melco EMT16X

NEXT GENERATION COMMERCIAL EMBROIDERY

The Modular Embroidery Machine that out performs every other multi-head on the market.

Leaders in Garment Decoration Equipment

AMAYA SALES UK

melco
EMT16X

melco

EMT16X will dramatically improve Your Embroidery Production

The Melco EMT16X Modular Embroidery System will out perform any other multi-head equipment currently available.

Amaya Sales UK always strive to distribute equipment with the latest technology which in turn gives major benefits to you, our customer. Equipment that will provide you with the very best value for money, the fastest possible return on investment and give you the highest possible production and quality of finish.

We offer the Melco EMT16X modular embroidery machines in any configuration depending on your production requirements. If you are a new starter in the industry you could start with one head (machine) and add on as your business grows. If you are an existing embroiderer, you can decide the exact number you need to satisfy your orders.

Embroidery production has changed dramatically over the last few years and the requirement now is for more flexible and efficient machinery.

Melco, always at the forefront of technology, could see this change coming. Around 15 years ago, they started developing an embroidery machine that was totally flexible and could deal with quick changes to production quantities and times. They released the Amaya (As Many As You Add) in 2003.

This produced a great reaction in the industry, as it was a complete new design in many ways. Modularity and automatic thread tensioning were the main advances that set it aside from any other embroidery machine. To this day no other company has perfected the Acti-Feed Automatic Tensioning. Other main benefits are speeds of up to 1,500 stitches a minute, laser alignment tools, 16 needles and a large sewing area of up to 54 x 43cm.

The modular embroidery system will not work efficiently without the correct operating software. Melco are the only company, worldwide, that manufacture both the equipment and the software. This allows them to produce seamless interfacing from the operating software to the Melco embroidery machines. This means that you can instantly switch from single head to multihead use in seconds. You can also configure your embroidery heads to suit your orders.

We also offer a great range of Melco embroidery design packages which allow you to be self sufficient and in control of your own work.

Training and Support

Your equipment purchase is only part of the investment you will make as a business owner. Running a successful business means you will need training and support. All equipment sold by Amaya Sales UK includes delivery (UK mainland), installation and training. This will help you become competent on the machine in the shortest possible time. When you are up and running our support team will always be there to assist you on any issues you have.

Everyone has a unique financial situation. If leasing or financing equipment is part of your business plan, we can help.

When you partner with Amaya Sales UK and Melco for your equipment and software solutions, you are getting a partner with decades of experience in the apparel industry. Since 1972 Melco has been the choice for entrepreneurs in need of embroidery machines. Amaya Sales have experts in the embroidery industry with over 30 years' experience.

Modular versus fixed multi-head!

Over the years some large embroiders have dismissed the modular concept. The reality is that the Melco modular system will drastically out perform any other fixed multihead system currently available. This applies to both large orders or smaller personalised ones.

Many of these larger embroidery companies have now installed the Melco EMT16 Plus system in their production rooms, with amazing success. Some have said that they only require half the number of heads compared with the fixed multiheads.

"4 Melco EMT16 machines replaced two of our 8 head multiheads and did the same production on small runs. On a bulk order the 4 Melco EMT16 heads we had purchased embroidered 16.9 garments per hour compared to 15.3 garments on one of our fixed 8 head machines. That's greater production in half the heads!"

Another well known company, Glenmuir, the renowned Scottish golf clothing brand have now modernised their production with Melco EMT16 Plus modular machines and at the moment have 26 heads which have replaced over 60 heads of the fixed kind. Their lead times have been reduced from weeks to around 5 days for smaller orders.

Ask us for referrals from other embroidery companies, large or small.

The Story Continues ....
Real Modular Functionality

Around 17 years ago, Melco redefined efficiency with the first networkable, modular embroidery system. Melco EMT16X is the latest generation of the most efficient, productive system in the world.

What does a "modular" embroidery system do? With the Melco Operating System (MOS), you control every machine on the network from a single computer. This enables management of individual machines as needed, without interrupting production on the entire network. No other system gives you this level of control and flexibility! More on this below.

Modular Embroidery Network

With Melco EMT16X, you decide how many machines are needed and when, and how you want to use them. Run just one machine, or multiple. Sew tote bags on three machines, and a hat on one. Produce different designs, or all the same. Grow your business slowly, one machine at a time, or add multiple machines, whenever you like.

The Melco Operating System (MOS) acts as your network interface, providing performance monitoring for each machine. This gives the operator control of individual machines from a single computer. Conventional multi-head machines do not provide performance feedback on individual machines from a singular point.

▶ Use the MOS to load design files, monitor machine performance, and manage machine settings.

▶ Add or remove individual machines as needed to optimize embroidery production.

▶ Start and stop individual machines without interrupting production on the entire network.

▶ Run different designs on different products at the same time.

