



FAQ's

Check back for even more FAQ's soon.

Pfaff Website

Question:

I am unable to log in for any of the hidden pages, what do I do?

Answer:

The hidden pages that require a log in include the Pfaff Club, Free Designs, and Pfaff Chat transcripts. If you have registered for one, you have access to all of them. Type in your username and password. Please note that these are case and space sensitive. If you are unable to log in, please try to reregister. If you are already registered but cannot remember your username and/or password, please email pfaff@pfaffusa.com. They will be able to send your information.

Question:

I am not receiving emails from Pfaff even though I am registered, what can I do?

Answer:

The Inside Stitch on Pfaff is our newsletter. If you are having trouble using anything on the Pfaff site or the newsletter, please check your internet security settings. Make sure www.pfaffusa.com is a trusted site. If you are not receiving the Pfaff Inside Stitch Newsletters, please make sure your spam settings are medium to low and try adding noreply@pfaff.com to your address book. The Inside Stitch typically goes out twice per month. Pfaff is also working to improve our email server to ensure that everyone registered to receive our newsletter does.

Question:

How can I change my personal user information?

Answer:

Please note that we have more than one database which may or may not contain your registration information. To update each one, please follow these steps.

If you have 3D Embroidery software, you may edit your details by going into the 3D Configure program and clicking on "register". Once you have located your existing file using your prior details, you may edit those details as necessary by backspacing over the area and replacing data with your current information.

If you are registered on our website for free designs, machine updates, newsletters, etc, please go to www.pfaffusa.com and click on "Customer Service" then "Change User Information". You may change all personal information except for your username which cannot be altered.

Question:

Where can I find the designs and projects featured in Creative Expressions Magazine such as the Treasured Brocade or Sultan's Cushion?

Answer:

The projects featured in Creative Expressions Magazine are located in the Sewing Projects section under Inspiration and Community. Just click on the picture of the project you wish to see and you will be taken to a page with all of the information on that project. Now all you have to do is create!

Question:

Where can I find more information on Creative Magazine, I am not receiving any more issues?

Answer:

Creative Magazine was discontinued after issue number 8. There are currently no plans for a new magazine from Pfaff. However, you can find great project ideas and articles in Your Style, which is a flyer available at your local Pfaff dealer.

Pfaff Machines

Question:

Is the 2170 update for my 2140?

Answer:

Yes, the newest Pfaff creative update is for the Pfaff creative 2140, 2144, and 2170. Remember to print out the new pages to add to your instruction manual.

Question:

I have updated my Pfaff creative 2140, and the display screen does not look like the pictures in my instruction manual.

Answer:

The updates for your Pfaff creative 2140 may cause the display screen to change from the original which is pictured in your instruction manual.

One of the priority changes in the latest update is to help you with "ease of use" of your Pfaff. Some of the icons may be readily available without having to change screens.

Remember to print out the new pages to add to your instruction manual when you update your Pfaff creative.

Question:

I have a Pfaff 2140, and would like to make a manual buttonhole, but when I press the Reverse button, it continues stitching forward for about ¼”.

Answer:

To use the Manual sewing of buttonholes, refer to page 4-6: **You have two ways of determining the length of a buttonhole, #2 Set the length of the buttonhole while sewing.**

Basically, select the **prog** icon, and when you are ready to bar-tack, touch the Reverse button. It should immediately begin the bar-tack, then begin the reverse sewing.

Question:

I heard that the update allows me to arc buttonholes, but I do not know how.

Answer:

Detailed information about arcing buttonholes can be found in the new Pfaff creative 2170 Owner's Handbook #320000236.

To embroider buttonholes using arcing, follow the following instructions:

You will need to hoop your project for these buttonholes.

Set up for embroidery

1. Main Menu
2. Embroidery
3. Mini Main Menu

4. Buttonholes
 5. Select your favorite Buttonhole, and set the settings to the sizes you would like
 6. OK to bring the buttonhole to the Embroidery Screen.
 7. Touch and hold the Insert Icon until a touchpad appears
 - Select the # of buttonholes to add to the one already selected.
 - OK for the total Buttonholes
 - (Optional method: Tap the Insert Icon additional times for the total Buttonholes)*
 8. Touch and hold the Stitch Selection Icon, until blue box is around each buttonhole.
 9. More Options
 10. Arcing, and then choose Diagonal Arcing.
 11. Move your stylus across the multi-color touch screen to stack the buttonholes.
 12. Select the Character and Stitch Spacing Icon
 - If you could not get the buttonholes stacked straight, set the rotate angle to 90°.
 - Adjust the spacing between buttonholes.
- You are now ready to embroider your buttonholes.

Question:

What is the correct bobbin to use with the 2144?

Answer:

The bobbins you should be using in your Pfaff creative 2144, 2170, 2134 and/or Pfaff performance 2056 are blue, and should have the name, PFAFF on one side.

