Nudie Jeans Repair Manual

Nudie Jeans co

Introduction 3
Patching 4
Sewing 5
Crotch 6
Knee / Thigh 7
Inside Pocket 8
Back Pocket 9
Leg Opening 11
Coin Pocket 12
Belt Loop 13
Hollow of the knee 13
Button/Buttonholes 14
Zipper - Tailor 14
Hemming 15
Receiving a repair 16
When a customer wants to hand in a repair 16
When the repair is done 17
Handling the machine 18

Hey!

This Repair Manual provides a in-depth guidance on repairing jeans and cover every area that we repair in our stores.

To get to our Repair Video Tutorial, just **follow this link**.
It provides a step-by-step video guidance on repairing jeans with sewing machine, and is a great compliment to this manual.

Introduction

In all of our Nudie Jeans Repair Shops, we offer a free repair service on all Nudie jeans, no matter when or where they were bought. We repair Anything on the jeans for free; the Repair Service also includes zippers and hemming. This is one of our most essential services, a reason for us to be, if you will. It's a chance for us to take responsibility for our products and offer our customers a high-class after-purchase service.

We should be proud of every repaired pair we hand out, and we want our customers to expect the same great result no matter where they get their jeans repaired. Our goal is a durable, good-looking repair that will give any old pair of jeans a new life.

Patching

We mainly use thin denim as patching material, but sometimes, more delicate fabric, such as pocket or t-shirt fabric can be used. If you choose a denim patch, make sure that it contains the same composition as the jeans (rigid or stretch) and that it's a similar color.

The patch should be thinner than the jeans we are repairing, as we don't want to cause a new abrasion at the edges of the patch – the patch should also be cut out round around the edges.

To avoid crinkles or double folding, we use a thin layer of textile glue, smeared out all over the patch with a spatula – if it's a big hole, avoid putting glue on the part of the patch that will be visible.



[fig 1]

1. Turn the jeans inside out.
   - Put the patch fabric over the torn area, and place it along the diagonal lines of the jeans. *[fig 1]* This way, it will follow the function of the fabric, and the repair will (become) more durable.
   - The patch should overlay the abrasion and cover 3-5 cm outside the damaged area.
2. Cut out the patch, round around the edges
   - It can be helpful to mark with a textile pen where you want to cut
3. Smear out a thin layer of textile glue on the patch's upper side
4. Place the patch over the intended area, and stroke it with your hand to make sure it's connected
5. Let it dry off for a few minutes before you start sewing
   - For efficiency, patch up 5-10 pairs of jeans with a similar color.

Sewing

For efficiency, have a few jeans of the same color patched and ready to be repaired. Choose a thread color matching the jean's tone, and always use the same color for the bobbin as the overthread. When you start sewing, fill up a new bobbin simultaneously so you can switch when the bobbin runs out of thread. If the jeans have different tones in the fabric, it can be a good option to use different threads for different areas.

Strive to sew along the diagonal lines in the fabric – this way; it will be less noticeable and more durable as it won't kill the function and construction of the fabric.

It's acceptable to sew horizontally or vertically over the torn area; this direction can be more suitable for the machine if you're using the "overarm", – But be aware that it will be a more visible repair and the function of the fabric will be opposed, making it more exposed for new abrasions. But some customers do prefer this look.

If it's a big area you're going to sew over, you can divide it into several sections, try to keep each row about 5 cm each and sew over one row at a time, from right to left. *[fig 1 & 2]*

1. Start in one corner of the torn area and make tight and long stitches from right to left
   - Try not to pull the fabric when sewing
   - The sewing machine will perform best at full speed
2. Sew symmetrical stitches with the same length over the intended area and stop just before the patch ends.
   - If it's a bigger hole you're repairing, you can sew over the hole one extra time to ensure it's durable and blends in more with the rest of the repair.
3. Cut off the loose threads, turn the jeans inside out and cut off any unused area of the patch if needed. Lastly, cut off the loose threads here too.



