HELP! The thread is breaking or shredding

Carefully re-thread machine and try again

Am I using the correct needle type and size? (see Thread Reference Guide)

YES

NO

Change to proper needle type and size

Resolved!

Loosen top tension to very loose setting

Still breaking or shredding

Thread no longer breaks but thread loops on the back

Resolved

Still breaking or shredding

Gradually tighten top tension until thread no longer loops on back

Still breaking or shredding

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NO
Put thread on another machine. Confirm proper needle and tension settings. Does it work well?

Test other spool on same machine. Does the other spool of the same type of thread work well?

NO
Most likely, the problem is with the machine.

YES Therefore we assume that the original is bad. Request replacement

Still breaking or shredding

Do you have another spool of the same thread?

YES
Test other spool on same machine. Does the other spool of the same type of thread work well?

NO
Therefore we assume that the original is bad. Request replacement

NO
Therefore the thread is bad. Request replacement

Put thread on another machine. Confirm proper needle and tension settings. Does it work well?

YES Therefore the thread is good and we assume the problem is with the first machine.

Resolved

Check thread delivery method. If a spool, thread should unwind straight from the side (not over the end). If a cone, thread should unwind straight over the top (not from the side).