Maintenance

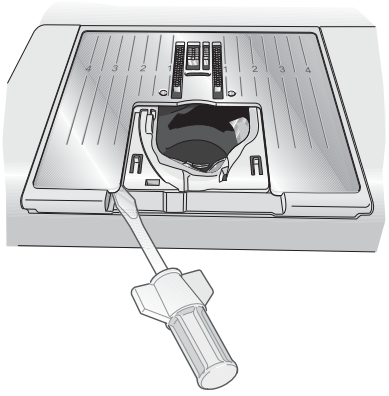
Cleaning the machine

To keep your sewing machine operating well, clean it often. No lubrication (oiling) is needed.

Wipe the exterior surface of your machine with a soft cloth to remove any dust or lint built up.

Note: Use of cleaners or solvents on the machine can cause damage to the plexifront. Clean only with a soft dry cloth.

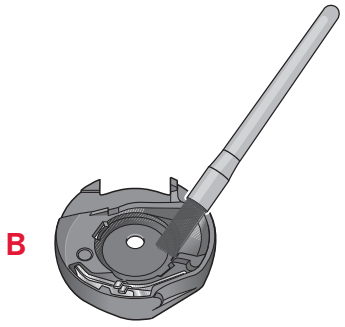
Wipe the PFAFF® HD screen with a clean, soft and damp cloth.



Cleaning the bobbin area

Note: Lower the feed dogs by pressing presser foot up and extra lift. Turn off the machine.

Remove the presser foot and slide off the bobbin cover. Place the screwdriver under the stitch plate as shown on the picture and gently turn the screwdriver to pop off the stitch plate. Clean the feed dogs with the brush found with the accessories.



Cleaning under the bobbin area

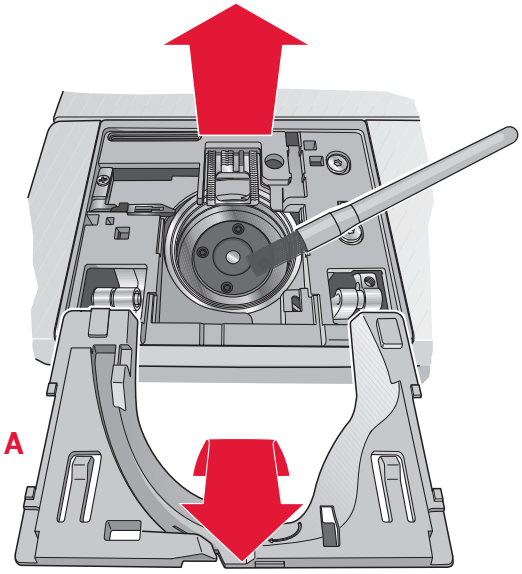
Clean the area under the bobbin case after sewing several projects or any time you notice an accumulation of lint in the bobbin case area.

Remove the bobbin case holder (A) covering the front part of the bobbin case by lifting it up. Remove the bobbin case (B) by lifting it up. Clean with the brush.

Note: Use caution when cleaning around the thread snips knife.

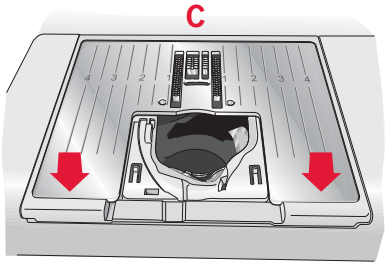
Put the bobbin case and the bobbin case holder back in place.

Note: Do not blow air into the bobbin case area. The dust and lint will be blown into your machine.



Replacing the stitch plate

With feed dogs lowered, place the stitch plate with the knob fitting into the notch at the back (C). Press the stitch plate down until it clicks into place. Slide on bobbin cover.



Troubleshooting

In this troubleshooting guide you will find solutions to the problems you may have with your machine. For further information please contact your local authorized PFAFF® dealer who will be happy to help you.

