



# Tech Info Library

## LaserWriter II: Troubleshooting & Environmental Factors (9/95)

Revised: 9/20/95  
Security: Everyone

LaserWriter II: Troubleshooting & Environmental Factors (9/95)

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Article Created: 9 March 1988  
Article Reviewed/Updated: 20 September 1995

TOPIC -----

This article describes how to troubleshoot a LaserWriter II for possible environmental conditions which could contribute to malfunctions.

DISCUSSION -----

### Environmental Considerations

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During the winter, if the LaserWriter II is moved from a cold area to a warm one or vice versa, condensation can occur inside the printer. This temperature change will result in image defects.

The printer should be allowed to come to room temperature before being used. This will take approximately 1 to 2 hours.

- Condensation on optical surfaces, such as the scanning mirror, lenses, or mirror assembly will result in a light print image.
- If the photosensitive drum in the toner cartridge is cold, the electrical resistance of the photosensitive layer will be high, causing image contrast problems.
- Condensation on the corona assemblies will cause corona charge leakage, resulting in poor print quality.
- Condensation on the pickup guide and feed guide plate will result in paper transport problems.

If condensation does occur, wipe the appropriate assembly or part with a dry cloth or leave the printer turned off for 10 to 20 minutes.

- Toner: During the winter, if the toner cartridge is unsealed soon

after being moved from a cold area to a warm one, condensation can occur inside the toner cartridge. This will also result in image defects. The toner cartridge should be allowed to come to room temperature before being unsealed. This will take approximately 1 to 2 hours, depending upon the temperature of the room.

#### Preliminary Checks

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The following chart lists common problems that have simple solutions. Checking for these problems when you begin troubleshooting can save you time and effort.

Check Here First - Verify that:

- The line voltage does not vary more than 10% from the voltage shown on the serial number plate.
- The LaserWriter II is installed on a solid and level surface.
- The room temperature is kept between 10 degrees C and 32.5 degrees C.
- The relative humidity is kept between 20 and 80 percent.
- The LaserWriter II is not exposed to ammonia or other harmful gases.
- The LaserWriter II is not exposed to direct sunlight.
- The room is well ventilated.
- The LaserWriter II is not located near an open flame.
- The LaserWriter II is not located in a dusty or dirty environment.

#### Article Change History:

20 Sep 1995 - Reformatted to meet current standards.  
03 Mar 1988 - Reviewed for technical accuracy.

#### Support Information Services

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Tech Info Library Article Number:2767