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ImageWriter II: Workaround for Unseating Option Card (9/94)

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TOPIC ---

Periodically, a customer brings in an ImageWriter II because the Option Card has
become unseated. Is there a different standoff available that will eliminate
this problem?

DISCUSSION --

We are aware of the problem you describe. We tried a number of different size
standoffs with no consistent positive results. The problem seems to be related
to the flap tension.

The best workaround we've found is to clip part of the tension flap on the
existing standoff. At this time, none of the ImageWriter II printers modified
with this procedure has been returned.

We have included a graphic, in PICT format, that shows a modified standoff.

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30 Sep 1994 - Reviewed for technical accuracy.
05 Apr 1993 - Updated to include a graphic showing a modified standoff

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