



# Tech Info Library

## ImageWriter II: Identifying Different Frame Assembly Versions

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TOPIC -----

There appears to be two different versions of the ImageWriter II Frame Assembly. How can I identify each version? Are the Frame Assemblies interchangeable?

DISCUSSION -----

Yes, there are two different versions of the ImageWriter II Frame Assembly. However, Service carries only the latest version.

You can identify the latest version of the Frame Assembly (part number 948-0038) by removing the Ribbon Cover and looking at the metal that the Platen Stepper Motor screws into. The Platen Stepper Motor is located to the left of the Platen, outside the metal frame.

- If there is only a 2-mm thick metal frame that the Stepper Motor screws into, that version of the Frame Assembly is the same as the service stock.
- If there are two 2-mm thick pieces of metal that the Stepper Motor screws into, that Frame Assembly is the earlier version, which is not supported and cannot be upgraded to the later revision.

Since the earlier version of the Frame Assembly is over four years old, Service will not provide an upgrade path for those customers whose printers require a replacement Frame Assembly.

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