▶ Enjoy the benefits of a single-head embroidery machine and a multi-head embroidery machine from one awesome, flexible system.

Simple, User-Friendly Operation

One of the many core features that sets Melco apart from other machines is the patented Acti-Feed™ thread control technology. This automatic thread feed system is easy to use, unlike systems that rely on manual thread tensioning adjustments.
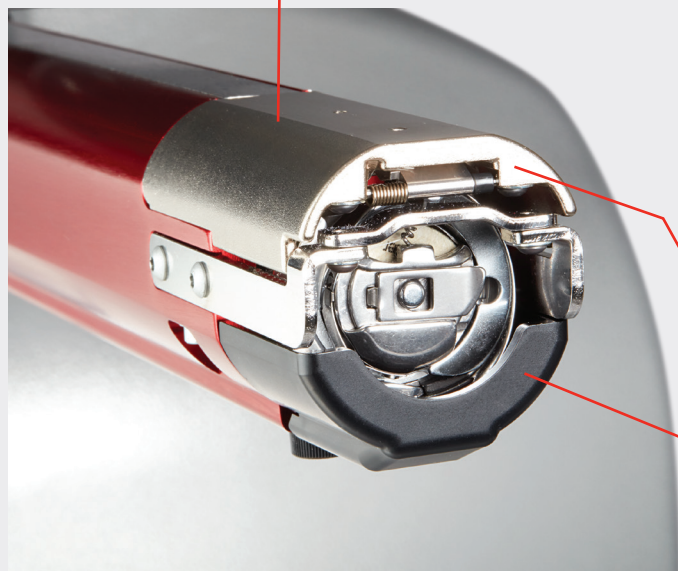
With Acti-Feed™, most EMT16X functions are automated. User input is only required for basic actions such as loading a design, selecting a hoop, and choosing a material. Acti-Feed™ and MOS handle the rest! Thread feed and speed are monitored and adjusted automatically, delivering fast, precise, high-quality embroidery. **Melco EMT16X is a truly intelligent system!**

If you're new to embroidery, you'll enjoy the user-friendly machine and software functions. If you're running older model Melcos (XT/XTS or EMT16 Series), you'll appreciate knowing the EMT16X is backwards compatible in many cases*, so it's easy to add to your current Melco network.
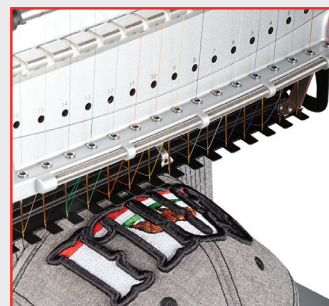
*Some limitations may apply.

New Lower Arm Assembly with Redesigned Trimming System
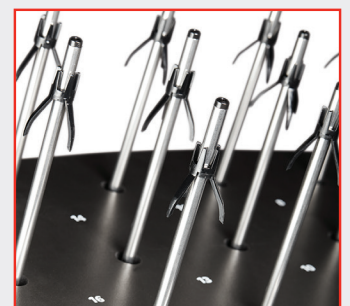
New "flat" needle plate design for optimal sew quality.

Self-Sharpening knife assembly is virtually maintenance-free!

New bobbin case cover for easy access.

New Grabber Blade

New Thread Tube Assembly

New Hoop Arms

melco EMT16X
Feature Enhancements

Outstanding performance, efficiency, and stitch quality!

Thanks to enhanced Melco stitch dynamics, the frequency of "thread issues" is minimized. This means more run time per machine, and greater ROI potential. In addition to amazing efficiency and performance, stitch quality is outstanding.

Enhanced Auto Trimming

Melco EMT16X includes a new auto trimming system that is durable and reliable. Overall trim time has been reduced dramatically, which in turn reduces overall sew time. The self-sharpening carbide knife assembly consistently slices poly, rayon, metallic, and thick Burmilana thread. It's also virtually maintenance-free.

Automatic Tie-In and Tie-Out Stitches

Tie-In and Tie-Out stitches are critical for quality finished embroidery. Normally, this process requires manual editing. With Melco EMT16X, at user discretion, these critical stitches can be automatically added to the design, improving sew quality and durability.

66% Reduction in Bobbin Tail Length

At a tiny 6mm, these short bobbin tails produce tight, clean embroidery, reducing the time needed for finish-trimming by hand.

New Needle Plate Design

Melco re-engineered the needle plate, creating one with more surface area to secure fabric and reduce material flagging. Not only does this help produce high-quality embroidery, it also reduces the appearance of marring or shine on the fabric caused by contact with the presser foot and needle plate.

New Hoop Arms

New, ultra-rigid hoop arms enable smooth performance and optimal stitch quality.

Redesigned Thread Tube Assembly

Extended thread tubes and new thread cone stabilizers deliver secure, smooth, consistent thread feed. The new design is compatible with a wide variety of thread cone shapes.

