

TROUBLESHOOTING

Any Time You Experience a Problem when Sewing:

- Select correct type and weight of fabric in the Exclusive SEWING ADVISOR™ feature.
- Insert needle size and type as recommended on the GraphicDisplay/TouchScreen.
- Rethread the top and bobbin threads.
- Use different spool pin positions (vertical or horizontal).
- Use thread nets (optional accessory, part number 4123977-01) and quality thread. We recommend the same sewing thread on top and bobbin for general sewing. For decorative sewing we recommend rayon thread on top and bobbin thread in the bobbin.

If You Experience Problems when

Using the Sensor One-Step Buttonhole Foot:

- Make sure the white area on the side of the wheel is lined up with the white marking line on the foot.
- Check to insure that the cord to the Sensor One-Step Buttonhole Foot is properly plugged into the socket above the needle area.

Fabric Puckers?

- Select correct type and weight of fabric in the Exclusive SEWING ADVISOR™ feature.
- Use stabilizer.
- Check needle, it could be damaged.
- Insert needle size and type as recommended on the GraphicDisplay/TouchScreen.
- Rethread top and bobbin threads.
- Change thread type to match fabric and sewing technique.
- Use quality thread.
- Shorten stitch length.
- Check your thread tension.

Skipped Stitches?

- Check needle - it could be damaged.
- Change needle to recommended size and type.
- Be sure the needle is inserted correctly all the way into the clamp.
- Rethread top and bobbin threads.
- Use recommended presser foot.
- Turn machine off and on to reset.
- Consult your authorized HUSQVARNA VIKING® dealer for service.

Needle Breaks?

- Use care not to pull fabric when sewing.
- Insert needle size and type as recommended on the GraphicDisplay/TouchScreen.
- Insert needle correctly as described on page 15.

Poor Tension?

- Select correct type and weight of fabric in the Exclusive SEWING ADVISOR™ feature.
- Rethread top and bobbin - use quality thread.
- Insert needle size and type as recommended on the GraphicDisplay/TouchScreen.
- Follow recommendations for thread tension (650).
- Follow recommendations for stabilizer.

Upper Thread Breaks?

- Does thread feed smoothly/not catching?
- Use thread nets (optional accessory, part number 4123977-01) and quality thread. For special threads such as metallic etc. please consult the Accessory User's Guide (www.husqvarnaviking.com) for special needle recommendations.
- Rethread top and bobbin threads - check for correct threading. When using rayon thread on top, you should use bobbin thread in the bobbin, not regular sewing thread.
- Try different spool pin positions (horizontal or vertical).
- If stitch plate hole is damaged, replace stitch plate.
- Is the correct spool cap used in front of the thread?

Fabric Does Not Move?

- Check to make sure feed teeth are up.
- Increase stitch length.

Bobbin Thread Breaks?

- Replace the bobbin in the machine, check correct threading.
- Wind a new bobbin.
- If stitch plate hole is damaged - replace stitch plate.
- Clean bobbin area.

Bobbin Winds Irregularly?

- Check threading for bobbin winding.

Wrong Stitch, Irregular or Narrow Stitches?

- Turn machine off and on to reset.
- Change needle, rethread top and bobbin threads.
- Use stabilizer.

Machine Sews Slowly?

- Check speed.
- Remove stitch plate and brush lint from bobbin and teeth area.
- Check the foot control.
- Have your sewing machine serviced at your authorized HUSQVARNA VIKING® dealer.

Machine Will Not Sew?

- Put bobbin winder spindle to the left into sewing position.
- Check plugs are securely plugged all the way into the machine.
- Check wall plug and power to wall plug.
- Check foot control connection.

The Sewing Machine Functions do Not Respond to Touch?

- The sockets and functions on the machine can be sensitive to static electricity. If the functions do not respond to touch, turn the machine off and then on again. If the problem persists, contact your authorized HUSQVARNA VIKING® dealer.

Icons on the Screen are Not Activated when Touched? (670/690Q)

- Calibrate the screen. Calibration is found in the SET-Menu.

Have your Sewing Machine Serviced Regularly by your Authorized HUSQVARNA VIKING® Dealer!

If you have followed this trouble shooting information and still have sewing problems, take the sewing machine to your authorized HUSQVARNA VIKING® 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 authorized HUSQVARNA VIKING® dealer. A sewing sample will often give much better information than words.

Non-Original Parts and Accessories

The warranty does not cover any defect or damage caused by use of non-original accessories or parts.

