step 3 to understand which hole to use.

Quick change from cut to loop and vice versa:

For most pile heights you can simply loosen and move the scissors closer out of the way to achieve loops even when the scissors are installed. For higher piles you can either completely remove the scissor closer mechanism or switch out the scissors with the provide loop needle.



troubleshooting Troubleshooting Trouble

COMMON ISSUE	REASON/SOLUTIONS
Yarn not "sticking" in cloth	Push harder. The foot of the machine should stay in contact with the cloth at all times.
	Move in the correct direction. The Help Center on our website has videos that illustrate this issue. The Quick Start video is a good place to begin.
	The yarn isn't feeding into the machine freely enough. It's best to feed from cones. There are diagrams of how to set up your feed in our Help Center.
	The tufting cloth isn't stretched tight enough on your frame.
Cut pile isn't cutting yarn	The yarn you are using isn't a good fit. Soft yarns can be difficult for the machine to handle.
	Machine needs adjusting. Search "cut pile isn't cutting" in the Help Center for a solution.
Cloth rips when I try to tuft	You may be using the wrong cloth. The tufting cloth we sell has been tested with all of our machines.
	You are moving the machine in the wrong direction. The Help Center on our website has videos that illustrate this issue. The Quick Start video is a good place to begin.

COMMON ISSUE	REASON/SOLUTIONS
Loops aren't a consistent length	The cloth you are using may not be a good fit for tufting. Either it is not strong enough or it has too loose or too tight a weave.
	You are tufting in the same spot on the fabric for too long so the machine is pushing more than one loop into a single hole.
	The pressure of the machine against the cloth isn't consistent.
	The tufting cloth isn't stretched tight enough on your frame.
Machine makes a "beeping" sound	The yarn you're trying to tuft is too thick or not a good fit.
	Something is causing the machine to jam. This usually means yarn is caught somewhere or a part is bent, preventing the parts from moving smoothly
Scissors not retracting	This is due do the grounding bars either being too loose or not being in the correct location. Tighten them and make sure the lower linear bearing (white plastic piece) is making good contact with them.

The Help Center on the website has links to videos and other explainers that address all these issues and more.



Maintaining
the machine
is easy!

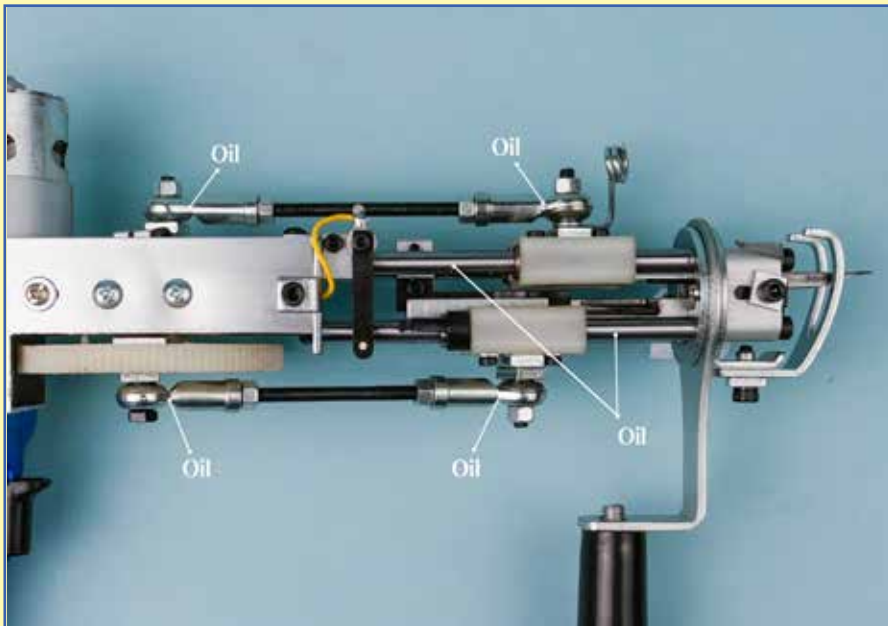


Maintenance

- 1 — Add a drop of sewing machine oil (or any lubricating oil like 3 in 1) to each linear bearing weekly to keep the machine running smoothly. See photos below.
- 2 — Add a drop of oil added to the scissor joint monthly.
- 3 — All metal parts that move should also be oiled monthly.
- 4 — Remove loose yarn strands from moving parts with a stiff paint brush or compressed air.
- 5 — Never store or rest your machine on the side with the main power switch.



If you have any issues with your machine, please send an email to support@tufttheworld.com and someone will help you. Alternatively you can join our online community (link on website) and create a post there.



HOW DO I CHANGE THE PILE HEIGHT
ON MY MACHINE?

WHAT'S A GOOD WAY TO
FEED MY YARN?

DO YOU HAVE ANY TIPS ON
USING MY MACHINE?

HOW DO I THREAD MY MACHINE?



We are constantly updating our most frequently asked questions in the Help Center on our website. These are some example questions you will find answered there along with the most up to date information and videos to guide you.

Included in the purchase of your machine is access to a series of videos to guide you in learning your machine as well as making adjustments and repairs. This is sent automatically with your order. If you can't find it reach out and we can send it to you.

<https://tufttheworld.gorgias.help/en-US>

HOW DO I GET STARTED?

HOW DO I THREAD MY MACHINE?

WHAT KIND OF CLOTH CAN I USE?

WHAT KIND OF YARN CAN I USE?



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