New Grabber Blade

Machine operators will appreciate this new feature for easy needle changes and threading. The new grabber blade features a refined shape and matte black finish to reduce glare, making it easier to change and thread needles.

New Bobbin Case Access Panel

When it's time to change the bobbin, simply flip the new panel down for quick, easy access. When it's time to install the cap driver for hat embroidery, simply turn a thumb screw to remove the access panel. No tools required!

New Optional Accessory — Oversized Hoop

Say bye to large wooden hoops that are subject to warping and splintering! Designed by Melco, this high-quality composite hoop enables you to utilize the full sew field of Melco EMT16X. It's sure to become a favourite for those who embroider large designs on jacket backs and other large items. Requires extended hoop arms.

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melco EMT16X
Technical Specifications

Needles
16 (The Industry Leader)

Maximum Stitches Per Minute On Flats
1500 (The Industry leader)

Maximum Stitches Per Minute On Caps
1200 (The Industry Leader)

Maximum Tubular Frame Size
500 mm x 430 mm (19.7" x 16.9")

Maximum Sew Field/ Tubular Frame
410 mm x 400 mm (16.1" x 15.7")

Wide Angle Cap Frame
362 mm x 82 mm (14.25" x 3.23")

Conventional Cap Frame
152 mm x 70 mm (5.9" x 2.75")

Stitch Length Range
Only Limited By Hoop Size

Machine Configuration
Up To 30 (See AMAYA OS V9 Specs)

Self-Diagnostics Capability
Collects Machine Data for Troubleshooting

Lighting
Cold Bright LED

Power Supply (V)
90--260V (Single Phase, 50/60 Hz)

Power Consumption (W)
Typical: 200 Watts, Max: 650 Watts

Motor Types
Servo

Motor Capacity (W)
X and Z: 100 Watts, Y: 250 Watts

Machine Construction Material
Aluminium

Measurements W/CART
Width 724 mm (28.5"), Height 1669 mm (65.7"), Depth 779 mm (30.7"), Weight 95.5 kg (210.5 lbs).

Measurements W/O CART
Width 724 mm (28.5"), Height 952 mm (37.48"), Depth 741 mm (29.2"), Weight 74.6 kg (164.5 lbs).

High-Tech is Standard

Many of these core, foundational technologies can only be found on Melco embroidery machines.

The features listed here have been a staple of the Melco embroidery machine platform since 2002. Some features, like barcode scanning, are included where other brands may offer it only as an option at additional cost.

Understanding Acti-Feed™ Thread Control

Thread feed is controlled by the patented Acti-Feed™ thread control system, delivering the precise amount of thread automatically. Conventional machines require manual thread tension adjustments. With Melco EMT16X, enter a few simple inputs such as fabric type and hoop selection, and this intelligent system will do the rest!

16 Needle Commercial Embroidery Machine, Single or Multi-Head

Acti-Feed™ Thread Control

Precise Laser Registration

Scalable— Easily Add Machines to the Embroidery Network

Small Cylindrical Lower Arm for Embroidery on Hats and Pockets

High Speed Pantograph (1500 Stitches per Minute)

Sturdy, Wheeled Cart for Easy Mobility

Adjustable Presser Foot

Optional Removable Table Top

Melco Cap Framing System

The Melco Cap Framing System offers a 270° (up to 362mm x 82mm / 14.25" x 3.23") sewing field to accommodate larger designs on caps and embroidery on the sides of caps.

In addition to shirts, polos, fleeces etc the Melco EMT16X is also engineered for decorating caps & hats. 3D embroidery and flat-bill caps are the latest trend in headwear - with the EMT16X cap frame you achieve a 270 degree sewing field and conquer all these orders!

The EMT16X is the Commercial Embroidery Machine for Hats

Specific Features & Functions

The Melco EMT16X Modular Embroidery Machine is designed and engineered with specific features and functions for embroidery on headwear. For example:

► Wide 270° sewing field to hold large designs and embroidery on the sides of caps.

► You can run at speeds of up to 1200 stitches per minute in most cases.

► The Acti-Feed™ thread feed system can adjust the tension automatically, which is a big advantage for embroidery on caps, particularly on a 6 panel cap with a centre seam.

► The adjustable presser foot allows you to accommodate a variety of thickness of headwear.

► True Hoop Limits is a user-friendly feature that displays exactly where the design is positioned within the hoop, which enables accurate design placement and helps avoid machine damage.

► The Small cylindrical lower arm sets Melco apart from other embroidery machines that use a SQUARE lower arm. The cylindrical shape of the lower arm on a Melco EMT16X Modular Embroidery Machine allows the contour of a hat to maintain consistency to the lower arm. This will give a better stitch quality.

► Create popular 3D effects used on many sports logos and emblems.