When winding a bobbin, be sure PFAFF is to the top of the bobbin.

When you place the bobbin in the bobbin case, be sure PFAFF goes into the bobbin first.

Question:

I have a Pfaff performance 2056, and would like to stitch my name. The name stitches perfectly on my test, but not on the garment. I am using tear-away stabilizer underneath the fabric. What can I do?

Answer:

First of all, check to see that you are using the correct presser foot. You should use either the 2A foot, or the 1A w/IDT. Both feet have a raised area underneath the back of the foot. This is to allow for the stitching to feed smoothly under the foot.

Also, when sewing on a large, heavy garment or project, be sure to support the fabric.

Do not let it hang from the machine in any area. If so, it will work against the feed dogs, and cannot feed through the machine properly.

Instead, lift the garment or project, and hold it up, close to the machine.

Let the machine move the fabric.

Do not place your hands on top of the fabric....that can prevent the machine from moving the fabric where it needs to go. Instead, keep your hands under the fabric, lifting the fabric up near the machine, and keep the weight of the garment from pulling against the needle.

Question:

I have a Pfaff 7570. When embroidering, sometimes the thread bunches up on the underside of the fabric and seriously jams the machine,

Answer:

As far as thread bunching up under the fabric, that is usually due to forgetting to put the Presser Foot Lever into the Embroidery Position.

The Pfaff creative 2144/2170 automatically sets itself to the Embroidery Position.

Question:

I have a Pfaff 1530 and want to sew a decorative stitch, but cannot get my machine to do it. I pushed the recommended buttons. What am I doing wrong?

Answer:

Reduce the tension, change to Foot #2, and turn the Width dial to 5.

Question:

Can I machine quilt on a model 1040?

Answer:

Yes you can machine quilt with your Pfaff hobby 1040.

To piece fabrics, set the stitch length to 2.0. Set the tension to 4.5.

To stitch through the top fabric, the batting, and the lower fabric, (quilting through layers) set the stitch length to 2.5 - 3.0. Set the tension to 4.5.

To free-motion, you will be in control of the stitch length. Set the tension between 2 and 3. Remove the presser foot, and attach a darning foot. This foot does not come with your model, but can be purchased from your local Pfaff dealer (part #820282-096). If you look on the darning foot packaging, the number in the circle is #87.

You will need to lower your machine's feed dogs, lower the presser foot, and move the fabric evenly to quilt.

Run the machine fast.....move your fabric slow!

Question:

I have recently bought a Pfaff serger 4842.

Which program I should use for serging velvet (both elastic and normal).

Answer:

I would serge velvet with a 4-Thread Overedge stitch, which means you will be using both needles, and 4 threads.

Start with the tension: blue 5.0, green 3.0, pink 2.0, yellow 2.0 (Adjust as necessary)

Stitch length 3.0

Stitch Width 5.5

Differential 1.0

If you get too much shifting, baste the fabrics together with your sewing machine...sewing the opposite direction (up the fabric). Then serge the seam down the fabric.

GrandQuilter**Question:**

I have the GrandQuilter. When I free-motion the thread seems to be breaking often, and I can see the bobbin thread on the surface.

Answer:

Please refer to your instruction manual, and be sure you are threading your machine correctly.

Remember to change the needle often, possibly with each new quilt.

The tension on your Grand Quilter works just like the tension on your sewing machine. The tension should be reduced for free-motion.

The tension should also be reduced or lowered if the thread is breaking, or the bobbin thread is pulling to the top.

Turn the round tension dial counterclockwise to lower the tension.

Also, practice to move your fabric slowly and smoothly.

Question:

Can I quilt with metallic thread on my hobby GrandQuilter?

Answer:

Yes, for metallic threads, reduce the tension. Also, try going straight through the metal guide just before the pre-tension guide, instead of looping it up and over.

Most professional quilters have better results with cone thread. If you plan on using metallic thread in several quilts, it would be a good investment to buy a cone of metallic thread.

Thread, Stabilizers, and Embroidery

Question:

I am trying to embroider on a Terry Cloth bathrobe. The loops are showing through the embroidery. What can I do?

Answer:

Cut a square of Solvy or water soluble stabilizer, and place it over the area to be stitched. Pin or baste the outer edges to hold it in place.

After embroidery, it can be gently pulled away, and if any remains, can be removed with a wet cloth or cotton swab.

Question: I have a lot of trouble using monofilament thread. I have adjusted the tension many different times with poor results

Answer:

Be sure you are using quality monofilament thread.

Place the spool on the spool pin in a different direction, if you are having difficulties.

YLI Monofilament works best horizontally with the big end of the spool to the left, using the large spool cap.

You can also try placing the spool vertically, with the large spool cap on the spool pin, using it as a base.

