



Thank you for choosing us for your maintenance and repair needs. We believe in providing full follow-up support on our work to ensure your sewing machine or serger meets your sewing needs. To make your sewing experience more pleasurable we have provided a quick checklist for sewing machines and sergers that may help you along the way. Happy sewing!

SEWING MACHINES

- Always lift your presser foot before threading your machine to release the tension. This enables the thread to seat properly.
- When threading, starting to sew, and stopping always have your take-up lever in its highest position. Not sure which is the take-up lever? Ask us.
- Hold your threads out to the side of the presser foot when you start to sew.
- Always turn the handwheel towards you (the direction the machine runs). Do not rock the handwheel.
- Don't push or pull on your fabric while sewing. Doing so may cause the needle to bend or break and damage your needle plate and hook.
- Change to a new needle every 8 hours of sewing. Needles get dull and can damage your project if used beyond their projected lifespan.
- Clean and oil your machine regularly to ensure smooth, quiet operation. If you are unsure of how to do this, we'll be happy to show you.

SERGERS

- When threading, release your tensions by either turning them to 0 or by lifting your presser foot (some machines are set up to release the tensions when the presser foot is lifted. We can let you know if your machine does this...).
- Follow the threading guide for the correct threading order for your serger, as threading in the wrong order will cause frustrating thread breakage almost immediately.
- When changing threads, if you choose to tie-on, pull the threads through by hand and not by running the machine. Running the machine can lead to broken loopers and other expensive damage.
- Do not serge over pins; your knives will thank you.
- Do not push or pull on fabric while serging; you can damage loopers, guards and needles.

Thanks again for your support.



Sewing machine home maintenance

One of the most important components of machine maintenance is the home “service” you can do every 8 to 10 sewing or sooner if necessary. Please note that this augments not replaces the recommended regular service by a trained technician.

I have outlined below the most common steps for the proper care of your machine. These steps can increase the life expectancy of any machine by many years and can help prevent costly repairs due to prematurely worn out parts and electronic components. I am confident you will be even more pleased with the sound and stitch quality you will get from your machine.

1. First unplug the machine, remove and discard the used needle. Remove the needleplate and presser foot.
2. On oscillating hook type machines, remove the bobbin case, race cover and hook. On rotary hook machines, remove the bobbin case and outer hook ring if possible. On Janome, Kenmore and some other drop in style bobbin type machines, there is a magnet below the bobbin case; remember to remove this before vacuuming out the machine.
3. By use of a small natural bristle brush or miniature vacuum attachment, remove all lint and thread cuttings from within the machine. Wipe the hook area with a clean, lint-free cloth to remove any of the waxy residues and excess oil you can see. Pay special attention to the outer rim of the hook race as debris can easily be hidden in the crevices along this part.
4. Look behind and under the hook drive for threads caught on gears and belts. Remove any you can easily pull out.
5. Inspect the hook and needleplate for damage from the needle. You can have your technician remove small damage or replace the parts if the damage is too great.
6. Oil and re-assemble the hook and, by turning the handwheel towards you, ensure the hook moves freely and the bobbin case (drop-in) is properly seated. Take note that most plastic type bobbin cases do not require oiling.
7. Clean any thread debris and wax build-up from the thread path spool to needle and wipe the machine with a clean cloth dampened with a small amount of dish detergent diluted the same as for washing dishes.
8. Install the presser foot and a new needle, check the function of the clutch and foot control and you are now ready to sew again.

If you get used to the sound of your machine when it is running in top form, you can be alerted early to noises that may precede breakage.



Choosing a Sewing Machine Technician and/or Service Centre

Many times during presentations or classes, I am asked how one would choose a sewing machine technician or service centre. Since I cannot speak on behalf of other sewing machine technicians, I would outline the following successful business practices.

- I feel being a technician is a full time career and the quality of workmanship benefits greatly by technicians specializing in that one function in the company. The experience achieved by being a full time technician allows us to spot items that may become a problem and perform thorough preventative maintenance.
- Ideally, technicians should be authorized technicians for your brand of machine. Many machines require a specialized knowledge and tools only accessible through being an authorized service centre. Modern machines also have test programmes and can be severely damaged by uneducated service people. Many machines also have updates and warranty parts that will be installed by technicians with no charge for the part (these parts would be very expensive through non authorized service people and may not be correctly installed).
- Attendance at all training offered by machine manufacturers. Many manufacturers will offer review information and new machine training several times a year. Having complete, current information, manuals and all the proper gauges/test equipment provides the technician the means to perform maintenance and repairs (often beyond the specifications of the manufacturer). I keep a database of updates and more current information to ensure leading edge support.
- To properly service a machine the technician will require a minimum of 45 minutes* (most machines will require approximately 2 hours). To cut time would cut the quality of service and the life of the machine.

*Note: times given are for proper and complete servicing including removal of older contaminated greases and oils as well as performing all setting adjustments and service counter resetting.