Troubleshooting tension issues:

Top thread lays flat on the fabric
- Upper tension dial too tight
- Lint in upper discs
- Machine not threaded correctly
- Lint in bobbin tension spring
- Poorly wound bobbin
- Thread not in bobbin tension spring
- Bobbin tension not set correctly

Bottom thread lays flat
- Upper thread tension is too loose
- Lint in bobbin tension spring
- Poorly wound bobbin
- Machine not threaded correctly
- Bobbin tension not set correctly

Loops on bottom of quilt
- Thread is not flossed in top tension disks
- Top thread tension set too loose
- Machine not threaded correctly
- Burr on hook

Fabric Puckering
- Top tension too tight
- Bottom tension too tight
- Bobbin not correct size for bobbin case
- Poorly wound bobbin
- Bobbin too full