Color StyleWriter 2400

Basics
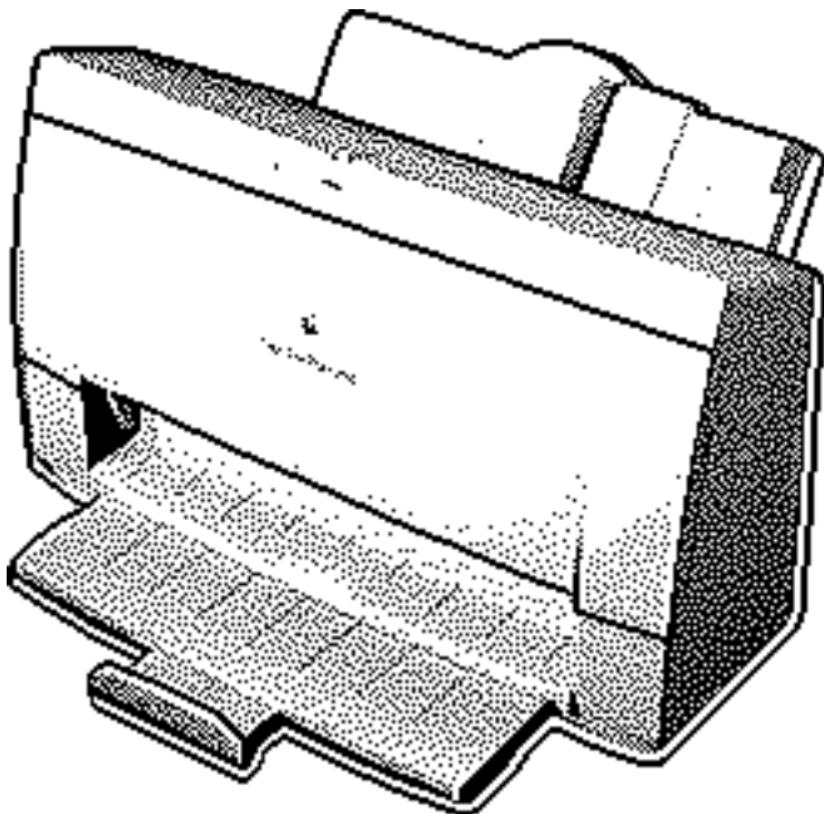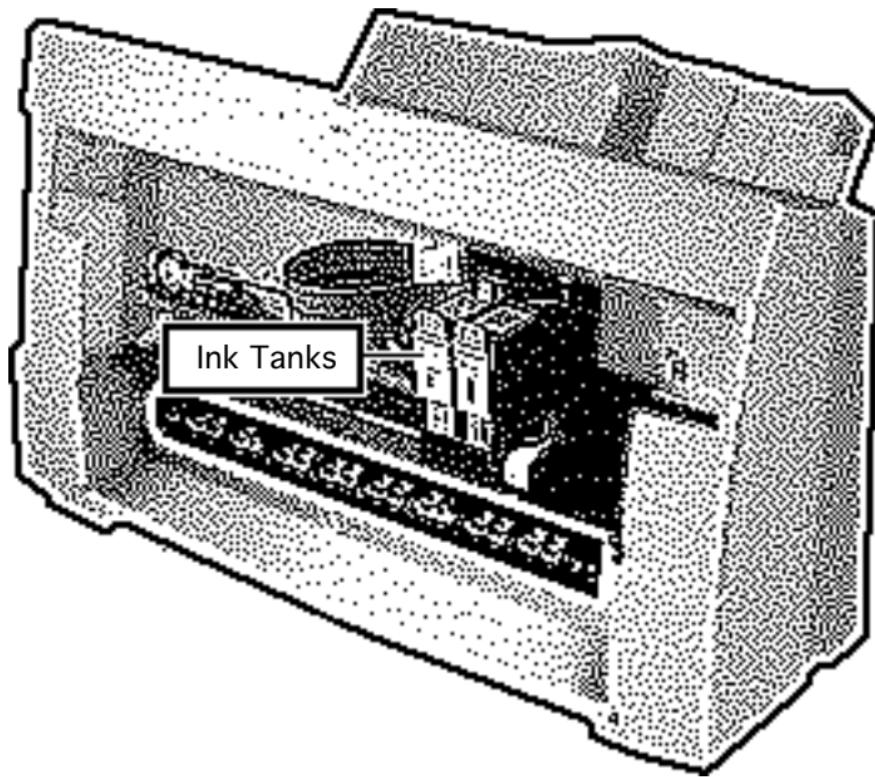
Color StyleWriter 2400

Overview

The Color StyleWriter 2400 is a desktop color bubble-jet printer for personal use. It has various features such as high-speed printing (3 pages per minute), high print quality, printing on plain or coated paper, and a cut sheet feeder.

Ink Tanks

The Color StyleWriter 2400 can be configured with either a four-color ink cartridge or a high-performance black ink cartridge. Both of these cartridges can be easily replaced.

Note: The four-color cartridge contains two ink tanks that can be replaced separately. One tank contains black ink and the other tank contains the yellow, cyan, and magenta inks. Each tank can be replaced separately.
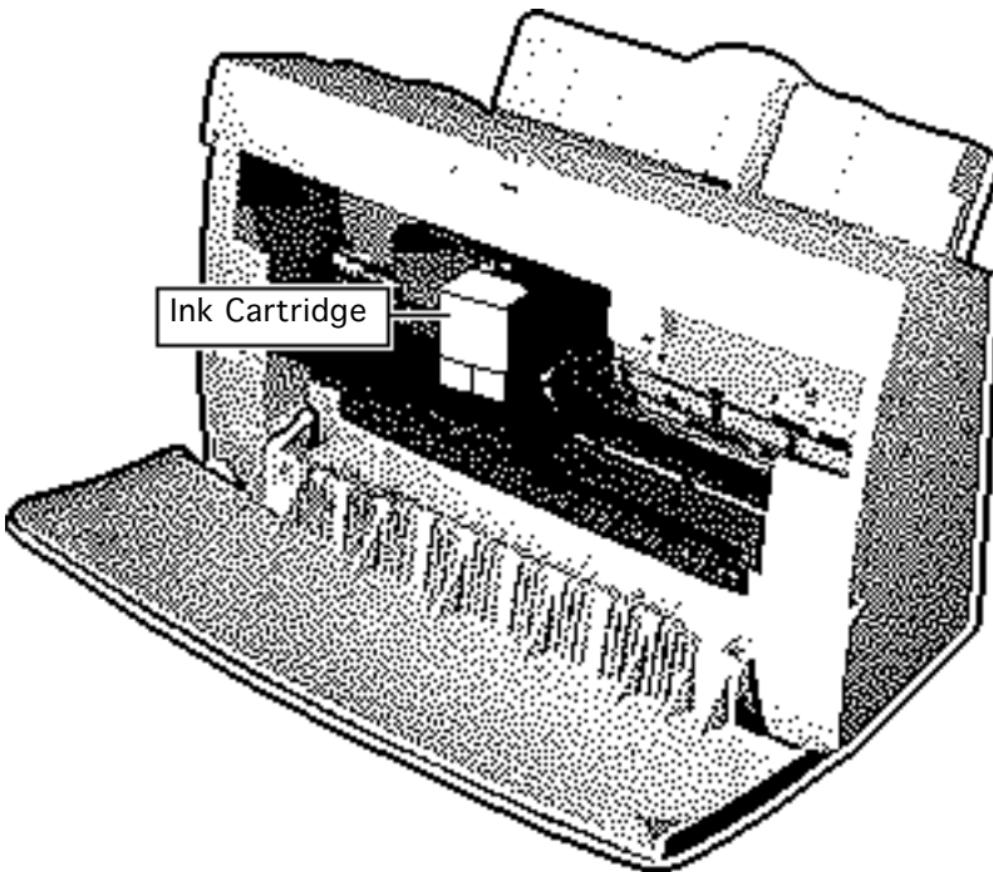
Error LED

Power LED
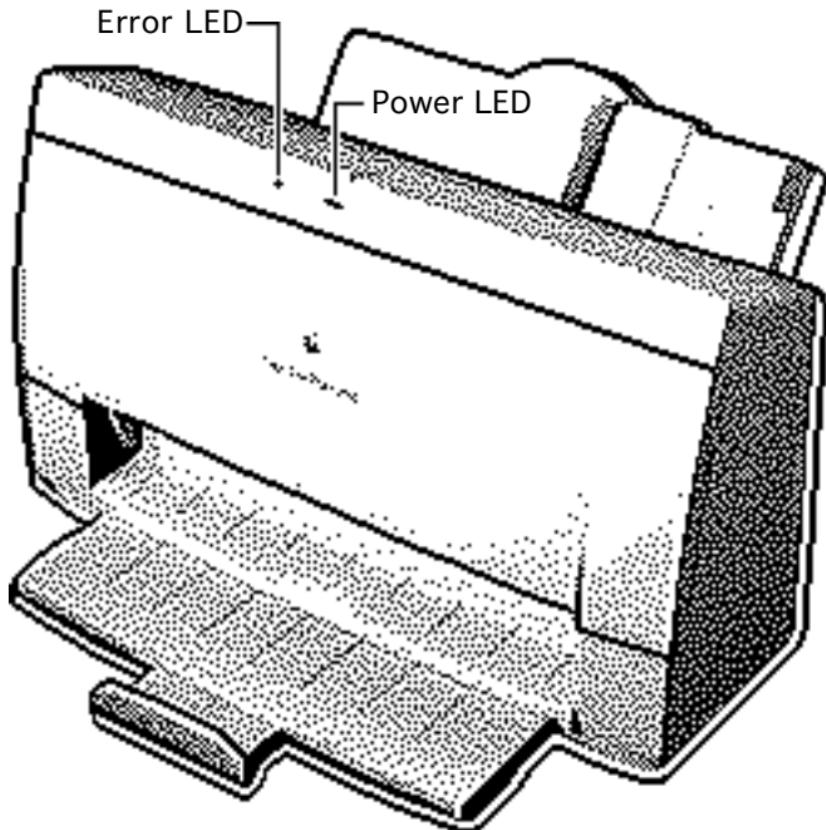
The Color StyleWriter 2400 has two LEDs that can aid in troubleshooting the printer. See the Troubleshooting chapter for more information.
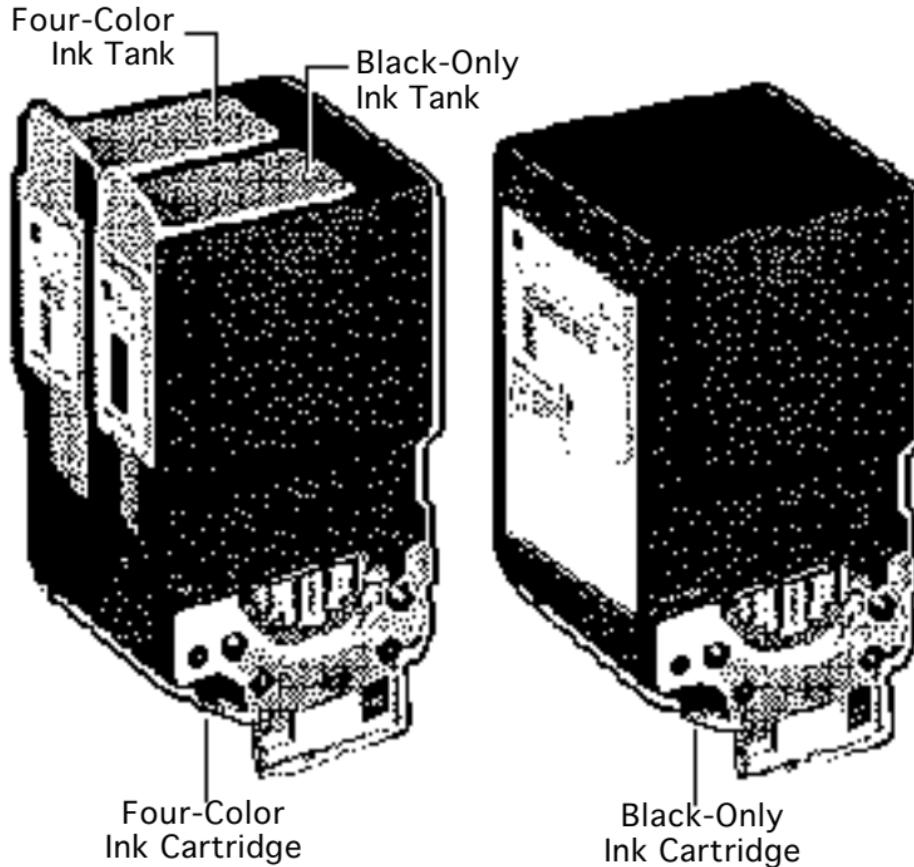
Ink Cartridge

Ink Cartridge Identification

Caution: Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.
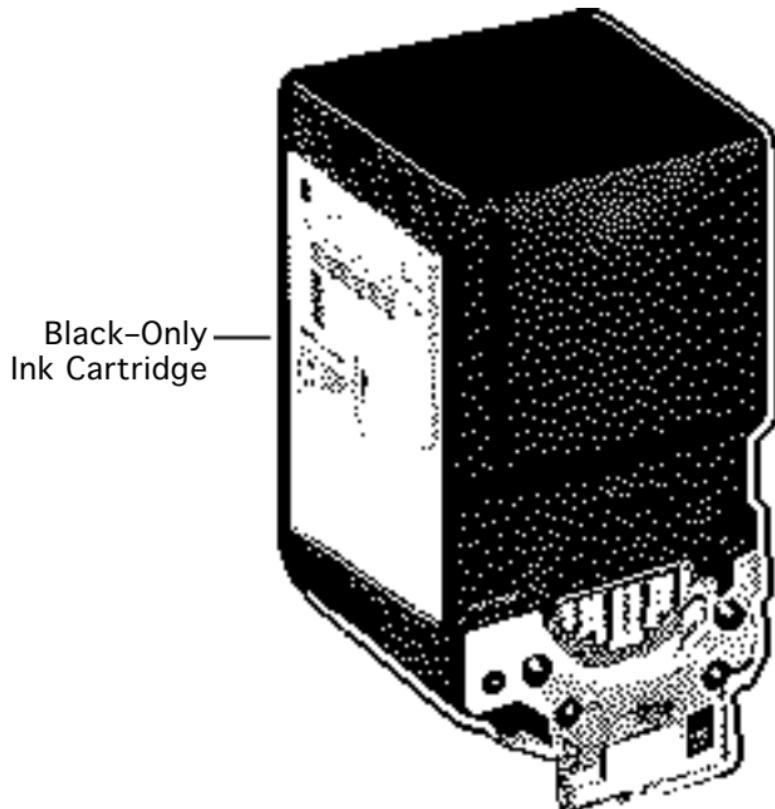
Caution: To prevent the print heads from clogging, do not touch or wipe them.

Four-Color
Ink Tank

Black-Only
Ink Tank

Note: Two ink cartridges
come with the printer. One
cartridge is black ink only;
the other is a four-color ink
cartridge with two ink
tanks.

Four-Color
Ink Cartridge

Black-Only
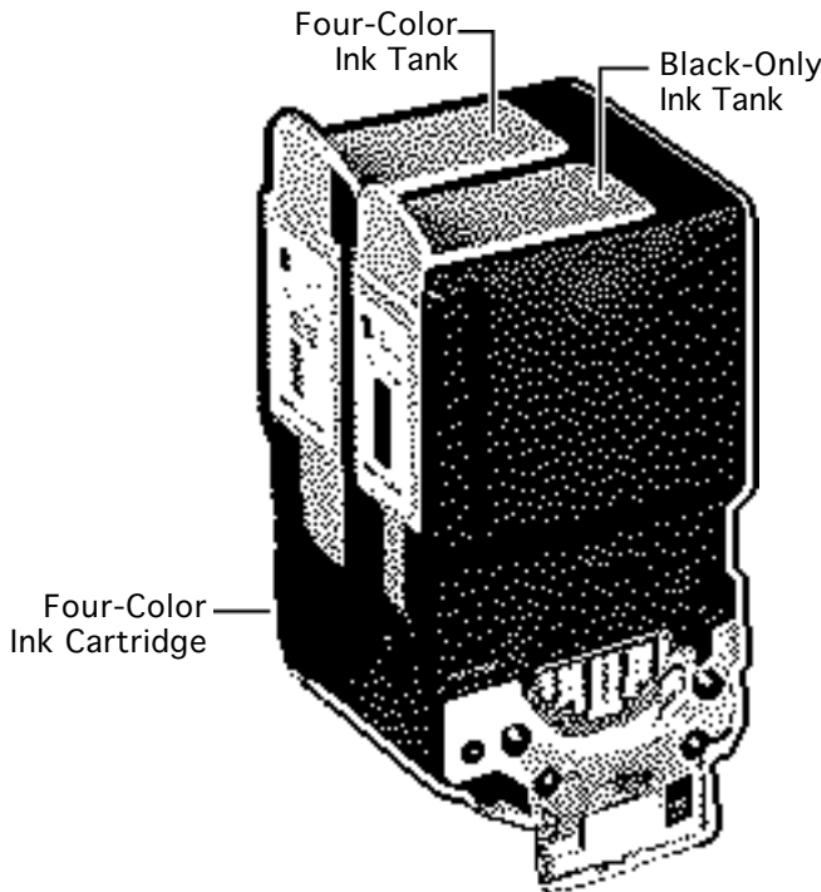Ink Cartridge

Black–Only Ink Cartridge

High-Performance, Black-Only Ink Cartridge

The black ink cartridge contains black ink only. The Service part number for the black-only cartridge is for service use only. To order a replacement cartridge for a customer, use the finished goods part number (M3240G/A).

Four-Color
Ink Tank

Black-Only
Ink Tank

Four-Color
Ink Cartridge

Four-Color Ink Cartridge

The four-color ink cartridge holds two ink tanks. One tank contains black ink only, and the other tank contains the cyan, magenta, and yellow inks.

The finished goods part number for the black-only tank is M3330G/A. The finished goods part number for the color tank is M3329G/A).

Specifications

Color StyleWriter 2400

Characteristics

Print Methods   Serial bubble jet ink-on-demand

Throughput   Up to three pages per minute with the high-performance black
                      ink cartridge
                      Up to 0.3 page per minute for color
                      Actual speed depends on the documents printed and the Macintosh
                      used

Print Head   Four color cartridge: 136 nozzles (vertically-lined)
                      1 x 64 nozzles for black color
                      3 x 24 nozzles for yellow, magenta, cyan
                      Black cartridge: 128 nozzles (vertically-lined)

Graphics

Resolution   360 dpi (best mode)
                        180 dpi (draft mode)

Print Media

Paper   Plain paper, coated (recommended for color picture output)

Envelopes   Commercial number 10, monarch, and other sizes
                        Capacity: 15 envelopes

Transparencies   Coated transparencies, most ink jet transparencies
                        Capacity: 20 sheets

Back-Print Film   Letter, A4
                        For superior graphics and imaging results, premium paper and
                        back-print film are recommended

Cut Sheets

LTR, LGL, A4
U.S. Letter (LTR): 8.5 x 11 in. (215.9 mm x 279.4 mm)
U.S. Legal (LGL):   8.5 x 14 in. (215.9 mm x 355.6 mm)
A4: 210 mm x 297 mm
Weight: 16-24 lbs.   Capacity: 100 sheets (A4, LTR);
20 sheets coated paper

Ink Cartridges

Type   High-performance black ink cartridge with integrated ink tank
                    and print head
                    Four-color ink cartridge with two ink tanks (black only and
                    color—cyan, magenta, yellow) and integrated print head

Ink Color   Black
                    Four-color (Black, cyan, magenta, yellow)

Shelf Life   6 months (installed in printer)
                    18 months (in original package)

Print Head   Text: Approx. 900 pages (A4/LTR) high performance black only
Cartridge Life Color: Approx. 1800 pages, with ink tank replacements

Ink Tank Life   High performance black cartridge with integrated ink tank
                              900 pages at 5% coverage
                           Color ink tanks (Black or CMY)
                              100 pages at 7.5% coverage

Environmental

Acoustic Noise Level   Approx. 45 dB (reference level)

Temperature   59–86°F (15-30°C)

Humidity   10–80% (no condensation)

Electrical

Electrical Requirements   120 V, 60 Hz, 1 A
                              220–240 V, 50 Hz, 0.5 A

Power Consumption   30 W maximum

Physical

Dimensions   Height: 7.3 in. (186 mm)
                        Width: 14.4 in. (365 mm)
                        Depth: 8.1 in. (206 mm)

Weight   Approx. 7.9 lb. (3.6 kg)

Troubleshooting

Color StyleWriter 2400

General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.

Error Messages and LEDs

The Color StyleWriter 2400 has two LEDs that can aid in troubleshooting the printer: error LED and power LED.

