

The Sewing Circle – Service Center Information

Annual Service (Clean & Tune)

- Annual Service (clean & tune) can be scheduled for same-day service. Call 970-672-2147 to set an appointment.
- If any repairs are required, we can't guarantee that it will get done the same day.
- Please only bring the foot control, power cord, bobbin case, bobbin if the machine is older than 10 years. Otherwise, please leave all accessories at home.
- If you are having your embroidery machine serviced, please bring the embroidery arm. (If your machine gets designs from anything other than a USB stick, please bring that format. ie: 3.5" disks, cards etc.)

You will have 30 days in which to test your machine and verify that we have performed all the services you have requested. Please notify us within those 30 days if you are unsatisfied.

Annual Service Rates:

- Mechanical Sewing Machine Plans: \$99
- Electronical Sewing Machines (Digital-no cutting mechanism) Sewing Machine Plans: \$129
- Electronical Sewing Machines (Digital-WITH cutting mechanism) Sewing Machine Plans: \$149
- Serger Plans: \$159
- Embroidery machines & Embroidery Units (small screens or small hoop sizes) \$169
- Embroidery machines & Embroidery Units (LARGE screens or LARGE hoop sizes) \$189
- Older machines (over 15 years old) = \$149
- Off-site Long-arm Service: \$250 minimum trip charge which includes Clean & tune.

Repair Rates:

If your machine is in need of repair, we will communicate with you prior to any service as to the cost of the parts and labor.

What is performed?

- Machines are placed on anti-static mats and if necessary, the service person will wear an anti-static wrist strap. This prevents any electrostatic discharge by safely grounding themselves while working on electronic sewing machines
 - Remove all covers to get to all major components.
 - Clean out all lint, dust, and old oil.
 - Look for and remove threads from the take up lever and the hand wheel.
 - Check top tension disks and remove lint build up from low quality threads.
 - Check timing belt/motor belt for belt tightness. Look for any excess wear spots.
 - For older machines: check motor brushes and make sure the motor is turning freely.
 - Check all shafts for any play or wobble.
 - Check the wear of all barrings.
 - Check the mechanism that drives the feed dogs for any play.
 - Check all gears that drive the machine.
 - Check the mechanism that drives the hook in the bobbin case area.
 - Check for any excess play between the hook and the hook driver.
 - Tighten any gears that are getting loose or wobbly.
 - Check bobbin winder.
 - Check feed dog height. A slight change in height can effect the way fabric is pulled through the machine.
 - Check feed dog alignment checking to make sure the feed dogs are straight and not rubbing on the stitch plate.
 - Oil every moving part of the machine (except on Viking, Pfaff & Singers that are non-oiling: Machines made with Sintered metal require no oiling!)
 - Check that the needle is centering in the needle plate both from side to side and from front to back. The slightest bit off in any of the four directions can cause extra needle breakage when sewing extra wide stitches or heavy fabrics.
 - Check needle and hook timing.
 - Check that the presser foot sits straight on the feed dogs and is at the proper height.
 - Time the feed dog movement to the machine needle.
 - Calibrate bobbin case tension.
 - Check and clean bobbin case of any excess build up of lint.
 - Check foot control's electronic contacts, cord, cord end and look for any cuts in the cord.
 - Test Sew Out – Once all areas of the machine has been completely checked, oiled and adjusted. It's time to see how it sews. The technicians are looking for a smooth running sound, balanced tension, even needle swing, centered needle position, proper feed dog movement/balance of stitches that stitch forward and reverse. They also test sew at full sewing speed. If even the smallest area is off, it will be magnified when sewing at full speed. They use a high quality polyester thread and also insert a new Universal size 80/12 needle.
- Sergers: Sergers receive extra care as the technicians check looper timing both for the upper and lower loopers, feed dogs, cutting knife and needles. Sergers must have precision clearance or else it will not work!