Always fill the bobbin on SLOW when filling with monofilament. Anything too fast will stretch the thread, and squeeze the bobbin too tightly.

Only fill the bobbin a little over half full. If you fill it completely full, the thread will embed itself in the lower layers and get caught, then break.

Question:

I am trying to use my Pfaff to machine embroider with Sulky metallic thread. The thread breaks while monogramming.

I am using a needle for metallic embroidery, set the machine on slow, and have tried every weight of stabilizers: light to heavy with no noticeable difference. What else should I do?

Answer:

First of all, try changing the direction of the spool. If the thread is going over the spool, turn it so the thread comes under the spool. This will change the "twist" of the thread, and many times this will solve your thread breaking problems.

If that does not work, place the upright spool pin in the hole on the top of your Pfaff (with the lid open). Then place your large spool cap on the spool pin, then the spool. This is especially helpful when using metallic threads such as Sulky Sliver and Sulky Holoshimmer, but may also help with the Sulky Metallic Thread.

Although you have changed your needle, you still might need to try another one. It is rare, but possible to get a new bad needle.

Question:

When monogramming, the bobbin thread is showing on the top fabric.
What should I do?

Answer:

The upper tension reduces automatically when you select embroidery on your Pfaff creative 2170. You can fine-tune the tension by selecting a lower number on the bottom right of your display screen.

If you are using another model Pfaff, turn the tension dial to about 2.

Question:

What do I need to do regarding thread tension for stippling, especially if I am using gold/metal threads. The thread seems to be breaking often, and I can see the bobbin thread on the surface.

The same setting is absolutely right for normal sewing.

Answer:

The tension should be reduced for free-motion.

The tension should also be reduced or lowered if the thread is breaking, or the bobbin thread is pulling to the top.

Question:

I am having trouble with the bobbin thread breaking during embroidery.

Answer:

One of the most common things that could make your bobbin thread break, or the bobbin not feed evenly in the bobbin case, is filling the bobbin too fast.

Try changing the speed to SLOW when filling a bobbin. (If you do not get the message, select Context then Bobbin Speed.

Filling a bobbin too fast stretches the thread, which squeezes the bobbin.

This can cause the bobbin to warp....which would not turn evenly in the bobbin case.

If you are using Rayon machine embroidery thread in the bobbin, fill only $\frac{3}{4}$ full.

Question:

My needle falls out when I am embroidering.

Answer:

The needle most commonly falls out when you are embroidering over a very thick area.

Be sure to tighten the needle after every color change.

Question:

Do embroidery cards for my Pfaff creative 2144 fit into my Pfaff 7570?

Answer:



The embroidery cards for the Pfaff creative 2144 do not fit into a Pfaff 7570, due to the thickness, or physical size of the card.

But, if the embroidery designs will fit in the Pfaff 7570 hoop (120 x 115mm), the card can be purchased for the 7570 with the same designs.

For instance, card 304 Bears, is also #73 Bears for the Pfaff 7570.

Some others are 314 / 78 American South West, 301 / 75 Garden, and 325 / 64 Quilt.

So, you see, the 300 number on a card is for a 2144, and the smaller number is for the 7570.

Basically, you get the same designs, but they will not be the same physical card.

On the other hand, if you have a card for a 7570, it will also work with a 2144.

Many of the designs can be purchased on a CD. If the design will fit in the Pfaff hoop, the design can be loaded through software.

Question:

I have a Pfaff, and I'm having trouble hemming jeans with heavy thread (jean thread). The underside of the fabric looks terrible. I've adjusted the tension, but still can't get it to look good - the best I can get is a crooked stitch on the bottom, but it looks great on the top.

Answer:

The Jeans thread is a little tricky to sew with in both the needle and bobbin, but it can be done.

You will need to tighten your upper tension very tight--around 8. (Amazingly tight!)

Use size 90 or larger needle.

Other options

#1 Use Jeans Thread in the bobbin, Sewing thread in the needle--tighten the upper tension to about 6.

You generally sew the hem from the inside, so the jeans thread would be on the outside of the hem.

#2 Sew with sewing thread in the needle and bobbin. Tension 4.5. Use the triple straight stitch #2.

#3 Sew with sewing thread in the needle and bobbin. Tension 4.5. Use straight stitch #1. It is not decorative, but is functional.

Question:

Which serger program should I use to get that wavy effect?

Answer:

For the wavy effect, sometimes called "Lettuce Edge", set for a 3-Thread Folded Rolled Edge.

Remove the left needle (blue)

Use the right needle (green), and both loopers (pink & yellow) (3 Threads)

Tensions: green 3.0, pink 2.0, yellow 8.0 (Adjust as necessary)

Stitch length 1.5

Stitch width 5.5

Differential 0.5

Remove the Stitch Finger (check you manual for instructions)

Serge, with the stretch of the knit fabric, trimming the edges as you go.

The differential will stretch the fabric for you.