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## ImageWriter I Problem/Cure: Single Sheet Paper Skews

Revised: 4/26/89  
Security: Everyone

ImageWriter I Problem/Cure: Single Sheet Paper Skews

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This article last reviewed: 10 March 1988

PROBLEM DESCRIPTION: The ImageWriter is unable to feed a single sheet of paper through without the paper slipping to one side.

CAUSE: Lightly pulling on the "slipped" side of the paper reveals that there is not much friction holding the paper positioned between the platen and the rollers.

CURE: Remove the the platen using the procedures in the Technical Procedures manual. Lightly rub the surface of the platen with fine steel wool to lightly roughen the surface and increase the friction between the platen, paper and rollers.

CAUTION: To prevent shorts from occurring on the logic board, be sure to thoroughly brush "all" steel wool particles off of the platen before reinstalling it.

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

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Tech Info Library Article Number:1896