

We recently switched to Superior Omni 40 weight thread, which is thicker and stronger than the Sew Fine 50 weight. This new thread should eliminate thread breakage events. But IF you are experiencing breakage, follow these steps to try to resolve:

1. Is your quilt rolled too tightly on the rollers?
 - a. M24 likes a looser grip than the previous longarm.
 - b. Loosen the “back” (which is the roller on the front) roller until you have a good but not huge bounce.
2. Is it threaded correctly?
 - a. Refer to the laminated threading sheet.
 - b. Pay close attention to thread that may have looped or twisted around something it shouldn't.
 - c. Make sure the thread is going through the last thread guide directly above the needle. Often users forget this last hole before the needle.
 - d. Is the thread going around the tension disk $2\frac{3}{4}$ times? (You may have to tie off the thread and pull it through again to determine this).
3. Is the tension set correctly?
 - a. We ask users NOT to change the tension but occasionally it inadvertently gets modified (e.g., when being re-threaded).
 - b. The red marker on the knob should be at about 2:00 position.
 - c. When you pull on the thread from the front:
 - i. The tension disk should spin with some resistance; a SLIGHT TUG should turn it.
 - ii. The disk should NOT free spin
 - iii. The disk should NOT completely stop. The disk needs to move, or it's not threaded correctly.
4. Is the bobbin case dirty?
 - a. Pull out the bobbin case and remove the bobbin. Check for any lint within the case itself.
5. Is the bobbin area dirty?
 - a. Clean around the bobbin area. Any small piece of lint or thread can cause upper thread breakage.
6. Is the bobbin spinning clockwise in the bobbin case; is it threaded through the pelican beak?
7. Are you sewing too fast and/or inconsistently?
 - a. Although the M24 is rated at high speeds, the high speed combined with inconsistent movement causes stress on the thread.
 - b. Try to stay well below 2000 SPI (the screen tells you how fast you're stitching)
 - c. Slow down and move smoothly.

8. Is the needle noticeably bent or dull?

- a. The needle is replaced routinely by the long arm committee, so this should not factor in; however, if it is noticeable, you will need to enlist a member of the longarm committee to change it.