

Ten Common Problems When Embroidering Caps

Note to Operator: The following is a list of the ten most common problems that you may encounter when embroidering caps. You will find symptoms of each problem along with links and/or information on how to remedy them. While this list does cover the most common problems, it does not cover every problem that you may come across. If you find yourself struggling to embroider caps even after going through this document please call PBG Support

Know that your problems may not be limited to embroidering caps. In addition to this document, you can refer to the [Top Ten Problems document](#) for further assistance in troubleshooting your embroidery machine.

1. Improper Hooping

a. Symptoms (not limited to): Broken needles, thread breaks, bird nesting, registration issues

b. Solution: [Hooping Caps](#)

2. Design not digitized properly

a. Problems can be related to the following:

i. Design not sequenced properly

ii. Design being too dense

iii. Pull compensation not set properly

b. Symptoms (not limited to): Thread breaks, bird nesting, poor registration, and broken needles

c. Solution:

i. Edit your design in digitizing software to resolve the issue. Cap designs need to be sequenced so it starts in from the bottom moving towards the top and then from the middle towards the outside edges of the design.

ii. Need someone to help? Contact [PBG Design Services](#)

3. Design too big

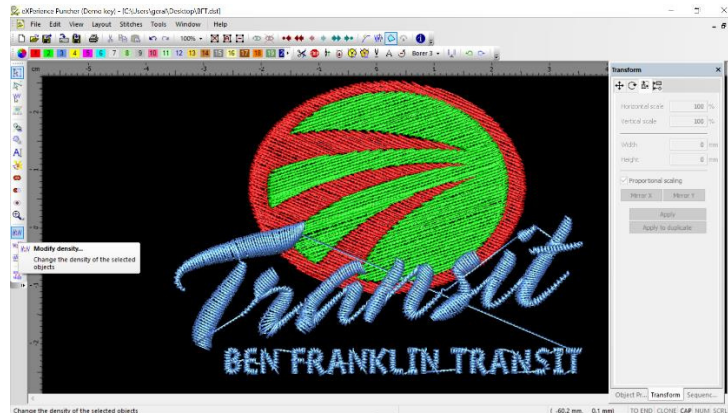
a. Symptoms (not limited to): excessive thread breaks and broken needles when sewing low and high on the cap, distorted designs as you go higher on the cap.

b. Solution:

i. In your digitizing software, shrink the design to be less than 2 ¼” tall.

Caution: Changing the size of a design will affect density and stitch

quality. Be sure to utilize the modify density tool in your Wings software when adjusting the size of your design.



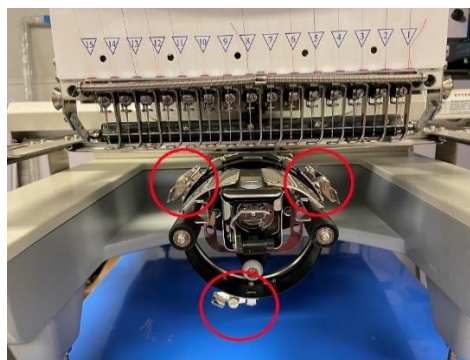
ii. [Visit PBG Design Services](#)

4. Cap not snapped onto the cap driver

a. Symptoms (not limited to): thread breaks, needle breaks, bird nesting, and registration issues

b. Solution:

i. Make sure that all three latches are securing the cap on the cap driver before running your machine.



ii. Can't get them to all latch? Call PBG Support

5. Using the wrong needles

a. Symptoms (not limited to): Broken needles, thread breaks, and bird nesting

b. Solution:

i. For structured caps, PBG recommends an 80/12 titanium sharp needle or a 75/11 titanium sharp.

ii. Purchase needles through [PBG Supplies](#)

6. Improper positioning of the design on the cap
 - a. Symptoms (not limited to): excessive thread breaks, broken needles, registration issues, skipped stitches, distorted designs.
 - b. Solution: Position the design so that you do not try and stitch on the curved surface of the cap (too high) or closer than ½” away from the bill of the cap.
7. Improper use of backing and/or not using backing
 - a. Symptoms (not limited to): Skipped stitches, poor registration, bird nesting, and thread breaks
 - b. Solution:
 - i. Regardless of the size of your design, PBG recommends that you use a full sheet of tearaway cap backing when sewing on caps.
 - ii. Purchase backing through [PBG Supplies](#)
8. Cap driver out of alignment (cable loose, etc.)
 - a. Symptoms (not limited to): Poor registration, broken needles, cap driver not being centered properly on the machine, and/or the frame not having the full range of motion for a design.
 - b. Solutions:
 - i. [Centering and Securing your Cap Driver](#)
 - ii. [Need help? Call PBG Support](#)
9. Sewing at too high of speed
 - a. Symptoms (not limited to): Thread breaks, broken needles, and skipped stitches
 - b. Solution: When embroidering caps, PBG recommends that you sew no faster than 600-700 stitches per minute.
10. Incorrect needle plate
 - a. Symptoms (not limited to): Broken needles and thread breaks
 - b. Solution: Switch to using your cap needle plate.
 - i. Don't have one? Call the PBG Support