[fig 1]



[fig 2]

Crotch

Start by overviewing the area around the four big seams connected in the crotch. If one side is torn, the other side might have started to abrase too. *[fig 1]*

When a torn side gets repaired, it will get thicker and more compact than the other side, making it exposed. Therefore, it might be a good idea to repair both sides; just ensure that the customer has agreed on this.



[fig 1]



[fig 2]



[fig 3]

1. Attach the patch, so the patch's edges follow the crotch's thick seams *[fig 2]*
   - The patch should cover the damaged area and a few centimeters outside
   - Make sure that the outer edges are cut round around the edges
2. Start sewing along the thick seams to attach the patch edges and stop in the crotch's inner corner
   - It's important to sew from the crotch's corner. Otherwise, it would only be a matter of time before this area would break if the outer areas get sewn
3. From the crotch's corner, sew tight and long stitches moving out to the end of the patch
   - Divide into different sections if it is a big abrasion.
   - If it's a big visible hole, you can always sew some extra stitches over the hole
4. Finish by cutting off the loose threads and any unsewn remains of the patch. *[fig 3]*

Knee / Thigh

This area might be stretched out by usage, so be careful when placing the patch, so the denim doesn't get double-folded and keep a loose grip when sewing so the fabric doesn't get stretched out.

It's better to place a big patch on the inside of the knee, or else the patch might cause a new abrasion if it ends before the knee does.

1. Turn the jeans inside out
2. Attach the patch over the intended area, folloing the diagonal lines *[fig 1 & 2]*
3. Sew long and tight stitches over the patch
4. Cut off the loose threads and any unused area of the patch *[fig 3]*



[fig 1]



[fig 2]



[fig 3]

Inside Pocket

If there are several holes over the pocket, it's better to exchange the pocket if possible. But if it's just a minor abrasion, use a patch. To ensure it won't cause a new abrasion, always attach it to the edges of the pocket and along the big seam in the centre of the pocket.

Always use a thread color that matches the tone of the pocket.

If the hole is near the pocket lining, it will be hard to reach with the machine. Therefore, it's better to place the patch on the inside of the pocket so the upper edge follows the inside of the lining.

Small holes near the pocket lining:

1. Attach the patch along the pocket lining, so it covers the abrasion
2. Sew along the patch's bottom edge and sides from the outside of the pocket with the hemming machine.
3. Sew zig-zag seams with the darning machine to attach the top edge of the patch along the pocket lining, and make sure this thread color matches the denim.
4. Cut off the loose threads.

Small holes over the more significant areas of the pockets:

1. Turn the jeans inside out and cut a square-shaped piece of pocket fabric that covers the abrasion - Rather too big than too small
2. Put a thin line of glue along the edges of the patch and fold in the edges
   - This prevents the edges from fraying in the wash.
3. Put another line of glue along the new edges and place the patch over the abrasion
4. Sew down the patch's edges from the inside of the pocket with the hemming machine
   - Be careful, so the pocket doesn't get sewn together
5. From the outside, sew along any edges of the pocket where the patch is connected
6. Cut off the loose threads. *[fig 1]*



[fig 1]

Back Pocket

If the sewing machine's "overarm" is removed, most areas of the back pocket can be reached; just be careful so that the back pocket doesn't get sewn together with the jeans.

1. Attach a patch on the back pockets inside
2. Sew over the patch with the darning machine
3. Cut off loose threads and any unsewn part of the patch *[fig 1]*

If the abrasion is near the bottom seam of the pocket, it can be hard to reach even without the "overarm".

Then we have two other options:

Option 1:

1. Unpick the back pocket seams so the abrasion is reachable with the machine, and repair the damaged area as usual with a patch underneath.
2. Lastly, sew the back pocket seams back with the hemming machine, using matching seam thread.

