

Troubleshooting - eXpressive 830

Condition	Cause	
The machine is noisy.	1. Thread is jammed in the hook area.	
The needle thread breaks.	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 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. 2. Lint has collected in the bobbin holder. 3. The bobbin is damaged and does not turn smoothly.	Replace the bobbin.
The needle breaks.	1. The needle is inserted incorrectly. 2. The needle is bent or blunt. 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. 2. The needle is bent or blunt. 3. The needle thread is not threaded properly. 4. The needle is defective (rusted, burr on needle eye or tip). 5. The embroidery hoop is not set properly. 6. The fabric is not stretched tightly enough on the embroidery hoop. 7. A stabilizer is not being used. 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. 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. 2. The embroidery hoop is not fixed securely. 3. The carriage is bumping into something around the machine. 4. The fabric is caught or pulled for some reason when sewing embroidery. 5. A stabilizer is not used.	Do not place any obstacle around the machine. Reattach the fabric.
Function keys do not work.	1. Key positions are not adjusted properly. 2. The control circuit is not working correctly. 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. 2. The USB flash drive is damaged.	Insert the USB flash drive properly. 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.