

Troubleshooting - eXplore 320S-340S

| 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 and the bobbin thread are not drawn to the rear and set properly under the presser foot when starting sewing. 6. The fabric is not drawn to the rear when sewing is finished. 7. The thread is too heavy or too fine for the needle. | Page 30 Page 40 Page 20 Page 20 Page 42 Page 42 Page 20 |
| 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. 4. The thread is wound loosely on the bobbin. | Page 28 Page 88 Replace the bobbin Re-wind the bobbin. |
| The needle breaks. | <ol style="list-style-type: none"> 1. Needle is incorrectly inserted. 2. The needle is bent or blunt. 3. The needle clamp screw is loose. 4. A proper foot is not used. 5. The fabric is not drawn to the rear when sewing is finished. 6. The needle is too fine for the fabric being sewn. | Page 20 Page 20 Page 20 Use proper foot. Page 42 Page 20 |
| The needle thread loops. | <ol style="list-style-type: none"> 1. The needle thread tension is too loose. 2. The needle size is not suitable for the thread. | Page 40 Page 20 |
| Skipped stitches | <ol style="list-style-type: none"> 1. The needle is incorrectly inserted. 2. The needle is bent or blunt. 3. The needle and/or thread are not suitable for the fabric being sewn. 4. A blue tip needle is not used for sewing stretch, very fine fabrics and synthetics. 5. The needle thread is not threaded properly. 6. A poor quality needle is used. | Page 20 Page 20 Page 20 Page 30 Replace the needle |
| 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. * Use a stabilizer for very fine fabrics. | Page 40 Page 30 Page 20 Make stitch shorter |
| The cloth is not fed smoothly. | <ol style="list-style-type: none"> 1. The feed dog is packed with lint. 2. The stitches are too fine. 3. The feed dog was not raised after being lowered. 4. The foot pressure is not adjusted properly. | Page 88 Make stitch longer Page 16 Page 16 |
| The machine does not work. | <ol style="list-style-type: none"> 1. The machine is not plugged in. 2. Thread is caught in the hook race. 3. The handwheel is pulled for bobbin winding. | Page 14 Page 88 Page 26 |
| Patterns are distorted. | <ol style="list-style-type: none"> 1. The stretch stitch is not balanced. | Page 38 |
| The buttonhole is not sewn well. | <ol style="list-style-type: none"> 1. The stitch density is not suitable for the fabric being sewn. 2. Interfacing is not being used with stretch fabrics. | Pages 58, 60 Page 54 |
| Noisy operation | <ol style="list-style-type: none"> 1. The feed dog is packed with lint. 2. Lint has collected in the bobbin holder. | Page 88 Page 88 |
| Layer slippage | <ol style="list-style-type: none"> 1. The foot pressure is not adjusted properly. | Page 16 |