

Condition	Cause	Reference
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 incorrectly inserted. 5. The needle thread is not set under the presser foot when start sewing. 6. The fabric is moved too fast when stitching free motion quilting. 7. The thread is tangled around the spool. 	Pages 30-31 Page 49 Change the needle. Page 24 Page 39 Page 124 Use the spool holder.
The bobbin thread breaks	<ol style="list-style-type: none"> 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 29 Page 142 Change the bobbin.
The needle breaks	<ol style="list-style-type: none"> 1. The needle is incorrectly inserted. 2. The needle is bent. 3. The needle clamp screw is loose. 4. The needle is too fine for the fabric being used. 5. An inappropriate presser foot is used. 6. The fabric was pulled toward you when sewing free motion quilting with the open-toe foot. 	Page 24 Change the needle. Page 24 Page 25 Use the correct foot. Page 124
Skipped stitches	<ol style="list-style-type: none"> 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 poor quality needle is used. 6. A purple tip needle is not being used for sewing thick fabrics, denims and across the hem. 	Page 24 Page 25 Use the stretch stitch needle. Pages 30-31 Change the needle. Page 25
Seam puckering	<ol style="list-style-type: none"> 1. The needle thread tension is too tight. 2. The needle 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 foot pressure is not adjusted properly. 6. A stabilizer is not used when sewing very fine fabrics. 	Page 49 Pages 30-31 Page 25 Make stitch shorter. Page 50 Apply a stabilizer.
The fabric is not feeding smoothly	<ol style="list-style-type: none"> 1. The feed dogs are packed with lint. 2. The stitches are too fine. 3. The feed dogs are not raised after “drop feed” sewing. 	Page 142 Make stitch longer. Page 37
Loops on the seams	<ol style="list-style-type: none"> 1. The needle thread tension is too loose. 2. The needle is too thick or too fine for the fabric. 	Page 49 Page 25
The machine does not run	<ol style="list-style-type: none"> 1. The machine is not plugged in. 2. Thread is caught in the hook race. 3. The start/stop button is used with the foot control plugged in. 	Pages 11-12 Page 142 Page 12
Buttonhole sewing is not sewn properly	<ol style="list-style-type: none"> 1. The stitch density is not suitable for the fabric being sewn. 2. The interfacing has not been used for the stretch or synthetic fabric. 3. The buttonhole lever is not lowered. 	Page 60 Apply an interfacing. Page 58
The machine is noisy	<ol style="list-style-type: none"> 1. Thread is caught in the hook race. 2. Lint is built up in the hook race or bobbin holder. 	Page 142 Page 142
Auto thread cutting failed	<ol style="list-style-type: none"> 1. Thread is too thick for the auto thread cutting. 2. Threads are caught in the auto thread cutter device. 	Page 16 Page 142
Pattern selection keys are grayed out	<ol style="list-style-type: none"> 1. The needle plate for straight stitch is attached to the machine. 2. Dual feed key is on. 3. Floating mode key is on. 4. Twin needle key is on. 5. A.S.R. key is on. 	Page 34 Pages 42-43 Page 45 Page 85 Page 125
Keys on the visual touch screen and touch panel keys do not work	<ol style="list-style-type: none"> 1. The key position is out of alignment. 	Page 138

Condition	Cause	Reference
The sewing speed does not increase and buzzer sounds when using the A.S.R. foot holder.	1. The speed control slider is at the left side (low position).	Move the speed control slider to the rightmost (maximum sewing speed).
Visual touch screen is not clear	1. The screen brightness is not adjusted properly.	Page 137
The needle thread appears on the wrong side of the fabric when the stitch width value is larger than “7.0”	1. Thread tension is not balanced.	Page 49
The bobbin thread remaining sensor does not work; There is no signal sound when the bobbin thread is run out and the machine does not stop sewing	1. The bobbin thread remaining sensor is turned off. 2. Lint has collected around the bobbin thread remaining sensor. 3. A bobbin other than the “J” plastic bobbin is used.	Page 140 Page 142 Page 26
The message “Bobbin thread is not sufficient.” appears and the machine stops, although there is enough amount of 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 149-150 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 may become warm after several hours of continuous use.