Melco Fast Clamp Pro

Melco Fast Clamp is the answer for hard-to-hoop items. Adjust the arms for height and width, slip the product to be embroidered over the lower arms, clamp down and go!

Simple all-in-one system with adjustable width and arm height to fit materials of varying thickness. The kit comes with three sets of clamp arms: Short, Medium and Long. Ideal for shoes, shirt and trouser pockets, shirt collars, hats, car carpets, pet collars, leashes, bag straps, flip flops, purses, saddle pads, backpacks, pockets, tote bags and more.

Maximum sewing area 182x230mm

Features

► Easy to use & install - works with hoop limits in Melco OS.

► Adjustable width with easy mobile arms that can fit in or out of the product.

► Adjustable arm height to fit a range of materials at different thinknesses.

► 3 sizes of arms.

Technical Specifications

Min Sew Field - 1.18" x 3.54"

Max Sew Field - 7.16" x 9"

Selectable X Position for arms - 30/40/50/70/90/110/170/230mm

Optimised for - Melco AMAYA XT, AMAYA XTS, EMT16, EMT16 plus & EMT16X.

Material - High Quality Aircraft Aluminium.

Melco XL Hoop

The Melco XL Hoop has been designed to give an even larger embroidery field than before!

Compatible with the Melco XT, XTS, EMT16, EMT16plus, EMT16X, Bravo & Bernina E16 machines.

The Hoop inner dimensions are 45cm x 43cm giving a maximum sewing area of 40.8 x 38.6cm.

Special arms to fit this hoop are included when you purchase it.

Design Shop V11
Embroidery Software

DesignShop v11 knocks down the barrier between your creative vision and professional quality sewouts. We've made profound improvements to every aspect of the digitizing experience, enhancing each step of your process from thought to thread.
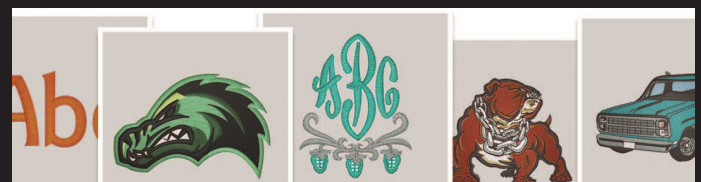
MORE INTUITIVE

Upgrade your user experience with 4K resolution support, scalable user interface and more options easily accessible at your fingertips.

4K

- Scalable UI for up to 4K monitors.
- Quick access buttons for common tasks.
- Updated advanced printer interface.
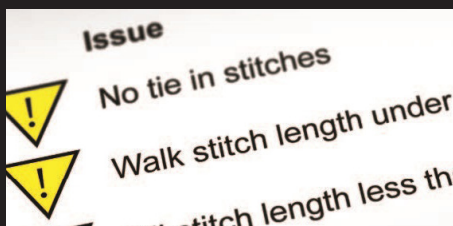- New categories and filtering for lettering.

MORE CONTENT

Over 175 fonts & 1000 stock designs, custom vector shapes & monogram artwork.

MORE ADVANCED

Features like Design Checker, Conversion Assistant, and Enhanced Lettering ensure that you're creating the highest quality sewouts.

Design Checker

Ensure professional results and avoid costly mistakes by verifying your designs using a 13 point pre-check.

Conversion Assistant

Quickly and efficiently convert artwork to vector or stitch files with this feature rich, step-by-step utility.

Enhanced Lettering

Our new alphabets and lettering features give you unparalleled options for placing and modifying lettering and monograms.

MORE PRODUCTIVE

Organization

Streamline your production process with design barcoding. By using a barcode reader at any time to recall the design, you can eliminate the need to search for design files on hard drives or disks. You can also save design information, such as stitch densities, to specific fabrics or apply fabric profiles to specific designs.

File Support

DesignShop 11 supports a broad spectrum of industry standard file types, including DST, EXP, EPS, ART8, PES, EMB* and more. Plus our proprietary OFM format allows wireframe editing, machine settings, and colour information to be saved and loaded for production.

Automation

Accelerate digitizing and product creation with the automation of common tasks like Auto Primer Stitch, Auto Basting Outline, Auto Underlay, Auto Stippling and Auto Sequencing.

Built in Thread Carts

Built in carts for Isacord, Madeira and other major industry brands.

*Support for EMB Version 1.8 and earlier

Design Shop V11
Embroidery Software

CHOOSE YOUR LEVEL

Get the tools that are right for your needs with 4 levels of features. All levels feature new Version 11 enhancement including 4K support, scalable interface, updated stitch engine and much more.

