

# TROUBLESHOOTING

In this troubleshooting guide you will find solutions to the problems you may have with your machine. For further information please contact your local authorized HUSQVARNA VIKING® retailer who will be happy to help you.

## Have Your Sewing Machine Serviced Regularly by your Local Authorized Dealer!

If you have followed this troubleshooting information and still have problems, take your sewing machine to your dealer. If there is a specific problem, it is a great help to test sew with your thread on a scrap of your sewing fabric and bring it to your dealer. A sewing sample will often give much better information than words.

### General Problems

Bobbin alarm does not work?	Clean lint from bobbin area and use only the original HUSQVARNA VIKING® bobbins approved for this model.
<i>Thread cutter does not cut the thread?</i>	<i>Remove stitch plate and clean lint from bobbin area. Enable Selective Thread cutter Auto in the SET Menu.</i>
Fabric does not feed?	Make sure that the feed teeth are not lowered and that the embroidery unit is not attached.
<i>Wrong stitch, irregular or narrow stitch?</i>	<i>Deactivate Twin Needle or Stitch Width Safety Sewing Settings in the SET Menu. Insert a new needle.</i>
The needle breaks?	Insert needle correctly as described in chapter 2.
<i>The machine will not sew?</i>	<i>Check that all plugs are securely plugged into the machine and into the wall socket.</i>
The screen displays the startup screen?	Touch the touch screen to activate. Turn off Screen Saver in the SET Menu.
<i>Icons on the touch screen are not activated when touched?</i>	<i>Calibrate the touch screen. Calibrate is found in the SET Menu (Touch Screen Adjust).</i>
The sewing and embroidery machine screen and/or function buttons do not respond to touch?	The sockets and function buttons on the machine can be sensitive to static electricity. If the screen does not respond to touch, turn the machine OFF and then ON again. If the problem persists, contact your authorized HUSQVARNA VIKING® retailer.

### Needle Thread Breaks

Did you insert the needle properly?	Insert needle correctly as described in chapter 2.
<i>Did you insert a wrong needle?</i>	<i>Use needle system 130/705 H.</i>
Is the needle bent or blunt?	Insert a new needle.
<i>Is the needle too small for the thread?</i>	<i>Change the needle to the proper size for the thread.</i>
Is the needle plate hole damaged?	Change the stitch plate.
<i>Did you thread the machine properly?</i>	<i>Check how the machine is threaded. Rethread the machine (see page 2:5).</i>
Are you using poor thread with slubs or thread which has become dry?	Change to a new high quality thread purchased from an authorized HUSQVARNA VIKING® retailer.
<i>Is a correct spool cap used?</i>	<i>Attach a spool cap of the right size for the actual thread spool (see chapter 2). If you are using a vertical spoolpin, you should not have a spoolcap on top of the spool.</i>
Is the best spool pin position used?	Try a different spool pin position (vertical or horizontal).

### Bobbin Thread Breaks

Did you insert the bobbin properly?	Check the bobbin thread (see page 2:8).
<i>Is the needle plate hole damaged?</i>	<i>Change the stitch plate (see page 10:2).</i>
Is the bobbin area full of lint?	Clean lint from bobbin area and use only the original bobbins approved for this model (see page 10:2).



*Is the bobbin wound correctly?*

*Wind a new bobbin.*

Are you using the correct bobbin?

Use only the original bobbins for this model (see page 10:2)

### The Machine Skips Stitches

Is the needle bent or blunt?

Insert a new needle.

Did you insert the needle properly?

Insert needle correctly as described in chapter 2.

*Did you insert a wrong needle?*

*Use needle system 130/705 H.*

*Did you thread the machine properly?*

*Check how the machine is threaded.*

Is the correct presser foot used?

Attach correct presser foot.

*Is the needle too small for the thread?*

*Change the needle.*

Is the fabric moving up and down with the needle when free-motion sewing?

Reduce the presser foot height by touching the Free Motion icon and reducing the presser foot height.

### The Seam has uneven Stitches

Is the thread tension correct?

Check needle thread tension and the threading.

*Are you using too thick or slubbed thread?*

*Change the thread.*

Is the bobbin thread evenly wound?

Check bobbin winding (see page 2:7).

*Is a correct needle used?*

*Insert a proper needle correctly as described in chapter 2.*

### The Machine does not Feed or Feeds Irregularly

Did you thread the machine properly?

Check how the machine is threaded and rethread the machine (see page 2:5).

*Has sewing lint collected between the feed teeth?*

*Remove the needle plate and clean the feed teeth with a brush.*

### Thread loops are forming on the underside of the embroidery design

Has the embroidery built up too much to move freely under the presser foot?

Reduce the presser foot height in Embroidery Settings in SET menu in small steps until problem is solved.

### The Embroidery Design is Distorted

Is the fabric hooped properly?

The fabric must be tightly hooped.

*Is the inner embroidery hoop completely inserted in the outer embroidery hoop?*

*Hoop the fabric in such a way that the inner hoop exactly matches the outer hoop.*

Is the area around the embroidery arm free?

Clear area around the embroidery unit and recalibrate.

### The Embroidery Design has Puckered

Did you stabilize your fabric sufficiently?

Ensure you use the proper stabilizer for your technique or fabric type.

### The Machine will not Embroider

Is the embroidery unit attached?

Make sure that the embroidery unit is properly attached into the socket.

*Is the wrong hoop attached?*

*Slide on the correct hoop.*

### System report

Is your machine displaying the system report pop-up?

When the system report pop-up appears, go to personal files/Report to locate the file. Save the file to a USB stick. Send the file together with a short description of what you were doing before the pop-up appeared to [product.improvement@husqvarnaviking.com](mailto:product.improvement@husqvarnaviking.com). After sending the file, remove it from your machine.