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ImageWriter II Problem/Cure: Ink Spots or Streaks

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Security: Everyone

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PROBLEM DESCRIPTION: The Imagewriter II leaves ink streaks or spots on the paper as it prints. These streaks may be light or dark, and resemble smudges. Leaving the printer idle for a period of time with a piece of paper in it may leave a spot on the paper when it is advanced out of the printer.

CAUSE: Customer may have forgotten to set the paper thickness lever to the proper thickness when printing on an envelope or multiple pages. This causes the metal part of the paper guide to press against the ribbon cloth during printing which 'scrapes' some of the ink off of the ribbon and deposits it on the guide. If enough ink builds up, it will begin to smear onto following pages.

CURE: Remove the paper guide from the carriage assembly using the procedures outlined in the Tech Procedures. The metal shield on this part will probably be coated with a layer of ink (possibly thick). Use isopropyl alcohol to thoroughly remove the ink. Be careful not to bend the metal shield. Re-install shield as close to the platen as possible. This will put the ribbon a little farther from the paper guide helping to prevent ink from building up. Advise the customer to prevent this problem, he/she should adjust for proper paper thickness when printing on envelopes and multiple pieces of paper.

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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