Error LED

Power LED
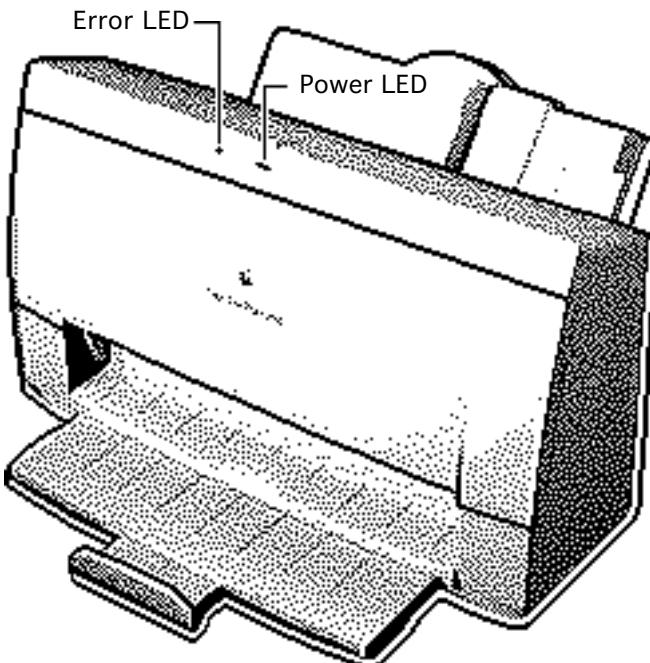
The printer software also gives error messages to pinpoint errors.

Make sure the printer is hooked up to a Macintosh and that the Color StyleWriter 2400 software is installed. See the Diagnostics folder on the Service Source CD for the printer driver.

The Color StyleWriter 2400 Ink Cartridge is missing or not installed correctly. Insert the cartridge properly, then click Continue.

$060B

[Cancel] [Continue]

The LEDs indicate the state of the printer or whether an error has occurred (e.g., carriage control error, paper jam).

The following chart provides a summary of error codes and printer states. If an error is indicated, check the chart, then go to "Error LEDs" in the Symptom Charts.

Software Error Message (from printer driver)	LEDs Error	Power	Symptom (see Symptom Charts)
Out of paper	⊕	⊕	Paper pickup error
Paper jam	⊕	⊕	Paper jam
Ink cartridge jam	⊕	⊕	Carriage control error
Obstruction, clear and try again	⊕	⊕	Cleaning error
Check connector and try again	-☼-	-☼-	Temperature sensor error
Cartridge not installed properly	-☼-	⊕	Cartridge error
Check connectors and try again	-☼-	-☼-	ROM/RAM error
Waste ink absorbers full	-☼-	-☼-	Waste ink full error
Cartridge needs to be replaced	-☼-	-☼-	Head temperature error
Cartridge needs to be replaced	-☼-	-☼-	Head temperature sensor error

LED Legend: ○ OFF   ⊕ ON   -☼- BLINKING

Symptom Charts

Operation

No power

1 Check power cable connections.
2 Replace power cord.
3 Replace fuse.
4 Replace power supply.

Does not print

1 Turn on printer and restart computer.
2 Check interface cable connections.
3 Open Chooser and verify that correct printer driver and port is selected.
4 Replace printer driver.

Carriage unit does not
move to center when
front door is open, and
printer is on

1   Make sure black latch on upper left corner of front door
    engages button on logic board. See "Front Covers" topic in
    Take Apart for additional information.
2   Replace logic board.

Carriage unit moves
back and forth for five
minutes

Print job was canceled during a purge. Turn printer off, then
back on.

Printer will not print
with LocalTalk option
installed

1   Turn on printer and restart computer.
2   Check interface cable connections.
3   Open Chooser and verify that correct printer driver and port
    are selected.
4   Replace printer driver.
5   Check that printer is functional by printing a test page.
6   Try printing directly through serial port.
7   Replace LocalTalk module.

Paper

Paper sticks together
1. Remove excess sheets from paper tray.
2. Use only specified paper, envelopes, transparencies, and backprint film.
3. Check that settings in Page Setup menu are correct.
4. Fan paper before putting it in paper tray.

Paper skews
1. Remove excess sheets from paper tray.
2. Use only specified paper, envelopes, transparencies, and backprint film.
3. Stack paper flush against left side of paper tray and adjust paper guide.
4. Check rollers on sheet feeder and eject roller. Clean or replace if necessary.

Paper jams during loading, before printing

Carefully remove paper by hand.

Paper jams inside printer

Carefully pull out paper in direction of paper output.

Paper jams during output, after printing

1 Carefully pull out paper in direction of paper output.
2 Check eject roller for obstructions or damage, and clean or replace if necessary.

Print Quality

Missing dots and/or white streaks

1 Perform "Nozzle Check" and "Print Head Cleaning." See Additional Procedures chapter.
2 Make sure ink cartridges are set firmly.
3 Use only specified paper, envelopes, transparencies, and backprint film.
4 Replace ink cartridge. See Additional Procedures chapter.
5 Replace logic board.

Blurring and/or smudging

1 Use only specified paper, envelopes, transparencies, and backprint film.
2 Perform "Print Head Cleaning." See Additional Procedures chapter.
3 Replace ink cartridge. See Additional Procedures chapter.

Missing dots, followed by a blob of ink	Before printing, switch print quality to "Best" in printer driver.
Vertical lines are distorted/wavy	Open and close blue lever next to cartridge to make sure cartridge is seated properly.
Poor image at bottom of page	Increase margin at bottom of page to at least 0.8 inch.

Error LEDs

Paper pickup error	1 Add paper.
	2 Use only specified paper, envelopes, transparencies, and backprint film.
	3 Check that settings in Page Setup menu are correct.
	4 Fan paper before putting it in paper tray.
Paper jam	Check eject roller for obstructions or damage, and clean or replace if necessary.
Carriage control error	Check eject roller for obstructions or damage, and clean or replace if necessary.
Cleaning error	Check eject roller for obstructions or damage, and clean or replace if necessary.

| Temperature sensor error | 1 | Check cable connections. |
| | 2 | Replace logic board. |

Cartridge error	1	Make sure ink cartridges are set firmly.
	2	Replace ink cartridge.
	3	Replace carriage unit.

ROM/RAM error	1	Check cable connections.
	2	Reinstall printer software.
	3	Replace logic board.

| Waste ink full error | Replace ink absorbers. |

| Head temperature error | Replace ink cartridge. |

| Head temperature sensor error | Replace ink cartridge. |

Take Apart

Color StyleWriter 2400

Front Case

Front Door

Output Tray Extension
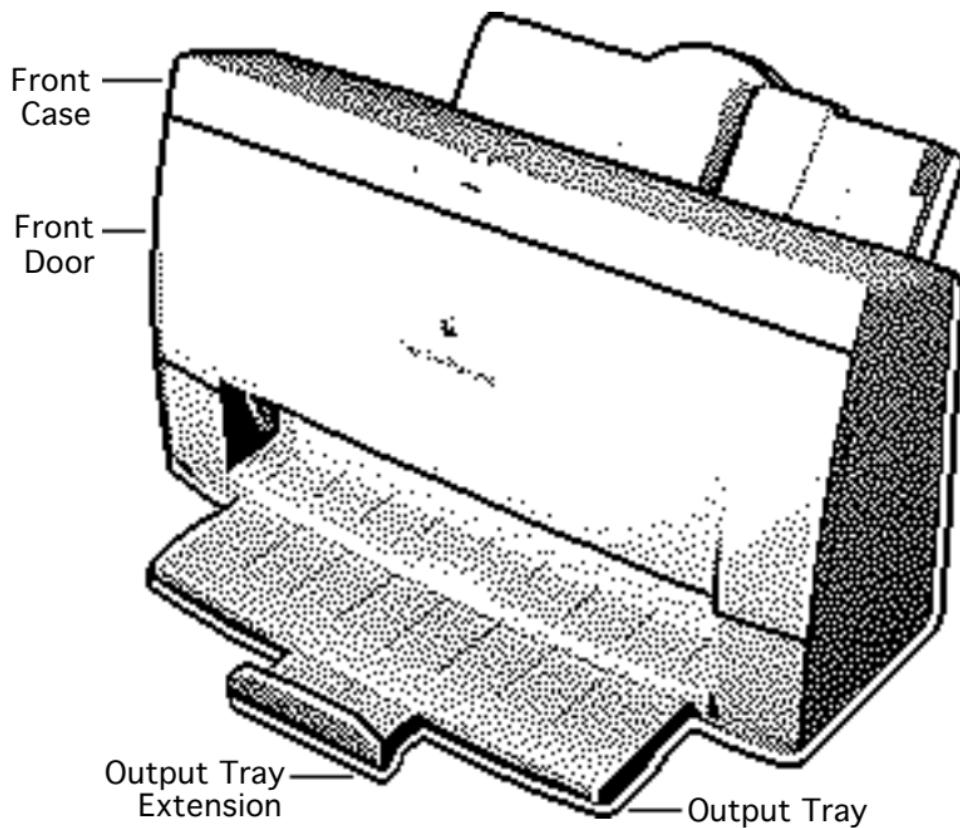
Output Tray

Front Covers

No preliminary steps are required before you begin this procedure.

Note: The "Front Covers" topic includes the front door, front case, output tray, and output tray extension.
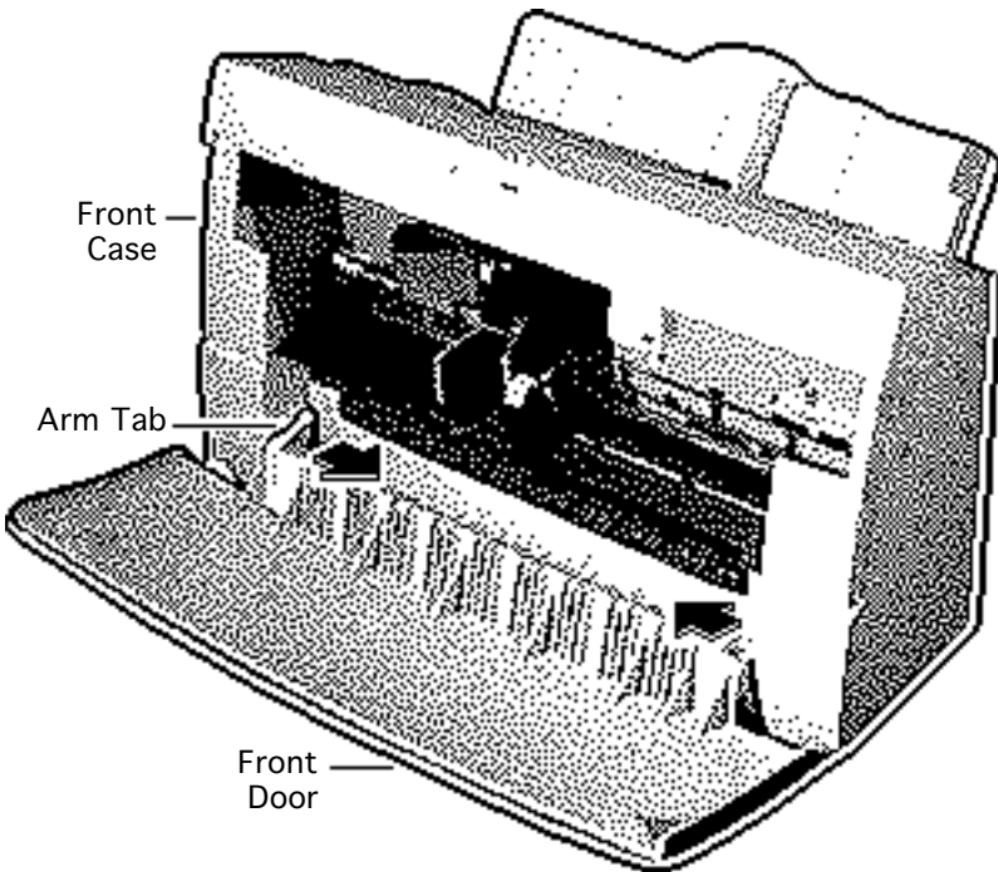
Front Door

Note: The front door is held in place by two arms that function as hinges. Plastic tabs at the end of the arms fit into knobs on the inside of the upper case.

1   Swing open the front door.

2   Press the end of each arm inward and free the arm tabs from the front case.

3   Lift off the front door.
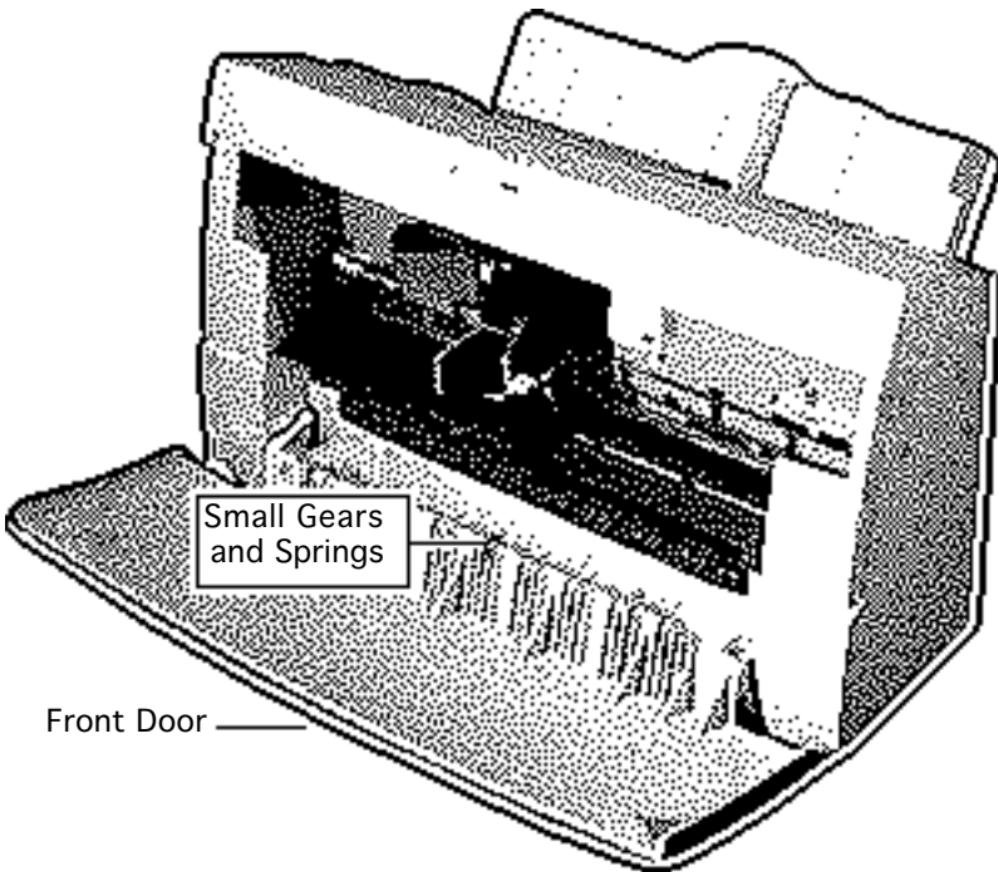
Front Case

Arm Tab

Front Door

Replacement Note: The small gears and springs in the front door fall out of position if a paper jam is forcibly removed from the printer. These gears and springs are not available as service replacement parts.

See the "Small Gear Replacement" topic in Additional Procedures.

Front Case

1 Lift the center of the case to release the center latch on the front case.

2 Release the right side latch and pull the front case forward a short distance.

3 Repeat for the left side latch and remove the case.

Latch

On/Off
Button
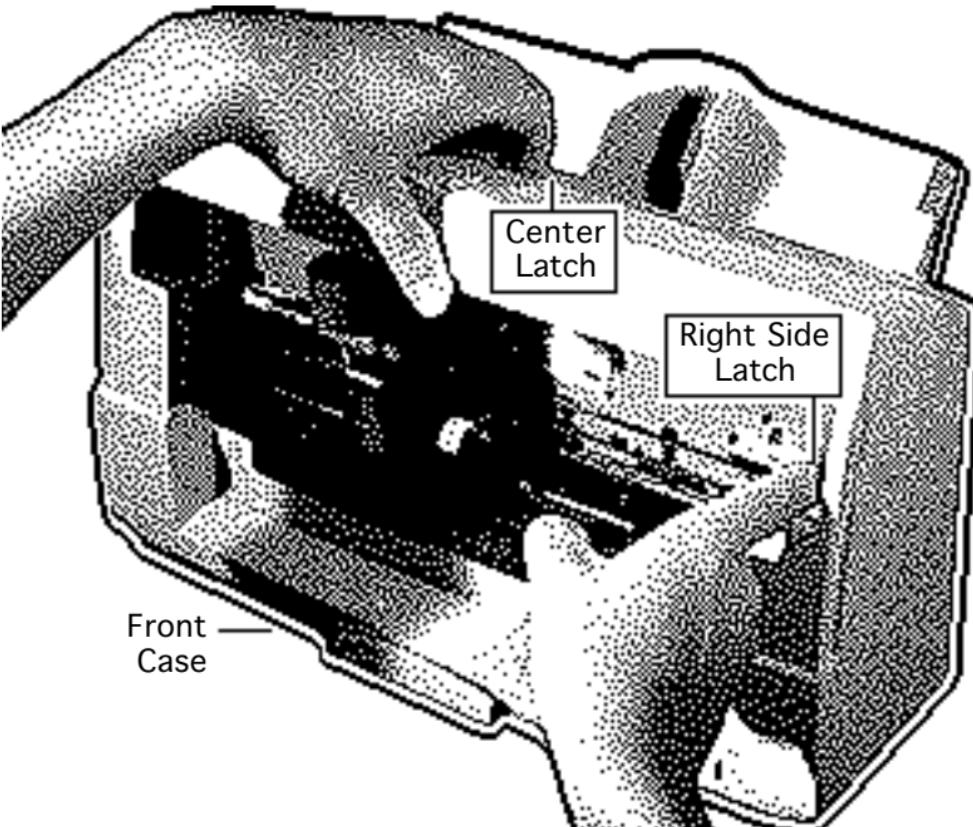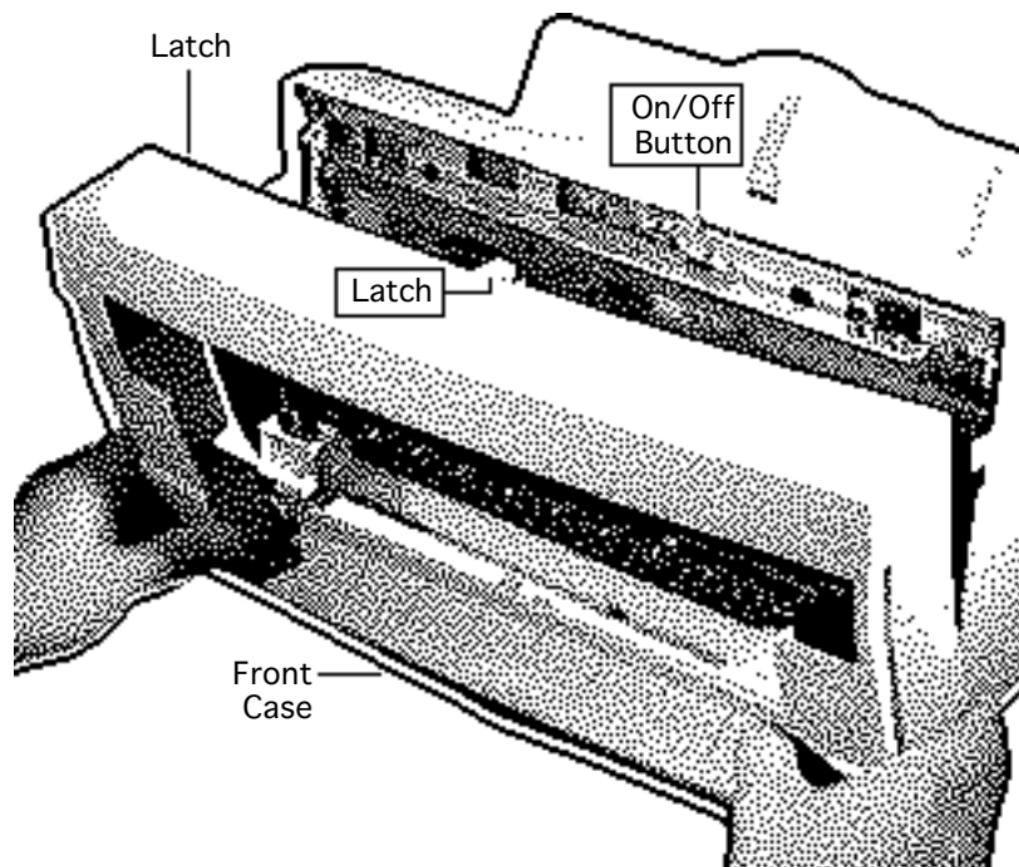
Latch

Front
Case

Replacement Note: Make
sure the latches on the front
case engage the buttons on
the logic board.