Problem/cause	Remedy
General problems	
Bobbin alarm does not work?	Clean lint from bobbin area and use only the original PFAFF® bobbins approved for this model.
Thread snips does not cut the thread?	Remove stitch plate and clean lint from bobbin area. Enable automatic thread snips in the Settings menu.
Fabric does not move?	Make sure that machine is not set in free-motion mode in the Settings menu.
Wrong stitch, irregular or narrow stitch?	Deactivate twin needle or stitch width safety in the Settings menu.
The needle breaks?	Insert needle correctly as described in chapter 2.
The machine will not sew?	Check that all plugs are securely plugged into the machine and into the wall socket. Push bobbin winder lever to sewing position.
The PFAFF® HD screen is turned off?	Touch the screen to activate. Turn off screen saver in the Settings menu.
Icons on the screen are not activated when touched?	Calibrate the screen. Calibrate is found in the Settings menu.
The sewing and embroidery machine screen and/ or function buttons do not respond to touch?	The sockets and function buttons on the machine can be sensitive to static electricity. If the screen does not respond to touch, turn the machine OFF and then ON again. If the problem persists, contact your authorized PFAFF® dealer.
The machine skips stitches	
Did you insert the needle properly?	Insert needle correctly as described in chapter 2.
Did you insert a wrong needle?	Use needle system 130/705 H.
Is the needle bent or blunt?	Insert a new needle.
Did you thread the machine properly?	Check how the machine is threaded.
Is the correct presser foot used?	Attach correct presser foot.
Is the needle too small for the thread?	Change the needle.
Is the fabric moving up and down with the needle when free-motion sewing or embroidering?	Reduce the presser foot height in the Settings menu.
Needle thread breaks	
Did you insert the needle properly?	Insert needle correctly as described in chapter 2.
Did you insert a wrong needle?	Use needle system 130/705 H.
Is the needle bent or blunt?	Insert a new needle.
Did you thread the machine properly?	Check how the machine is threaded.
Is the needle too small for the thread?	Change the needle to the proper size for the thread.
Are you using poor thread with slubs or thread which has become dry?	Change to a new higher quality thread purchased from an authorized PFAFF® dealer.

Is a correct spool cap used?	Attach a spool cap of the right size for the actual thread spool.
Is the best spool pin position used?	Try a different spool pin position (vertical or horizontal).
Is the stitch plate hole damaged?	Change the stitch plate.

Bobbin thread breaks	
Did you insert the bobbin properly?	Check the bobbin thread.
Is the stitch plate hole damaged?	Change the stitch plate.
Is the bobbin area full of lint?	Clean lint from bobbin area and use only the original PFAFF® bobbins approved for this model.
Is the bobbin wound correctly?	Wind a new bobbin.

The seam has uneven stitches	
Is the thread tension correct?	Check needle thread tension and the threading.
Are you using too thick or slubbed thread?	Change the thread.
Is the bobbin thread evenly wound?	Check bobbin winding.
Is a correct needle used?	Insert a proper needle correctly as described in chapter 2.

The machine does not feed or feeds irregularly	
Did you thread the machine properly?	Check how the machine is threaded.
Has sewing lint collected between the feed dogs?	Remove the stitch plate and clean the feed dogs with a brush.

Thread loops are forming on the underside of the embroidery design	
Has the embroidery built up too much to move freely under the presser foot?	Increase the presser foot height in the Settings menu in small steps until problem is solved.

The embroidery design is distorted	
Is the fabric hooped properly?	The fabric must be tightly hooped.
Is the inner embroidery hoop completely inserted in the outer embroidery hoop?	Hoop the fabric in such a way that the inner hoop always exactly matches the outer hoop.

The embroidery design has puckered	
Did you stabilize your fabric sufficiently?	Ensure you use the proper stabilizer for your technique or fabric type.

