

Top 10 Problems on Your Highland Embroidery Machine

The following issues are among the most common problems that you will experience with your embroidery machine. Please be sure that you have gone down this list and fixed any issues on the machine prior to calling the MESA Service Department. When needed, you can call the service department at 800-330-3867, Option 2.

1. Bobbin backwards/Bobbin case needing to be replaced
 - a. Symptoms (not limited to): Thread breaks, poor tension, bird nesting, machine not stitching
 - b. Solutions:
 - i. Re-thread your bobbin case properly and set tension and/or replace the bobbin case
 - ii. Link to video: [How to Thread the Bobbin](#)
2. Thread Stockings still on the machine
 - a. Solution: Remove these stockings and ensure that your machine is threaded properly.



3. Design quality-resizing it on the machine, too big for a cap, high density, etc.
 - a. Symptoms (not limited to): Poor stitching on the top of the cap, bird nesting, gaps in stitching, registration issues
 - b. Solutions:
 - i. Send your design back to the digitizer to make changes
 - ii. Send your design to [MESA Design Services](#)
 - iii. Make all necessary changes in your digitizing software, **not** on the control panel
4. Improper/Insufficient oiling
 - a. Symptoms (not limited to): Thread breaks, skipped stitches, loops in stitching
 - b. Solution:
 - i. [Oiling on the 1501C](#)
 - ii. [Oiling on the 1501 Breeze](#)

5. Caps not hooped properly and garments not hooped properly
 - a. Symptoms (not limited to): Puckering of fabric, registration problems, thread breaks, broken needles
 - b. Solution:
 - i. [Hooping Caps](#)
 - ii. [Hooping Flats](#)
6. Incorrect Thread Path
 - a. Symptoms (not limited to): thread breaks, poor tension, skipped stitches, loops in stitching, machine not trimming properly
 - b. Solution:
 - i. [Threading your Highland Embroidery Machine](#)
 - ii. [Threading the 1501 Breeze](#)
7. Needle in backwards/installed wrong/needling to be replaced:
 - a. Symptoms (not limited to): Thread breaks, shredding thread, machine not making stitches, broken needles
 - b. Solution:
 - i. [Replacing a Needle](#)
8. Tension
 - a. Symptoms (not limited to): Bird nests, thread breaks, loops in stitching, machine not making a stitch, bobbin thread showing up through the design
 - b. Solution:
 - i. [Setting Tension](#)
 - ii. [How to Thread the Bobbin](#)
9. Emergency Stop button pressed down
 - a. Symptom: Machine immediately turns off upon flipping the power switch to on
 - b. Solution:
 - i. Release the emergency stop button
 1. [Turning on your Machine](#)
10. Simple error messages:
 - a. Needle Position Abnormal
 - b. Machine Not Stopped in Position
 - c. Solution:
 - i. [Resolving Common Error Messages](#)