



Tech Info Library

ImageWriter II High Quality Print Problem/Cure

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Security: Everyone

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BEFORE YOU START: Familiarize yourself with the ImageWriter II Technical Procedures. Be sure to follow proper ESD procedures.

During the printing of a high quality page on an ImageWriter II, after two-thirds of a page has printed, the carriage will move quickly to the left side of the printer and then continue printing the page, with the left and right margins incorrect.

Check the following:

1. Clean the guide rail with alcohol and relubricate with new lubricant. A dirty guide rail can cause the carriage to stall momentarily, which affects the timing of the carriage motor control circuit.
2. Remove the printhead and paper guide and print the document again. (This won't print, of course, but the carriage will still move as if it was.)

If the symptom goes away, then perform the following steps:

- A. Reinstall and properly adjust the paper guide, making sure it is not rubbing on the platen.
- B. One of the pins in the printhead may not retract fast enough and will drag on the platen while the carriage is moving. Replace the printhead and perform the test again.

If the above suggestions do not solve the problem refer to the AppleLink Technical Information Library or the ImageWriter II Technical Procedures for more information on troubleshooting ImageWriter IIs.

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