



# Tech Info Library

## ImageWriter II Line Feed Problems

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Security: Everyone

ImageWriter II Line Feed Problems

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### YOU WILL NEED:

1. Level I Tech Procedures for ImageWriter II
2. ImageWriter II User's Manual
3. Digital Multi-meter

### BEFORE YOU START:

1. If a replacement module/part doesn't fix the problem, reinstall the original module/part before continuing with the procedure.
2. For location of IW II parts, refer to the Level I Tech Procedures.
3. After each of the steps in this procedure, perform the IW II Self Test to see if the problem has been repaired. To initiate Self Test turn the printer off and press Form Feed while you turn it back on.

### INSTRUCTIONS

1. To check the paper feed mechanism, insert paper, take off the top cover, pull off the platen knob, check for obstructions in the gears, and look to make sure the gears to the left of the platen mesh properly. If defective module/parts are found, replace them.
2. Turn off the printer and check the Form Feed and Line Feed switches on the operation panel as follows. If either proves defective, replace the operation panel.
  - 2.1 Set the digital multi-meter to measure 200 ohms resistance.
  - 2.2 Place the probes on pin 12 and pin 13 of the operation panel connector. The reading should show no connection (1).
  - 2.3 Depress the Form Feed switch. The reading should show continuity (0.00).
  - 2.4 Place the probes on pin 11 and pin 13 of the operation panel connector. The reading should show no connection (1).

2.5 Depress the Line Feed switch. The reading should show continuity (0.00).

3. Replace the Drive PCB

4. Turn off the printer and check the paper feed motor as follows. If it proves defective, replace it.

4.1 Set the digital multi-meter to measure 200 ohms resistance.

4.2 At the cable connector end (disconnected from the drive PCB), check the resistance values between pins 6 and 4, 6 and 2, 5 and 1, and 5 and 3 (pin 1 is the black wire). The value for each reading should be approximately 22 ohms.

4.3 Check the resistance values between pins 3 and 1; and 2 and 4. The value for each reading should be approximately 44 ohms.

5. Replace the Main CPU PCB.

PROBLEM/CURE:IMAGewriter II

--Line Feed Problems Cause Power Supply to Smoke--

PROBLEM DESCRIPTION: The line feed function is not working properly (too much friction) and/or a component on the power supply module may have burned up.

CAUSE: The line feed motor may have shorted a winding. This can cause components on the power supply and the CPU PCBs to be destroyed.

CURE: Remove the motor from the printer and try to turn its pulley. Check for (a) and (b) below:

(a) "If the pulley turns hard", then the windings are burned out so replace the bad line feed motor and recheck for the problem.

-If the printer still does not work after the replacement of the Line Feed motor, the original bad motor may have damaged the Power Supply and CPU PCBs. In this case try replacing one or the other or both of these modules.

(b) "If the pulley turns freely", then most likely the motor is good. Inspect the Power Supply for burned components, etc.

-If burned or discolored components are found on the Power Supply, replace the Power Supply.

-If the Power Supply appears to be OK, replace the CPU PCB.

If the above cures don't fix the problem, search on GTS and the product's name to obtain a general troubleshooting procedure.

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