The machine will not embroider	
Is the embroidery unit attached?	Make sure that the embroidery unit is properly attached into the socket.
Is the wrong hoop attached?	Slide on the correct hoop.

Have your sewing machine serviced regularly by your local authorized PFAFF® dealer!

If you have followed this troubleshooting information and still have problems, take your sewing machine to your 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 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.

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We reserve the right to change the machine equipment and the assortment of accessories without prior notice, or make modifications to the performance or design.
Such modifications, however, will always be to the benefit of the user and the product.

Intellectual Property

Patents protecting this product are listed on a label positioned underneath the Sewing Machine.
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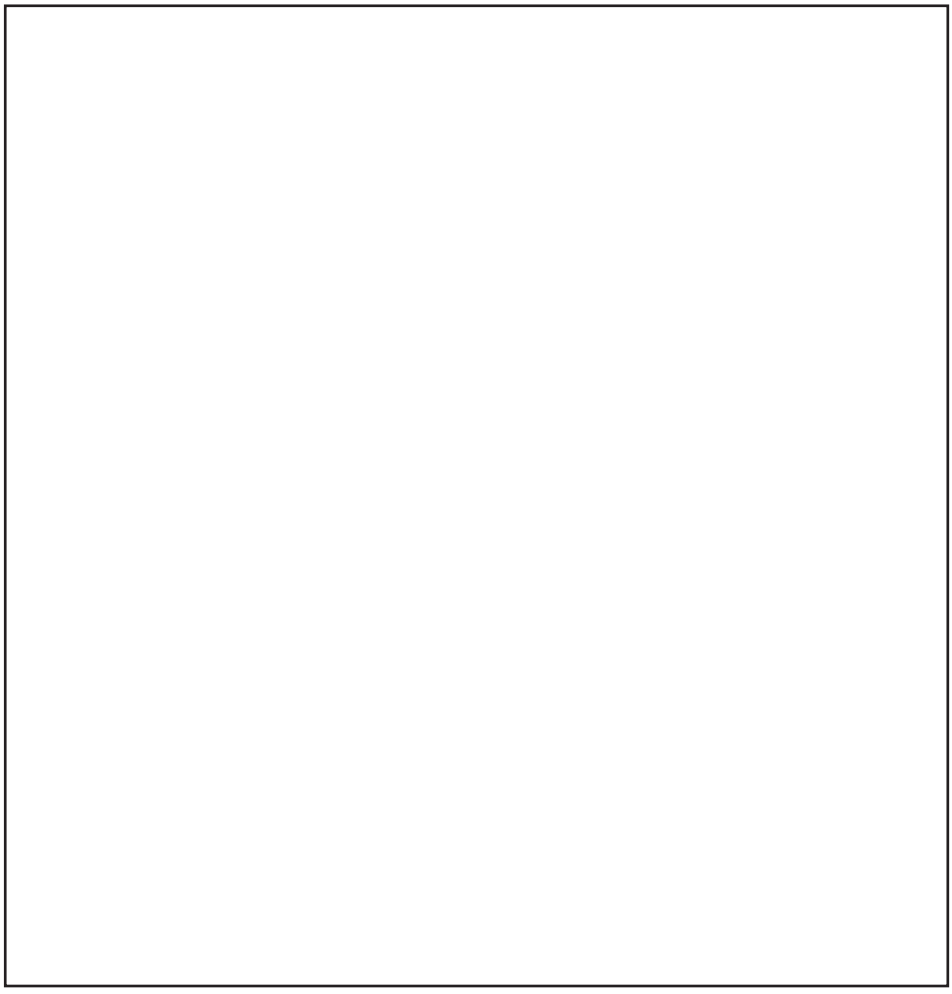
Please note that on disposal, this product must be safely recycled in accordance with relevant National legislation relating to electrical/electronic products. If in doubt please contact your retailer for guidance.

4D™ Embroidery Machine Communication CD

(For personal computer. See page 2:13)



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