Option 2:

1. Attach a patch on the outside of the back pocket that covers the torn area and reaches over the bottom seam of the back pocket
2. Sew around the inner edges of the patch with the darning machine. *[fig 2]*
3. Sew the patch's bottom edge down along the pocket's bottom seam, either with the hemming or the darning machine.



[fig 1]



[fig 2]

Remember - It's always good to consult with the customer when they're handing in their jeans, so they're aware of their options.

Another common area is near the bartacks. The thick seam can cause abrasion in the fabric beneath, especially when it contains elastane. This can be repaired easily, but be careful when sewing over the corner of the back pocket, as it's pretty thick, and the needle might hatch if you're sewing too fast.

1. Attach a thin patch (ex: pocket fabric) over the abrasion from the inside of the jeans
2. Avoid putting the patch over the corner of the back pocket if possible
3. Start sewing slowly over the back pocket's corner and out to the patch
4. Sew over the abrasion out to the edges of the patch
5. Cut off the loose threads *[fig 3]*



[fig 3]

Leg Opening

Below the hem:

– Sew carefully over the torn area without any patch underneath

Above the hem:

– If the customer folds the hem and the abrasion isn't that big yet, sew up and down over the abrasion to "replace" the torn fabric without any patch underneath *[fig 1]*

– If it's a big hole and the customer wants to keep folding their jeans, the patch can be put on the outside of the jeans as this side won't be visible; but be aware of the thickness of the patch

– If the customer doesn't fold their jeans, the patch can always be placed on the inside as usual.

Remember - It's always good to consult with the customer when they're handing in their jeans, so they're aware of their options.



[fig 1]

Coin Pocket

The coin pocket is tricky to access with the sewing machine, but below are three different options to repair it.

Option 1 - With sewing machine:

1. Unpick enough of the seams around the pocket to reach the torn area with the machine
2. Attach a thin patch (ex., pocket fabric) on the inside of the coin pocket that covers the abrasion and sew over the torn area
3. Sew the seams back together with the hemming machine

Option 2 - Sewn by hand + machine:

1. Attach a denim patch on the outside that covers the torn area and reaches the edge of the coin pocket
2. Sew over the edge that covers the seams with the hemming machine
3. Make a knot at the end of a thread and take the first stitch from the inside to the outside of the coin pocket
4. Sew around the rest of the edges on the inside of the coin pocket with hand stitching
5. Attach the last stitch by making an extra stitch and finish with a knot on the inside. *[fig 1]*

Option 3 - With needle and thread:

1. Attach a thin patch (ex., pocket fabric) on the inside of the coin pocket that covers the abrasion
2. Make a knot at the end of a thread and take the first stitch from the inside to the outside of the coin pocket
3. Sew over the torn area by going up and down with hand stitching, with approx. 0,5 cm stitch length
4. Attach the last stitch by making an extra stitch and finish with a knot on the inside



[fig 1]

Belt Loop

Most areas of the belt loop can be reached with the sewing machine; sew back and forth over the torn area with the darning machine, so it gets reinforced. *[fig 1]*

If the machine doesn't reach the torn area:

1. Unpick the top or bottom seam of the belt loop
2. Sew over the torn area until it's reinforced
3. Sew the unpicked seam back with the hemming machine

If needed, you can also replace the belt loop with a new one:

1. Unpick the old belt loop
2. Put a small amount of glue at the edges of the new belt loop
3. Attach the belt loop and let dry for a few minutes
4. Sew new seams at the edges of the belt loop with the hemming machine, going back and forth approx. three times.

Hollow of the knee

This is generally an area that doesn't need patching, as the abrasions usually are pretty small that comes from crinkles.

– Sew small stitches back and forth over the torn area with the sewing machine



[fig 1]

Button/Buttonholes

If the button has fallen off and left a small hole:

1. Sew this area together without any patches underneath
   - Avoid sewing too thick, as the rivet needs to be pushed through here
2. Push the rivet through the denim from the inside
3. Lay the button, so it's facing down against a flat surface
4. Use a hammer and nail the rivet down into the button

Buttonholes can be repaired with the sewing machine without any patches underneath.

