

Troubleshooting - eXpressive 860

Problem	Cause	Reference
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. 	<p>See page 122. See page 122.</p>
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. 	<p>See page 13. See page 35. See page 16. See page 16. See page 16. See page 93.</p>
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. 	<p>See page 12. See page 122. Replace the bobbin.</p>
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. 	<p>See page 16. See page 16. See page 16. See page 35. See page 16.</p>
Visual Touch Screen is not clear.	<ol style="list-style-type: none"> 1. The contrast of the screen is not adjusted properly. 	<p>See page 77.</p>
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 tip needle is not being used for sewing stretch, very fine and 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 tip needle is not being used for sewing thick fabrics, denims and across the hem. 	<p>See page 16. See page 16. See page 16. See page 16. See page 13. Change the needle. See page 93. See page 92. See page 16.</p>
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. 	<p>See page 35. See pages 12-13. See page 16. Make stitches shorter. Reduce the stitch width. See page 92.</p>

Problem	Cause	
The cloth is not feeding smoothly.	<ol style="list-style-type: none"> 1. The feed dog is packed with lint. 2. The stitches are too fine. 3. The feed dog is lowered. 	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. The start/stop button is used for ordinary sewing with the foot control plugged in. 	
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 	Remove the object.
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. 	<p>Use an interfacing.</p> <p>Stop the machine and free the fabric.</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. 	

To carry the sewing machine, hold the carrying handle with your hand, and support the sewing machine with the other hand.

Clean the outside of the machine with a soft cloth. Do not use chemical solvents.

Store the machine and accessories in cool and dry place.

Do not store the machine in a area of high humidity, near a radiator or in direct sunlight.

The power supply cord, foot control and embroidery hoops can be stored in the semi-hard fabric cover.

Make sure to store the embroidery carriage arm before turning off the power switch.