

## Troubleshooting eXcellence 710

Problem	Cause	Reference
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 thread is not set under the presser foot when start sewing.</li> <li>6. The fabric is moved too fast when stitching free motion quilting.</li> <li>7. The thread is tangled around the spool.</li> </ol>	Use the spool holder.
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> </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 fabric is pulled forward when using the open-toe foot.</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>	<p>Use the stretch stitch needle.</p> <p>Change the needle.</p>

Problem	Cause	
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. The foot pressure is not adjusted properly.</li> <li>6. A stabilizer is not used when sewing very fine fabrics.</li> </ol>	<p>Make stitch shorter.</p> <p>Apply a stabilizer.</p>
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>	<p>Make stitch longer.</p>
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 or foot control is not connected.</li> <li>2. Thread has been caught in the hook race.</li> <li>3. The presser foot is not lowered.</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>	<p>Apply an interfacing.</p>
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>	
Layers shift	<ol style="list-style-type: none"> <li>1. The foot pressure is not suitable for fabrics being sewn.</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>	
The stitch pattern cannot be selected.	<ol style="list-style-type: none"> <li>1. The straight stitch needle plate is attached to the machine.</li> <li>2. The stitch pattern is 39 or 41 in MODE 2 (Bridge stitches).</li> </ol>	
The needle thread appears on the wrong side of the fabric when the stitch width value is larger than "7.0".	<ol style="list-style-type: none"> <li>1. Thread tension is not balanced.</li> </ol>	