

Error Codes

Not confirm!	The machine has to be in Drive mode for this function. Please leave Edit mode and enter Drive mode by going to the main menu and pressing the Drive key.
Main motor is not zero!	The main shaft has to be at 100 degrees. Please move the main shaft manually, or use the red STOP key to ask the machine to move the motor automatically (if that software option is active, which it is by default). To move it manually, push the large black knob in and turn it to the left, and either look through the small glass portal or watch the LED light at the bottom of the control panel that says 100, until the light turns on.
Trimming is not zero!	The trimming knife (movable knife) might be stuck and did not return to its resting position. Please press the red STOP button to ask the machine to attempt to move it home. If it still cannot move, then check if any threads are causing it to jam, and remove all thread pieces and clean the area. If it is still jammed, remove the needle plate and inspect.
Needle changing is not zero!	The head of the machine is not perfectly centered over one of the 12 color change locations. Please turn the small knob of the color change motor, to manually move the head left and right. When you are on a valid location, then one of the LED lights at the bottom of the control panel will light up, the light with a picture of three needles. Also, on the graphical screen at the top right, there will be a colored square indicator that changes from 1-12 if centered, or a question mark "?" if the head is in-between colors.
Color change time out!	The color change motor mechanically jammed while trying to move the head to a different needle. Please locate the cause of the jam and clear it, then move the head manually by turning the color change motor knob, to check if cleared.
Thread break!	The thread broke while sewing and no more thread is being pulled. If the thread is not broken, then the wheel sensor is not spinning or not spinning enough, or sensitivity is set too high in software. Check if the thread is running smooth and through every part of the upper thread area.
Back to head!	The machine was asked to back up stitches all the way to the first stitch, and it cannot back up any more.

External media is not inserted!	The USB stick is not plugged in or not initialized yet. Some USB flash drives take a few seconds to initialize, please inspect the bottom right of the control panel to see if the USB symbol is lit up. Also, some USB sticks are very wide and that can interfere with plugging in the USB stick all the way.
Main motor time over!	The main motor is not moving, possibly because of a mechanical jam. Please check if the needle hit anything (such as the hoop), and also spin the main shaft manually using the black knob on the side of the machine. If there is a binding when manually turning, then please find the cause of the mechanical jam. The needle may have bent badly and hit something, or the trimmer knife jammed in the way of the needle. Also, the head may have falling off of needle center for whatever reason and needs to be re-centered per the needle change error. Also check that the three hook screws on the bobbin hook are not loose, and hitting anything. If the shaft feels free and turns all the way, but the motor does not move at all, then one of the three motor power cables may be loose.
Event Angle Exception! Motor Over Angle Exception! Motor Over Angle Time Out!	There is a problem reading the main motor encoder. Please verify that the main motor encoder plug is secure, or re-plug it. Also check the main motor encoder cable and make sure the cable shield's metal is not touching the chassis metal of the main motor (remove rubber grommet to inspect). Sometimes the vibration of the machine causes the metal to touch only sometimes.