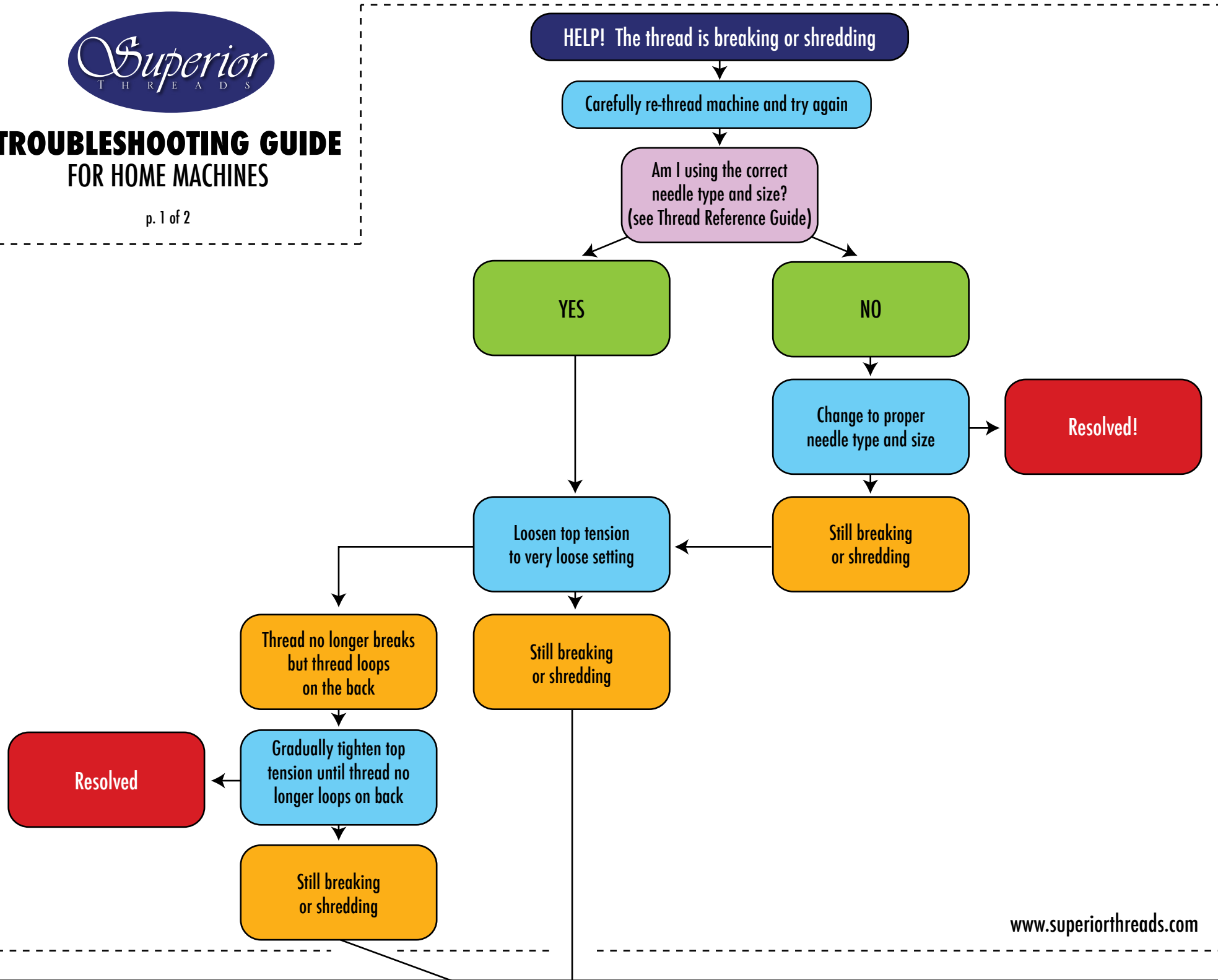




TROUBLESHOOTING GUIDE FOR HOME MACHINES

p. 1 of 2





TROUBLESHOOTING GUIDE FOR HOME MACHINES

p. 2 of 2

Check thread delivery method. If a spool, thread should unwind straight from the side (not over the end). If a cone, thread should unwind straight over the top (not from the side).

Resolved

Still breaking or shredding

Do you have another spool of the same thread?

YES

NO

Test other spool on same machine. Does the other spool of the same type of thread work well?

NO
Most likely, the problem is with the machine.

YES
Therefore we assume that the original is bad.
Request replacement

Put thread on another machine. Confirm proper needle and tension settings. Does it work well?

YES
Therefore the thread is good and we assume the problem is with the first machine.

NO
Therefore we assume the thread is bad.
Request replacement