Top 10 things a customer should look for before they call:

1. Check all cables and connections, go as far as unplugging and replugging the cables.
2. Machine threading, making sure all points are looped and all disks are flossed.
3. Make sure the needle is in correctly, use the needle magnet tool.
4. Check hopping foot height, use the hopping foot gauge.
5. Check to see if encoders are installed correctly and if they wheels are consistently rolling.
6. Make sure you are using the correct thread/needle combination.
7. Weird noise? Check the bobbin winder. Not the bobbin winder? Take a video.
8. For QCT registration & gold card – make sure you are connected to the internet.
9. QCT pop up errors – single tap icons, be patient with the software. Sometimes it takes a second to load.
10. SureStitch - check jumper settings / machine selection in Elite.