



All Machines

For Technical Assistance Please Call Toll Free 1-877-4BROTHER

Upper thread breaks

- **Upper thread is not threaded correctly**
 - *Correctly thread the machine*
- **Upper thread tension is too tight**
 - *Reduce upper thread tension*
- **Needle is not installed correctly**
 - *Install needle correctly*
- **Needle is bent or worn**
 - *Replace the needle*
- **Presser foot height is incorrect**
 - *Adjust presser foot height to thickness of material*
- **Presser foot has nicks or burrs on it**
 - *Replace presser foot*
- **Needle is hitting the needle plate**
 - *Reposition needle plate*
- **Presser foot is not correctly positioned to the needle plate**
 - *Align presser foot to hole in the needle plate*
- **Rotary hook is dirty or needs to be oiled**
 - *Clean and oil rotary hook*
- **Rotary hook over oiled**
 - *Clean excess oil from rotary hook*
- **Needle bar(s) over oiled**
 - *Clean excess oil from needle bar(s)*
- **Bobbin thread is not wound correctly**
 - *Replace bobbin*
- **Bobbin case is damaged**
 - *Change bobbin case*
- **Scratches on the sliding surface of the rotary hook**
 - *Smooth scratches or replace rotary hook*
- **Poor quality thread**
 - *Replace thread*
- **Fabric is not taut in the hoop**
 - *Re-hoop garment*

- **Wrong type of backing**
 - *Use the correct backing for garment*
- **Design contains many small stitches of .2 mm or less**
 - *Modify design to eliminate stitches of .2mm or less*
- **Too much density in design**
 - *Reduce density in design*
- **The area around the hole in the needle plate is damaged**
 - *Replace needle plate*
- **Rotary hook is out of time**
 - *Re-time rotary hook*