Tab

Output Tray

Output Tray

1 Pull out the output tray until the two tabs rest against the stops on the bottom case.

2 Press down and remove the tray.
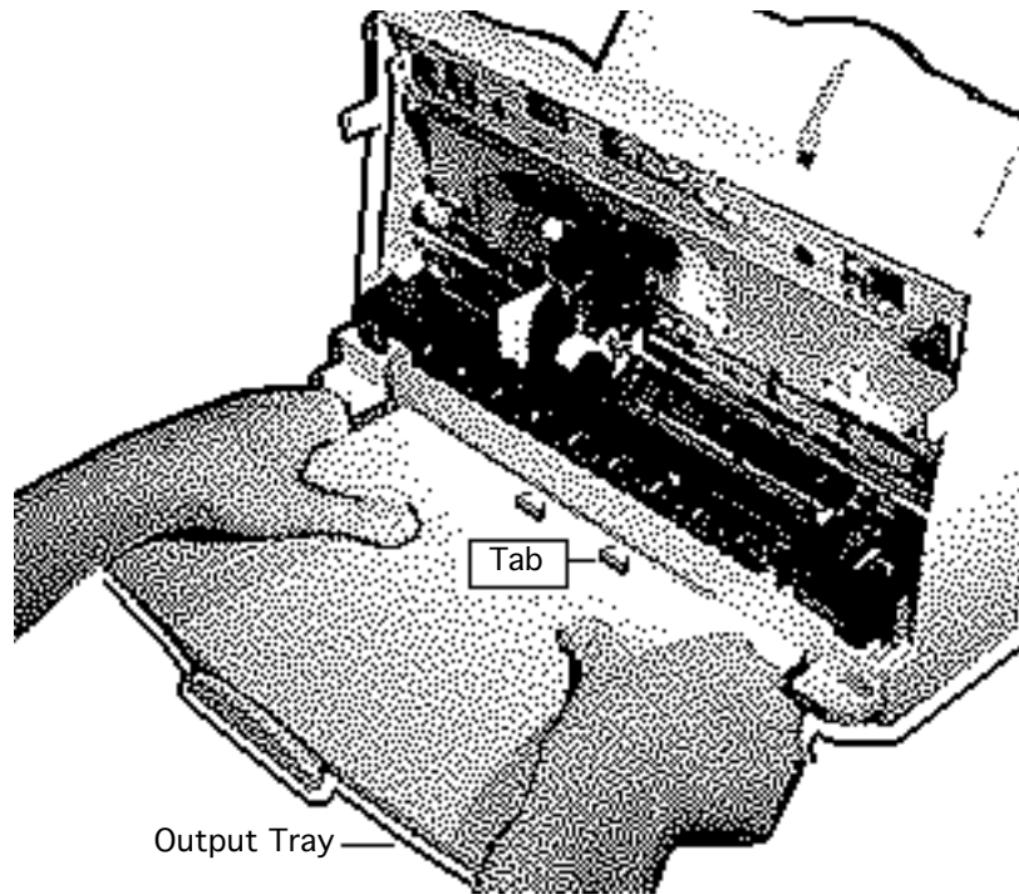
Output Tray Extension

1 Pull out the tray extension until the two tabs rest against the stops.

2 Press down and remove the tray extension.

Output Tray Extension
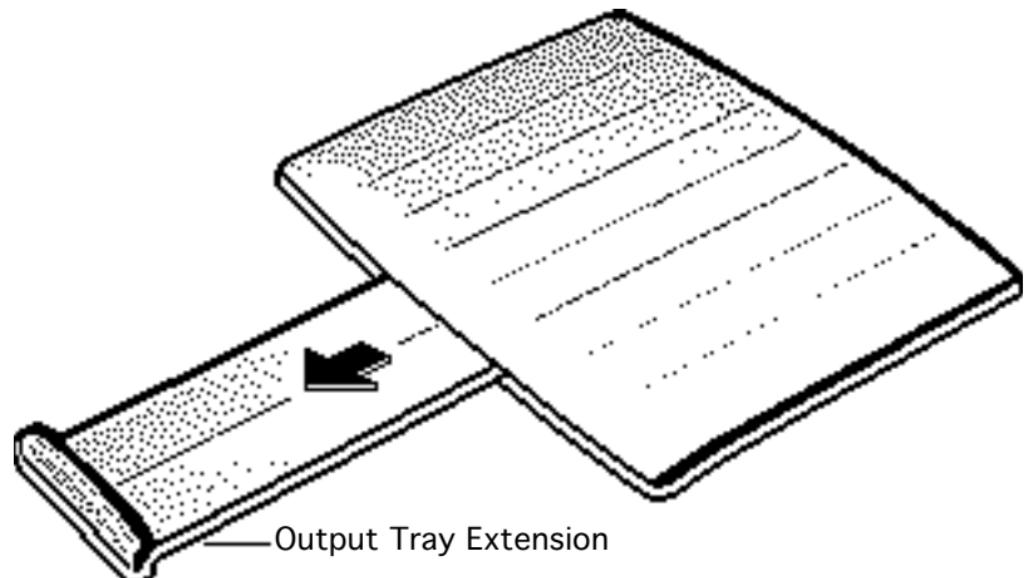
Eject Roller

Eject Roller

Before you begin, remove the covers (see "Front Door").
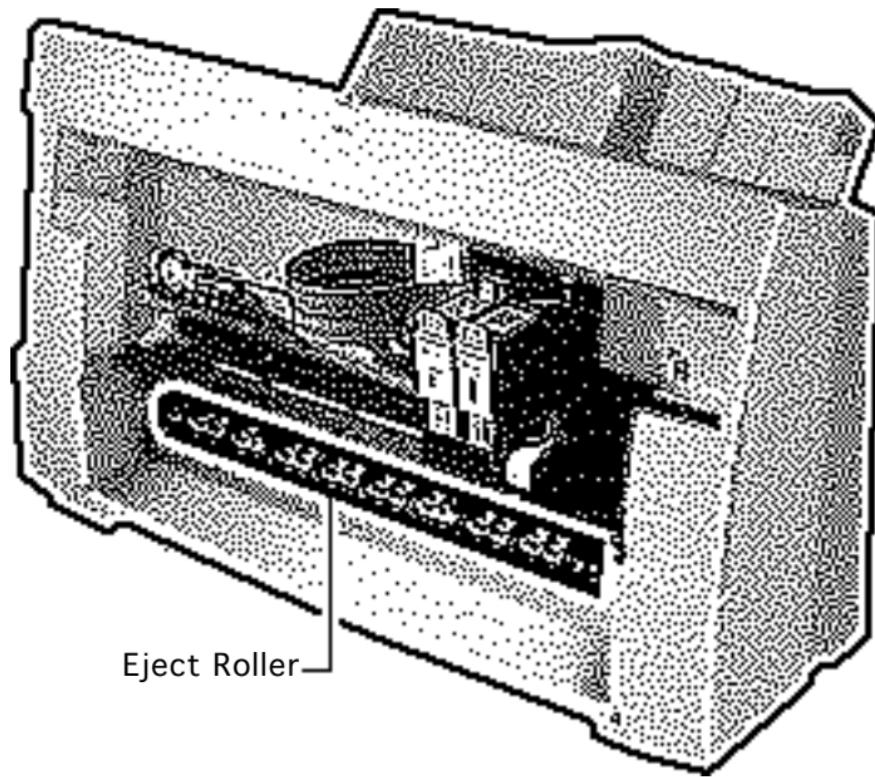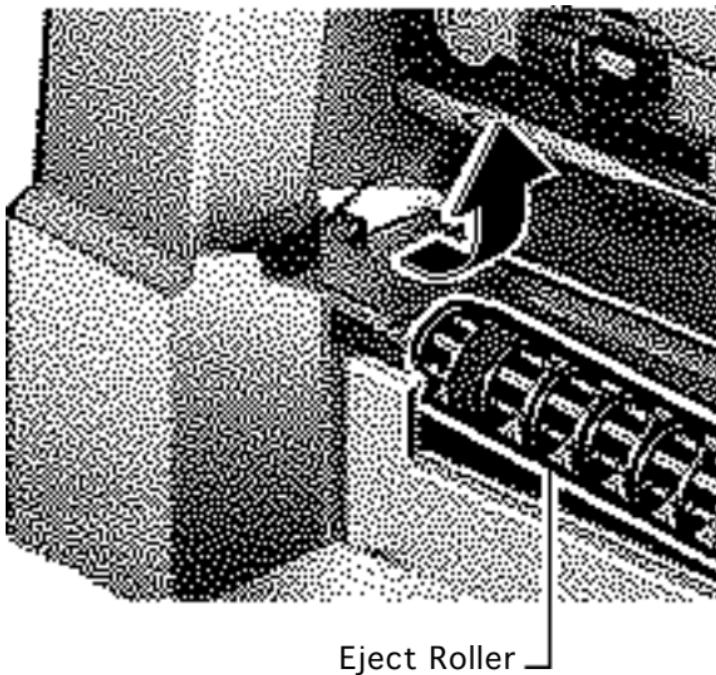
Grasp one end of the roller, press the bracket to the side, and remove the eject roller from the printer.

Eject Roller
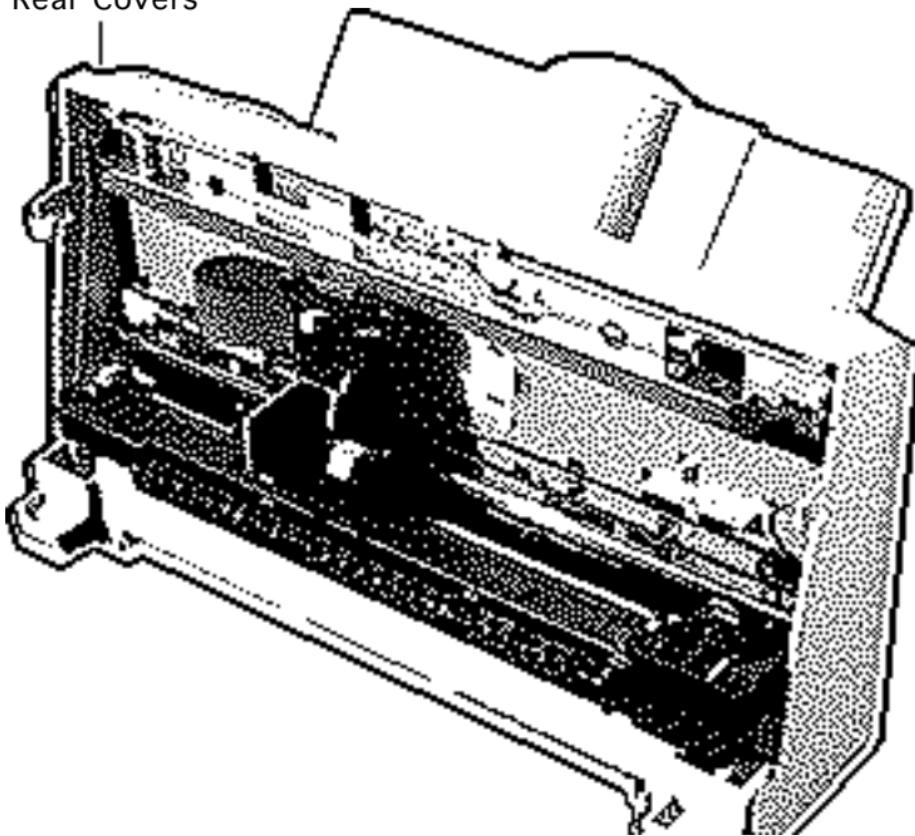
Rear Covers

Rear Covers

Before you begin, remove the following:

- Front covers
- LocalTalk module (if present)

Note: For information on removing the LocalTalk module, see the "LocalTalk Module" topic in the Upgrades chapter.

Note: The "Rear Covers" topic includes the rear case, interface cover, and logic board cover.

Latch

Rear Case
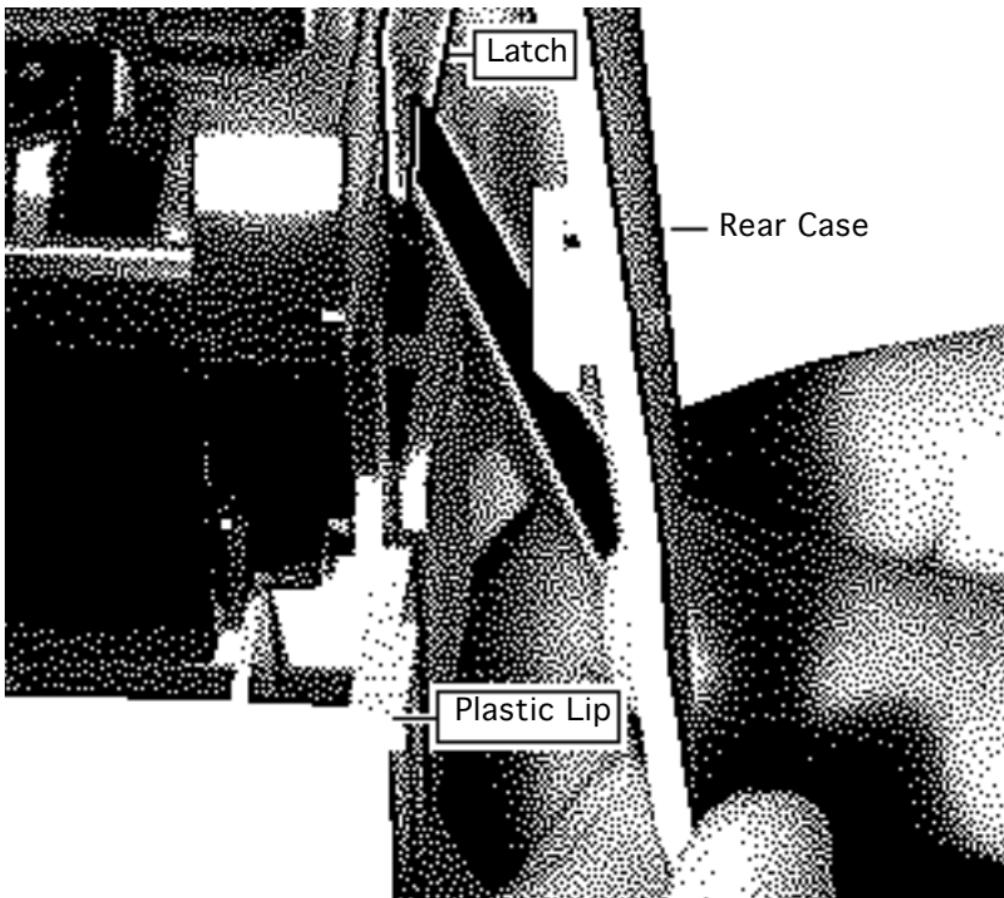
Plastic Lip

Rear Case

1 Pull out the bottom of the rear case slightly to clear the plastic lip.

2 Using a flat-blade screwdriver, release the latch and lift up the rear case.

3 Repeat for the other side of the case.

Rear Covers
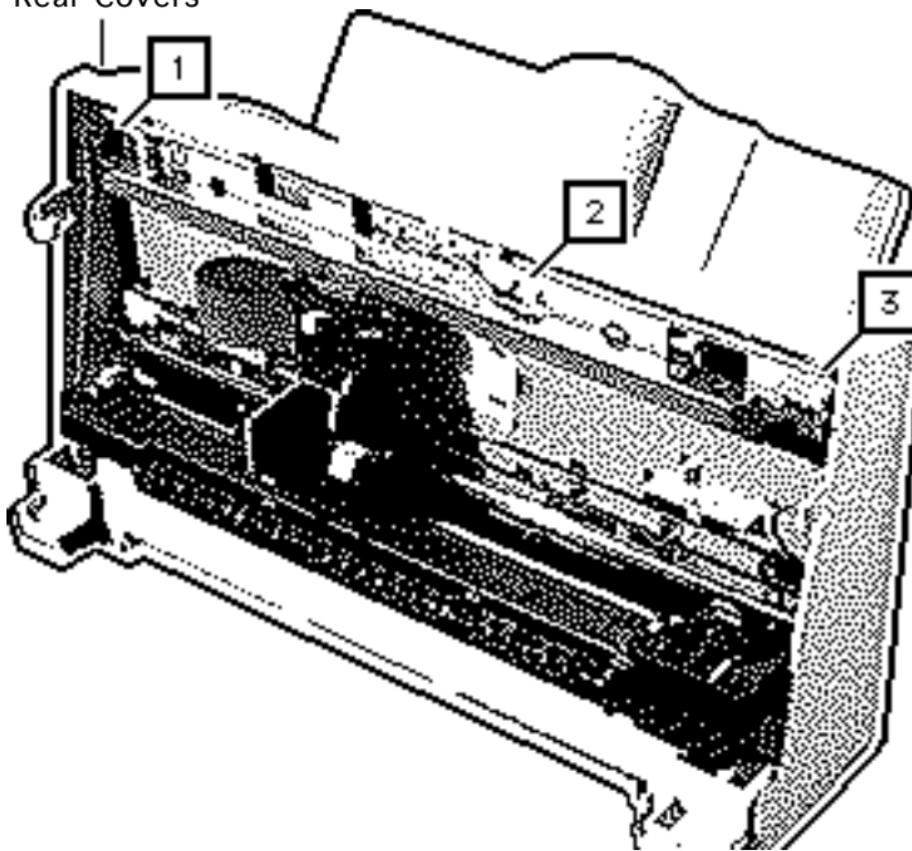
4 Release the three latches on the top of the printer.

Rear Case

Tab

Tab
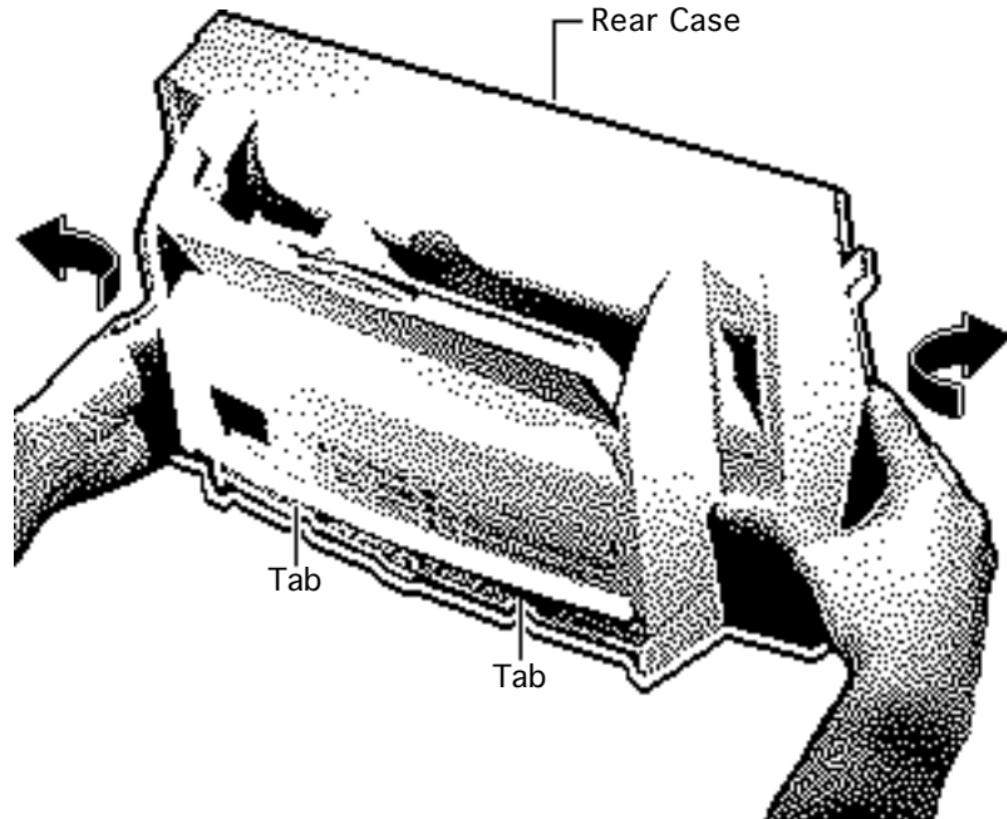
5 Lift up and release the rear case from the two tabs on the back of the printer.