Lettering

- ► 175 fonts & monograms
- ► 1000 stock embroidery designs
- ► Auto underlay & density
- ► Design checker
- ► Trim between letters, words, or only when specified
- ► TrueType and OpenType font support
- ► Realistic 3D rendering of embroidery

Editor

- ► Everything in **LETTERING+**
- ► Manual Digitizing
- ► Wireframe or Stitch Editing
- ► Multiple stitch directions within an element
- ► Selectable character list for fonts
- ► Automatic fabric adjustment via styles
- ► Alignment tools
- ► Custom shapes and designs library
- ► Batch conversion

Vector

- ► Everything in **EDITOR+**
- ► Open 500+ included vector graphic designs
- ► Stitch graphic region
- ► Open/insert vector graphics
- ► Save out vector graphics
- ► Utilise illustrator clipboard data
- ► Graphic conversion assistant

Professional

- ► Everything in **VECTOR+**
- ► Distortion effects
- ► Shadow tool
- ► Combine and subtract elements
- ► Change element type
- ► Curved stitch directions
- ► Create blends with custom densities
- ► Create decorative and pattern fills
- ► Create and edit embroidery fonts and monograms
- ► Auto primer stitch & Auto basting outline

DETAILED FEATURE COMPARISON

	Lettering	Editor	Vector	Professional
Design Checker	✓	✓	✓	✓
175+ Alphabets	✓	✓	✓	✓
15 Monogram Alphabets	✓	✓	✓	✓
OpenType Font Support	✓	✓	✓	✓
Realistic 3D Rendering of Embroidery	✓	✓	✓	✓
Lettering Compensation	✓	✓	✓	✓
Flat Fill for Lettering	✓	✓	✓	✓
Enhanced Letter Trim Options	✓	✓	✓	✓
.OFM File Support	✓	✓	✓	✓
Expanded File Format Support	✓	✓	✓	✓
Barcode Organization	✓	✓	✓	✓
Auto-Underlay with Presets	✓	✓	✓	✓
Wire Frame Editing		✓	✓	✓
Simple Digitizing		✓	✓	✓
Alignment Tools		✓	✓	✓
Custom Library with Designs and Shapes		✓	✓	✓
Stipple Fill		✓	✓	✓
Stitch Effects		✓	✓	✓
Graphic Conversion Assistant			✓	✓
Open and Edit Vector Files			✓	✓
Auto Start Stop			✓	✓
Auto Generate Walk Stitches			✓	✓
Match Thread Chart			✓	✓
Define Colour Sequence			✓	✓
Find Center Line			✓	✓
Remove Overlap			✓	✓
Define Overlapping by Block			✓	✓
Fill Holes			✓	✓
Add and Remove Elements			✓	✓
Sew Sequence			✓	✓
Presets			✓	✓
Curve Smoothing			✓	✓
Auto Digitizing			✓	✓
Auto Sequence				✓
Break Objects				✓
Curved Splice Lines				✓
Distortion Effects				✓
Decorative Stitch Library				✓

PC System Requirements

CPU/RAM:	2 GHz + Latest Intel or AMD 32-bit (x86) or 64-bit (x64) multi core processor
Operating System:	Microsoft® Windows® 7, 8,8.1 or 10 all with latest service packs installed. (32-bit or 64-bit Editions)
Memory:	4GB RAM, 8GB or higher of graphics memory (non-integrated)
Hard Drive:	80 GB hard disk space or more (at least 40 GB free disk space after installation)
Graphics Card:	Compatible with DirectX 10 or higher, dual monitors recommended
Input Devices:	Mouse or Tablet
Optical Drive:	DVD-ROM Drive for software installation (Dual Layer DVD-ROM for Extras DVD)
Internet Browser:	Microsoft® Internet Explorer® 10.0 or later (to access online content)
Ethernet Card:	Separate/dedicated Ethernet card (DO NOT use one single Ethernet card for both the EMT16X communication and internet)

Just starting in Embroidery?

With a modest capital investment and just a few hours of training, you can be generating substantial revenues for your new garment decoration business.

If you're considering an investment in commercial embroidery machines, you are likely to have lots of questions. Some of them probably include the following:

► How much will an embroidery machine cost?

► How do I finance a machine?

► How do I get training?

► What kind of warranty comes with my embroidery machine?

► Is software included?

► How many embroidery machines will I need?

► How many needles do I need on a single-head machine?

► What accessories are available?

► What types of products can the machine embroider?

► How fast is a commercial embroidery machine, compared to a hobby or home embroidery machine?

► How large is the area (sew field)?

Melco embroidery equipment requires minimal operating cost, keeping your overhead and labour costs low. Plus, with our flexible financing/leasing options, a brand new Melco EMT16X embroidery system with software, training and a warranty plan can be yours for one low monthly payment.

Let's look at a real-world example of ROI with a Melco EMT16X single-head embroidery system:

Purchase 24 caps at a wholesale cost of around a £1.50 each for a total cost of £36.

