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. 3. The feed dog is packed with lint.	Page 180 Page 180 Page 180
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 under the presser foot when ordinary sewing started. 9. The needle thread was not set in the thread holder when embroidery sewing started.	Pages 32-33 Pages 20-21 Replace the needle. Page 27 Page 28 Page 180 Use the spool holder. Page 42 Page 116
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 31 Page 180 Change 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. 6. An inappropriate presser foot is used.	Page 27 Page 27 Page 27 Pages 20-21 Page 28 Use the correct foot.
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. The presser foot pressure is weak. 6. A stabilizer is not used when sewing stretch fabrics. 7. A poor quality needle is used. 8. The embroidery hoop is not set properly. 9. The fabric is not stretched tightly enough on the embroidery hoop.	Page 27 Page 28 Page 28 Pages 32-33 Page 21 Apply a stabilizer. Replace the needle. Page 116 Pages 114-115
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. The stitch length is too long for the fabric. 5. The stitch width is too wide for the fabric. 6. The presser foot pressure is not adjusted properly. 7. A stabilizer is not used when sewing very fine fabrics.	Pages 20-21 Pages 31-33 Page 28 Make stitch shorter. Reduce the stitch width. Page 21 Apply a stabilizer.
The fabric is not feeding smoothly.	1. The feed dogs are packed with lint. 2. The stitches are too fine. 3. The presser foot pressure is weak. 4. Heavy weight fabric is not feeding smoothly at the beginning of sewing. 5. The feed dogs are not raised after “drop feed” sewing.	Page 180 Make stitch longer. Page 21 Page 42 Page 22

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. 4. The start/stop button is used with the foot control plugged in.	Page 10 Page 180 Page 19 Page 11
The machine does not run when pressing the foot control.	1. The foot control is broken. 2 The foot control is pressed in the variable zigzag mode. 3. The foot control is plugged in for sewing embroidery.	Unplug the foot control. Page 63 Unplug the foot control and use start/stop button.
Buttonhole sewing is not sewn properly.	1. The stitch density is not suitable for the fabric being sewn. 2. The stabilizer has not been used for the stretch or synthetic fabric. 3. The buttonhole lever is not lowered.	Page 70 Apply a stabilizer. Page 68
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.	Pages 20-21 Apply a stabilizer. Page 115 Page 108 Page 108 Stop the machine and free the fabric. Pages 114-115 Trim the jump thread.
Auto thread cutting failed.	1. Thread is too thick for the auto thread cutting. 2. Threads are caught in the auto thread cutter device.	Page 43 Page 180
Pattern selection keys cannot be selected/grayed out.	1. The straight stitch needle plate is attached to the machine. 2. Twin needle key is on.	Page 26 Page 106
Keys on the visual touch screen and touch panel keys do not work.	1. The key position is out of alignment.	Page 167
Visual touch screen is not clear.	1. The screen brightness is not adjusted properly.	Page 166
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 170 Page 180 Page 29

Condition	Cause	Reference
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 191-192 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.