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PR Maintenance Service guide



Routine Maintenance

Maintaining your machine daily should be a priority. Keeping the bobbin case area clean, removing the needle plate, removing any thread debris from the knives will result in less downtime. Be sure to put one drop of oil into the hook at the start of everyday.

Please note we recommend replacing your needles regularly to prolong the life of your needle threader and quality of embroidery

Brother Service Pack

Part Code	Description	QTY
D01M6F001	Blade set	1
XC7206001	Bobbin Case	1
XC6469001	Needles Pack of 6	2
XC5732151	Needle threader	1

Video instructions

[How to replace needle](#)

[How to clean under the needle plate](#)

[How to clean bobbin case area](#)

[How to oil the hook](#)

[Oiling needle bar](#)

[Cleaning thread path and tension disc](#)

[Cleaning the hook](#)

[How to replace knives](#)

Common issues an operator may encounter

Check and rethread upper thread.

Perform the necessary operation according to each solution.

Cause 1: the thread tension is too tight.	Solution 1: Check the tensions of the upper thread and bobbin thread, and then adjust them. For details, see How do I adjust the tension of the upper thread? and How do I adjust the tension of the bobbin thread?
Cause 2: the upper thread breaks, or the thread comes out of the thread tension disc or a thread guide.	Solution 2: Check that the thread passes under the upper and middle thread guides, and correctly thread the upper thread. For details, see How to I thread the machine? (Threading the upper thread).
Cause 3: lint or dust has accumulated in the thread tension disc.	Solution 3: Remove the tension dials, and then remove any lint or dust accumulated between the felt washers. For details, see Maintenance (Cleaning the thread paths of the upper threads).
Cause 4: the bobbin thread breaks or runs out.	Solution 4: Check that there is thread on the bobbin and that approximately 50 mm (2 inches) of thread has been pulled out, and then re-install the bobbin. If the bobbin thread runs out, replace the bobbin thread. If the bobbin thread breaks, reinstall the bobbin and bobbin case correctly. If the bobbin thread is tangled in the hook, remove the thread jammed and clean the hook. If the bobbin is scratched or damaged, replace the bobbin with a new one. If the bobbin case is damaged, replace the bobbin case with a new one. https://www.youtube.com/watch?v=wXHAQ0MmP7g
Cause 5: there may be another cause.	Solution 5: Refer to the Why does the upper thread keep breaking? or The bobbin thread breaks.

Trim sensor error

This message will appear when the movable blade cannot return to origin position. The likely cause is thread and lint debris restricting the movable blade. This should be maintained regularly to avoid this error.

Video instructions below

<https://www.youtube.com/watch?v=J1Z8IGVoHC8>

Needle threader is in threading position. message appears on the LCD.

What does it mean?

This message is displayed when another operation is performed while the automatic needle-threading mechanism is threading the needle. Press the automatic needle-threading button, and then perform the other operation after the needle is threaded.

Picker error message appears on the LCD. What does it mean?

This message is displayed when the thread picker does not operate correctly.

Remove the thread entangled on the thread picker, and then touch [OK]

Needle threader not threading the needle.

Cause 1: Needle maybe bent – please replace the needle.

Cause 2: Needle threader hook maybe bent.

Inappropriate needle stop position message appears on the LCD. What does it mean?

This message is displayed when the needle has stopped at an incorrect position.

Turn the handwheel so that the mark on the handwheel is at the top, and then touch [OK] .

Needle bar case home position error. message appears on the LCD. What does it mean?

This message is displayed when the needle bar case cannot be moved to its initial position.

Touch [OK] to automatically reset the needle bar case.

The safety device has been activated. appears on the LCD.

Cause 1: bent needle – please change needle.

Cause 2: thread entanglement in bobbin area- please remove bobbin case and remove any blockages in the bobbin case area. Video below on how to clean the bobbin case area.

<https://www.youtube.com/watch?v=9cjVVL1P1Lk>

White thread showing through on of the embroidery.

Rethread bobbin case as the thread may not be under the tension plate or It's likely there is lint debris under the tension plate of the bobbin case.

Video below

<https://www.youtube.com/watch?v=Q09U9l6uVYU>

if this does not solve the issue then you can set the bobbin case tension screw using the method below

[How do I adjust the tension of the bobbin thread ? | Brother](#)



Brother Sewing Machines Europe GmbH
Konrad-Adenauer-Allee 1 – 11
61118 Bad Vilbel
Germany

website: sewingcraft.brother.eu