Q. Who makes and supports these machines in India?
Duke Jia machines are supplied and supported by Hari Chand Anand & Co. (HCA) in India. HCA provides installation, training, and service.

Q. What warranty do you offer?
Standard 1-year warranty on manufacturing defects (extendable with AMC).

Q. Which file formats do your embroidery machines read?
They read standard Tajima (DST) and similar embroidery formats.

Q. Do the machines handle Indian power conditions?
Yes, machines operate on 50/60 Hz AC; many supports wide input 80–260 V and use safe 36 V DC outputs internally.

Q. Do you provide training and installation?
Yes, by HCA India.

Who manufactures Duke Jia embroidery machines?
All Duke Jia embroidery machines are **Designed & Developed In India** and Manufacture in China. Machines are engineered for industrial-grade embroidery with support across India.

Q. Are Duke Jia machines made in India or imported?
They are **imported industrial models** distributed, tested, and supported by **DukeJia** a Part of HCA Group **India** with Indian voltage and safety compatibility.

Q. Can these machines run on standard Indian electricity?
Yes, Duke Jia machines work on **AC 80–260V single-phase or 380V three-phase** (depending on model). All machines use **36V DC safe voltage** internally for operator safety.

Q. Do the machines consume a lot of electricity?
No, They are highly energy-efficient, consuming around **150W** on average, thanks to servo motors and intelligent control systems.

Q. Are Duke Jia machines beginner-friendly?
Yes, They feature a **touchscreen LCD** with a **multi-language interface**, real-time stitch preview, automatic color change, and thread trimming — making them suitable for beginners and professionals alike.

Q. Can I connect the machine to a computer or USB?
Yes, All models support **USB/U-disk input** and **network connectivity** for importing embroidery designs in **DST (Tajima)** and similar formats.

Q. What kind of embroidery can these machines do?
Duke Jia machines can embroider **caps, T-shirts, jackets, bags, home textiles, uniforms, and decorative garments**.
Higher models also support **sequins, beads, cording, chenille, and rhinestones**.

Q. Which industries use Duke Jia machines?
They are widely used in **garment manufacturing, fashion boutiques, uniforms, home textiles, footwear decoration, and upholstery industries**.

Q. What models do you have for embroidery?

Duke Jia offers:

- **Single-head**: DY-1201, HALO-100, DY-1201XL, DY-1201H
- **Dual-head**: DY-1502, DY-1202HC
- **Multi-head**: DY-1204 (4H), DY-1206 (6H), DY-1206H (6H High Speed), DY-912 (12H), DY-918 (18H)
  Each model serves a different production scale — from boutique to factory level.

Q. What's the maximum embroidery speed?
High-speed machines run up to **1500 RPM** (like DY-918-120 and DY-915-120). Most professional models run at **1000–1200 RPM** for stable precision.

Q. How large is the embroidery area?
Depends on model ranges from **240×320 mm** (compact) up to **700×1200 mm** (industrial single-head).

Q. Do the machines have automatic functions?
Yes, all Duke Jia models include **auto thread trimming**, **auto color change**, **thread break detection**, and **power-failure recovery** (in advanced models).

Q. Is there a real-time embroidery preview?
Yes, LCD touch displays show **live stitching progress**, **design tracing**, and **color sequence preview**.

Q. How many colors can one design include?
Up to **12–15 colors** depending on needle configuration; each color change is fully automatic.

Q. How long do these machines last?
With proper maintenance:

- **Multi-head**: 15–20 years
- **Single-head**: 12–15 years
  Regular oiling, dust cleaning, and preventive checks every 500 hours keep them in peak condition.

Q. How often should the machine be serviced?
Every **500 operating hours** for oiling, cleaning, and inspection. Preventive maintenance improves accuracy and stitch life.

Q. Do you offer training and demo sessions?
Yes. HCA India provides **on-site training, live demonstrations, and operational tutorials** after installation. Operators are trained on setup, frame use, pattern input, and maintenance.

Q. Are spare parts easily available?
Yes. HCA India maintains **stock of all genuine spare parts**, accessories, and control boards for quick support. AMC (Annual Maintenance Contract) and after-sales service are also available.

Q. What warranty do Duke Jia machines come with?
All models carry a **1-year standard warranty** on manufacturing defects. Extended warranty and AMC options are available.

Q. Do you help with installation and setup?
Yes. HCA India provides **complete delivery, setup, and calibration** of each machine to ensure accurate operation from day one.

Q. Can I get a quotation or GST invoice?
Yes. Official quotations with GST, delivery, and installation costs can be provided upon inquiry. (Handled by HCA India Sales Team.)

Q. Do you provide EMI or finance options?
No. we don't provide any **EMI or finance** services

Q. Do you export machines outside India?
Yes. Duke Jia machines are export-ready, supporting **110–220V** power and **multi-language** operation (English, Arabic, Spanish, etc.).

