



CT300UB5 Q & A

- **Q: What is CT300UB5?**

A: CT300UB5 is a chainstitch sewing head for tape edge machine of mattress. Similar with Singer's 300UX5 sewing head.

- **Q: Are we the manufacturer or trader for CT300UB5?**

A: We are the manufacturer of the CT300UB5.

- **Q: Are your sewing head made in China?**

A: No, all of CT300U/CT300W/CT300UB5 sewing heads are **100% made in Taiwan**. We ensure our machine's quality on each tiny or big parts in the machine by making it 100% in Taiwan. We only supply **the best quality machine**, not poor quality but low priced.

- **Q: Do we manufacture the whole tape edge machine including table/stand/motor?**

A: No, currently we only manufacture/supply the CT300UB5 sewing head only. We do not manufacture the table/stand for tape edge machines.

- **Q: What kind of table/stand of tape edge machine that can fit with our CT300UB5?**

A: Since our CT300UB5 is very similar with Singer's 300UX5, most tape edge table/stand that fits with 300UX5 can fit with our CT300UB5.

- **Q: What if I am not sure if my table/stand can fit with CT300UB5 or Singer's 300UX5?**

A: If your table/stand of tape edge machine is different from Singer's or you are not sure, we can custom-make a plate the uses to connect the sewing head and table/stand. Custom-making the plate by dimensions provided by customers is somehow free under some cases, please e-mail us for details.

- **Q: Are there any attachments necessary for CT300UB5?**

A: We currently provide the following attachments for CT300UB5

- (a) Binder Bracket – there are currently 3 brackets that use for CT300UB5, please e-mail us for details.
- (b) Binder Head – there are many kinds of sizes for binder head, please kindly inform us the **tape** and **finished sizes** (ex. 38mm X 10mm or 40mm X 12mm...etc.) for binder head you need with quantity and we will quote to you accordingly.
- (c) Tape Reel Set – a set of tool to reel the tape.

- **Q: Do you have warranty/guarantee for your CT300UB5 sewing head?**

A: Yes, all of our sewing machines are supplied with **1 year warranty/guarantee**. Except for consuming

parts, if all other parts are damaged/broken under normal usage within one year, we will send the parts for replacement at free charge. Please e-mail us with the **serial number** that stamped on the backside of machine body for reference (please see below picture for information) and we will provide the guarantee as we promise.



● **Q: What are the consuming parts for the CT300UB5?**

A: The following parts are the consuming parts that would be consumed by daily use of the machines and we do recommend that customers can order some extras in stock for interchange:

- (a) CT268382 **Looper Complete Set**
- (b) CT281912 **Needle Bar**
- (c) CT559057 **Vibrating Presser Foot (Inside Foot)**
- (d) CT559059M **Lifting Presser Foot (Outside Foot)**
- (e) CT559061 **Feed Dog**
- (f) CT281975 **Spreader**
- (g) CAT4112-01/24 **Needle**

● **Q: How do I know the parts number of your parts if I need to buy some extra spares in my stock?**

A: We do have a parts book for your reference and please [click here](#) to download the parts book. Please see the diagram and let us know the parts number you enquire and please let us know the quantity you need in order for us to quote the best prices with prompt delivery time to you.

(請把 [click here](http://www.chungtien.com.tw/300ub5_parts.pdf) 做一個捷徑, 進入到: http://www.chungtien.com.tw/300ub5_parts.pdf)

- **Q: There seem to be some fake CTEC machines in the market, how can I distinguish if the one I am purchasing/using is the real or fake one?**

A: For our sewing machines, including CT300UB5, we have all **stamped our CT logos in 95% of the parts** in the machine. Please see below picture for our CT logo reference.



Please also see below pictures for some examples of parts that we have stamped our CT logos for your reference. If you do not see most of the parts stamped this logo, it is fake and not the real CT300UB5.





Can't find your question? Please e-mail to ctetommy@ms15.hinet.net and we will be more than happy to assist you at anytime.