

## Troubleshooting - eXperience 550-560-570

Condition	Cause	
The needle thread breaks	<ol style="list-style-type: none"> <li>1. The needle thread is not threaded properly.</li> <li>2. The needle thread tension is too tight.</li> <li>3. The needle is bent or blunt.</li> <li>4. The needle is incorrectly inserted.</li> <li>5. The needle threads is not set under the presser foot when start sewing.</li> <li>6. The thread is either too heavy or too fine for the needle.</li> </ol>	
The bobbin thread breaks	<ol style="list-style-type: none"> <li>1. The bobbin thread is not threaded properly in the bobbin holder.</li> <li>2. Lint has collected in the bobbin holder.</li> <li>3. The bobbin is damaged and does not turn smoothly.</li> <li>4. The thread is wound loosely on the bobbin.</li> </ol>	Change the bobbin.
The needle breaks	<ol style="list-style-type: none"> <li>1. The needle is incorrectly inserted.</li> <li>2. The needle clamp screw is loose.</li> <li>3. The threads were not drawn to the rear after sewing.</li> <li>4. The needle is too fine for the fabric being used.</li> <li>5. An inappropriate presser foot is used.</li> </ol>	Use the correct foot.
Skipped stitches	<ol style="list-style-type: none"> <li>1. The needle is incorrectly inserted, bent or blunt.</li> <li>2. The needle and/or threads are not suitable for the work being sewn.</li> <li>3. A blue tip needle is not being used for sewing stretch, very fine fabrics and synthetics.</li> <li>4. The needle thread is not threaded properly.</li> <li>5. A poor quality needle is used.</li> </ol>	Use the stretch stitch needle. Change the needle.
Seam puckering	<ol style="list-style-type: none"> <li>1. The needle thread tension is too tight.</li> <li>2. The needle thread is not threaded properly.</li> <li>3. The needle is too heavy for the fabric being sewn.</li> <li>4. The stitch length is too long for the fabric.</li> <li>5. A stabilizer is not used when sewing very fine fabrics.</li> </ol>	Make stitch shorter. Apply a stabilizer.
The fabric is not feeding smoothly	<ol style="list-style-type: none"> <li>1. The feed dog is packed with lint.</li> <li>2. The stitches are too fine.</li> <li>3. The feed dog is not raised after "drop feed" sewing.</li> </ol>	Make stitch longer.
Loops on the seams	<ol style="list-style-type: none"> <li>1. The needle thread tension is too loose.</li> <li>2. The needle is too thick or too fine for the fabric.</li> </ol>	
The machine does not work	<ol style="list-style-type: none"> <li>1. The machine is not plugged in.</li> <li>2. Thread has been caught in the hook race.</li> <li>3. The bobbin winder spindle is not returned to the left after bobbin winding.</li> </ol>	
Buttonhole sewing is not sewn properly	<ol style="list-style-type: none"> <li>1. The stitch density is not suitable for the fabric being sewn.</li> <li>2. The interfacing has not been used for the stretch or synthetic fabric.</li> <li>3. The buttonhole lever is not lowered.</li> </ol>	Apply an interfacing.
The machine is noisy	<ol style="list-style-type: none"> <li>1. Thread has been caught in the hook race.</li> <li>2. Lint has built up in the hook race or bobbin holder.</li> </ol>	
Auto thread cutting failed	<ol style="list-style-type: none"> <li>1. Thread is too thick for the auto thread cutting.</li> <li>2. Threads have been caught in the thread cutter mechanism.</li> </ol>	