

# TechTips For HAPPY HCA/HCG machines

## Easy Repairs on Normal Wear & Tear Upper Faceplate adjustment

As your HAPPY HCA or HCG machine (1-head to 8-head commercial machine) ages, the cushion that positions the needle bar to engage correctly for sewing may wear a small groove, causing a misalignment that results in the machine to skip some or all stitches where on the head that has the problem. The most common sign of this happening is seeing the needle jiggle up and down to the speed setting of the machine, but never quite come down to sew. Or, alternately, the needle/foot will “bounce” several times before engaging. The good news is that your machine was designed for easy adjustment for this wear, and the whole procedure should take less than 5 minutes with nothing more than a screwdriver! To do so, follow these steps:

1. If this is happening on a multi-head machine, remove the access panels on either side of the head that is exhibiting the problem.
2. With the machine powered on, use the control panel to select needle 1. This should expose the right edge of two black, rectangular plates. The upper, narrow one is called the Upper Face Plate. Look for a single screw (depending on which model machine you have, this may be a flat-tip or Phillips-type screw).
3. Loosen this screw with your screwdriver SLIGHTLY – leaving enough tension to keep the plate in place, and tap the upper faceplate downwards approx. 1-2 mm.
4. Re-tighten the screw. Test your machine. The problem may be solved at this point. If not, continue to step #5.
5. Use the control panel to select the opposite end needle – 8, 10, 12 or 15. This should expose the left edge of the Upper Face Plate.
6. Repeat steps (3) and (4) for the left edge.
7. Test your machine. The problem should be solved!
8. Eventually, this plate/cushion will not be able to adjust down and the cushion will need replacement. In most cases, the part number is M0408412 “cushion” (except in noise reduction machines)

