



# Tech Info Library

## ImageWriter LQ: Missing Dots Troubleshooting Steps (9/94)

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### TOPIC -----

I have a single white line running horizontally through some of the lines on my documents. The problem is only present in some of the print modes.

### DISCUSSION -----

The ImageWriter LQ uses a 27 pin printhead consisting of 3 columns of 9 pins each that are offset slightly to improve print quality. Depending on the print mode being used a defective print needle could be hard to locate because not all of the pins are used except in every print quality mode. In addition, the print needles are designed to overlap the other pins in order to fill in the gaps.

In order to identify print needle problems activate the built-in print pins test. This test prints the print needle's corresponding number and then fires the print needle several times to leave an impression on the page. Any needles that don't fire leave a blank space indicating a problem with the printhead. Typically a single missing needle indicates a possible printhead problem, while multiple missing print needles indicates a damaged or improperly connected printhead cable. The main logic board can also cause print needle problems.

To generate the print pins test print hold down the line-feed and select buttons while powering on the printer. Once the buttons are released the printer prints the test page. Identify how many print needles are not firing and take the appropriate action (such as; replacing printhead, reseating and/or replacing printhead cables).

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