6 Remove the rear case.
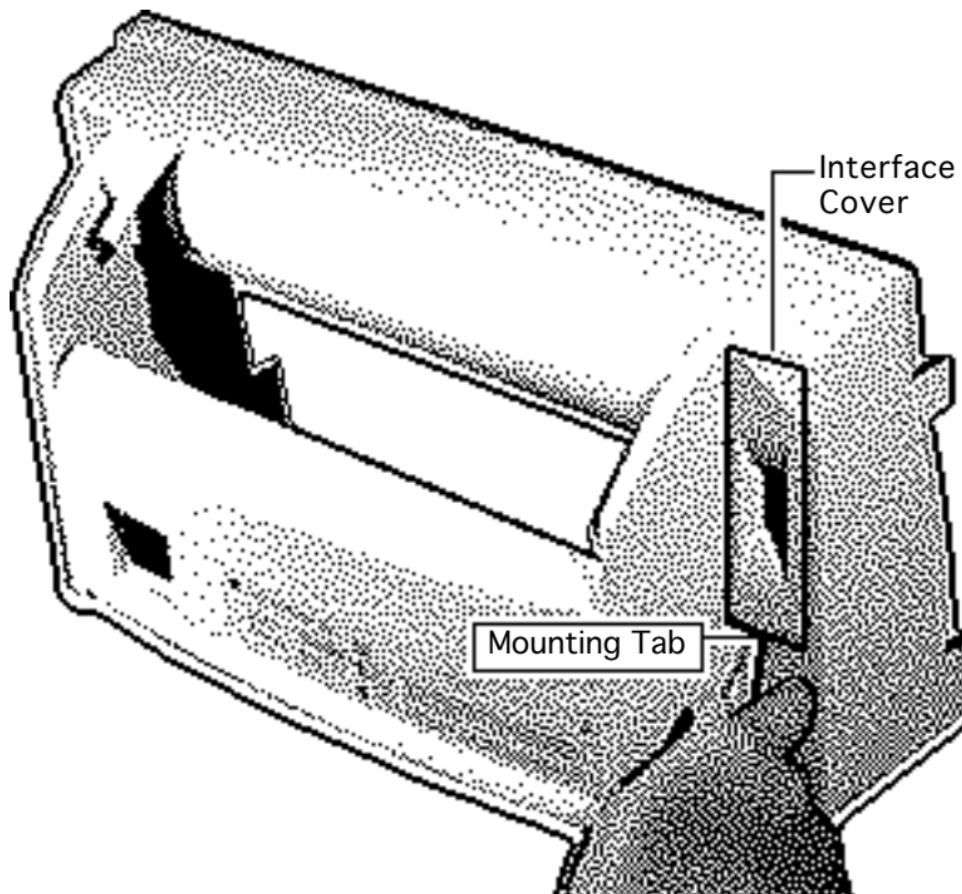
Interface Cover

1 Using a small flat-blade screwdriver, release the mounting tab and remove the interface cover from the rear case.

Front Latch

Side Latch

Logic Board Cover

1 Press in the front latch and release the side latch.

2 Pull back and remove the logic board cover from the printer.
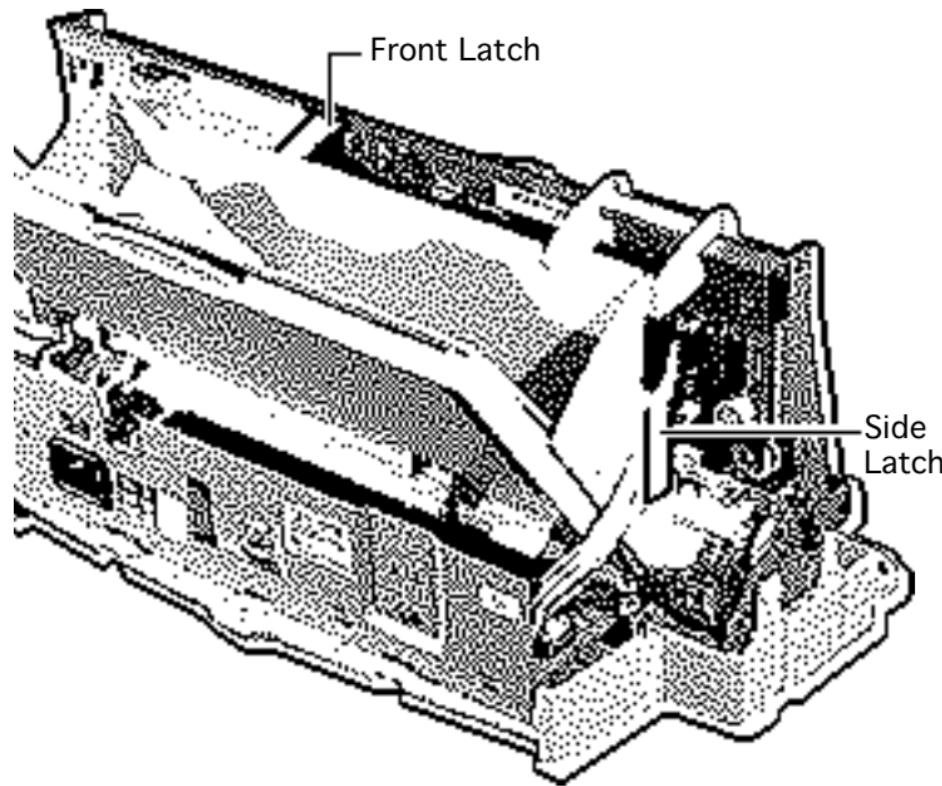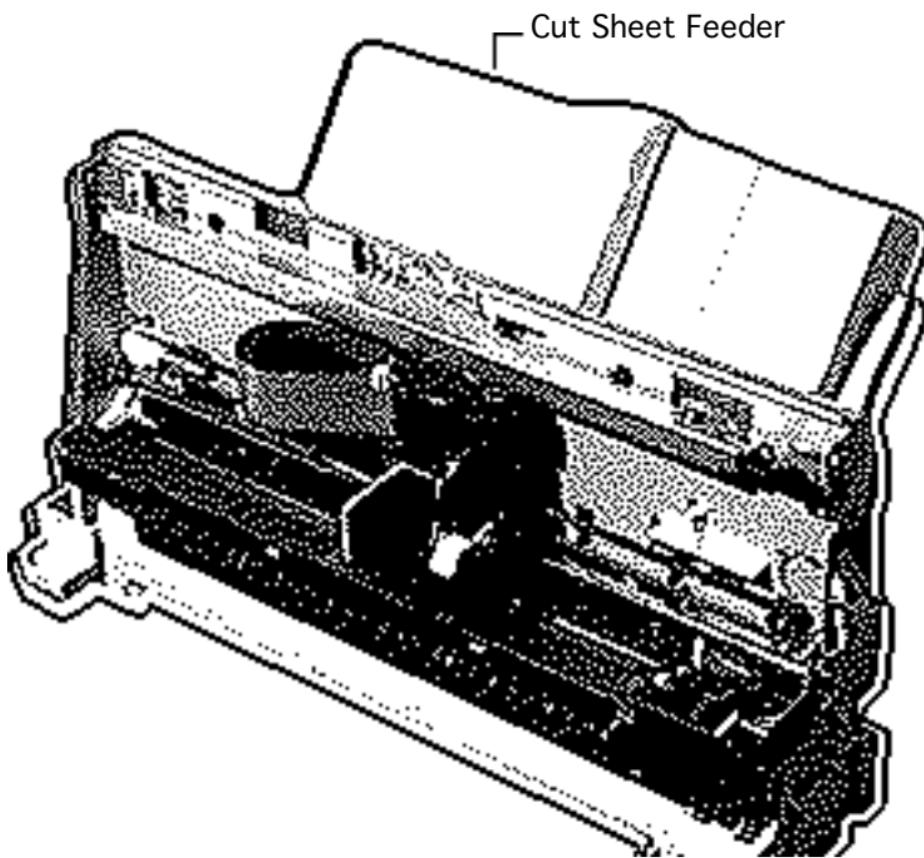
Cut Sheet Feeder

Cut Sheet Feeder

Before you begin, remove the following:

- Front covers
- Rear covers

Caution: Review the ESD precautions in Bulletins/ Safety.

1 Disconnect connectors CNV and CNLF from the logic board.

CNV Connector

CNLF Connector

Cut Sheet Feeder

Slot
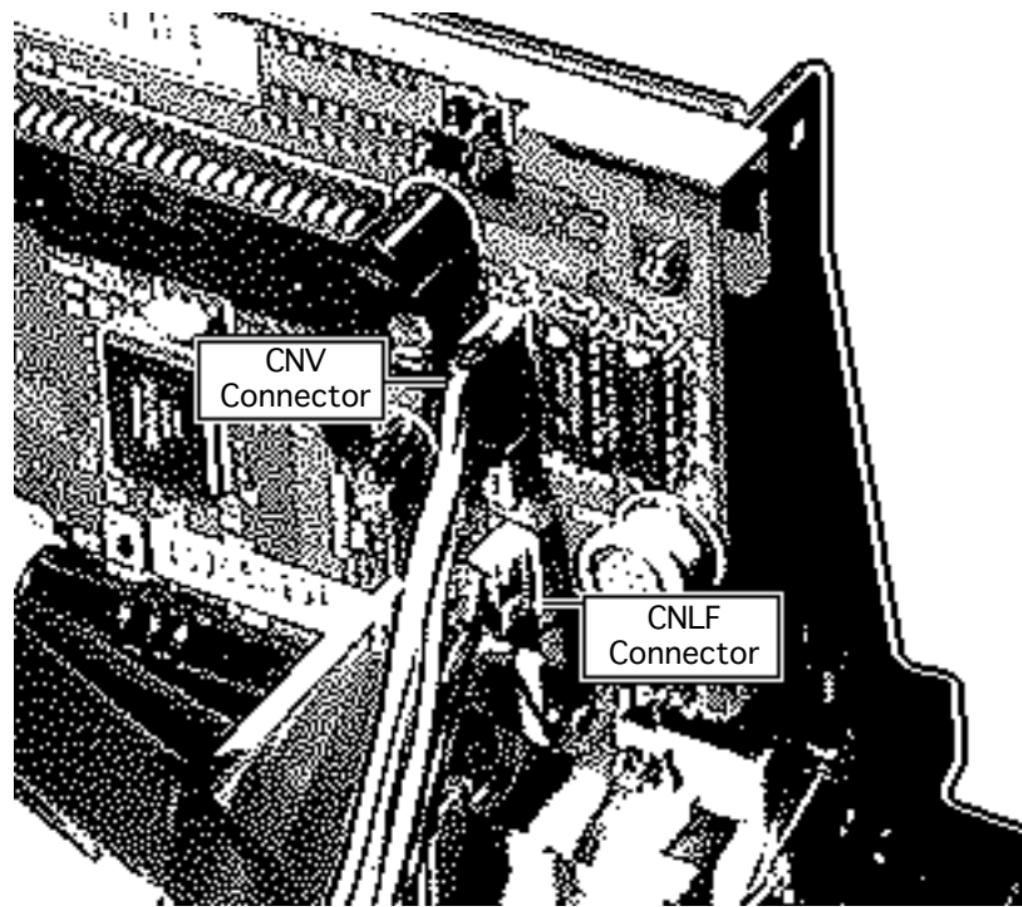
Connector Wires

2 Remove the connector wires from the slot on the cut sheet feeder.
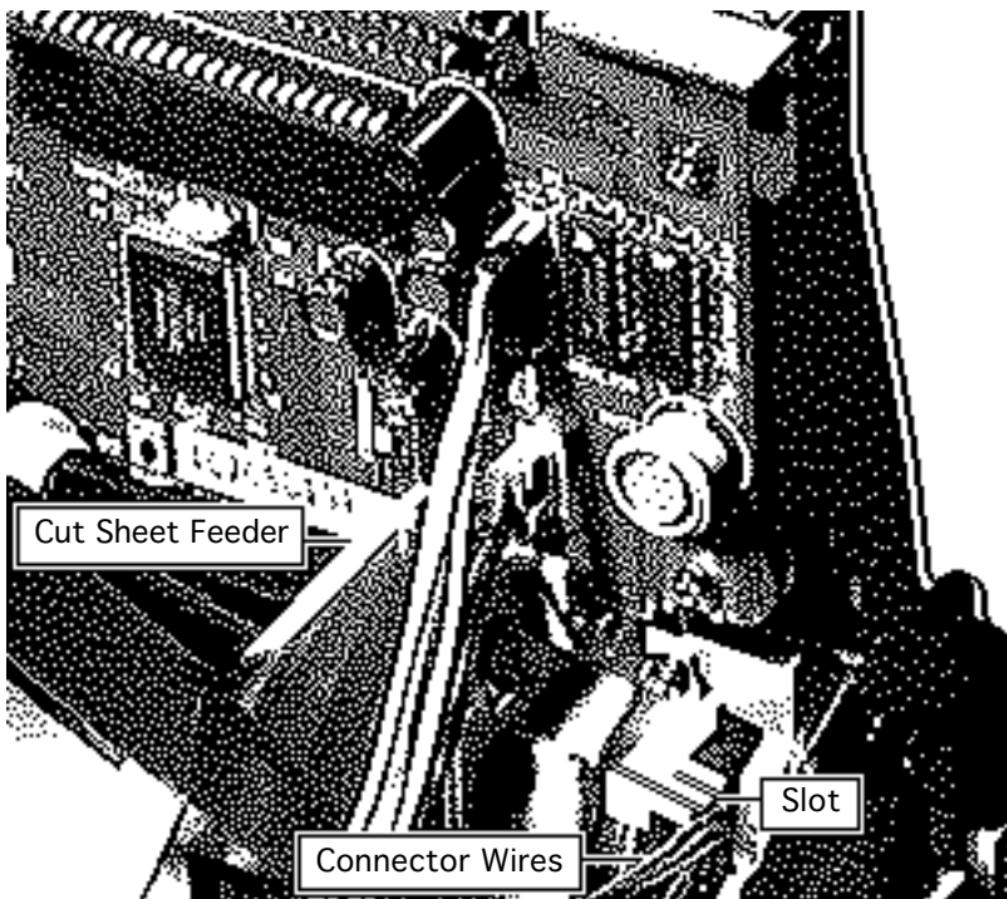
Cut Sheet Feeder
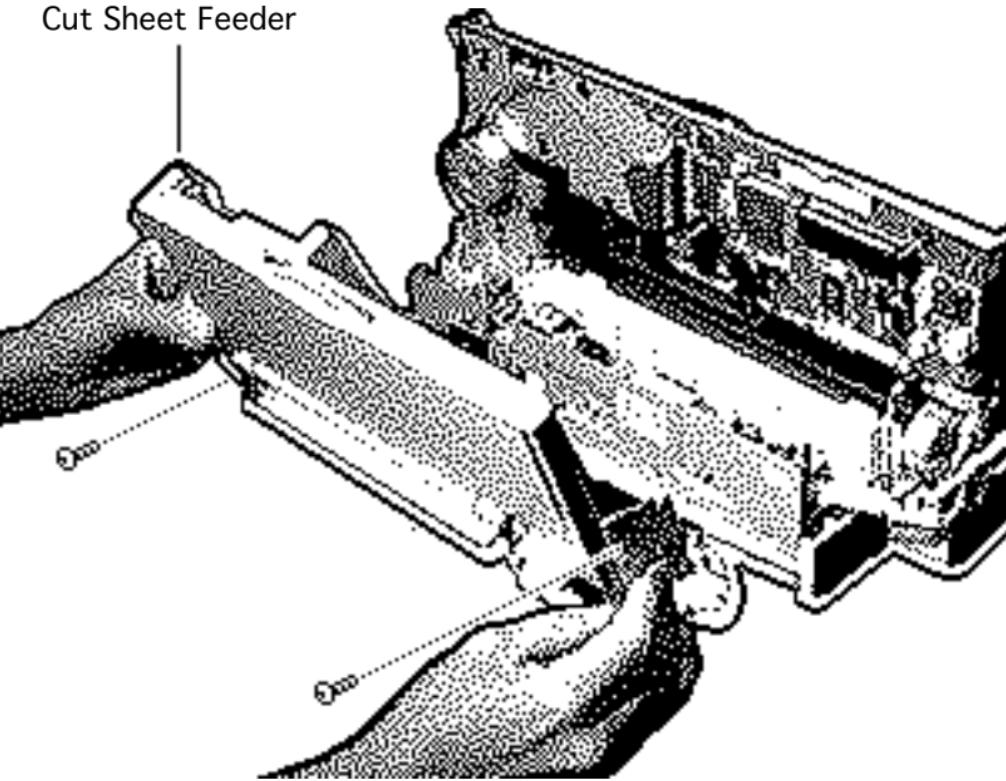
3 **Note:** Make sure the screws do not fall into the bottom cover.

Using a Phillips screwdriver, remove the two screws that secure the cut sheet feeder to the printer.

4 Press in the latch and remove the cut sheet feeder.

Replacement Note: Make
sure the alignment pins on
the cut sheet feeder are
aligned with the printer
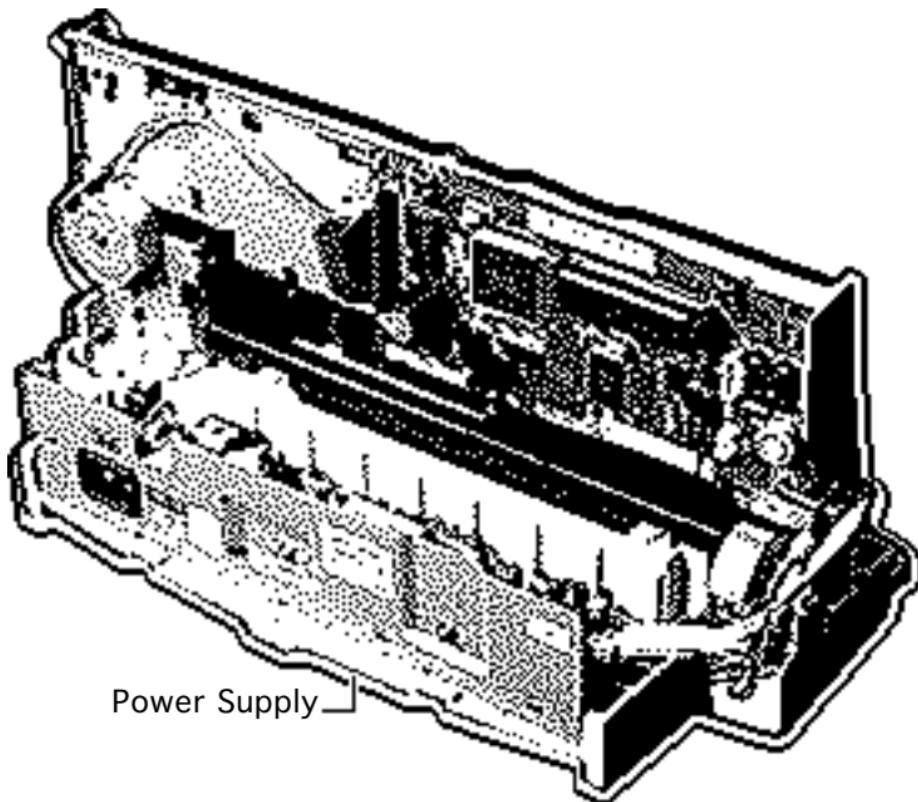frame.

