



Tech Info Library

CLW 12/600 PS: Toner Cartridges Don't Fit or Make Noise (10/96)

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TOPIC -----

I am installing the toner cartridges in a Color LaserWriter 12/600 PS printer, and one of cartridges does not slide all the way into the toner bay. This toner cartridge stops and leaves about 1/8-in. extending from the toner bay. This cartridge also does not make a click sound like the other cartridges. When I try to remove the cartridge the cartridge release lever makes a noise. One time, I was able to get the cartridge into the bay, but now the toner carousel is stuck between cartridges and the printer is making a grinding noise. How can I correct this?

DISCUSSION -----

The Color LaserWriter 12/600 PS and Color LaserWriter 12/660 PS printers have four toner cartridges: black, cyan, magenta, and yellow. Each cartridge is "keyed" so that you do not accidentally put the wrong cartridge into the wrong bay. For example, putting the yellow cartridge in the black cartridge bay.

These keys can be pulled out of place, so you need to be careful when installing and removing the cartridges. The Color LaserWriter 12/600 PS User's Manual says:

"gently rock toner back and forth" in a rolling motion, not side to side (page 22).

This chart shows you where the individual key plugs belong. The cartridges are viewed label side down, with an imprint number at the bottom:

Begin_Graphic

Black

() (0)

() ()

---imprint #---

Cyan

() ()

() (0)

---imprint #---

Magenta

(0) ()

() ()

---imprint #---

Yellow

() ()

(0) ()

---imprint #---

End_Graphic

When a cartridge gets stuck in the printer, use the teal colored toner carousel knob by pressing it in and rotating it clockwise until the cartridge lines up in the open bay area (you can not rotate it the counter-clockwise). Slowly pull the toner release lever out as far as it goes.

IMPORTANT: Do not force the toner release lever, doing so can damage the Color LaserWriter 12/600 PS or Color LaserWriter 12/660 PS printer.

NOTE:

If the toner carousel does not rotate freely, service is required.

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23 Oct 1996 - Added Color LaserWriter 12/660 PS to discussion.

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