



TROUBLESHOOTING GUIDE

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HELP! The thread is breaking or shredding

Carefully re-thread machine and try again

Am I using the correct needle type and size?
(see Thread Reference Guide)

YES

NO

Change to proper needle type and size

Resolved!

Loosen top tension to very loose setting

Still breaking or shredding

Thread no longer breaks but thread loops on the back

Still breaking or shredding

Resolved

Gradually tighten top tension until thread no longer loops on back

Still breaking or shredding



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Check thread delivery method. If a spool, thread should unwind straight from the side (not over the end). If a cone, thread should unwind straight over the top (not from the side).

Resolved

Still breaking or shredding

Do you have another spool of the same thread?

YES

NO

Test other spool on same machine. Does the other spool of the same type of thread work well?

Put thread on another machine. Confirm proper needle and tension settings. Does it work well?

NO
Most likely, the problem is with the machine.

YES
Therefore we assume that the original is bad. Request replacement

YES
Therefore the thread is good and we assume the problem is with the first machine.

NO
Therefore we assume the thread is bad. Request replacement