Alignment
Pin

Alignment Pin
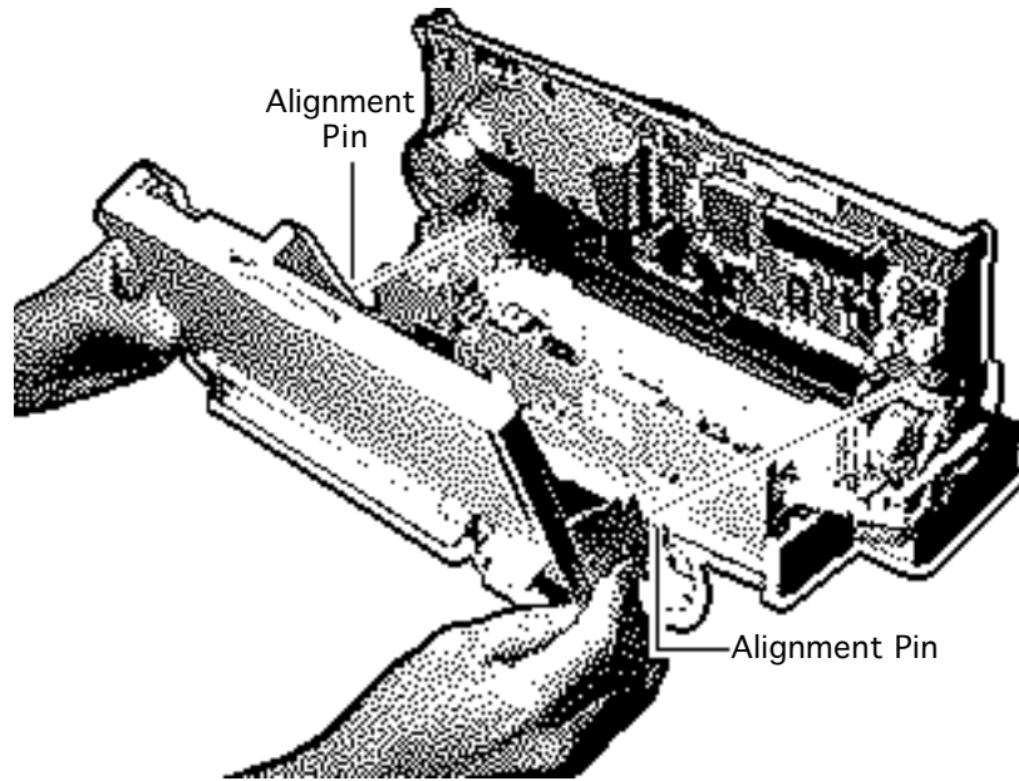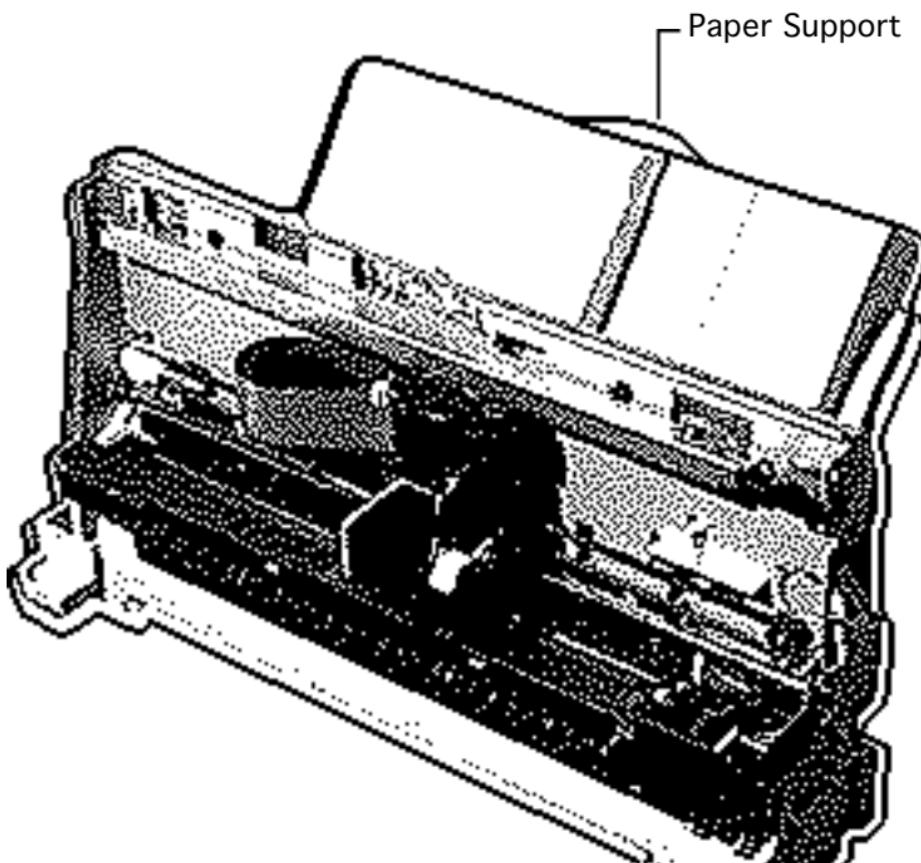
Paper Support

Paper Support

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

Caution: Review the ESD precautions in Bulletins/Safety.

Paper Support
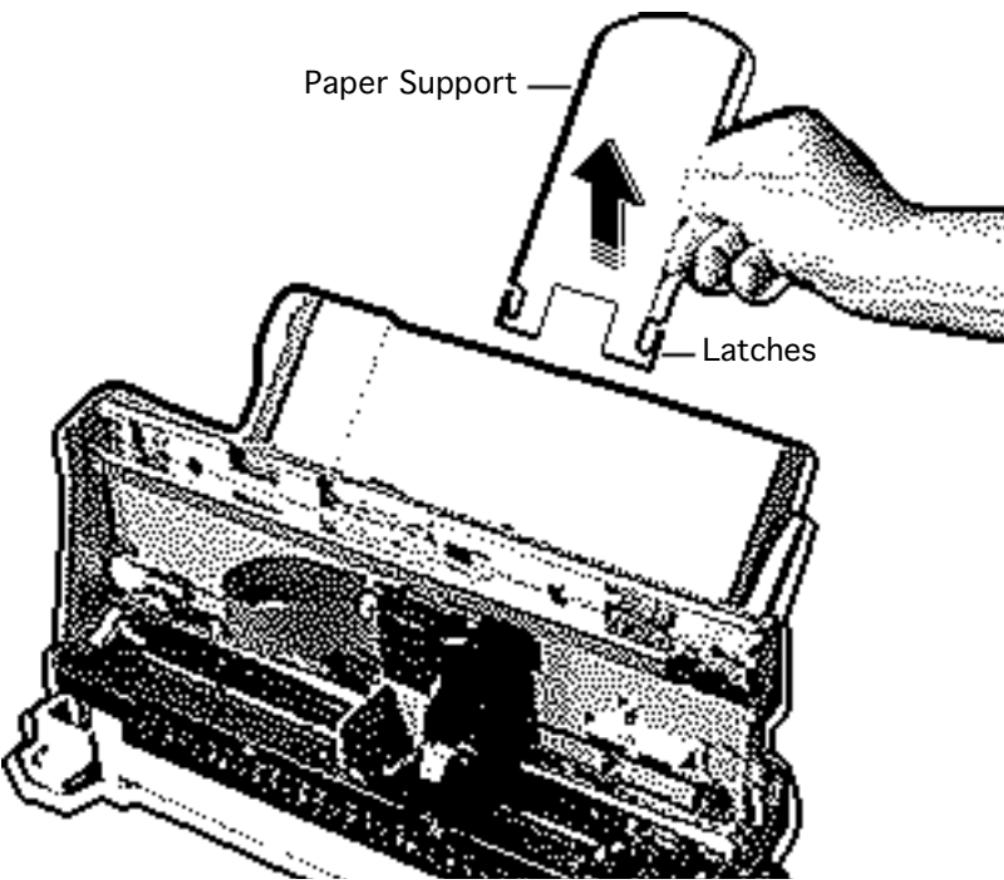
Latches

1 Pull out the paper support until it rests against the stops.

2 Push the support forward and disconnect the latches.

3 Slide out the paper support.

Cut Sheet Feeder
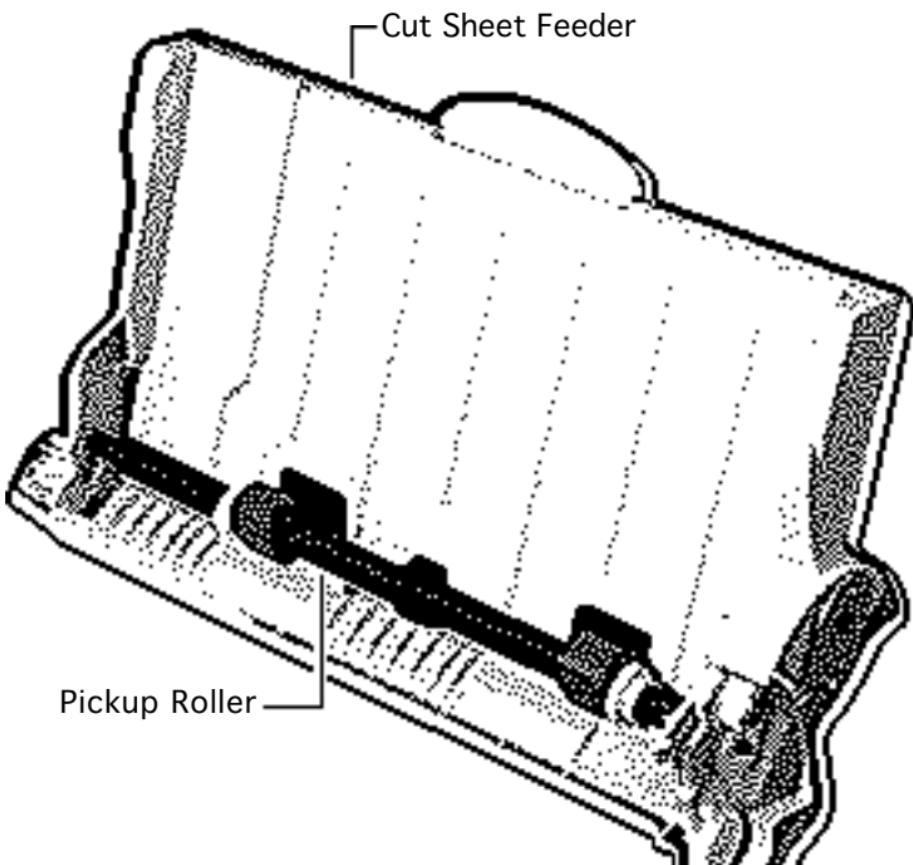
Pickup Roller

Pickup Roller

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

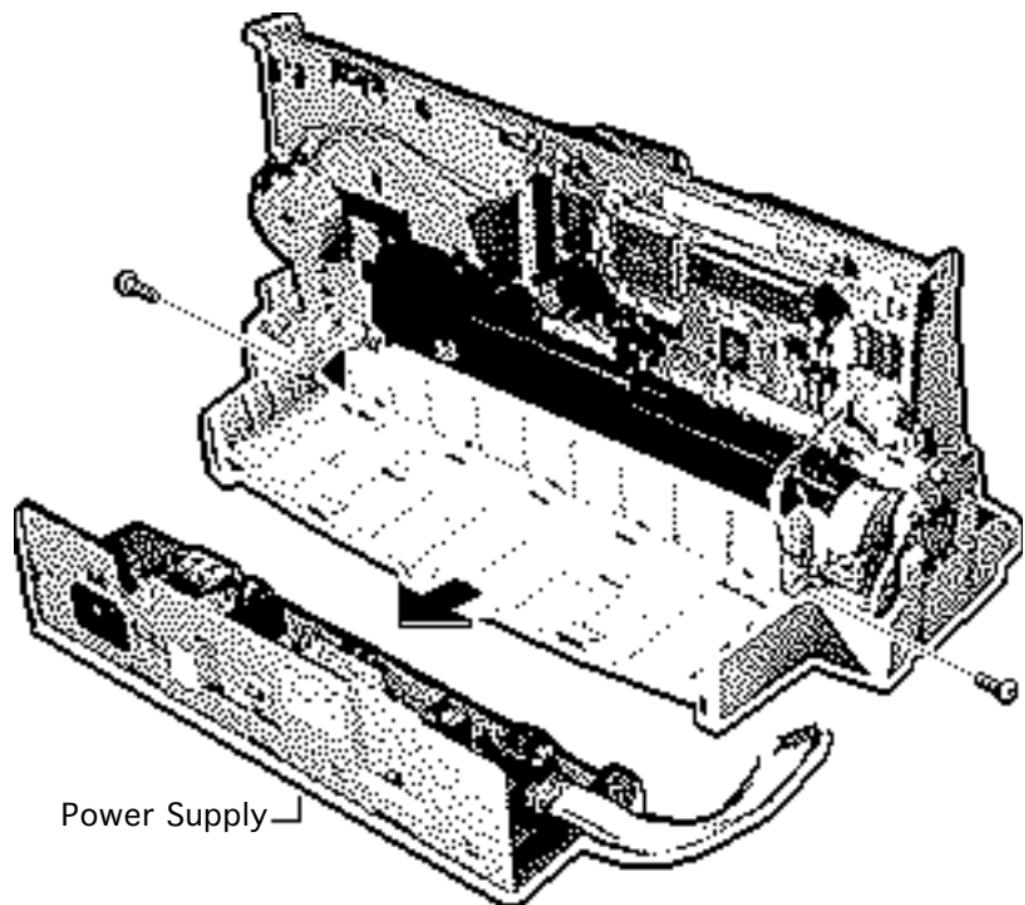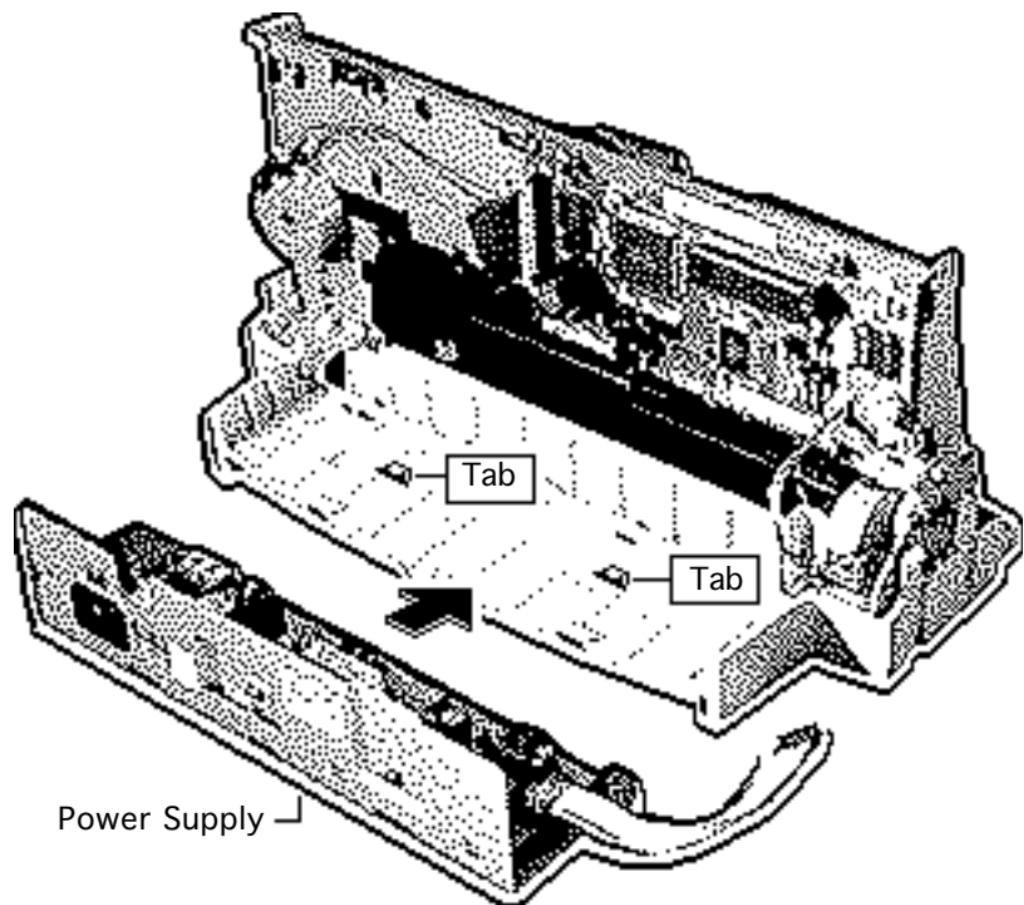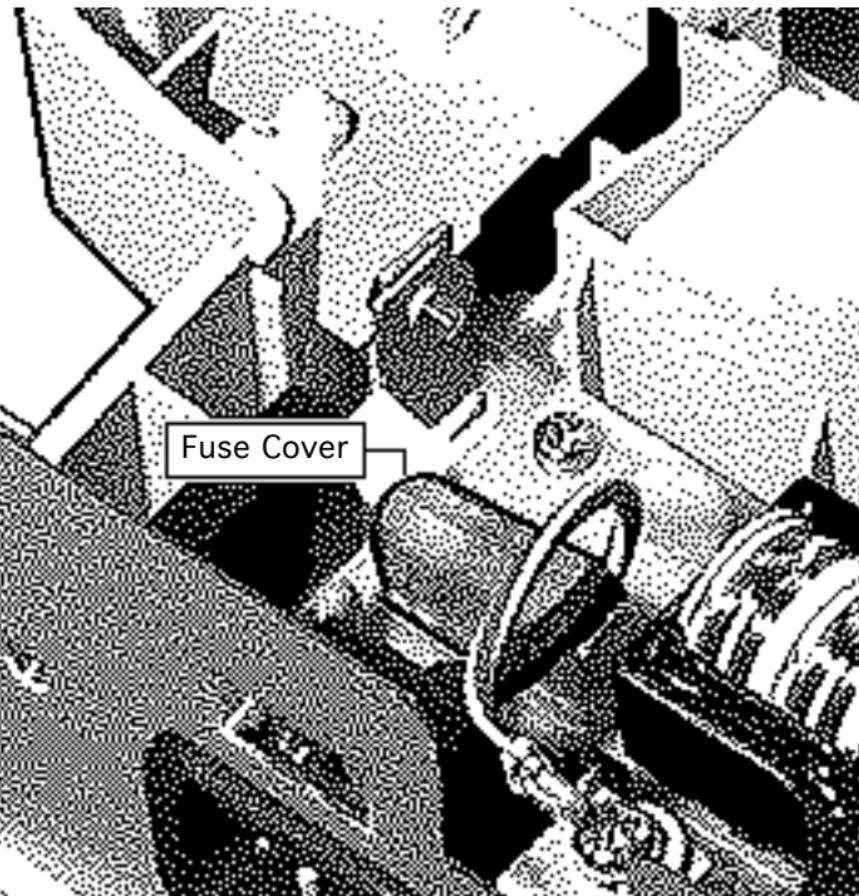**Caution:** Review the ESD precautions in Bulletins/Safety.

Cut Sheet Feeder

Feeder Gear
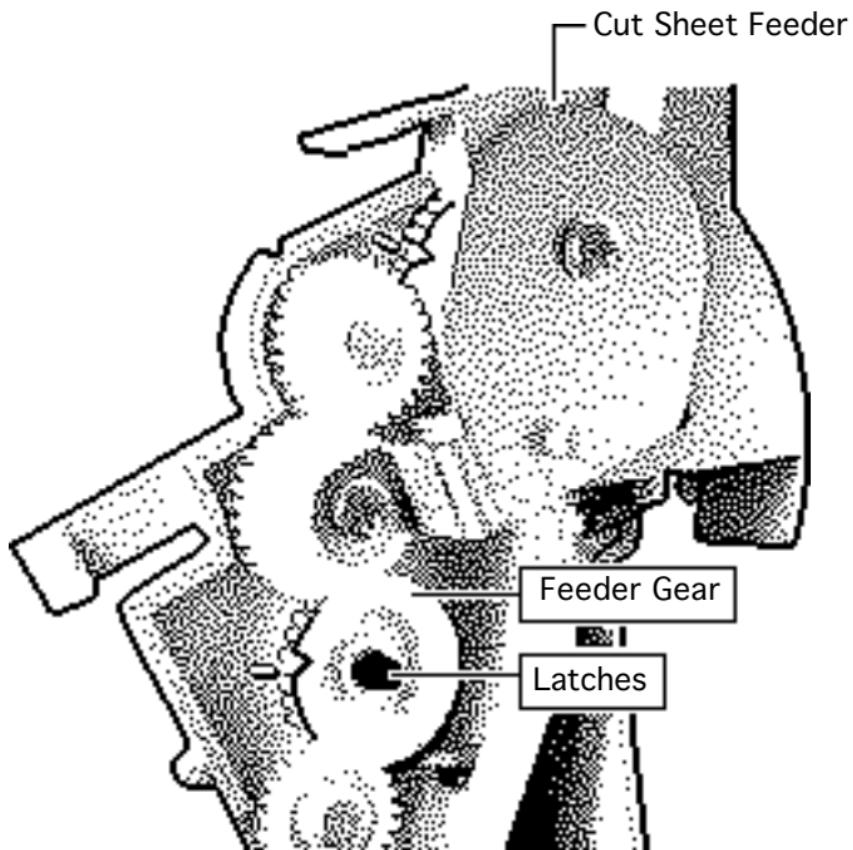
Latches

1 **Caution:** When the roller is removed, the feeder gear is loose. Remove the roller slowly so that the gear will not fly off.

Press in the two latches on the pickup roller and push out the roller.

