

Troubleshooting - eXpressive 920

Condition	Cause	
The machine is noisy.	<ol style="list-style-type: none"> 1. Thread is jammed in the hook area. 2. The feed dog is packed with lint. 	
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 inserted incorrectly. 5. The thread is too heavy for the needle. 6. The needle thread was not set in the thread holder when embroidery sewing started. 	
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. 	Replace the bobbin.
The needle breaks.	<ol style="list-style-type: none"> 1. The needle is inserted incorrectly. 2. The needle is bent or blunt. 3. The needle clamp screw is loose. 4. The needle thread tension is too tight. 5. The needle is too fine for the fabric being sewn. 6. The fabric was pulled toward you when sewing free motion quilting with the free motion quilting open-toe foot QO. 	
Visual Touch Screen is not clear.	<ol style="list-style-type: none"> 1. The contrast of the screen is not adjusted properly. 	
Skipped stitches	<ol style="list-style-type: none"> 1. The needle is inserted incorrectly. 2. The needle is bent or blunt. 3. The needle and/or threads are not suitable for the fabric being sewn. 4. A blue needle is not being used for sewing stretch, very fine or synthetics. 5. The needle thread is not threaded properly. 6. The needle is defective (rusted, burr on needle eye or tip). 7. The embroidery hoop is not set properly. 8. The fabric is not stretched tightly enough on the embroidery hoop. 9. A purple needle is not being used for sewing thick fabrics, denims and across the hem. 	Change the needle.
Seam puckering	<ol style="list-style-type: none"> 1. The needle tension is too tight. 2. The needle thread or the bobbin thread is not threaded correctly. 3. The needle is too heavy for the fabric being sewn. 4. The stitch length is too long for the fabric. 5. The stitch width is too wide. 6. The fabric is not stretched tightly enough on the embroidery hoop. 	Make stitches shorter. Reduce the stitch width.
Slipping layers	<ol style="list-style-type: none"> 1. The dual feed foot is not being used for sewing hard to feed material. 	Use the dual feed foot.
The cloth is not feeding smoothly.	<ol style="list-style-type: none"> 1. The feed dog is packed with lint. 2. The dual feed foot is not being used for sewing hard to feed material. 3. The stitches are too fine. 4. The feed dog is lowered. 	Use the dual feed foot. Make stitches longer.
The machine does not run.	<ol style="list-style-type: none"> 1. The machine is not plugged in. 2. A thread is caught in the hook race. 3. A faulty foot control is plugged in while the machine is turned on (buzzer sounds once when plugging in). 4. The start/stop button is used for ordinary sewing with the foot control plugged in. 	Replace the foot control.

Condition	Cause	
Crunching sound occurs when running the machine.	<ol style="list-style-type: none"> 1. Something is caught between the carriage and the arm. 2. The carriage is hitting something around the machine. 3. The power is turned on when the feed dog is lowered. 	<p>Remove the object.</p> <p>It is initializing sound, not a defect.</p>
Patterns are distorted.	<ol style="list-style-type: none"> 1. The needle thread tension is too loose. 2. The stitch length is not suitable for the fabric being sewn. 3. Feed balancing dial is not properly set. 4. Interfacing is not used for sewing stretch and very fine fabrics. 5. The embroidery hoop attaching knob is loose. 6. The embroidery hoop is hitting something around the machine. 7. The fabric is not stretched tightly enough on the embroidery hoop. 8. The fabric is caught or trapped when sewing embroidery. 9. The embroidery foot is trapped by a jump thread. 10. The embroidery foot stumbles on a mound of embroidery threads. 	<p>Use an interfacing.</p> <p>Stop the machine and free the fabric. Trim the jump thread. Adjust the foot height</p>
The automatic buttonhole stitches are not balanced.	<ol style="list-style-type: none"> 1. The stitch length is not suitable for the fabric being sewn. 2. The feed balancing dial is not set properly. 3. Interfacing is not being used with stretch fabric. 	Use an interfacing.
Pattern selection keys do not work.	<ol style="list-style-type: none"> 1. The electronic control circuit is not working correctly. 2. The key position is out of alignment 	Turn the switch off and turn it on again.
Threads frequently bunch up on the underside of the stippling design pattern.	<ol style="list-style-type: none"> 1. The minimum length of the jump thread cutting is too short. 	
The automatic needle threader does not return to up position.	<ol style="list-style-type: none"> 1. The automatic needle threader is not working correctly. 	
The visual touch screen swells.	<ol style="list-style-type: none"> 1. The machine has exposed to high humidity and high temperature. 	Use and store the machine in a cool and dry area.

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

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