- Sew carefully over the torn area to reinforce it, making small stitches back and forth *[fig 1]*

If needed, refill the orange thread with the hemming machine.

Zipper - Tailor

Most stores can't exchange broken zippers as this is quite a time-consuming and advanced repair. But we always accept customer's who hand in a pair of jeans with a broken zipper and have these handed to a local tailor and stand for the cost.



[fig 1]

Hemming

Our repair promise also includes free hemming on all Nudie Jeans; if you don't have a hemming machine in your store, offer to have the jeans handed into a tailor and stand for the cost.

It's best to ask the customer to wear the jeans so we can measure them ourselves. If they've already measured out themselves, chances are there could be a communication breach, and we hem their jeans too short.

When the customer wears their jeans:

1. Fold up one of the legs so it reaches the end of the heel and touches the floor.
2. Ask for the customer's feedback
   - Remember to explain and inform that with dry jeans, a shrinkage of up to 3 centimetres can be expected after the first wash
   - A new prewashed pair generally shrink 1-2 centimetres after the first wash and by usage, as jeans always crinkle up in the hollow of the knee
3. Once you've agreed on a length, place a needle by the inner seam to keep the fold
4. Take the customer's contact information and inform them how long it will take
   - We strive to have hemming jobs done within 24 hours if possible
5. Measure out the new length and subtract with 3 centimetres, put a mark with a pen and cut the rest off
6. The folds acquire 1,5 centimetres each, so start by folding it twice by the inner seam and lock it down with the presser foot on the hemming machine.
7. Fold a bit ahead with your right hand, hold this area gently and start sewing
8. Sew all the way around slowly while folding the area ahead with your right hand
   - Be careful so you don't pull the fabric, as this will affect the quality of the hemming
9. Once you're back at the starting position, sew over the inner seam again and back over it once more to attach the seam
10. Make sure the seam is consistent all the way around and cut off the loose threads
    - The seam should be straight and placed just a few millimetres below the upper edge

Tip: You can put a small mark on the machine where the leg opening ends when the jeans are locked down with the presser foot. This way, it's easier to check that you're staying aligned while sewing.

Receiving a repair

Consult with the customer when they hand in their jeans so they know how we repair them, especially if it's a tricky area or an unusual color.
Keep a small rack of example repairs by the station, so you can show the customer some example repairs if needed. Customers who check in a repair through our portal agree to our terms and conditions.
We only accept newly washed jeans for hygienic reasons and because the fabric gets easier to work with.

When a customer wants to hand in a repair

Repair Portal Admin http://repair.nudiejeans.com/admin/login/
(Personal Login)
Repair Portal http://repair.nudiejeans.com/ (Sign in Repairs)

You can change customer information in the admin site whenever, but if you need to adjust their email, please inform info@nudiejeans.com as they'll need to update this in voyado.

1. Ask if their jeans are newly washed and what needs to be repaired, and go through the jeans together with the customer
   - The customer might have missed a torn area, so check the most common areas; (crotch, inside pockets, bar tacks etc.) If you find anything - ask if they want it reinforced as well
   - Set as a rule that if an area is torn but not filled in on the repair ticket – don't repair it. It's better to contact the customer if you're unsure.

Check in the repair through our repair portal:

1. Ask the customer if they've handed in before:
   - If yes, have them fill in their email, and the rest of the information will be auto-filled
   - If no, ask them to fill in their email themselves, so we're entirely sure it's correct
2. Select the fit and tick in which areas to repair
   - If you're unsure or if they want a particular repair, you can add this in the comment field
   - This information is necessary if the repair tag gets separated from the jeans
3. Press "submit" – A ticket number will be generated together with all information summarised
   - If the customer has a second pair to hand in, you can choose "Add another pair" and fill in the information for the new pair, and the rest will be auto-filled
4. Within a few minutes, the customer will receive a confirmation mail with all information summarised to their email
5. Control that everything is correct and write down the ticket number, customer's information, and repair areas on the repair tag
6. Write down the date and ticket ID of the bottom part (their part) of the tag, rip it and hand it over to the customer and let them know the estimated waiting time.

