

Trouble Shooting:

Any time you experience a problem when sewing:

- Enter correct type and weight of fabric into Sewing Advisor.
- Insert new needle size and type as recommended on screen.
- Re-thread top and bobbin thread.
- Use a different thread spool on top (vertical or horizontal).
- Use thread nets and quality thread. We recommend the same sewing thread on top and bobbin for general sewing and embroidery thread on top and embroidery bobbin thread for embroidery.

Fabric puckers?

- Enter correct type and weight of fabric into Sewing Advisor.
- Check needle; it could be damaged.
- Insert new needle size and type as recommended on screen.
- Re-thread top and bobbin thread.
- Change thread type to match fabric and sewing technique.
- Use quality thread.
- Shorten stitch length.
- Use stabilizer.

Skipped stitches?

- Check needle, it could be damaged.
- Change needle to recommended size and type.
- Be sure needle is inserted correctly and all the way into the clamp.
- Re-thread top and bobbin.
- Use recommended presser foot.
- Turn machine off and on to reset automatic tension.
- Consult your dealer for service.

Needle breaks?

- Use care not to pull fabric when sewing.
- Insert new needle as recommended on screen.
- Insert needle correctly as page 1-20 explains.

Poor tension?

- Enter fabric weight and type in Sewing Advisor.

- Re-thread top and bobbin – use quality thread.
- New needle-size and type as recommended on screen.
- Turn machine off and on again to recalibrate tension.
- Follow recommendations for stabilizer.

Fabric does not move?

- Make sure machine is not set to Free Motion Mode in Set Menu.
- Increase stitch length.

Upper thread breaks?

- Does thread pull smoothly/not catching?
- Use thread nets and quality thread.
- New needle-size and type as recommended on screen.
- Re-thread top and bobbin – check for correct threading.
- Try different thread spool pin position on top (horizontal or vertical).
- Turn the machine off and on to reset automatic tension.
- If stitch plate hole is damaged, replace stitch plate.
- Is the correct spool holder used in front of the thread?
- If spool is on vertical spool pin, no spool holder should be on top.

Bobbin thread breaks?

- Wind a new bobbin.
- Replace bobbin in machine; check correct threading, page 1-15.
- If stitch plate hole is damaged – replace stitch plate.

Bobbin alarm does not work?

- Clean lint from bobbin area.
- Use only authentic Husqvarna Viking green style bobbins.

Bobbin winds irregularly?

- Check threading for bobbin winding.

Thread cutter does not cut?

- Remove stitch plate and clean lint from bobbin area.
- In embroidery – go to Set Menu; set thread cutter on auto.

Wrong stitch, irregular or narrow stitches?

- Cancel twin needle safety and/or straight stitch safety.
- Turn machine off and on to reset.
- Change needle; re-thread top and bobbin.
- Use stabilizer.

Presser foot will not go down?

- Turn the machine off and on.
- Set Sensor Foot lift on auto in Set Menu.

Interactive Designer Screen contrast is dark (or light?)

- Change screen contrast in Set Menu.

Interactive Designer Screen is off?

- Touch screen.
- Cancel screen saver in Set Menu.
- Turn machine off and on to reset.

Buttons on Interactive Designer Screen are not activated when touched?

- Calibrate the Interactive Designer Screen. See instructions on page 1-27.

Machine sews slowly?

- Check speed.
- Remove stitch plate and brush lint from bobbin and teeth area.
- Have machine serviced at your retailer.

Machine will not sew?

- Check power and foot control plugs are properly plugged into machine.
- Check wall plug and power to wall plug.

Embroidery puckers?

- Use correct stabilizer – see Accessory User's Guide.
- Hoop fabric tightly – see page 3-4.

Machine will not embroider?

- Push embroidery unit firmly into machine socket.
- Slide on hoop.

SE! Light

The long lasting diodes of the SE! Light do not need to be replaced. If you experience problems with your SE! Light, take your Designer SE to your retailer.

Have your Designer SE serviced regularly by your Husqvarna Viking retailer.

If you have followed this trouble shooting information and still are having sewing or embroidery problems, take it to your retailer. If there is a specific problem, it is a great help to test sew with your thread on a scrap of your sewing fabric. A sewing sample will often give much better information than words to the technician.

Non-original Parts and Accessories

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

How to update Designer SE

All information in this Husqvarna Viking Designer SE User's Guide is current at the time of printing.

We constantly receive feedback from Designer SE owners and retailers and use this information to produce updates and upgrades.

Updating instructions

- Install the CD Designer SE 3D Embroidery Software – 3D QuickFont, 3D Organizer and Computer Connection – which is delivered with your Designer SE.
- Open the program 3D Configure and touch the button Smart Update.
- Follow the instructions.

NOTE: When installing the CD Designer SE 3D Embroidery Software you will be asked to register your Designer SE. To be able to update, your Designer SE must be registered. You can register online or by printing out the registration form and mailing it in.

Be sure to consult the web site at www.husqvarnaviking.com and/or your local Husqvarna Viking retailer often for updates and upgrades to your Designer SE and User's Guide.