Troubleshooting

Any time you experience a problem when sewing:
- Select correct type and weight of fabric in the Exclusive SEWING ADVISOR™ feature.
- Insert needle size and type as recommended on the GraphicDisplay.
- Rethread the top and bobbin threads.
- Use different spool pin positions (vertical or horizontal).
- Use thread nets and quality thread. We recommend the same sewing thread on top and bobbin for general sewing. For decorative sewing and embroidery, we recommend embroidery thread on top and bobbin thread on bobbin.
- Consult your Authorized HUSQVARNA VIKING® dealer for service.

Needle Breaks?
- Use care not to pull fabric when sewing.
- Insert needle size and type as recommended on the GraphicDisplay.
- Insert needle correctly as described in this User's Guide.

Poor Tension?
- Enter fabric weight and type in the Exclusive SEWING ADVISOR™ feature.
- Rethread top and bobbin - use quality thread.
- Insert needle size and type as recommended on the GraphicDisplay.
- Turn machine off and on to reset automatic tension.
- Follow recommendations for stabilizer.

Upper Thread Breaks?
- Does thread feed smoothly/not catching?
- Use thread nets and quality thread. For special threads such as metallic etc. please consult your Accessory User's Guide for special needle recommendations.
- Rethread top and bobbin threads - check for correct threading. When using embroidery thread on top, you should use bobbin thread in the bobbin, not regular sewing thread.
- Insert needle size and type as recommended on the GraphicDisplay.
- Turn the machine off and on to reset automatic tension.
- Try different spool pin positions (horizontal or vertical).
- If stitch plate hole is damaged, replace stitch plate.
- Is the correct spool cap used in front of the thread?

Fabric Does Not Move?
- Make sure machine is not set to Free Motion in the SET Menu.
- Increase stitch length.
- Be sure the feed teeth are in the up position.

Bobbin Thread Breaks?
- Wind a new bobbin.
- Replace the bobbin in the machine, check correct threading.
- If stitch plate hole is damaged - replace stitch plate.
- Clean bobbin area.

Bobbin Winds Irregularly?
- Check threading for bobbin winding.
**Bobbin alarm does not work?**
- Clean lint from bobbin area.
- Use only original HUSQVARNA VIKING® bobbins approved for this model.

**Thread cutter does not cut? (Only on model 30)**
- Remove stitch plate and clean lint from bobbin area.
- Make sure Selective Thread Cutter Auto is turned on in the SET Menu.

**Wrong Stitch, Irregular or Narrow Stitches?**
- Cancel twin needle or stitch width safety in the SET Menu.
- Turn machine off and on to reset.
- Change needle, rethread top and bobbin threads.
- Use stabilizer.

**Machine Sews Slowly?**
- Check speed.
- Remove stitch plate and brush lint from bobbin and teeth area.
- Have your sewing machine serviced at your authorized HUSQVARNA VIKING® dealer.

**Machine Will Not Sew?**
- On model 20: put bobbin winder to the left into sewing position.
- On model 30: put bobbin winder lever to the right into sewing position.
- Check plugs are securely plugged all the way into the machine.
- Check wall plug and power to wall plug.
- Check foot control connection.

**Embroidery puckers?**
- Use correct stabilizer - see Accessory User’s Guide.
- Hoop fabric tightly as described on page 57.

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

**Machine will not embroider?**
- Push embroidery unit firmly into machine socket.
- Slide on the correct hoop.

**The sewing and embroidery machine function buttons do not respond to touch?**
- The sockets and function buttons on the machine can be sensitive to static electricity. If the function buttons do not respond to touch, turn the machine off and then on again. If the problem persists, contact your authorized HUSQVARNA VIKING® dealer.

**Have your sewing machine serviced regularly by your authorized HUSQVARNA VIKING® Dealer!**
If you have followed this trouble shooting information and still have sewing problems, take the sewing machine to your authorized HUSQVARNA VIKING® 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 authorized HUSQVARNA VIKING® 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.