When the repair is done

1. Log in to the admin site, search for the ticket number and click on the repair
2. Change the status of the repair from “Checked in item for repair” to “Repair done, ready for pickup”, and press “save” up in the right corner
   - This will automatically trigger an email to inform the customer

If the customer doesn’t pick up their jeans within the near future, a few reminder emails will go out, informing them that we’re entitled to recycle their jeans after three months.

But - Before we recycle their jeans, always try calling the customer at least once.

Checking out a repair:

1. Go through the repairs together with the customer, so they know what we’ve done, and offer them a bag for their jeans
2. Log in to the admin site, search for the ticket number and click on the repair
3. Change the status of the repair from “Repair done, ready for pickup” to “Customer picked up repaired item”, and press save
4. A final “Thank You”-email will be sent out to the customer

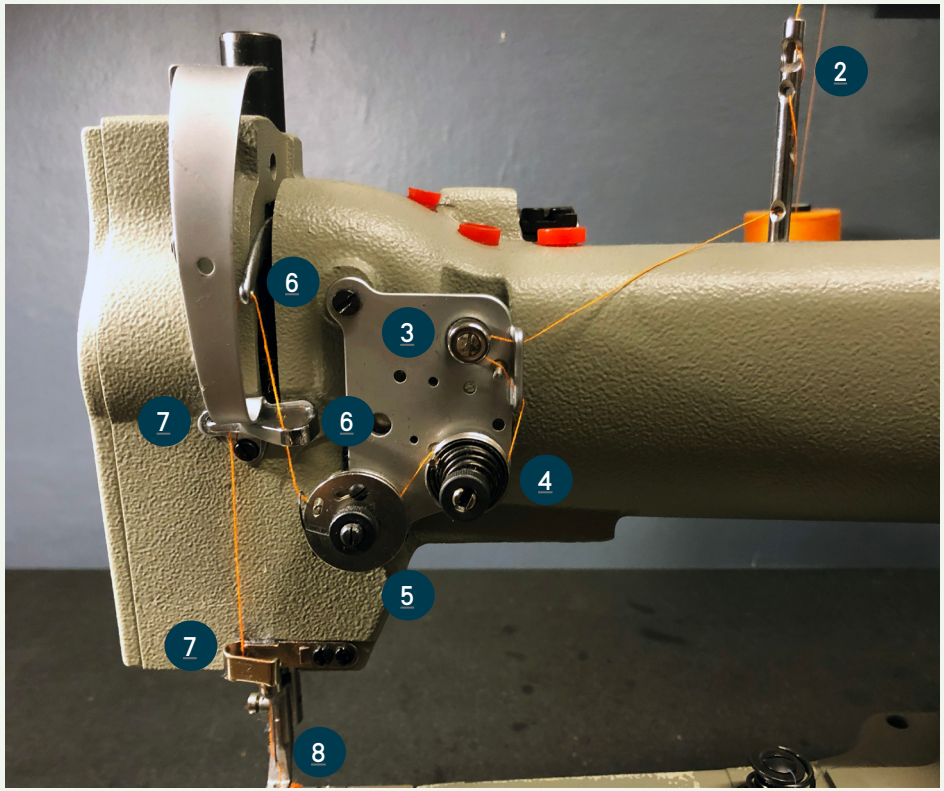
Handling the machine

Our sewing machines may look slightly different even if it's the same model, but this is a general guide to PFAFF's Darning / Hemming machines.

