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ImageWriter 15 Problem/Cure: Prints OK But Makes Grinding Sound

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PROBLEM DESCRIPTION: ImageWriter 15" prints OK but the carriage seems to make a grinding sound when moving across the print bar. This often happens after the carriage motor has been replaced.

CAUSE: The screws mounting the carrier motor on its grommets may be too tight causing vibration (grinding noise).

CURE:

1. Loosen the screws that secure the Carrier Motor Clamps.
2. Loosen the four screws that secure the Carrier Motor to the bottom cover of the printer.
3. Cross tighten the four Carrier Motor Screws until you feel some resistance but DO NOT over tighten. If the Carrier Motor has just been replaced and the screws have been over tightened, you may have to replace all eight Carrier Motor Rubber Grommets and cross tighten again. Remember, tightening the screws to much will cause the grommets to over compress and cause a vibration that exhibits the grinding sound.
4. Tighten the screws that hold the Carrier Motor Clamps.
5. Run Self Test to check for the vibration problem.

Note: You may have to follow the above procedure several times before the noise is eliminated.

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