

## Troubleshooting - eXcellence 782



Condition	Cause	
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>	Change the needle.  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 is bent.</li> <li>3. The needle clamp screw is loose.</li> <li>4. The needle is too fine for the fabric being used.</li> <li>5. An inappropriate presser foot is used.</li> <li>6. The fabric was pulled toward you when sewing free motion quilting with open-toe foot.</li> </ol>	Change the needle.  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 synthetic fabrics.</li> <li>4. The needle thread is not threaded properly.</li> <li>5. A poor quality needle is used.</li> <li>6. A purple tip needle is not being used for sewing thick fabrics, denims and across the hem.</li> </ol>	Change the needle.
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>	Make stitch shorter.  Apply a stabilizer.
The fabric is not feeding smoothly.	<ol style="list-style-type: none"> <li>1. The feed dogs are packed with lint.</li> <li>2. The stitches are too fine.</li> <li>3. The feed dogs are not raised after "drop feed" sewing.</li> </ol>	Make stitch longer.
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 run.	<ol style="list-style-type: none"> <li>1. The machine is not plugged in.</li> <li>2. Thread is caught in the hook race.</li> <li>3. The start/stop button is used with the foot control plugged in.</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>	Apply an interfacing.
The machine is noisy.	<ol style="list-style-type: none"> <li>1. Thread is caught in the hook race.</li> <li>2. Lint is built up in the hook race or bobbin holder.</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 are caught in the auto thread cutter device.</li> </ol>	
Pattern selection keys can not be selected/grayed out.	<ol style="list-style-type: none"> <li>1. The needle plate for straight stitch is attached to the machine.</li> <li>2. Dual feed key is on.</li> <li>3. Floating mode key is on.</li> <li>4. Twin needle key is on.</li> <li>5. A.S.R. key is on.</li> </ol>	

Condition	Cause	
Keys on the visual touch screen and touch panel keys do not work.	1. The key position is out of alignment.	
The sewing speed does not increase and buzzer sounds when using the A.S.R. foot holder.	1. The speed control slider is at the left side (low position).	Move the speed control slider to the rightmost (maximum sewing speed).
Visual touch screen is not clear.	1. The screen brightness is not adjusted properly.	
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.	
The USB flash drive is not read.	1. Format setting of the USB flash drive is not correct. 2. The USB flash drive is malfunctioning.	Replace the USB flash drive.

It is not abnormal for a faint humming sound to be heard from the internal motors.  
 Visual touch screen may become warm after several hours of continuous use.