



Top 8 Reasons We See 8-Series Machines for Repairs

- **“Why do I need classes? I have been sewing for x number of years.”**
We are not questioning your sewing skills; we know there is a tremendous amount of knowledge there. This machine is unlike ANY sewing machine ever made. Your classes are essential, and some sewing habits may need to be changed.
- **Machine is not oiled frequently enough.**
The oil used in this machine is very light and actually evaporates rapidly. The machine should be oiled every time you turn it on and after every full bobbin change.
- **Operator is trying to thread the top and bottom together.**
You should not open the bobbin door while in the middle of threading the top. It will lock the machine up.
- **The operator is threading top too quickly.**
When threading the top, be sure to wait until the thread button light comes on after initiating threading. This way, all tension discs are fully open and everything is in place for proper threading.
- **Thread is not seated in bobbin case correctly.**
You should pull at least 8 inches of thread out of the bobbin to properly seat it. If you pull the thread against the machine it will ensure that it goes under the forked spring correctly. The machine will stitch if it is not in there, but the stitches will just look bad.
- **The operator is pulling thread backwards out of top of machine.**
This can get caught in tension discs and damage them. This is a repair that is NOT covered under warranty; it is considered abuse.
- **The thread presenter gets stuck in wrong position.**
If the presenter (the white “lips” that you put the thread in to thread needle) bumps something as it is trying to thread it can be pulled off its path. This can be fixed at home by TURNING OFF machine, GENTLY pulling down on the presenter and rocking it back and forth while rocking hand wheel back and forth. You will feel the presenter pop back on track.
- **Pulling the bobbin thread tightly when threading the embroidery setting.**
This can actually pull out the spring for embroidery tension. No force is needed to get the thread to go into this area; it is all a matter of technique. This can damage the spring so that the bobbin case has to be replaced. This is not covered under warranty.

