ImageWriter II Sheet Feeder: Damage During Removal

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The problem: sometimes the right side of the platen (facing the front of the unit) becomes loose and disengages from its mounting bracket. This can cause intermittent print quality problems.

The cause: while removing the Sheet Feeder, the operator rocks the assembly back and forth to eject it from the printer. This puts pressure on the platen hold-down bracket, bending it in such a way that the platen is loose enough to rise out of the frame assembly. The print head then does not firing squarely on the platen.

Three remedies:

- Remove and straighten the bent mounting bracket, then re-install it.

- Remove the bent mounting bracket and replace it with a new part
  (# 076-0200)

- Remove and straighten the bent mounting bracket. Drill out the dimple
  (the raised steel stamping) on the mounting bracket with a power drill
  and a 3mm bit. You can then mount the bracket with two screws instead
  of one. Use a SMW 2.6 x 6 screw along with a nut and toothed washer.
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