2 Remove the feeder gear from the cut sheet feeder.

Pickup Roller
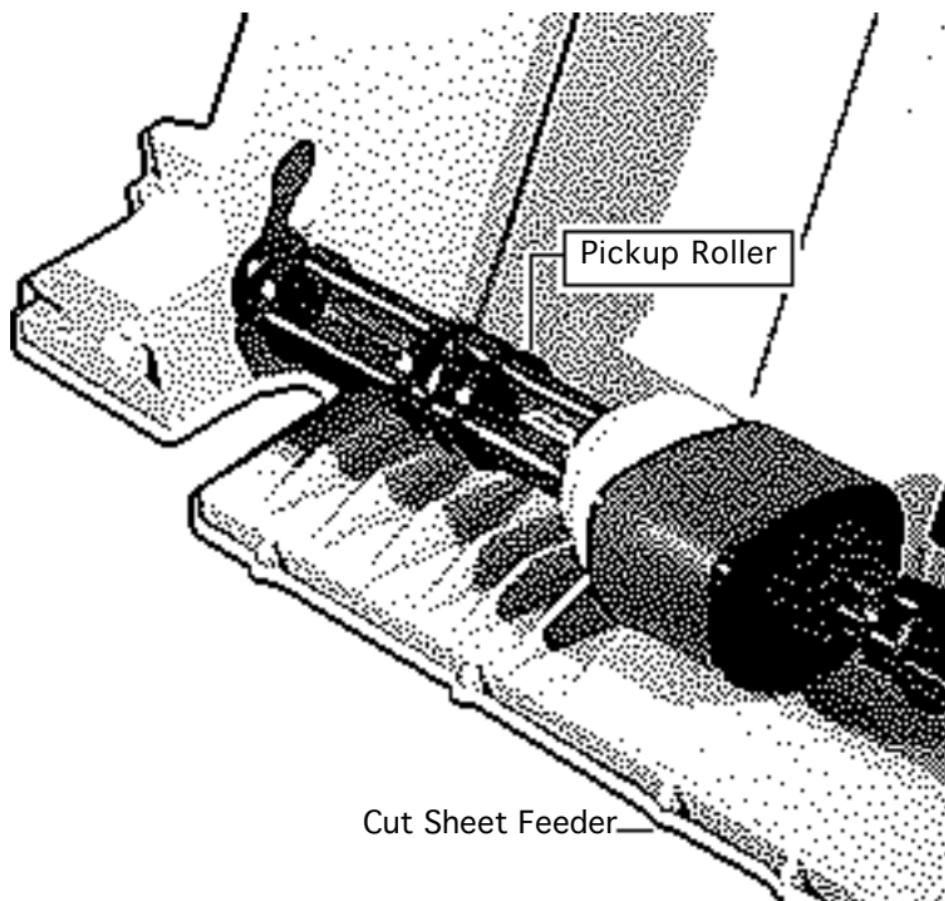
Cut Sheet Feeder

3   Lift up one end of the roller and remove the other end from the mounting hole.

4   Remove the pickup roller from the cut sheet feeder.

Notch

Upper Gear
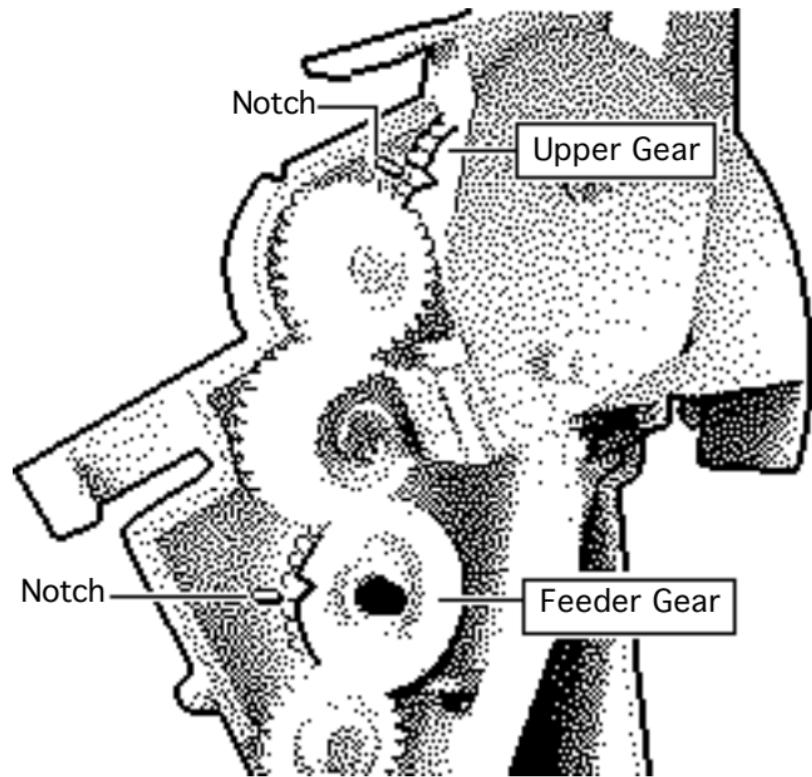
Notch

Feeder Gear

Replacement Note: Align the notch on the upper gear with the upper line on the cut sheet feeder. Align the notch on the feeder gear with the lower line on the cut sheet feeder.
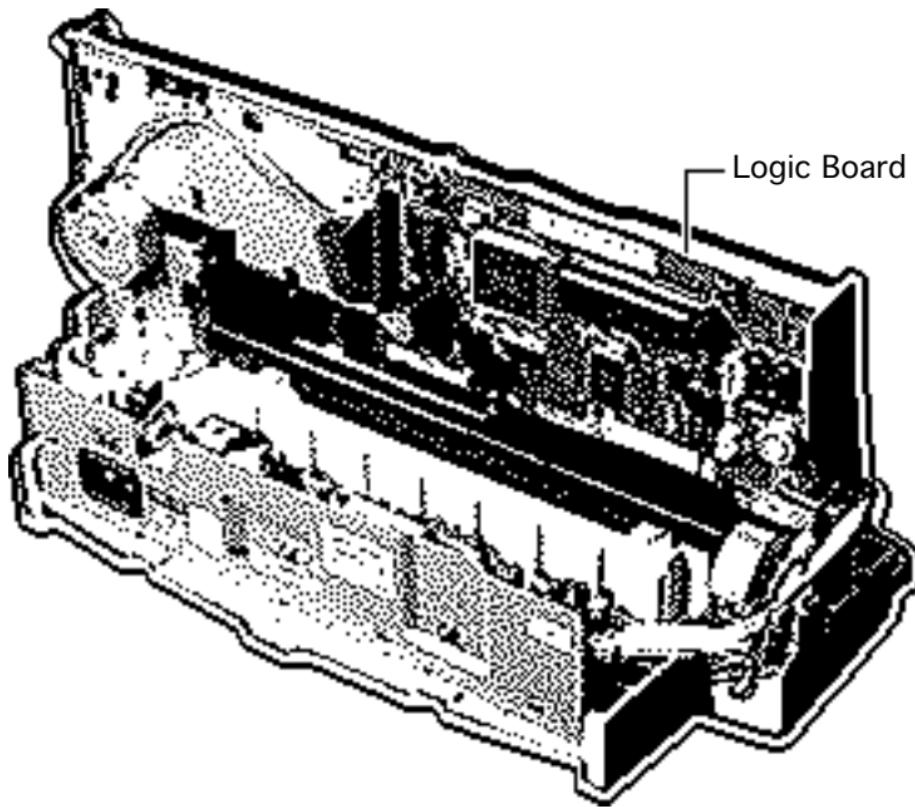
Logic Board

Logic Board

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

Caution: Review the ESD precautions in Bulletins/Safety.

Upper Ink
Absorber
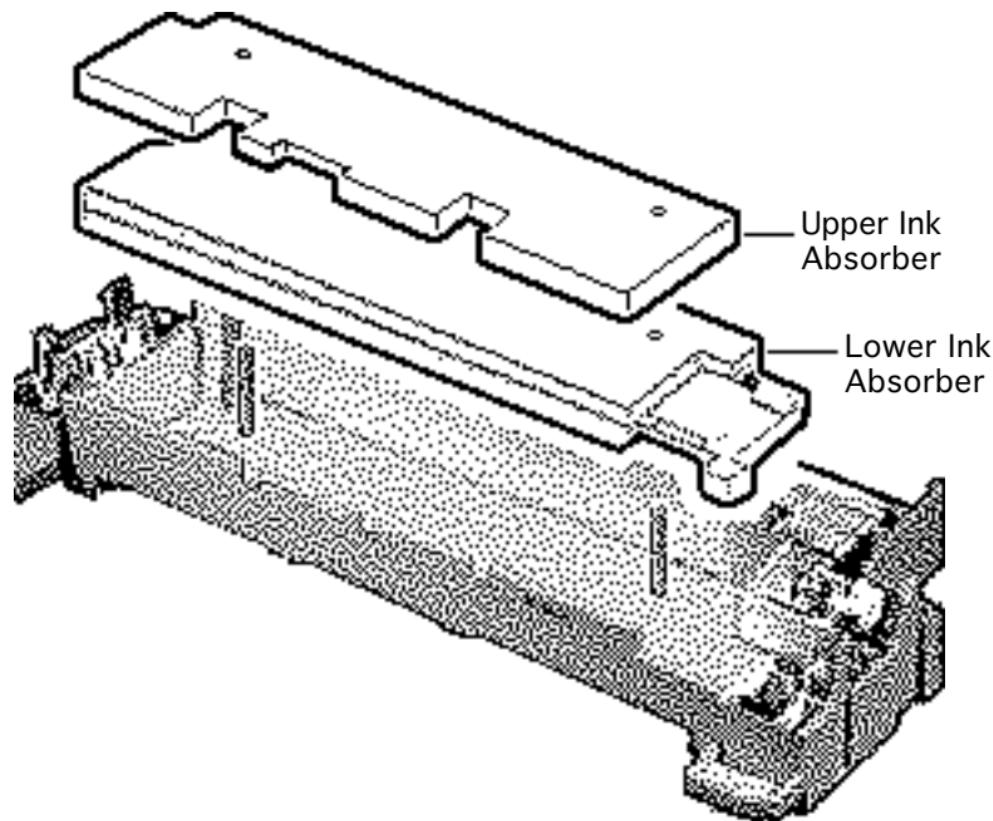
Lower Ink
Absorber

Note: Information on the amount of ink absorbed by the ink absorbers is stored on the logic board EEPROM. When replacing the logic board, check the ink absorbers. If the upper ink absorber has ink in it, replace it. Always replace the lower ink absorber.

Upper Ink Absorber
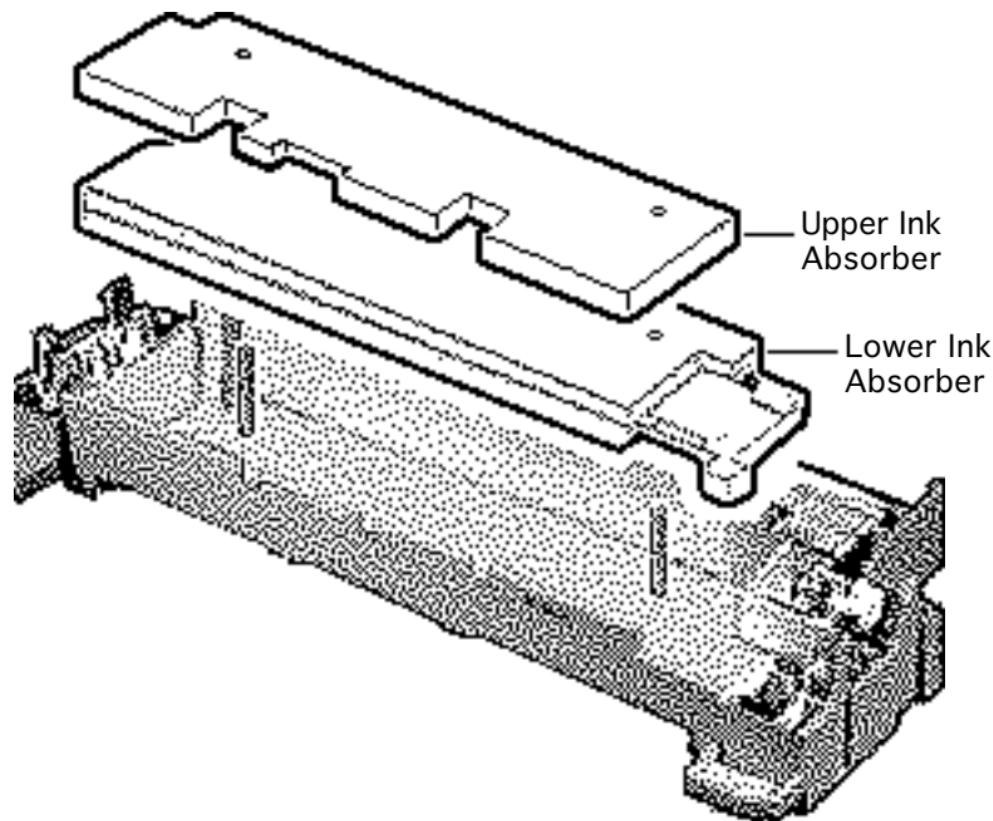
Lower Ink Absorber

If the ink absorbers have been used for two weeks or less, or if fewer than 50 pages have been printed, it is not necessary to replace the ink absorbers when replacing the logic board.

See "EEPROM Reset" in Additional Procedures for more information.
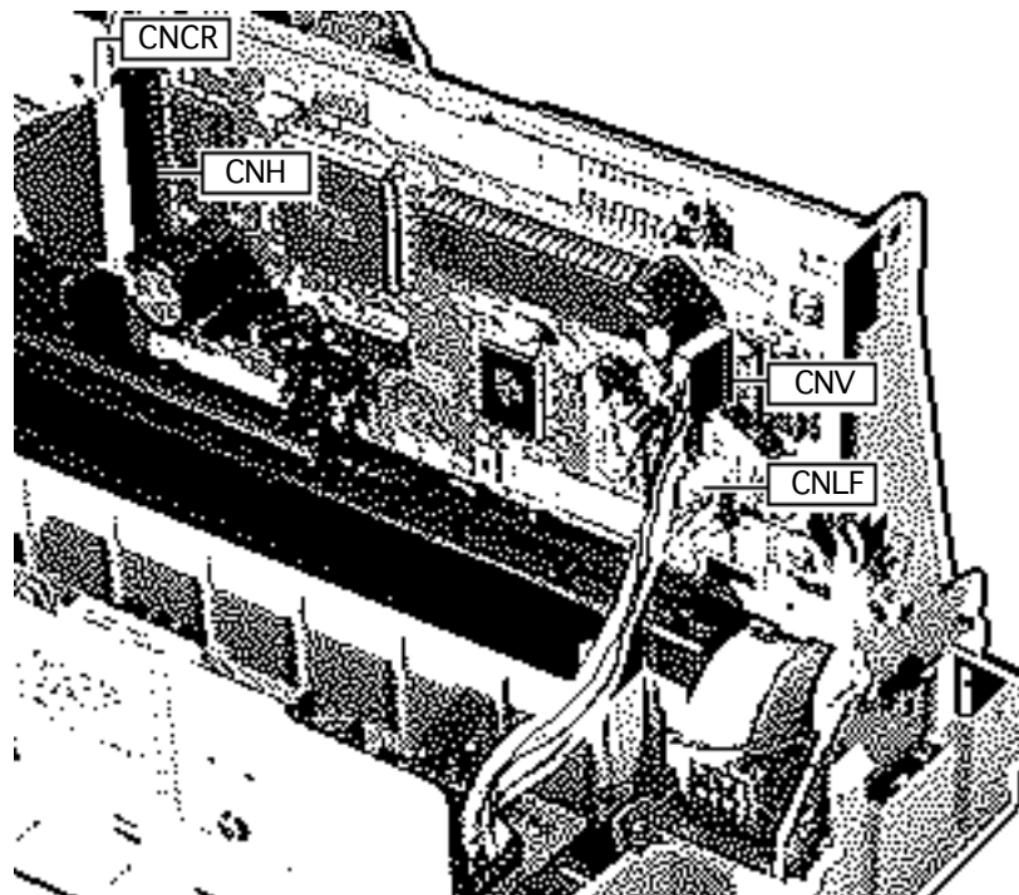
1 Disconnect the following connectors from the logic board:
  - CNCR
  - CNH
  - CNLF
  - CNV
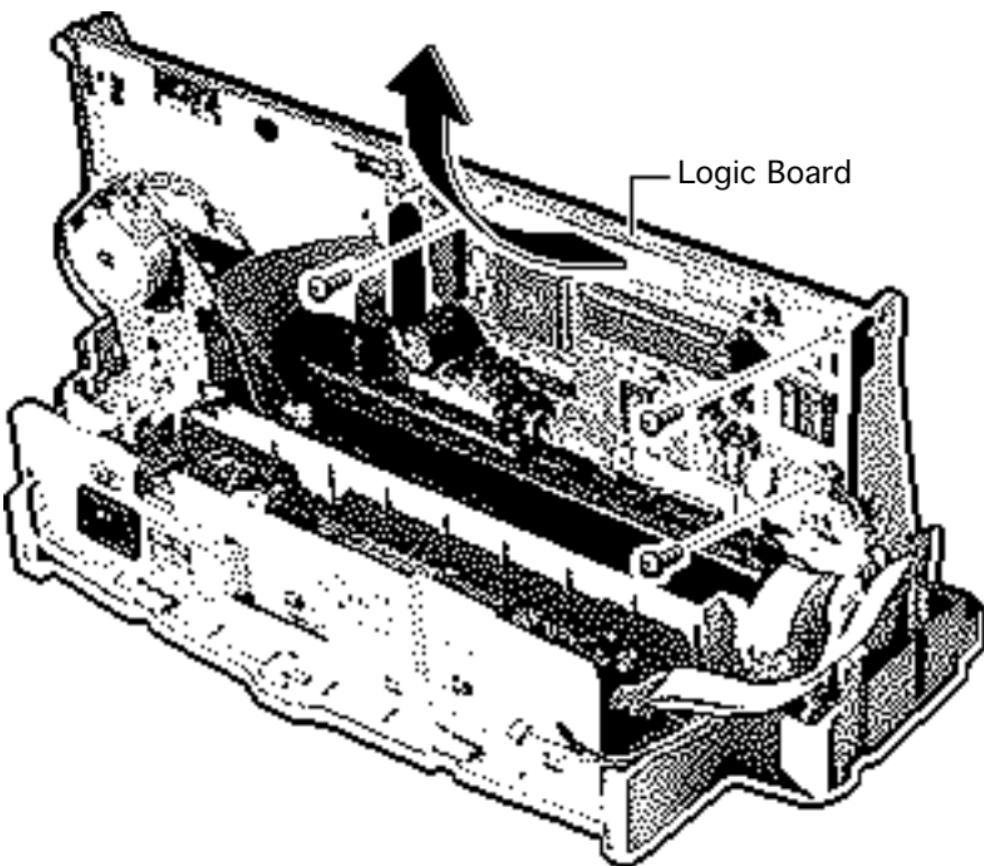
Logic Board

2 Using a Phillips
   screwdriver, remove
   the three mounting
   screws.

3 Remove the logic board
   from the printer.

Power Supply

Power Supply

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

Caution: Review the ESD precautions in Bulletins/Safety.

1 Disconnect connector CNV from the logic board.

CNV
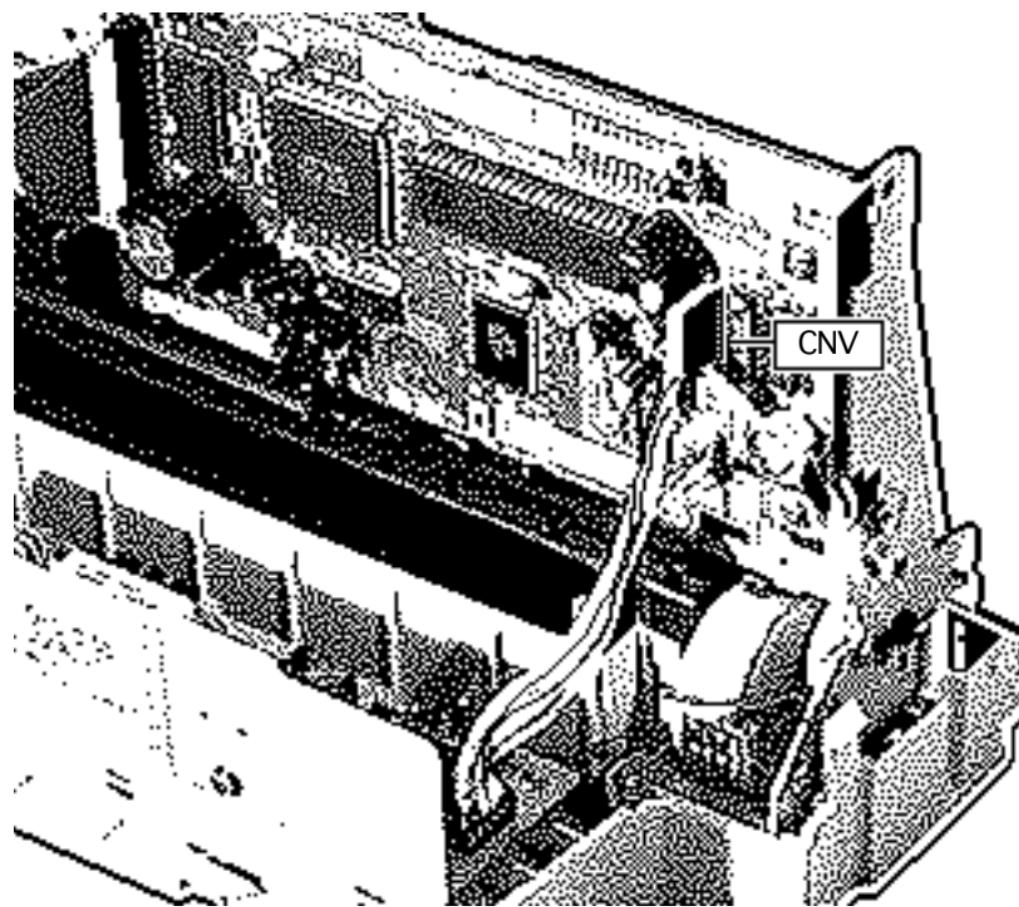
Power Supply⌐

2 Using a Phillips screwdriver, loosen the two mounting screws and remove the power supply from the printer.

Replacement Note: Make sure the mounting tabs on the bottom of the power supply are seated properly on the bottom case.