Q. How long does delivery take after order confirmation?
Standard models deliver within **5–6 weeks**, while customized or multi-head setups may take **4weeks**.

Q. Why should I choose Duke Jia embroidery machines?
Because they combine:

- Koban hook set, Japanese rotary hooks (DLC coated for smooth performance)
- Servo-driven motors (stable and precise)
- Automatic trimming & color change
- Long life span (up to 20 years)
- Reliable Indian service and training by HCA India

Q. Do you provide training and a live demonstration after purchase?
Yes. Hari Chand Anand & Co. (HCA India), the authorized distributor of Duke Jia machines, provides complete **installation, hands-on operator training, and live demonstrations** for every machine purchased.
Customers are taught how to load designs, change threads and colors, maintain oiling schedules, and use attachments such as cording, sequin, and bead devices. Training ensures smooth production from the first day of use.

Q. Are spare parts and maintenance services available in India?
Yes. All Duke Jia machines are **supported locally by HCA India** with genuine spare parts, accessories, and AMC (Annual Maintenance Contract) options.
Essential parts such as rotary hooks, needles, sensors, and control boards are stocked for quick replacement. Preventive maintenance kits are also available to extend machine life (12–20 years depending on model). *****

Q. What's the compact, beginner-friendly single-head option?
DY-HALO: 12-needle, 1-head, 240 × 320 mm area, up to 1000 rpm, 7" touchscreen, multi-language, 80–260 V.

Q. Can DY-1201 do caps and T-shirts?
Yes. designed for caps, T-shirts, bags, and finished garments.

Q. Is there an even more "plug-and-play" single-head kit with hoops and a cap device included?
HALO-100 includes 5 hoops and a 270° cap station with 2 cap rings and a cap driver; 12 needles, up to 1000 rpm, wide-voltage 80–260 V.

Q. How much memory does HALO-100 have?
10,000,000 stitches total; 100,000 per pattern.

Q. Which languages are available on HALO-100?
Chinese, English, Turkish, Spanish, Portuguese, Arabic, Dutch, German, Vietnamese, Polish, Thai, Korean, Romanian, Italian, French, Russian.

Q. Do you have a larger single-head for big jacket backs or curtains?
DY-1201XL: 500 × 1200 mm area, 12 needles, up to 1200 rpm, 270° cap frame, 2,000,000 stitches/200 designs.

Q. What safety/power features does DY-1201XL offer?
Wide voltage 80–260 V, 36 V safe output, ~150 W max consumption.

Q. Is there a rugged single-head with "new structure" stability?
DY-1201H: 12-needle, up to 1200 rpm, 500 × 400 mm area, power-failure recovery, thread-break detection, ~150 W, wide-voltage 80–260 V.

Q. Do single-heads support cap embroidery at 270°? **
Yes. models like DY-1201XL and DY-1201H include 270° cap frames.

Q. What's the difference between DY-1201 and HALO-100?
Both are 12-needle single-heads; DY-1201 is 1000 rpm with 240×320 mm area; HALO-100 also runs up to 1000 rpm but ships with a full cap kit and multiple hoops plus 15-language UI and 10M-stitch memory.

Q. Which model does flat + chenille/chainstitch together?
DY-1201+1CT: 12-needle 1+1 head, 560 × 1200 mm area, up to 1200 rpm, 2,000,000 stitches/200 designs.

Q. Which model does flat + coiling (and beads/sequin/taping)?
DY-1201+1PD: flat + coiling; also supports rhinestone, beads, and taping; 560 × 1200 mm area; power-failure recovery; up to 1200 rpm.

Q. Do these 1+1 models have power-failure recovery and thread-break detection?
Yes, both include power-failure recovery and thread-break detection/prevention.

Q. What's the typical power consumption of 1+1 models?
About 150 W (energy-efficient).

Q. Do you have a 2-head tubular machine with cap frames?
DY-1502: 12/15-needle, 2-head, 400 × 450 mm area, 270° cap frame, 200 color-change cycles, up to 1200 rpm.

Q. What about 4-head?
DY-1204: 12 needles per head, 4 heads, 400 × 450 mm area, up to 1200 rpm, tubular frame, auto trim & color-change.

Q. And 6-head for scale?
DY-1206: 12-needle, 6-head, 400 × 450 mm area, up to 1200 rpm, tubular frame, LCD control, supports cording/sequins/beads/rhinestone.

Q. High-speed 6-head with power-fail recovery?
DY-1206H adds auto frame switching (flat/cap), 270° cap frame, power-failure recovery, thread-break detection; up to 1200 rpm.

Q. Need even higher output than 6-head?
There's also a 12-needle, 6-head tubular platform detailed for multi-head production up to 1200 rpm with 400×450 mm area and accessories support.