With Melco EMT16X, you can embroider those caps in as little as two hours and sell them for at least £9.95 each. £9.95 x 24 equals £238.80. That's enough revenue to easily cover a typical monthly payment for a brand new EMT16X. You can also generate the same margins on polo shirts, hoodies or whatever you care to embroider.

How do I see a machine working?

Amaya Sales UK have two main showrooms, one in Hampshire and one in Nottingham. We also attend several trade shows, business seminars and expos throughout the year. You will be given a full working demonstration of the major benefits of the unique Melco modular embroidery system together with a look at the Melco digitising software and range of accessories. One of our experts will answer any of the above questions and more that you have about the equipment or the industry.

How much does a machine cost?

This will vary, depending on how many embroidery heads you require. Our price list will show you the exact costing. You will see that the cost per head reduces depending on how many you purchase. Leasing costs for a one head system starts from around £57 per week + Vat depending on the current interest rate.

What happens next?

If you decide to purchase a new Melco EMT16X embroidery machine you will receive a 2 year warranty on parts and labour, free delivery in the UK (small extra cost for Ireland), installation and in depth training. We also provide ongoing support and advice on any production issues from our team of experts.

Melco's History in Commercial Embroidery

Melco is an embroidery machine and software manufacturer who sell their equipment and software worldwide through a network of established distributors. Their history in the embroidery industry reaches back to 1972, and they are a present-day leader in embroidery technology. All of our embroidery equipment is engineered and developed in the United States.

If you decide to go into the garment decoration business then we can help on all aspects of this lucrative industry. Our equipment will give you the very best chance of creating a successful and sustainable business. Our support will make sure you always have the tools to succeed.

Join the Melco Revolution!

Already in Embroidery?

You may have noticed, The Melco EMT16X system is quite different from almost all other embroidery machine options available today

Why change?

Before the launch of the Amaya modular system in 2002, Melco used to manufacture a range of conventional multi-head machines from single to 12 head machines. Their product development team started a project to analyse the efficiency of their current range of machines and their competitors. Their findings resulted in the creation of the Melco Amaya modular embroidery system.

Their findings showed a significant amount of downtime on multi-heads throughout the course of a standard working day. They calculated that on fixed multi-head machines the average downtime during the day was almost 48%! They then set out to decipher exactly why this was.

Machine set-up time

On a 12 head machine for example, if you were to set it up for a new logo, chances are you may need to swap up to four different shades of thread. This is 48 cones of thread that need to be replaced. 12 garments then need to be hooped and the design loaded and set-up before production can commence. You can argue that this is the same for all machines, but on a modular system, you can set up one head and get it into production before setting up the next head, you don't have to wait until twelve heads are threaded before starting.

Thread breaks and bobbin breaks

On a well maintained machine, with fresh needles and a well digitised design, thread breaks should not be common place. But we all know from time to time they do occur. Bobbins also run out and every time one of these situations occurs the machine will stop. On a multi-head machine a thread or bobbin break stops all head, and if only one head has the issue almost 92% of your production stops for no reason! On a modular system this isn't the case, only the head with the problem stops, therefore 92% of your production continues, significantly improving your output every single day.

Hoop changes

On a conventional 12 head machine, when the design is complete the machine stops and the operator begins the process of swapping all the hoops. Imagine how this would work on a modular system. If the machines do not start at the same time, they will not stop at the same time. Therefore if the operator has been trained correctly you should very rarely have a situation where production actually stops at all!

Design changes and order quantities

As you will be fully aware order quantities vary greatly, from small runs to large orders. But it is very rare for the quantities to divide exactly with the number of heads you have on your machine. This will almost always result in heads being switched off when finishing the last few garments. These heads become totally redundant and quite often can be up to 50% of your machine. On a modular machine this is simply not the case. When finishing the remaining few garments, heads that are no longer needed can easily be set up for the next order as all heads can, if need be, they can be controlled and used individually. Imagine how that will affect the set-up time! No more heads switched off!

Personalisation and order flexibility

Adding names to garments has always been popular, but never more so than now it seems. On a multihead, this is impossible without switching off all but one head, as a multihead can only run one design at a time. With a modular system all heads can run individual designs, giving you total flexibility.

There are many other advantages to the Melco system, but all we ask is for you to have a look at your current embroidery set-up. Have a look how often your machines are sat idle and have a look at the reasons why.

The Melco system means you can get greater production from far fewer heads. This is fact, and has been proven on many occasions, by many of our customers. It will improve your business and we would love to show you how.

What happens next?

At Amaya Sales we understand that buying from us is a significant investment. We know that in some cases this may well be a totally new venture for you and possibly an industry that up until now you have little or no experience in.

We are very proud of our team and the knowledge which we share, and feel it is vital that we pass on as much of our knowledge as possible to you, whether you are a total novice or have years of experience.

What we offer to all customers is set out below:

Comprehensive advice

We will help guide you in the right direction even before you have decided on your equipment. This can cover garment suppliers right through to your pricing strategy once you have started.

