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ImageWriter II: Grinding Platen Problem (11/94)

Article Created: 14 May 1991

Article Reviewed/Updated: 10 November 1994

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TOPIC -----

I replaced a dead print-feed motor in an ImageWriter II. Now when I rotate the knob, the platen feels as though it's pressed against the other gears too tightly (there's some resistance -- more than normal -- and it feels as though the gears are grinding.)

The new motor turns smoothly, and the platen appears to be installed correctly, but I can't seem to get rid of the grinding sensation (this occurs whether it's in tractor or friction feed.)

When the paper-feed motor went, it got hot enough to melt the case and the leg together on the left side of the printer.

DISCUSSION -----

Remove the new paper-feed motor and try turning the platen by hand. If it turns properly now, then the problem is the motor is mounted too tightly toward the gears. If it still turns hard then you will have to take a look.

It's possible that the printer was dropped or perhaps shipped recently and the frame may have been bent, causing the gear path with the platen to bind. If you can track down the location of the binding, you might be able to bend it back. Replacing a frame is possible, but requires replacing practically every screw in the printer and the cost of labor usually makes this impractical.

Article Change History:

10 Nov 1994 - Reviewed for technical accuracy.

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Keywords: hts

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19960215 11:05:19.00

Tech Info Library Article Number: 8206