Troubleshooting eXcellence 780+

Condition	Cause	
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 incorrectly inserted. 5. The needle thread is not set under the presser foot when start sewing. 6. The fabric is moved too fast when stitching free motion quilting. 7. The thread is tangled around the spool.	Change the needle. Use the spool holder.
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.	Change the bobbin.
The needle breaks	1. The needle is incorrectly inserted. 2. The needle is bent. 3. The needle clamp screw is loose. 4. The needle is too fine for the fabric being used. 5. An inappropriate presser foot is used.	Change the needle. Use the correct foot.
Skipped stitches	1. The needle is incorrectly inserted, bent or blunt. 2. The needle and/or threads are not suitable for the work being sewn. 3. A blue tip needle is not being used for sewing stretch, very fine fabrics and synthetics. 4. The needle thread is not threaded properly. 5. A poor quality needle is used. 6. A purple tip needle is not being used for sewing thick fabrics, denims and across the hem.	Use the stretch stitch needle. Change the needle.
Seam puckering	1. The needle thread tension is too tight. 2. The needle thread is not threaded properly. 3. The needle is too heavy for the fabric being sewn. 4. The stitch length is too long for the fabric. 5. The foot pressure is not adjusted properly. 6. A stabilizer is not used when sewing very fine fabrics.	Make stitch shorter. Apply a stabilizer.
The fabric is not feeding smoothly	1. The feed dog is packed with lint. 2. The stitches are too fine. 3. The feed dog is not raised after "drop feed" sewing.	
Loops on the seams	1. The needle thread tension is too loose. 2. The needle is too thick or too fine for the fabric.	
The machine does not run	1. The machine is not plugged in. 2. Thread has been caught in the hook race. 3. The start/stop button is used for ordinary sewing with the foot control plugged in.	
Buttonhole sewing is not sewn properly	1. The stitch density is not suitable for the fabric being sewn. 2. The interfacing has not been used for the stretch or synthetic fabric. 3. The buttonhole lever is not lowered.	Apply an interfacing.
The machine is noisy	1. Thread has been caught in the hook race. 2. Lint has built up in the hook race or bobbin holder.	
Auto thread cutting failed	1. Thread is too thick for the auto thread cutting. 2. Threads have been caught in the thread cutter mechanism.	
Pattern selection keys are grayed out.	1. The needle plate for straight stitch or the professional grade needle plate is attached to the machine. 2. Dual feed key is on. 3. Twin needle key is on.	
Pattern selection keys do not work	1. The key position is out of alignment.	
The needle thread appears on the wrong side of the fabric when the stitch width value is larger than "7.0".	1. Thread tension is not balanced.	

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.