



# Tech Info Library

## DWP Prob/Cure: On Pwr Up, Carriage Jams to Side/Printwheel Spins

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Security: Everyone

DWP Prob/Cure: On Pwr Up, Carriage Jams to Side/Printwheel Spins

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PROBLEM DESCRIPTION: When the DWP is turned on, the printwheel spins at high speeds or the carriage jams to the right or left side of the printer.

### CAUSE:

1. The drive circuits in the printwheel servo or the carriage servo have blown.
2. If it's an old logic PCB, one of the buses may have broken connection with the PCB.

There are 4 revs of DWP Main Logic PCBs (A1,A2, B, and C). The older rev PCBs (A1, A2, and B), have very fragile busses which are light colored strips mounted lengthwise along the component side of the PCB. If the PCB is flexed lengthwise (even slightly), pins on this bus will break from contact with the PCB. Most often this break is invisible to casual inspection.

One of the most common problems a break on the bus can cause is to prevent a power supply voltage from getting to the encoder PCB. This will cause the encoder PCB to output an error voltage to the servo loop. If it's the printwheel servo loop the printwheel will spin in one direction. If it's the carriage servo, the carriage will slam to one side.

Since it is so easy to break these buses, many well intentioned techs have accidentally damaged PCBs before installing them causing the same symptoms to occur after replacement as were there before.

CURE: "Carefully" replace the logic PCB.

If the above cure doesn't fix the problem, refer to the Tech Procedures to obtain the general troubleshooting for this product.

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