Q. Do you offer 8-head or 12-head configurations?
Yes, e.g., DY-908 (9-needle, 8-head) and DY-912 (9-needle, 12-head) tubular machines for larger runs.

Q. What's the top speed for your multi-heads?
Up to 1200 rpm on lines like DY-1204, DY-1206, and DY-1206H.

Q. Do your multi-heads support caps?
Yes, tubular frames with cap support; DY-1206H specifically includes 270° wide cap frames and fast switching.

Q. Do machines have auto color-change and thread trimming?
Yes, across the range (single- and multi-head).

Q. Is thread-break detection available? **
Yes, on models like DY-1206H, DY-1502, and 1+1 series.

Q. Do you support sequins, beads, cording, rhinestones, coiling, taping?
Yes, many models support or are compatible with these devices; see DY-1502, DY-606+6, DY-602+2, and others.

Q. Which models combine flat + chenille + chainstitch?
DY-1201+1CT (single-head 1+1) and multi-head combos like DY606+6.

Q. Which models mix flat + double sequins + beads + coiling + taping?
DY602+2 (two-head) and DY-606+6 (multi-head with rhinestones/double beads).

Q. Do you offer power-failure recovery? **
Yes, on models like DY-1206H, DY-1502, and 1+1 series.

Q. What languages do your control panels support?
English, Chinese, French, Spanish, Russian, Turkish, Portuguese, Arabic, Thai, Vietnamese (and more on some models).

Q. Are these good for cap embroidery (3D puff, curved surfaces)?
Yes, machines like DY-1201XL/DY-1502 have 270° cap frames suited for cap applications.

Q. Can I do large jacket back designs?
Use DY-1201XL with 500 × 1200 mm area.

Q. Do you support small studios/home-business scale?
Yes, DY-1201 and HALO-100 are compact, wide-voltage, and designed for finished garments.

Q. Is there an embroidery-sewing combo for craft use?
ES-1300: 67 seam patterns + embroidery, auto threading, touch LCD, 110×110 mm area.

Q. DY-1201 speed & area?
Up to 1000 rpm; 240 × 320 mm.

Q. HALO-100 speed & memory?
Up to 1000 rpm; 10M stitches total, 100k per pattern.

Q. DY-1502 speed & cap support?
Up to 1200 rpm; 270° cap frame, 200 color-change cycles.

Q. DY-1204 head/needle count?
4 heads, 12 needles per head.

Q. DY-1206H unique features?
Auto frame switching (flat↔cap, 180°), 270° cap frame, power-failure recovery, thread-break detection.

Q. How many heads and needles are available in your embroidery machines?
Duke Jia offers both single-head (12- or 15-needle) and multi-head machines (2-, 4-, 6-, 8-, 12-, 15-, 18-head models). Needle counts vary from 9 to 15 per head depending on the model.

Q. What is the maximum speed (RPM) of Duke Jia embroidery machines?
High-speed industrial models such as DY-915-120 and DY-918-120 run up to 1500 RPM. Standard single- and mid-range multi-head machines operate up to 1200 RPM.

Q. What is the typical embroidery frame size?
Standard frames are 400 × 450 mm (tubular heads) and up to 400 × 800 mm or 500 × 1200 mm for larger single-head models.

Q. What type of hook set is used?
Machines use **koban hook set, Japanese-grade rotary hooks**; some premium models use **DLC (Diamond-Like Carbon) coated hooks** for smoother running and extended durability. (This matches your handwritten "DLC diamond-like carbon for smoothing & machine life.")

Q. What's the difference between Duke single-head and Duke Jia multi-head models?
Single-head machines are compact (home or studio use) while multi-head versions are designed for industrial production. Both maintain high-speed precision; multi-head models reach higher throughput (1500 RPM) and longer service life.

Q. What is the life span of the machines?

- Multi-head machines: ≈ 15 – 20 years
- Single-head machines: ≈ 12 – 15 years
  (life depends on maintenance and usage frequency)

Q. Which additional embroidery attachments are available?
Duke Jia machines support:

1. **Beads device** – for flower and decorative designs
2. **Sequin device** – for star or sparkle patterns

3. **Cording device** – for raised thread outlines
4. **Chenille unit** – for soft loop texture (AA stitch)

Q. What training and after-sales services do you provide?
Installation, operator training, and service are provided by **HCA India**. Spare parts and AMCs are available.

Q. What makes Duke Jia machines durable and high-speed?
They use servo-motor drive systems, low-friction DLC hooks, automatic lubrication, and stable 36 V DC low-voltage control, and we also use **DLC (Diamond-Like Carbon) coated hooks** for smoother running and extended durability —all of which extend machine life and maintain speed and precision.