Threading – Over thread:

1. Place the thread on the left thread pin, pull the thread right up and lay it over the first hook and towards the machine
2. Pass the thread through the upper eyelet and go through one or two holes; this affects the thread tension (the standard is two holes)
3. Pull the thread to the thread retainer, go through the first hole, around the wheel and go out through the second hole
4. Lead the thread around the tension discs and and lay the thread over the stick
5. Lead the thread around the discs from below and through the check spring
6. Lead the thread through the right side of the thread guide and go through the take-up lever
7. Lead the thread right down through the left side of the thread guide and down through the metal hook
8. Pull the thread through the eyelet of the needle bar and go through the eye of the needle and pull it towards the machine, to the right
9. Lead the thread down through the needle foot and pull out the thread an extra 5 cm
10. Ease up the thread tension by lifting the take-up lever on the back of the machine and turning the hand wheel on the right side of the machine.

The thread tension should give a bit of resistance but still loose enough to be able to pull out more thread. To ease the tension, adjust this by turning the tension disc.



Threading – Under thread

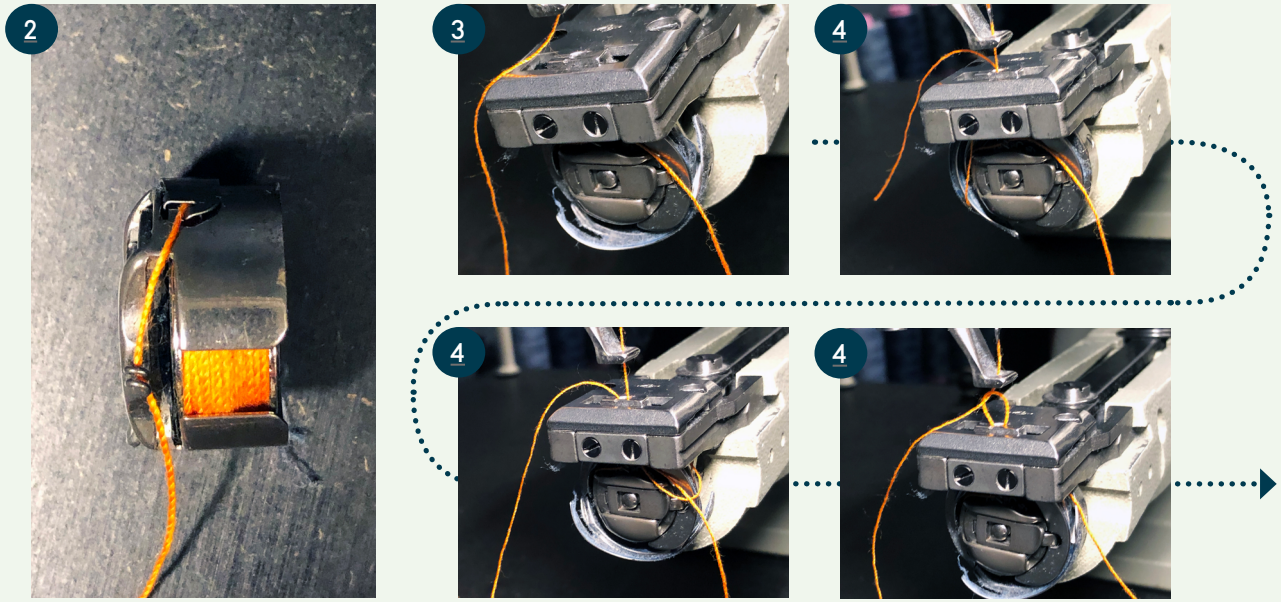
1. Take out the bobbin case and place a filled bobbin in the case

2. Lead the loose thread through the tiny crack and pull out about 5 cm of thread upwards (the bobbin should move clockwise when you're pulling the thread), and lead the thread through the metal spring (not all bobbin cases have this small spring)

