

Troubleshooting

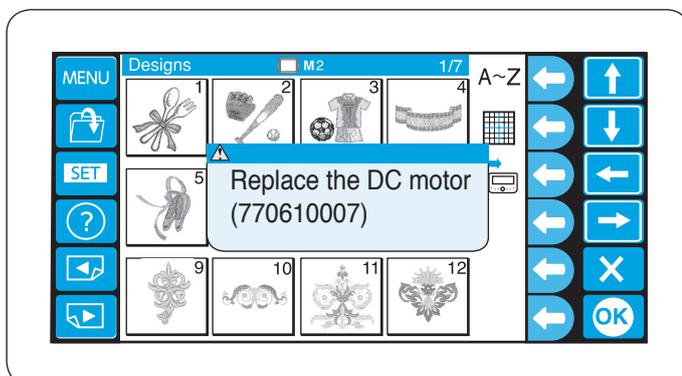
Problem	Cause	
The machine does not run.	<ol style="list-style-type: none"> 1. The machine is not plugged in correctly. 2. The threads are jammed in the hook or around the take-up lever. 3. A confirmation message or an error message is displayed. 4. The control system does not work correctly. 	<p>Remove jamming threads.</p> <p>Follow the message to turn it off.</p> <p>Turn the power off and turn it on again.</p>
The machine is noisy.	<ol style="list-style-type: none"> 1. Lint has accumulated in the hook. 2. The machine runs out of oil. 	
The needle thread breaks.	<ol style="list-style-type: none"> 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 not inserted properly. 5. Stitch density is too dense. 6. Poor quality threads are used. 7. The bobbin thread is not threaded properly. 	<p>Modify the pattern by using an embroidery software.</p> <p>Use a high quality threads.</p>
The bobbin thread breaks.	<ol style="list-style-type: none"> 1. The bobbin thread is not threaded properly. 2. Lint has accumulated in the hook. 3. The bobbin is not inserted into the bobbin case properly. 4. The bobbin or bobbin case has a scratch or nick. 	<p>Replace the bobbin or bobbin case.</p>
The needle breaks.	<ol style="list-style-type: none"> 1. The needle is not inserted properly. 2. The needle is bent or blunt. 3. The needle clamp screw is loose. 4. The needle thread tension is too tight. 5. Stitch density is too dense. 6. The needle thread is not threaded properly. 	<p>Modify the pattern by using an embroidery software.</p>
Skipped stitches	<ol style="list-style-type: none"> 1. The needle is not inserted properly. 2. The needle is bent or blunt. 3. The needle thread is not threaded properly. 4. The fabric is not stretched tight enough in the hoop. 	
Embroidery pattern is distorted or not aligned.	<ol style="list-style-type: none"> 1. The needle thread tension is too tight. 2. The fabric is not stretched tight enough in the hoop. 3. A stabilizer is not used. 4. The fabric is caught or trapped while stitching. 5. The threads are tangled on the bottom side of the fabric. 6. Short stitches are eliminated with the "Ignore short stitches" setting. 	<p>Cut off and remove the tangled threads.</p>
The tread forms loops.	<ol style="list-style-type: none"> 1. The needle thread tension is too loose. 2. The bobbin is not inserted properly. 3. A poor quality thread is used. 	<p>Use a high quality thread.</p>

Problem	Cause	Reference
The fabric puckers.	<ol style="list-style-type: none"> 1. The needle thread tension is too tight. 2. The fabric is not stretched tight enough in the hoop. 3. A stabilizer is not used. 	<p>See page 31.</p> <p>See page 22.</p> <p>See page 21.</p>
The LCD screen is not clear.	<ol style="list-style-type: none"> 1. The brightness of the LCD screen is not adjusted properly. 	See pages 24, 67.
The touch panel keys do not work correctly.	<ol style="list-style-type: none"> 1. The key position is out of alignment. 2. The control system does not work correctly. 	<p>See page 69.</p> <p>Turn the power off and turn it on again.</p>
USB flash drive does not work.	<ol style="list-style-type: none"> 1. USB flash drive is not inserted properly. 2. The memory bank of USB flash drive is damaged. 	<p>See page 83.</p> <p>See page 71.</p>
Communication with the PC does not work.	<ol style="list-style-type: none"> 1. The USB cable is not connected properly. 2. The existing machine ID number is used. 	<p>See page 14.</p> <p>See pages 62, 70.</p>
The thread breakage warning appears though the thread is not broken.	<ol style="list-style-type: none"> 1. The sensitivity of breakage sensor is too high. 	See pages 64, 75.

NOTE:

It is not abnormal that a slight humming sound is coming from the internal motors when the machine stands still.

DC Motor Replacement Message



When the total running time of the DC motor reaches 1,000 hours, a message will appear advising you to replace the DC motor.

If this message appears, contact the dealer from whom this machine was purchased.

It is recommended to replace the motor before it comes to the end of its operating life.