

Handi Quilter Troubleshooting Tips

ISSUE	TROUBLESHOOT/SOLUTION
Stitch Quality – poor looking stitches	<ul style="list-style-type: none"> • Check bobbin winding tension – is the thread spongy or rock hard. Adjust tension, if necessary, on the bobbin winder. • Check bobbin tension/top tension • Maintenance: clean bobbin area, oiling the race, change needle, clear threads caught in wheels on machine and carriage • Check encoders – unplug & re-plug • Quilt too tight on the frame • Check bobbin case – could be wear and tear and no longer keeping consistent tension. • Check Bobbin case tension spring (on outside) to ensure no lint is caught under the spring • Check bobbin brake spring (inside) is in correctly or elevated enough to reduce backlash • Ensure Bobbin is in the bobbin case in the correct orientation • Machine Movement: Moving fast, jerky or erratic movement causes significant needle displacement • Hopping Foot too high – poor loop formation. Check that the quilting is not trampolining • Is it time to service the machine?
Skipping Stitches & Thread Shredding/Breaking	<ul style="list-style-type: none"> • Check needle: <ul style="list-style-type: none"> • Ensure needle is inserted all the way up & correct orientation • Check needle is not blunt, bent or has any burrs on it • Ensure needle eye is straight – 12 o'clock/6 o'clock • Ensure you have correct needle in – use High Speed needles if you are a fast quilter! • Needle tip type – Sharps for woven fabrics. Ballpoints for knit fabrics. • If both tensions too tight the thread maybe pulling on the needle as the machine/fabric is being moved – can cause skipping & shredding. • Needle deflection – slow down machine/fabric movement • Poor quality thread – change thread • Use a thread net – especially if the thread is looping or kinking as it comes off the spool • Check Thread Delivery: Cross-wound (vertical delivery) or Flat-stacked (horizontal delivery) – may need a Horizontal Spool Holder • Check that there are no burrs on the needle plate or bobbin case from wayward needle strikes. If there are then a very, very fine sandpaper can remove the burrs. • Could be a timing problem
Long Stitches – encoder issue	<ul style="list-style-type: none"> • Unplug & re-plug encoder cables • Check the rubber wheels are tracking (turning) as they move along on the carriage (Y-encoder) and along the frame (X-encoder) • If issue remains contact HH Tech
Not making a stitch	<ul style="list-style-type: none"> • Check needle is not in backwards and/or is in high enough • Timing issue
Thread jumping out of top tension	<ul style="list-style-type: none"> • Adjust thread guide above tension unit • Check threading path • Use a Thread net to control thread delivery • Double wrap the thread in the tension discs

Fabric/Wadding Pleats/Puckers	<ul style="list-style-type: none"> • Always thoroughly check pinning/basting process before quilting • Stitch in the ditch to divide areas before intense quilting • Use Side Clamps (for frames) • Light spray the culprit to help fabric relax and then iron. Take care that fabric dye won't run. • Wadding puckers/folds are difficult. Try spraying water on the wadding and then smooth out as best as possible. Ironing may not be an option.
Ruler Work troubles	<ul style="list-style-type: none"> • Foot height • Utilise the Sure Foot. Use Ruler base for frame-based machines • Handi Grip on the back of rulers to stop slipping • Ruler could be too large to handle correctly, consider smaller size. • Surface embellishment can cause ruler stability issues.
Foot Falls Off	<ul style="list-style-type: none"> • Re-install & tighten • Replace with new needle • May need to be re-timed, depending on the trauma level
Bumpy quilting motion	<ul style="list-style-type: none"> • Uneven tracks (frames) - Double check track joins are flush and not loose
Machine Misbehaving	<ul style="list-style-type: none"> • Running on, weird stitching behaviour, blank screen: turn everything off, including the power at the wall. Wait at least 5 minutes (10 would be better) so that all the residual power is cycled out of the machine. Then turn on the power again and hopefully the issue will be resolved.
Jerky Stitches	<ul style="list-style-type: none"> • Increase Cruise Regulation Speed • Increase Stitches Per Inch • Try Manual mode • Ensure gears are disengaged if you have Pro-Stitcher (purple crosshairs)
Bearding	<ul style="list-style-type: none"> • Check quality of fabric and wadding – open weave can lend to bearding issues • Try switching needle type and use a ballpoint
Keep the quilt straight on the frame	<ul style="list-style-type: none"> • 1. Utilise a Longarm Centering Tape along your tensioning bar or you can clip the tape to the sidearms • 2. Place makers on the idler (tension) bar that can slide along the bar to different positions to match quilt sizes – use these markers as a guide to keep the quilt straight. Something like Velcro strips that can be wrapped on to itself tightly to stay in place and loosened when needed to be adjusted on the bar. • 3. Take measurements from the side arm to the edge of the quilt on the left and right. Each time you roll on re-measure to ensure quilt is remaining straight and square on the frame.
Can't turn handwheel	<ul style="list-style-type: none"> • Check for possible thread lock. This is where thread has been caught around the hook & race. Ensure thread is always pulled all the way through after thread pull up and held onto at the start of stitching. • Thread can also get caught in the race if the bobbin case is not inserted before the threaded needle goes into the down position (not a problem if the needle is not threaded) • Check thread path and all avenues are threaded and thread flossed into tension discs. Large looped threads underneath can cause a thread lock