Troubleshooting

Condition	Cause	Reference
The machine is noisy.	1. Thread is caught in the hook race. 2. Lint is built up in the hook race or bobbin holder.	Page 86 Page 86
The needle thread breaks.	1. The needle thread is not threaded properly. 2. The needle thread tension is too tight. 3. The needle is bent or blunt. 4. The needle is incorrectly inserted. 5. Thread is too thick or too fine for the needle. 6. Thread is jammed in the hook area. 7. The thread is tangled around the spool. 8. The needle thread was not set in the thread holder when embroidery sewing started.	Pages 17-18 Page 11 Replace the needle. Page 13 Page 13 Page 86 Use the spool holder. Page 28
The bobbin thread breaks.	1. The bobbin thread is not threaded properly in the bobbin holder. 2. Lint has collected in the bobbin holder. 3. The bobbin is damaged and does not turn smoothly.	Page 16 Page 86 Replace the bobbin.
The needle breaks.	1. The needle is incorrectly inserted. 2. The needle is bent or blunt. 3. The needle clamp screw is loose. 4. The needle thread tension is too tight. 5. The needle is too fine for the fabric being used.	Page 13 Page 13 Page 13 Page 11 Page 13
Skipped stitches	1. The needle is incorrectly inserted, bent or blunt. 2. The needle and/or threads are not suitable for the work being sewn. 3. A blue tip needle is not being used for sewing stretch, very fine fabrics and synthetic fabrics. 4. The needle thread is not threaded properly. 5. A stabilizer is not used when sewing stretch fabrics. 6. A poor quality needle is used. 7. The embroidery hoop is not set properly. 8. The fabric is not stretched tightly enough on the embroidery hoop.	Page 13 Page 13 Page 13 Pages 17-18 Apply a stabilizer. Replace the needle. Page 28 Pages 26-27
Seam puckering.	1. The needle thread tension is too tight. 2. The needle thread or the bobbin thread is not threaded properly. 3. The needle is too heavy for the fabric being sewn. 4. A stabilizer is not used when sewing very fine fabrics.	Page 11 Pages 16-18 Page 13 Apply a stabilizer.

Condition	Cause	Reference
The machine does not run.	1. The machine is not plugged in. 2. Thread is caught in the hook race. 3. The presser foot lifter is not lowered.	Page 7 Page 86 Page 10
The embroidery patterns are distorted.	1. The needle thread tension is too strong. 2. Stabilizer is not used for sewing stretch and very fine fabrics. 3. The hoop tightening screw is too loose. 4. Something is caught between the carriage and the carriage arm. 5. The carriage arm is hitting something around the machine. 6. The fabric is caught or trapped when sewing embroidery. 7. The embroidery hoop is hitting something around the machine. 8. The embroidery foot is caught by a jump thread.	Page 11 Apply a stabilizer. Page 27 Page 21 Page 21 Stop the machine and free the fabric. Page 21 Trim the jump thread.
Auto thread cutting failed.	1. Threads are caught in the auto thread cutter device.	Page 86
Keys on the visual touch screen and touch panel keys do not work.	1. The key position is out of alignment.	Page 77
Visual touch screen is not clear.	1. The screen brightness is not adjusted properly.	Page 76
Visual touch screen swells.	1. The machine has been exposed to a high-humidity and high-temperature area.	Use and store the machine in cool dry place.
The bobbin thread remaining sensor does not work; There is no signal sound when the bobbin thread has run out and the machine does not stop sewing.	1. The bobbin thread remaining sensor is turned off. 2. Lint has been collected around the bobbin thread detecting sensor. 3. A bobbin other than the “J” plastic bobbin is used.	Page 80 Page 86 Page 14
The message “Bobbin thread is not sufficient.” appears and the machine stops, although there is enough thread wound on the bobbin.	1. A strong light such as a white light bulb or LED light illuminates the area around the hook cover on the needle plate.	Do not shine the area around the hook cover on the needle plate with strong light.
The USB flash drive is not read.	1. Format setting of the USB flash drive is not correct. 2. The USB flash drive is malfunctioning.	Pages 95-96 Replace the USB flash drive.

It is not abnormal for a faint humming sound to be heard from the internal motors.
The visual touch screen and function key area may become warm after several hours of continuous use.