Full machine demonstrations

At any of our offices we invite you to come and see how the machines work, have a go yourself and go over your business plan for garment decoration. It may be that what you are looking to do is not best suited to our equipment and if so, we will tell you. No obligation or pressure, just a relaxed environment for you to see your ideas come to life.

Machine installation & training

All our equipment comes complete with full on-site training and installation. There is no need for you to come to us. We need to see where your equipment is being placed so we can advise you of any issues. All our training is carried out by factory qualified technicians, which is quite unique in this industry, and is structured so we can make sure you are given the best start with your new equipment. We also understand that people learn at different rates, and we account for this too.

After care

In our opinion this is arguably the most important part of the buying process. Buying from Amaya gives you the peace of mind that you have a dedicated team behind you for the duration of the ownership of your equipment. Whether you need extra supplies or simply advice, we make sure your issue is dealt with in a prompt and efficient manner. We want to continue our relationship with you for many years to come and the only way this is possible is if we are there when you need us most. We know we have the edge on many of our competitors in this field and our customers, as you will see from our testimonials, are more than happy to substantiate this.

Amaya can offer you:

► Advice on start up procedures
► Latest and most advanced equipment
► Rapid response technical support
► Finance and leasing available (subject to status)
► Spare parts are always available
► Fully equipped showrooms for working demonstrations
► Telephone support
► Free installation and training
► Over 30 years advice and experience in garment decoration

Support

Call us for a demonstration, and let us show you just how much we can help you!

Quick response from our technicians

Should any of our customers need our help, we have fully certified technicians on hand to resolve any situations promptly and professionally. We carry a large quantity of spare parts and our average turnaround time from fault to repair is less than 24 hours.

New to the industry?

Many customers who purchase machinery from us are new to the industry and we have the expertise and intention to help them succeed in their new venture, not just to supply the equipment but to help them grow their business and help with production techniques, promotion & marketing ideas and we're always at the end of the phone to offer advice.

On-site training from our experts

Once you have purchased our equipment you will be trained on-site by a qualified technician who has years of experience with people of all backgrounds. We pride ourselves in our ability to competently train even the most inexperienced of individuals. We also do not limit the amount of training we give*.

Unlimited telephone support

In addition, you as our customer will receive unlimited telephone support for the entire time you own your equipment. We feel this is especially important when you are first setting up and also the help we give to individuals once their warranty expires reduces the chance of any labour charges.

Our Ethos

At Amaya Sales we firmly believe that the level of backup you give to your customers reflects directly on the quality of your business; we believe that no business can claim to be successful if you do not have a satisfied client base.

This is why we spend a lot of our time making sure our customers receive the very best in after care support. This level of service and commitment is the reason we believe we have an extremely high level of customer retention, the results quite simply speak for themselves.

If, after you receive your initial training you are not completely confident, we can arrange further training at no extra cost. (*Please be aware that this relates to the individual(s) which were originally trained, we cannot give unlimited training to members of staff who were not present on the initial installation unless arranged by prior agreement).

Why take our word for it? We are so confident in our level of support that you can quite easily put us to the test, speak to our customers, visit them or just read some of their testimonials.

Training

Once you have decided to purchase with us we make arrangements to deliver your equipment and the training process begins.

Our technicians not only have a wealth of experience teaching people from all backgrounds and starting points, it is highly probable they are the only technicians within this industry that are required to pass written and practical examinations set by the manufacturers of the equipment we sell before they are allowed to work in the field. In addition to passing their exams they have to undergo an annual testing program also carried out by the product manufacturers to ensure their knowledge is as up to date as possible.

Why is this necessary? Well it makes certain that the training and support you, our customer, receives is as effective as possible. It gives you the peace of mind that you are buying from regulated professionals, and the intention is that your return on investment is achieved as quickly as possible due to efficiency and knowledge.

"

Just a quick note to provide some positive feedback for your staff who have helped me out recently and shown what a great team you have at Amaya. This has confirmed to me that we made the correct choice of equipment and support, following our months of research.

Over the weekend I had a problem with one of my EMT16's and penned an email to Alan & Fern hoping to get a response first thing Monday morning. Alan went one better than that and responded within a few hours on Sunday, offering a number of solutions. I certainly didn't expect this but it was great to be able to try and start the recovery process as soon as possible.

Fern responded first thing Monday and co-ordinated a plan for Alan to visit on the Tuesday. The machine was back up and running shortly after he arrived - a great relief as we had our first big order to complete.

In this world we are quick to make complaints and very rare do people get a 'thank you' for a job well done, something that your team seem to be able to do with ease and professionalism.

- Allan, The Badger Embroidery & Print Co

"

The Hoopmaster Framing System

The EASIEST to use embroidery framing aid on the market!
Perfect for sports shirts, sweaters, jacket fronts and backs, t-shirts and much more.

