

Getting Help

How to request help in this group

1. First, check the FILES AREA
2. Use the SEARCH THIS GROUP function to see if we have already written and detailed the solution you are seeking.
3. If you have tried those steps first, and still need additional troubleshooting,
 - Post photos of your stitching front and back,
 - All 4 Tension dial settings as they are now, and
 - Your needleplate if stitching is bunching, and the
 - Left side of machine dial settings.
 - Needles with a clear view of their offset - see the NEEDLES doc in the FILES AREA

This gets you the best help the most quickly.

Do not start with something like "I have threaded a million times and watched all the videos"

This means that it is possible something is being done incorrectly and you need to backtrack and start step by step - walking through the designated troubleshooting steps.

Often the easiest solution is to re-thread from scratch all 4 cones and in proper order for your model. Start with that procedure every time.

Once an issue has been clearly solved, commenting is turned off to keep new issues to the top of the group's main feed.