



Tech Info Library

ImageWriter Self Test Problems

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Security: Everyone

ImageWriter Self Test Problems

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DESCRIPTION:

This table is composed of fixes for typical Imagewriter Self Test problems.

YOU WILL NEED:

1. Level I Tech Procedures
2. Imagewriter User's Manual

BEFORE YOU START:

1. If replacement or adjustment procedures are needed, refer to the Tech Procedures.
2. If a replacement doesn't fix the problem, reinstall the original module/part before continuing with the procedure.
3. If locations for ImageWriter controls are needed, refer to the User's Manual.

INSTRUCTIONS:

1. To initiate Self Test, press Form Feed while you turn on the printer.

* The printer should repeatedly print out end to end CHARACTER SETS like the one shown below. If it does and the print quality is good, the IW has passed Self Test.

```
!#$%&'()*+,-./0123456789:;<>?@ABCDEFGHIJKLMNQRSTUvwxyz[\]^_`abcdefghijklmnopqrstuvwxyz{|}
```

2. Find the problem below and perform the appropriate FIX.

PROB: There is a burning odor, or erratic carrier motion, or erratic platen rotation.

FIX: Recheck for the problem after replacing each of the following parts:

- (1) CPU PC board
- (2) Carrier motor

(3) Mechanical assembly

PROB: The printer doesn't repeatedly print sets of characters when Self Test is initiated.

FIX: Perform the following steps. Retry Self Test if a problem is found.

- (1) Check that the top cover is seated properly. If it isn't, close it. Then press SEL and re-try self-test.
- (2) Check if the PE lamp is lit on switch panel. If it is, reload the paper and try self-test.
- (3) Check the connectors between the carrier and carrier motor and the CPU PC board. If any of the connectors are loose, connect them.
- (4) Replace the CPU PC board.
- (5) Replace the carrier motor.

PROB: The printer prints character sets when Self Test is initiated but the print quality is poor.

FIX: Find your print quality problem in the tables below.

* DOTS MISSING

- (1) Make sure the dot head is in place.
- (2) Make sure the dot head is not clogged with dirt.
- (3) Make sure the dot head connector is properly plugged into CPU PC board.
- (4) Check impression control lever properly set. Push it away from you to its forwardmost position if using a single sheet of paper.
- (5) Replace the dot head.
- (6) Replace the CPU PC board.

* PRINT TOO LIGHT OR OF VARYING INTENSITY

- (1) Check that the impression control lever's position is properly set. If using a single sheet of paper, push the lever away from you to its forwardmost position.
- (2) Substitute a new ribbon cartridge.
- (3) Check if ribbon wire tension is too loose and adjust as necessary.
- (4) Adjust intensity pot located under the clear plastic sheet that covers the configuration switches. Locate VR2 IMPRES and adjust for optimum print density.
- (5) Replace the ribbon cartridge.
- (6) Replace the dot head.
- (7) Replace the CPU PC board.

* HORIZONTAL SPACING PROBLEM

- (1) Check if carrier wire is strung properly or out of tension specification.
- (2) Replace the carrier wire.
- (3) Replace the carrier motor.
- (4) Replace the CPU PC board.

* CHARACTERS DO NOT ALIGN VERTICALLY

Locate VR1 ALIGN under the clear plastic sheet that covers the configuration switches. Adjust for optimum vertical alignment.

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