



# Tech Info Library

## ImageWriter Power On Initialization Problems

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### DESCRIPTION:

When the printer is turned on, it should automatically perform a series of electromechanical operations that initialize it before printing.

The following table is composed of fixes for typical problems which may occur during power-on initialization.

### YOU WILL NEED:

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

### BEFORE YOU START:

1. If replacement or adjustment procedures are needed, refer to the Tech Procedures.
2. If a replacement doesn't fix the problem, reinstall the original module/part before continuing with the procedure.
3. If location for IW controls are needed, refer to the User's Manual.

### INSTRUCTIONS

1. Turn on the IW, it should perform the following initialization actions:
  - (1) Light the Power lamp.
  - (2) Rotate the platen one line backwards and then one line forwards.
  - (3) Move the carriage to its leftmost position and stop.
  - (4) Light the SEL lamp.
2. If a problem occurs, find it below and perform the corresponding FIX.

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PROB: The power lamp doesn't light when the IW is turned on.

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) Check the power fuse at the back of the printer.
  - \* If it 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. CPU PC board
    - b. Carrier motor
    - c. Transformer
    - d. power switch

- e. carrier motor
  - f. transformer
- (4) If the fuse is OK, swap the power cord.
  - (5) Check the three fuses on the CPU board and replace any if blown.
  - (6) Replace components in this order (recheck for the problem after each replacement): power switch, carrier motor, transformer.

PROB: When the printer is turned on, the platen doesn't rotate one line backward and then one line forward.

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

- (1) Pull off the platen knob and check for obstructions in the gears
- (2) Check for loose connectors as you follow the procedure to replace the main logic PCB (found in the Tech Procedures binders).
  - \* If you find a loose connector, don't replace the main logic PCB but instead install the connector securely.
  - \* If you don't find a loose connector, replace the main logic PCB.
- (3) Replace the mechanical assembly.

PROB: As the printer is turned on, the printer doesn't move the carriage smoothly from its rightmost to its leftmost position and stop.

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

- (1) Check if the carrier wire is strung properly.
- (2) Check for loose connectors as you follow the procedure to replace the main logic PCB (found in the Tech Procedures binders).
  - \* If you find a loose connector, don't replace the main logic PCB but instead install the connector securely.
  - \* If you don't find a loose connector, replace the main logic PCB.
- (3) Replace the carrier motor.

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) CPU PC board
- (2) Carrier motor
- (3) Mechanical assembly

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