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ImageWriter II Ribbon Advance Problems

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BEFORE YOU START: Familiarize yourself with the ImageWriter II Technical Procedures. Be sure to follow proper ESD procedures.

PROBLEM DESCRIPTION: A customer might complain that the print will become light then dark again, or that the ribbon wears through in certain spots. A technician might notice that the ribbon drive gear will turn counter-clockwise when the carriage assembly is moved - but only when the carriage assembly is moved in one direction.

CAUSE: The ribbon frame assembly might be defective.

CURE: Replace the ribbon frame assembly.

Note: Refer to General Troubleshooting Procedures if replacing the ribbon frame assembly did not cure the problem.
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