Tab

Tab

Power Supply
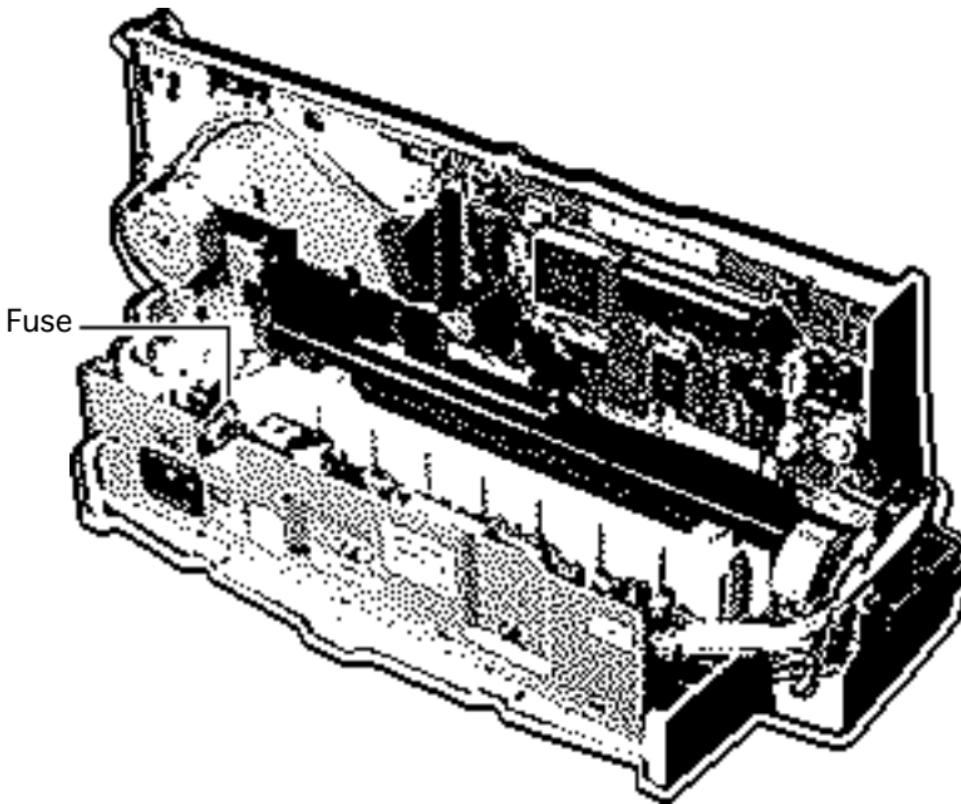
Fuse

Fuse

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

Caution: Review the ESD precautions in Bulletins/Safety.

Fuse Cover

1 Remove the fuse cover and replace the fuse.
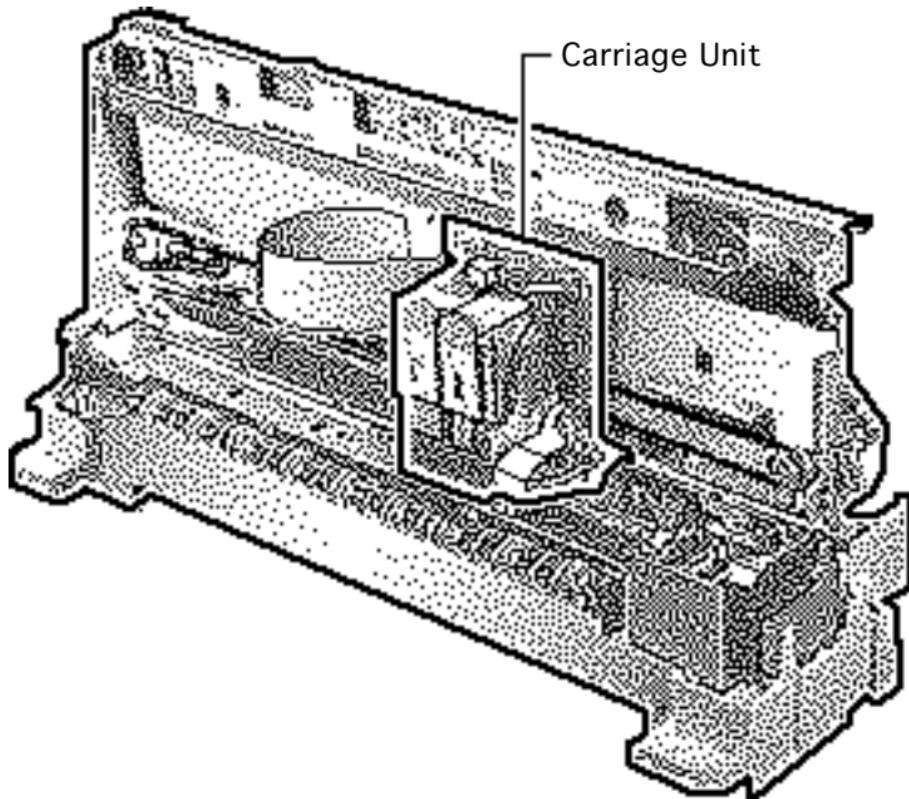
Carriage Unit

Carriage Unit

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

Caution: Review the ESD precautions in Bulletins/Safety.

Caution: To prevent the print nozzles from clogging, do not touch or wipe them.

Screw

Carriage Guide
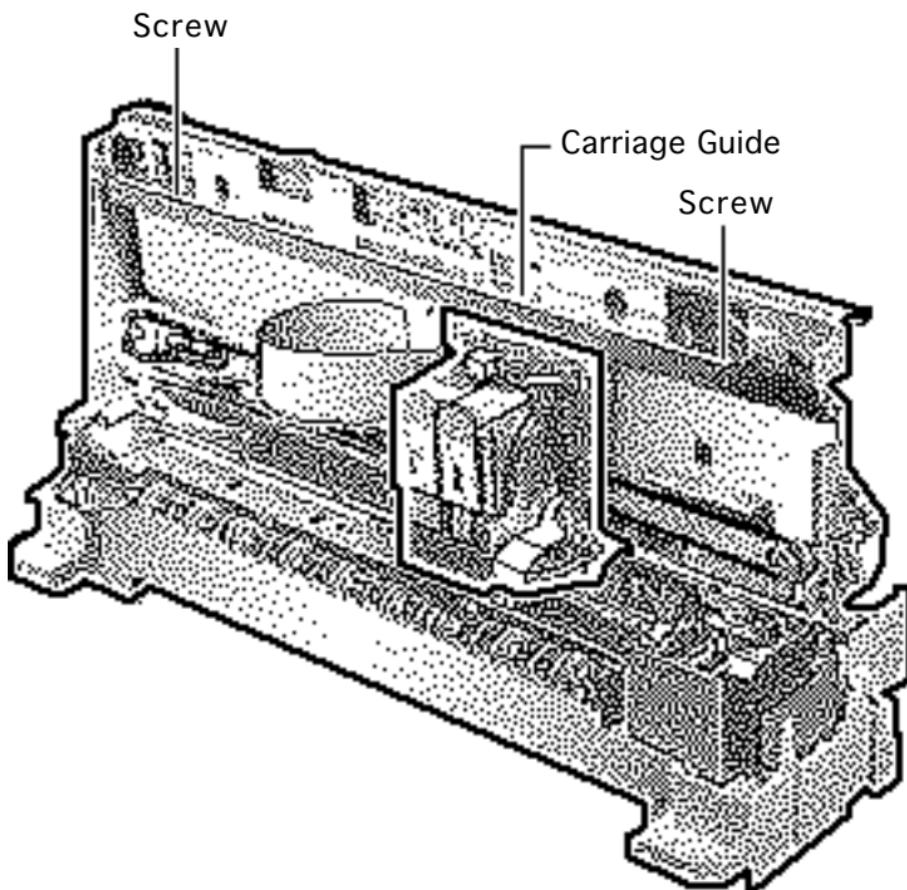
Screw

Caution: Do not remove or loosen the two screws on top of the carriage guide. Loosening or removing these screws will cause the carriage to go out of alignment.

1 Turn the printer so that the power supply faces you.

Power Supply
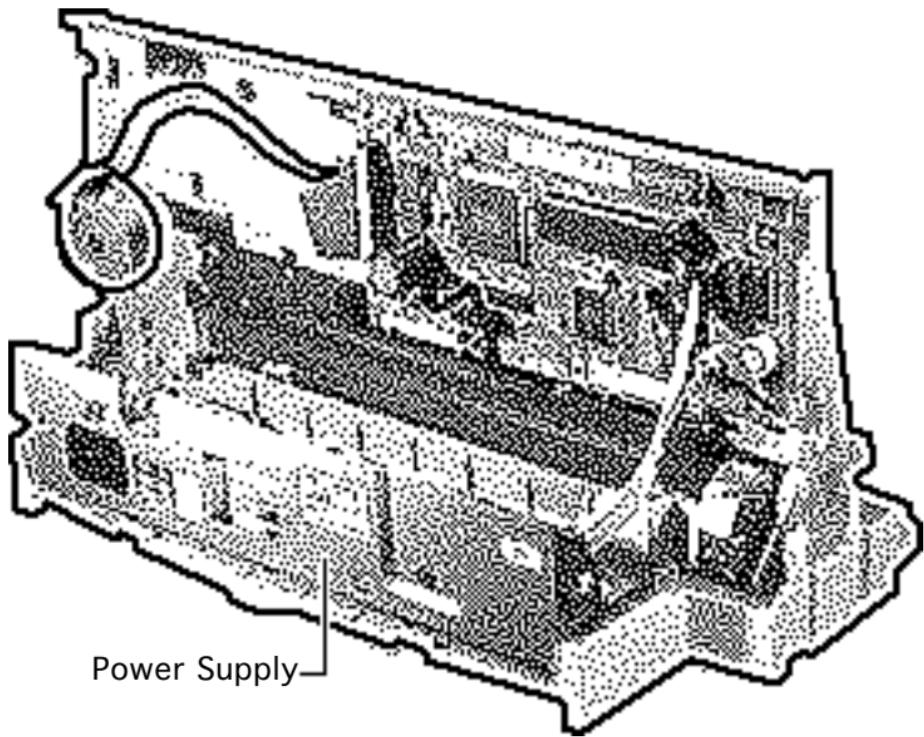
2 Disconnect connector CNH from the logic board.

CNH
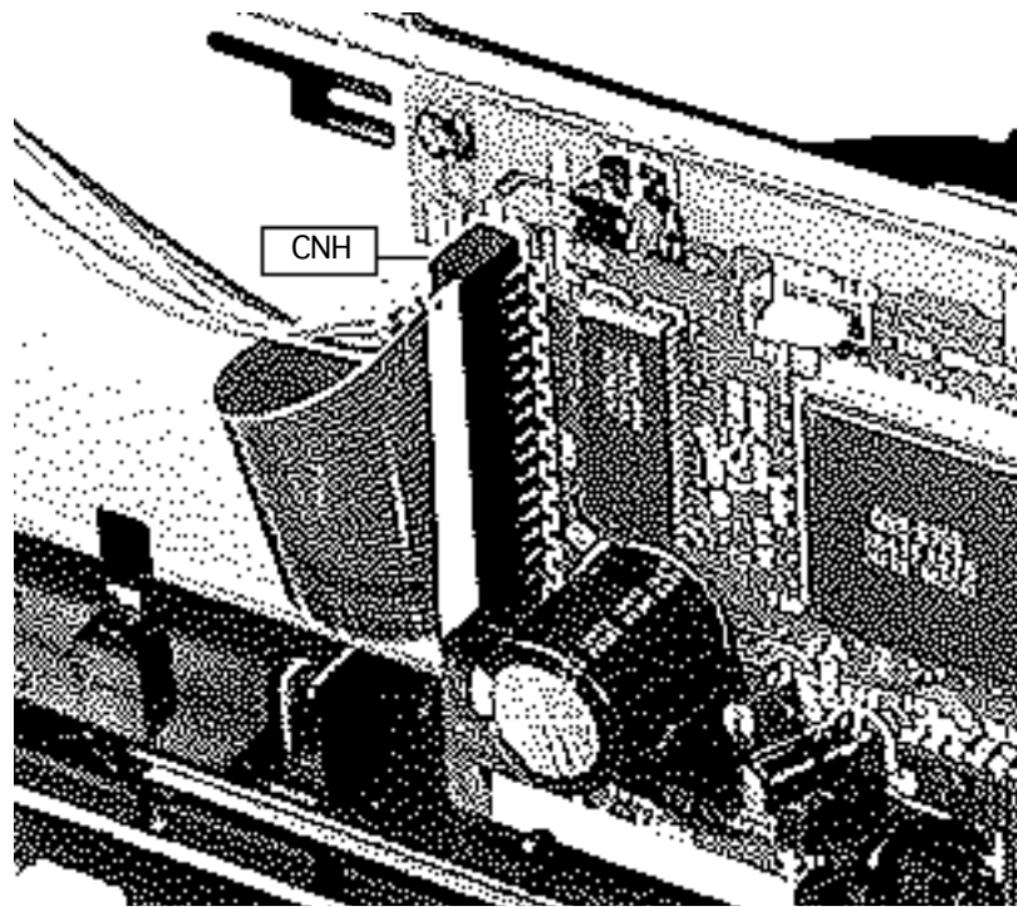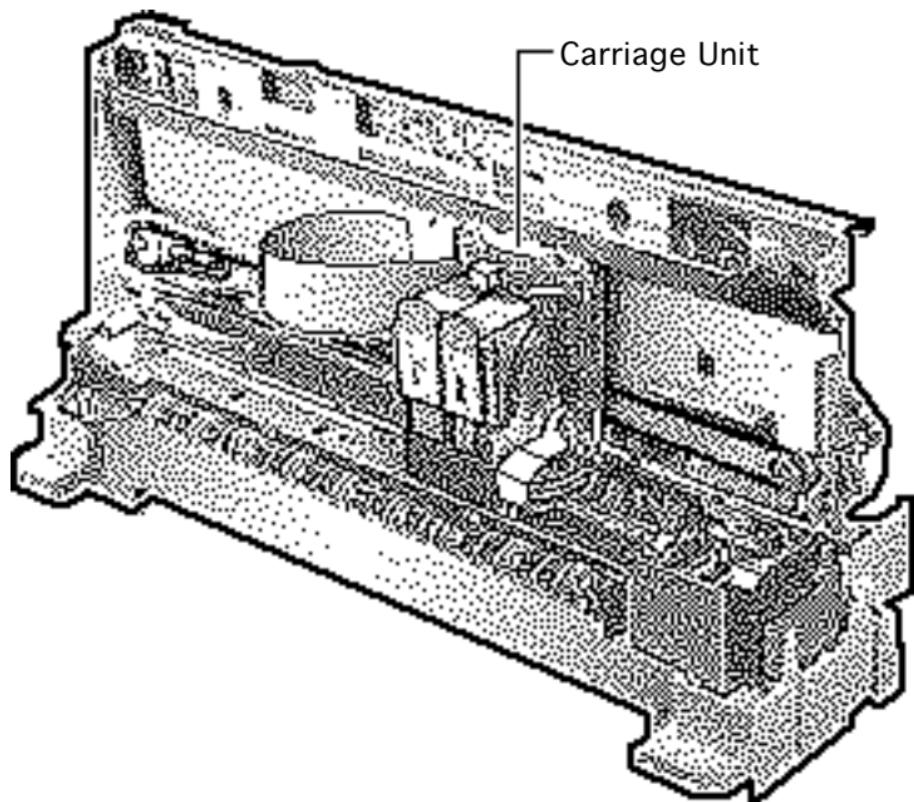
Carriage Unit

3 Turn the printer so that the carriage unit faces you.

Cable Holder
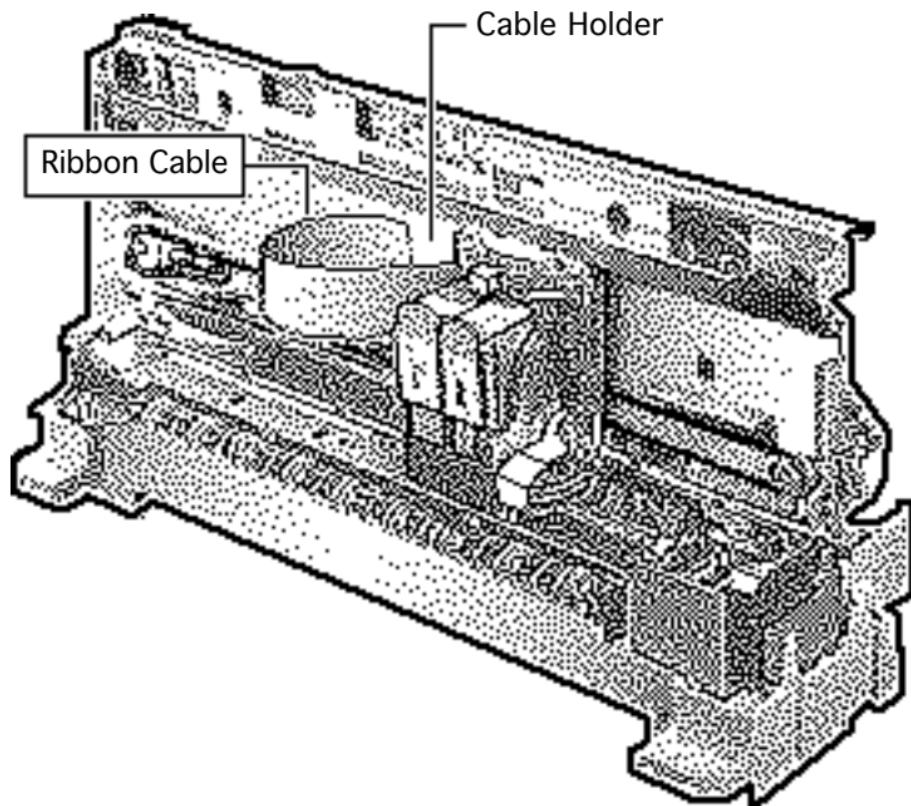
Ribbon Cable

4 Remove the plastic ribbon cable and cable holder from the printer.
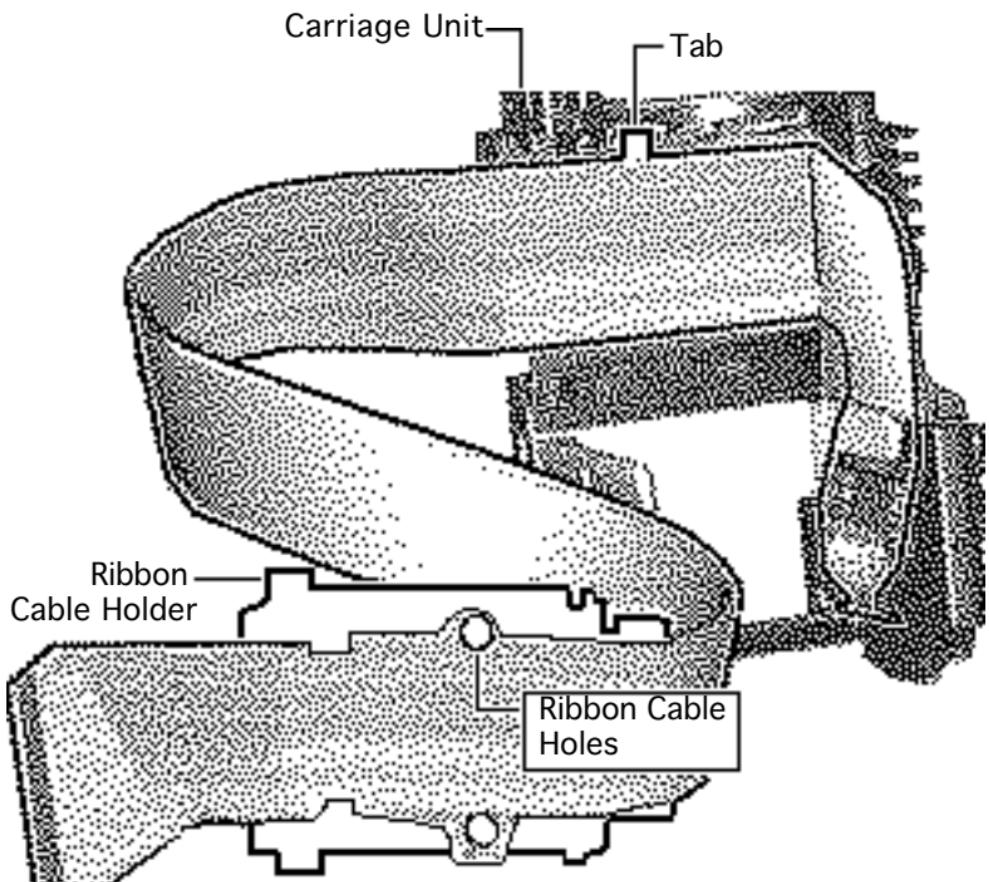
Carriage Unit — — Tab

Ribbon Cable Holder

Ribbon Cable Holes

**Replacement Note:** Make sure the ribbon cable holes are mounted on the two tabs on the inside of the ribbon cable holder and the small tab is in the slot on the carriage unit.