HoopMaster
by Midwest Products, Inc.
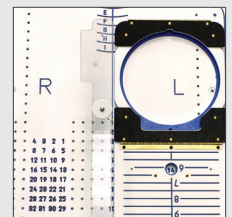
The Hoopmaster

is the easiest embroidery framing system; simple in design and built to withstand the punishment of a commercial environment. It's many patented features make framing easier, faster, and more consistent. Even the most inexperienced or new employee will be framing quickly and accurately in no time at all. Your productivity & profitability will increase as well as the quality your customers deserve.

The Hoopmaster's many patented features make framing easy, faster, and more consistent. You can document logo placement for quick set-ups and more consistent placement. The HoopMaster is custom made for your hoops, so there is no hardware to adjust. With the HoopMaster, new employees will be framing perfectly in no time at all.

Also available for:
Allied, Tajima, Barudan, Brother, SWF, Happy, ZSK, Melco, Toyota, HoopTech, Durkee, Feiya, Axiom, Aemco, Prodigy, Phoenix, Consew, Inbro, Generations.
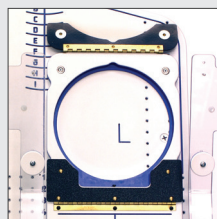
Number and Letter Grid

The grid is used to document logo placement for repeat orders. For example, when you document that a logo is placed at "D19" all repeat orders will be consistent and easy to set up.
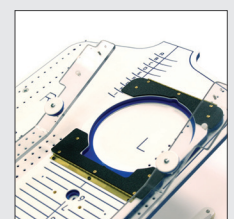
Magnetic backing

The magnetic backing material holder eliminates the need to use tape, clips or messy spray adhesive. The magnetic flaps hold the backing material in place over the lower ring while you frame the garment.
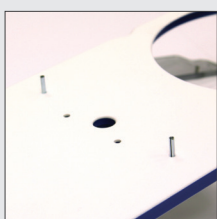
The Fixture Arms

The Fixture Arms hold the tubular frame perfectly square with the work surface & directly over the lower ring. All you have to do is align the shirt & press the hoop down.
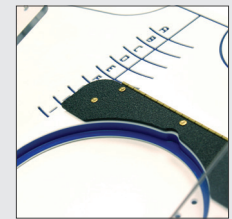
Pins on the Fixture

There is no hardware to adjust or loosen when changing logo location or hoop size. The pins automatically square the fixture with the work surface. Simply lift up the fixture and set it down in a new location using the self-aligning pins.

Rim on the Fixture

The raised rim recesses the hoop ring at the correct depth every time. This holds the garment taut while being embroidered.

The Mighty Hoop

The best solution for framing jackets or anything else!

The Mighty Hoop is a strong magnetic hoop, which can be used on almost any embroidery machine. There is no need to adjust the outer ring of the hoop, because it holds the garment with magnetic force, and automatically adjusts for different thickness's. Mighty Hoops reduce hoop burn, and stress on arms and wrists. You can hoop the impossible with Mighty Hoops, even Carhartt! Mighty Hoops are the latest invention patented by Midwest Products Inc., the innovators of the HoopMaster. The HoopMaster is the best-selling commercial embroidery hooping system in the world. Its patented features make it the easiest, fastest, and most consistent hooping system available in the industry. We recommend using the HoopMaster with Mighty Hoops for the ultimate hooping experience!

> *Although I have only had my Hoopmaster for a few days I can already see the benefits over the manual method I was using before. It's so easy to move the board for different size shirts, and get the embroidery in the same position every time, plus I love the magnetic hoop for heavy jackets. Best part is less pressure on my wrists and arms, thank you Amaya for recommending the Hoopmaster and Mighty hoop product.*
>
> - Eleni, Marina Co.

Also available for: **Allied, Tajima, Barudan, Brother, SWF, Happy, ZSK, Melco, Toyota, HoopTech, Durkee, Feiya, Axiom, Aemco, Prodigy, Phoenix, Consew, Inbro, Generations.**

Let the magnets do the work

Mighty Hoops are available in a range of shapes and sizes. *(Please refer to price list for details.)*

We also supply the following equipment:

polyprint®	DTG Printers & Inks
Kornit Digital	Industrial DTG Printers & inks
Roland	Print & Cut
FOREVER / OKI	Transfer Papers & White Toner Printers
sef	Garment Vinyl
Roland	UV Printers
GRAPHTEC	Cutting Machines
STAHLS' SCHULZE	Heat Presses

Arrange a FREE demonstration at one of our offices

Midlands Office
Unit 4A-C East Bridgford Business
Park, Kneeton Road,
East Bridgford, Nottingham
NG13 8PJ

Southern Office
Unit B1 Hazleton Interchange,
Horndean, Hampshire
PO8 9JU

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