

## Troubleshooting - eXpressive 830

| Condition  | Cause  |  |
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| The machine is noisy.                                  | 1. Thread is jammed in the hook area.  |  |
| The needle thread breaks.                              | 1. The needle thread is not threaded properly.<br>2. The needle thread tension is too tight.<br>3. The needle is bent or blunt.<br>4. The needle is inserted incorrectly.<br>5. The needle thread was not set in the thread holder when embroidery sewing started.   |  |
| The bobbin thread breaks.                              | 1. The bobbin thread is not threaded properly in the bobbin holder.<br>2. Lint has collected in the bobbin holder.<br>3. The bobbin is damaged and does not turn smoothly.   | Replace the bobbin.  |
| The needle breaks.                                     | 1. The needle is inserted incorrectly.<br>2. The needle is bent or blunt.<br>3. The needle clamp screw is loose.   |  |
| Visual Touch Screen is not clear.                      | 1. The contrast of the screen is not adjusted properly.  |  |
| Skipped stitches                                       | 1. The needle is inserted incorrectly.<br>2. The needle is bent or blunt.<br>3. The needle thread is not threaded properly.<br>4. The needle is defective (rusted, burr on needle eye or tip).<br>5. The embroidery hoop is not set properly.<br>6. The fabric is not stretched tightly enough on the embroidery hoop.<br>7. A stabilizer is not being used.<br>8. The thread coming out from the needle eye is too short after auto thread cutting. | Change the needle.   |
| The machine does not run.                              | 1. Thread is jammed in the hook area.<br>2. The machine is not plugged in.   |  |
| Abnormal noise occurs when the machine is switched on. | 1. Something is caught between the carriage and the arm.   | Remove the object.   |
| The patterns are distorted.                            | 1. The fabric is not pulled tightly on the embroidery hoop.<br>2. The embroidery hoop is not fixed securely.<br>3. The carriage is bumping into something around the machine.<br><br>4. The fabric is caught or pulled for some reason when sewing embroidery.<br>5. A stabilizer is not used.   | Do not place any obstacle around the machine.<br>Reattach the fabric.          |
| Function keys do not work.                             | 1. Key positions are not adjusted properly.<br>2. The control circuit is not working correctly.<br><br>3. The bobbin winder spindle is in the winding position.  | Contact the service center or the store.                                       |
| USB flash drive does not work.                         | 1. The USB flash drive is not inserted correctly.<br><br>2. The USB flash drive is damaged.  | Insert the USB flash drive properly.<br>Replace or format the USB flash drive. |

It is not abnormal for a faint humming sound to be heard from the internal motors.

The visual touch screen and function key area may become warm after several hours of continuous use.