3. Put the bobbin case back in the machine so that the metal pin shows as if it would be set to quarter past three

4. While holding the upper thread with your left hand, turn the hand wheel with your right hand and watch as the needle goes down in the undercarriage all the way around. When the needle is back up again, pull the upper thread gently, and the under thread will follow

5. Close the bobbin carriage with the case and pull out about 5 cm of the over and under thread.



Fill a bobbin

1. Place an empty bobbin on the pin to the right of the machine and place a thread on the right thread pin

2. Lead the thread right up and lay it over the first hook and towards the machine

3. Pull the thread through the hole above the wheel, go around the wheel, and go out again through the same hole

4. Pull the thread towards the bobbin and pass it with about 10 cm. Pull the thread against the underside of the bobbin and roll up all excess thread tight around

5. Push the metal pin down towards the bobbin until it changes position; the pin should stop just outside of the bobbin

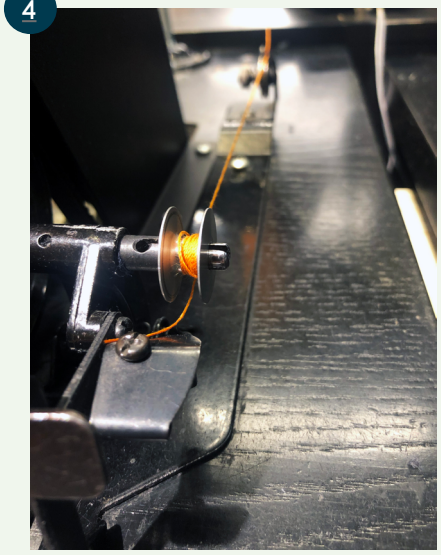
6. Push the left pedal down, run the machine, and the bobbin will start filling up.

You can fill up the under thread while sewing. But if you fill up a bobbin without sewing with the machine, ensure there's no over thread threaded through the needle and no bobbin in the undercarriage.

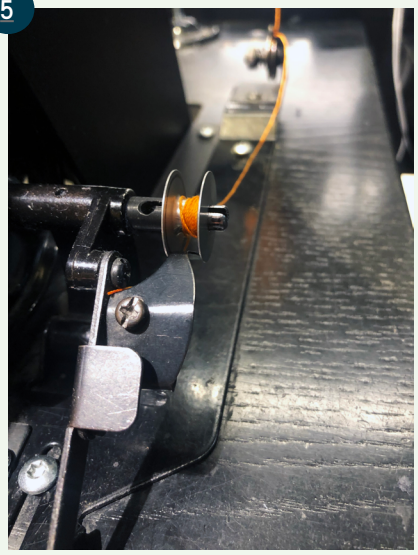
3



4



5



Running the machine

- The left pedal makes the machine run; push it all the way down to make it go full speed. The machine will perform best at full speed, but it's good to go slow over thick areas.
- If you push the pedal down at the edge of the bottom part, it will set the needle to its starting position, do this once you've finished repairing to take out the jeans while lifting the take-up lever with the right pedal.
- The right pedal is used to lift the take-up lever. You can also lift it with the metal stick on the back of the machine

Cleaning/Oiling

It's recommended that the machine gets cleaned every third working hour, meaning when it has been going for three hours straight. But this isn't an option since we're repairing on and off throughout the day. Instead, make it a routine to clean the machine before leaving the store daily, if possible.

1. Pull out the over thread and take out the bobbin case.
2. Use a small brush or rag to clean the back, the front, on top of the machine, and inside the bobbin case
3. Take the small brush and clean around the gripper.
4. Pull the brush through the area where the needle goes down and brush thoroughly around the undercarriage; turn the hand wheel up and down to reach every area
5. Put 2-3 drops in the four holes on top of the machine; these are usually red
6. Put 2 drops on the "x-point" of the undercarriage and turn the hand wheel slowly all the way around to make the oil reach through
7. Lift the lever and run the machine at full speed for about 10 seconds. Before using the machine again, ensure you wipe it off, as the oil might drop the next time you run it