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ImageWriter II: Troubleshooting Erratic Printing Problems

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TOPIC -----

My ImageWriter II chatters, prints its documents off center, and incorrectly prints fonts. The Drive PCB has been replaced two times. The main logic board has been replaced once. The noise filter and paper feed motor have also been replaced.

The weird thing is that the SELF TEST always works without any problem. These problems always occur when printing documents.

DISCUSSION -----

Try these steps:

- 1) Clean the guide rails and lightly lubricate them with Tellus oil.
- 2) Remove the paper guide. If the guide looks okay, reinstall it farther from the platen
- 3) An aluminum blade runs along the bottom of the platen. It sometimes gets mangled. Try moving the carriage by hand and see if it is rubbing on the blade.
- 4) Check pins 10 and 12 on the flexible ribbon cable with an ohmmeter. They should be "open line"
- 5) Now depress the home position switch on Print Head PCB. The ohmmeter should now show "closed connection". If this does not work, replace the Print Head PCB. If it does work, move the carriage by hand and make sure the switch gets easily depressed when it moves to the left side of the printer.

We've seen cases where every module has been replaced, then the paper guide was taken out and the printer worked fine. This shows how sometimes these problems can be caused by something very simple.

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