



# Tech Info Library

## ImageWriter II: Carriage Problems and Cures

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### #1: Carriage Hums and Won't Move at Power On

**PROBLEM DESCRIPTION:** When the printer is powered on, the carriage should move to the far left and then back to the center of its travel. With this problem, the carriage doesn't move at all at power on.

**CAUSE:** Printer is shipped with plastic tubes on the carriage shaft to hold the carriage stationary and so prevent damage. It is not easy to see that these tubes are just shipping fixtures so sometimes they aren't removed at installation.

**CURE:** If plastic tube shipping fixtures are installed, remove them from the carriage shaft.

### #2: Carriage Moves to the Right at Power Up

**PROBLEM DESCRIPTION:** Carriage moves to the right instead of the left at power up.

**CAUSE:** The CPU PCB may be defective.

**CURE:** Replace the CPU PCB with a known good one.

### #3: DEAD PRINTER

**PROBLEM DESCRIPTION:** When you power up the printer the carriage doesn't move at all.

**CAUSE:** it could be a defective Driver PCB; it could be a defective CPU PCB.

**CURE:**

1. If the LEDs are not lighting, replace the Driver PCB.
2. If the LEDs are lighting, replace the CPU PCB.

#### #4: AFTER POWER UP CARRIAGE MOVES LEFT BUT DOESN'T CENTER

PROBLEM DESCRIPTION: When the printer is turned on, the Carriage moves to the left but does not return to the center.

CAUSE: The end of travel switch mounted under the Carriage Assembly may be bent or malfunctioning.

CURE: Power off the unit. Remove the top cover and slide the Carriage Assembly to the right. Set the printer on its right side and locate the switch under the Carriage Assembly. Make sure that it is not bent. If it isn't, push the switch and check for (a) or (b) below:

(a) IF THE SWITCH HESITATES TO GO IN AND RETURNS VERY SLOWLY, then it's probably stuck. Spray contact cleaner on the switch while you press it a few times. Do this until it operates freely.  
Recheck for the problem.

(b) IF THE SWITCH OPERATES FREELY BUT THE CARRIAGE STILL WON'T CENTER AT POWER UP, the problem could be the CPU, switch, Carriage Assembly, ribbon cable, or power supply. Refer to the Tech Procedures for the troubleshooting procedure to isolate the problem to one of these modules.

#### #5:DESCRIPTION

When the printer is turned on, the power light should come on.

#### YOU WILL NEED:

1. Level I Tech Procedures for ImageWriter II
2. ImageWriter II User's Manual

#### BEFORE YOU START:

1. If a replacement doesn't fix the problem, reinstall the original module/part before continuing with the procedure.
2. For location of IW II module/parts, refer to the Level I Tech Procedures.

#### INSTRUCTIONS

1. Move the carriage back and forth along its full length of travel.

PROB: The carriage binds or doesn't move consistently.

FIX: Check if carrier belt is installed properly

Check for obstructions in the gears

2. Turn on the IW II. The power lamp should come on and the carriage should move slowly to its leftmost position, then rapidly to its center position.

PROB: The power lamp doesn't light when the IW II is turned on or the carriage does not operate properly.

FIX: Recheck for the problem after each of the following steps:

- (1) Check that power is turned on.
- (2) Check that the power cord is plugged in.
- (3) Replace the operation panel.
- (4) Check the 5 amp and 1 amp fuses on the Drive PCB
  - \* If either is burned out, replace it and turn power on again.
  - \* If the fuse blows a second time, replace components in this order  
(recheck for the problem after each replacement):
    - a. Drive PCB
    - b. Carrier motor
    - c. Transformer
- (5) If the fuse is OK, swap the power cord.
- (6) Replace components in this order (recheck for the problem after each replacement): transformer, drive PCB, filter board, 2 amp fuse on the filter board, power switch.

PROB: There is a burning odor, erratic carrier motion, or erratic platen rotation when the printer is turned on.

FIX: Recheck for the problem after replacing each of the following parts:

- (1) Drive PCB
- (2) Main CPU PCB
- (3) Carrier motor
- (4) Flexible cable
- (5) PCB interconnection cable
- (6) Interface cable

If the above cures don't fix the problem, search on GTS and the product's name to obtain a general troubleshooting procedure.  
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