

Technical Advisory Bulletin (TAB)

Bulletin #: TBBE1605A

April 27, 2015

Product: BERNINA E16

Implementation: ☐ Urgent ☐ Mandatory ☒ As Required ☐ Info Only

Reference: N/A

Subject: Bobbin Case Change for BERNINA E16

SITUATION:

BERNINA released the BERNINA E16 machine with a new bobbin case, PN 34396, back in 2014. Feedback from the assembly line, internal testing, and customers indicate that the current bobbin case, in some cases, will lose the bobbin tension faster than what is commonly expected. This results in operators on the assembly line or at customer sites having to adjust the bobbin tension back to specifications more frequently. A loose tension on the bobbin can result in the following symptoms:

- Increased bobbin thread usage
- Looser stitches when the machine is run in manual actifeed mode
- Bobbin pull to the top side of the embroidery
- Machine stoppages due to false bobbin or false thread breaks

SOLUTION:

Comparison tests have been run between the current bobbin case, PN 34396 (picture 1), and the bobbin case used on Melco machines prior to the release of the BERNINA E16, PN 004267-01 (picture 2). Test results show, on average, that the tension consistency is higher and frequency of having to re-tension the bobbin is reduced with the 004267-01 Bobbin Case. Hence, the decision was made to discontinue the 34396 Bobbin Case and switch back to the 004267-01 Bobbin Case. The two bobbin cases can best be distinguished by the different design of the pig tail, see pictures below.



Pic. 1: 34396 Bobbin Case



Pic. 2: 004267-01 Bobbin Case

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RECOMMENDED ACTION:

- ⇒ In general, Bobbin Cases are consumables and require maintenance and adjustment over time.
- ⇒ Optimal Bobbin Thread Tension should be between 18-22 grams (180-220mN).
- New production BERNINA E16 machines starting with SN 120360300 will be equipped with the 004267-01 Bobbin Case.
- The 34396 Bobbin Case will no longer be sold.
- All requests for 34396 Bobbin Cases will be fulfilled with 004267-01 Bobbin Cases.
- Customer Support, during troubleshooting a customer reported sew performance or sew quality issue (see symptoms listed under "SITUATION" above) on a BERNINA E16, should ask the customer to check the bobbin tension. It is up to Customer Support to replace bobbin cases under warranty in case customer reports having to adjust bobbin tension too frequently.