Carriage Release Clip
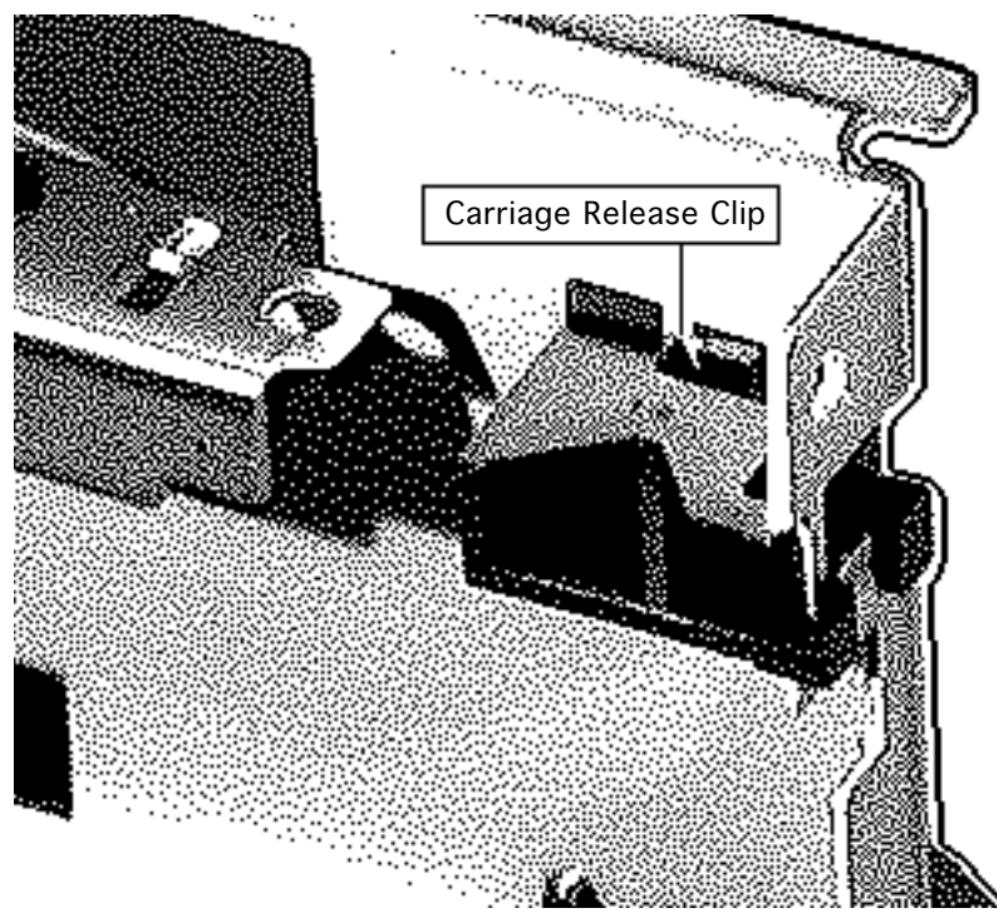
5 Press in the two latches.

6 Push up and remove the carriage release clip from the printer.

7 Using a Phillips screwdriver, remove the mounting screw from the carriage shaft.

Carriage Shaft

Mounting Screw
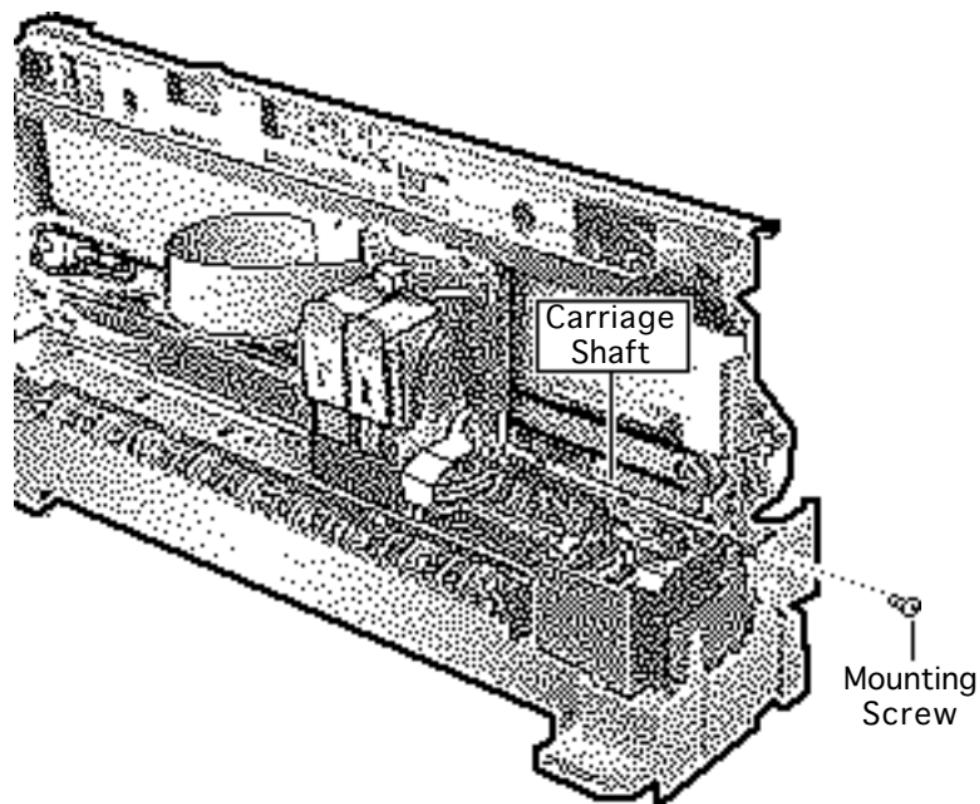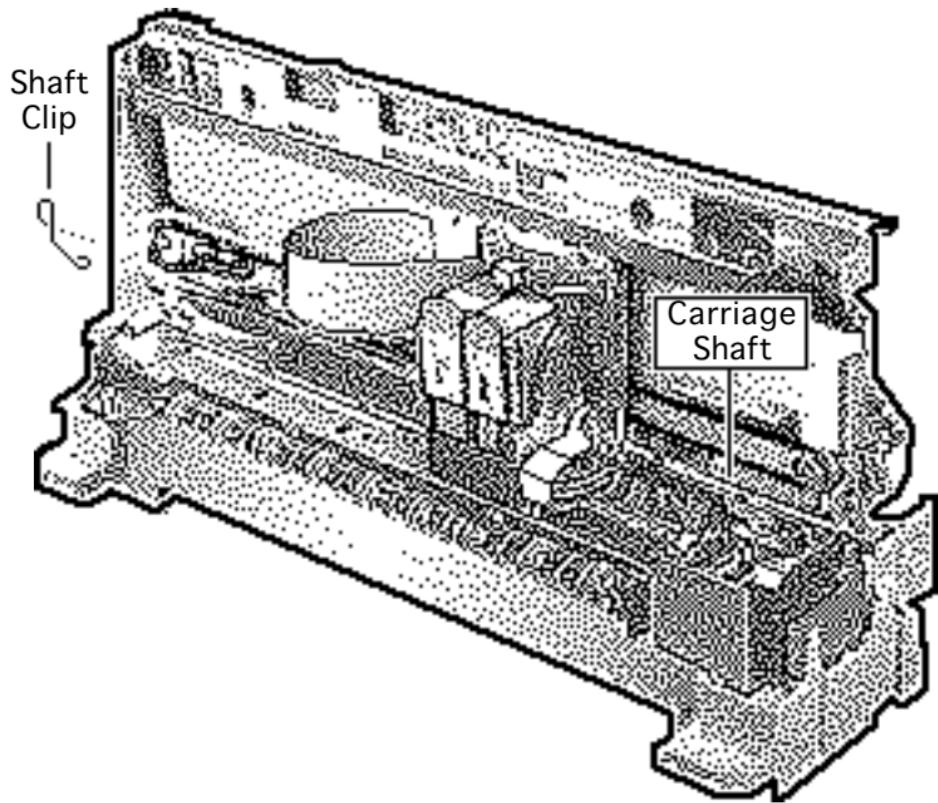
8 Carefully remove the shaft clip from the carriage shaft.

Shaft Clip

Carriage Shaft

Carriage Belt

Carriage Belt Tensioner
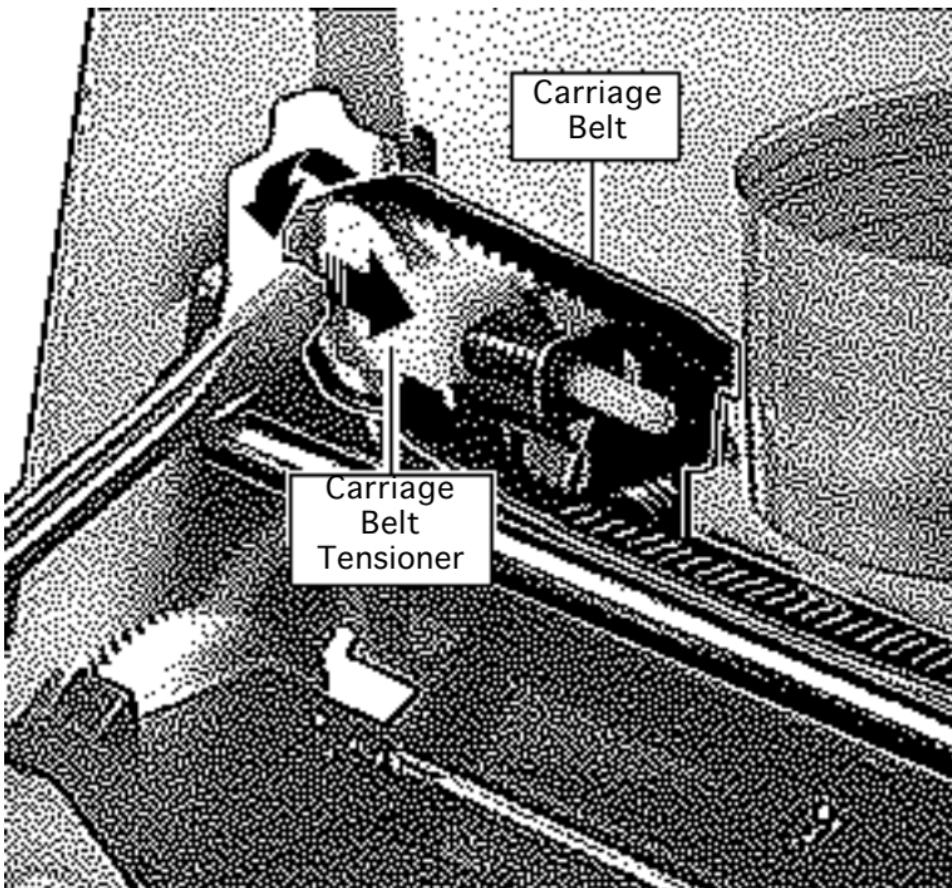
9 Using a flat-blade screwdriver, carefully press in the carriage belt tensioner and disconnect the carriage belt.
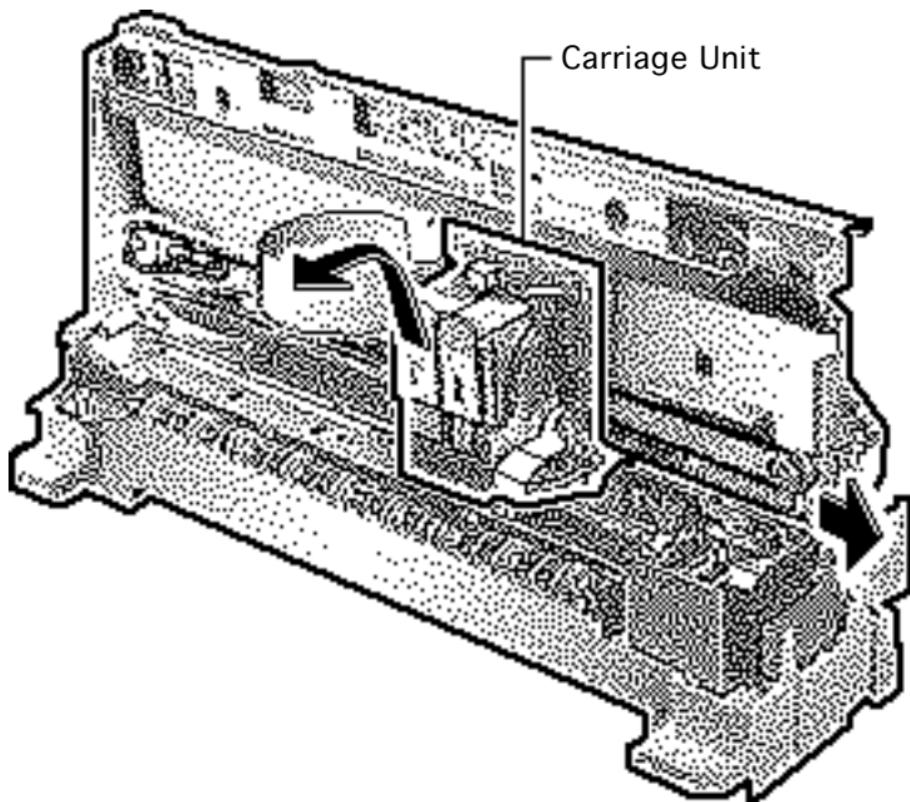
Carriage Unit

10 Hold the carriage unit and slide out the carriage shaft.

11 Remove the carriage unit from the printer.

Replacement Note: Make sure the carriage unit is reinstalled properly in the printer.
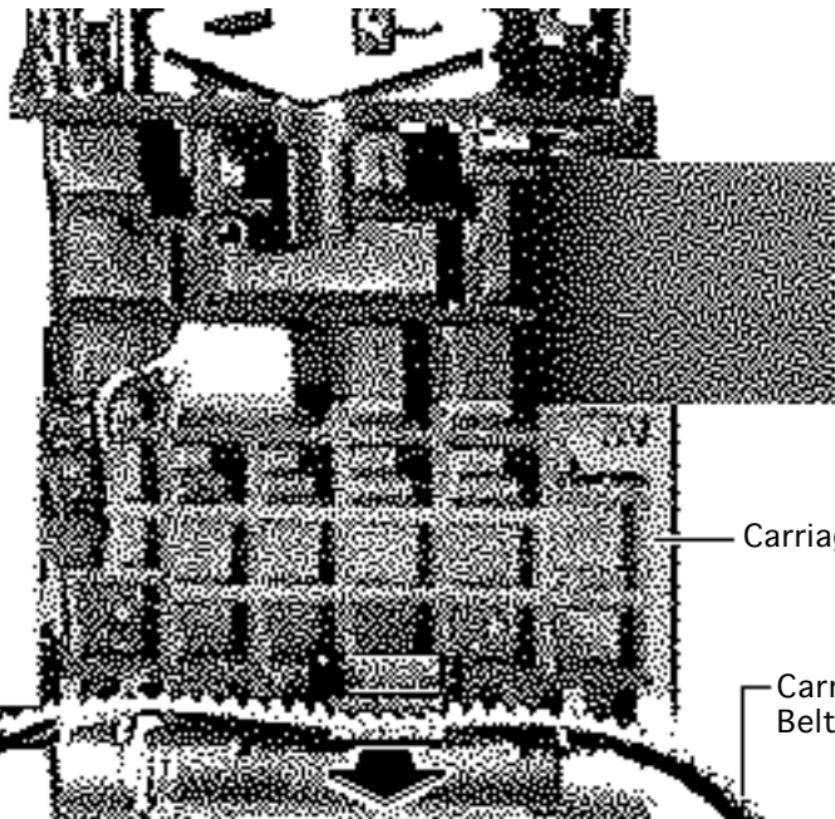
Carriage Ribbon Cable
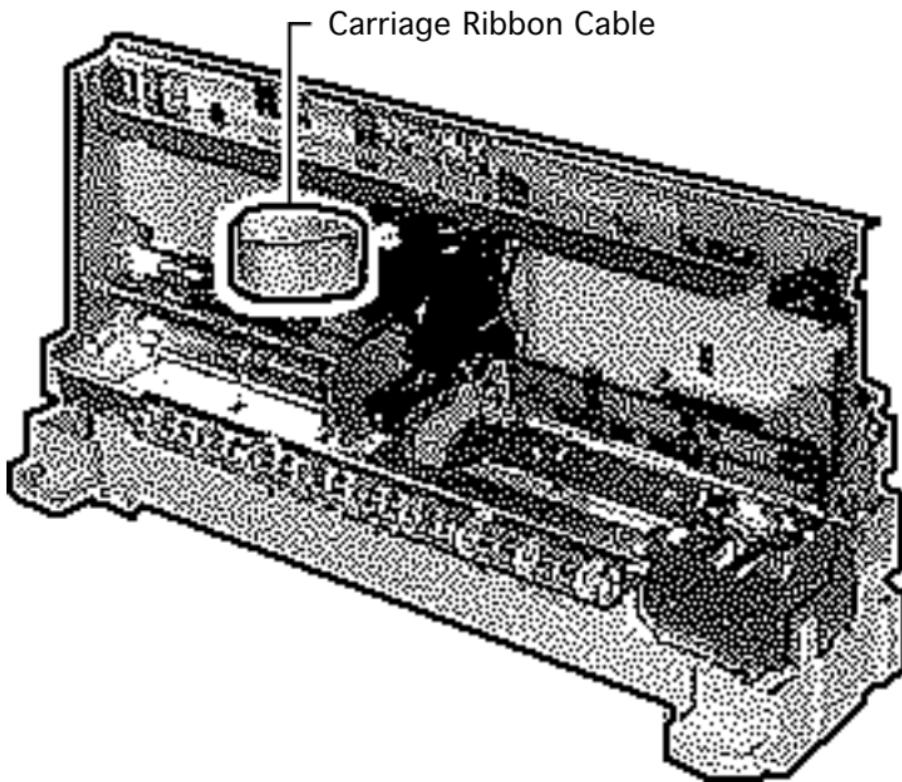
Carriage Ribbon Cable

Before you begin, remove the following:

- Front covers
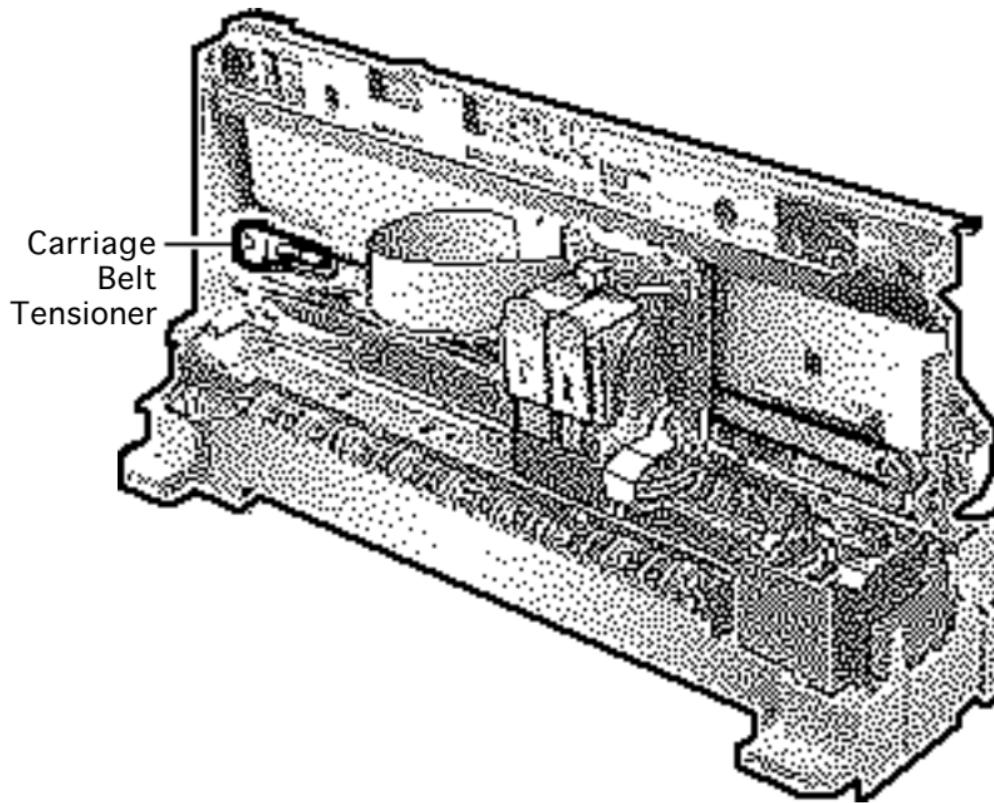- Rear covers
- Cut sheet feeder
- Ink cartridge
- Carriage unit

Caution: Review the ESD precautions in Bulletins/Safety.
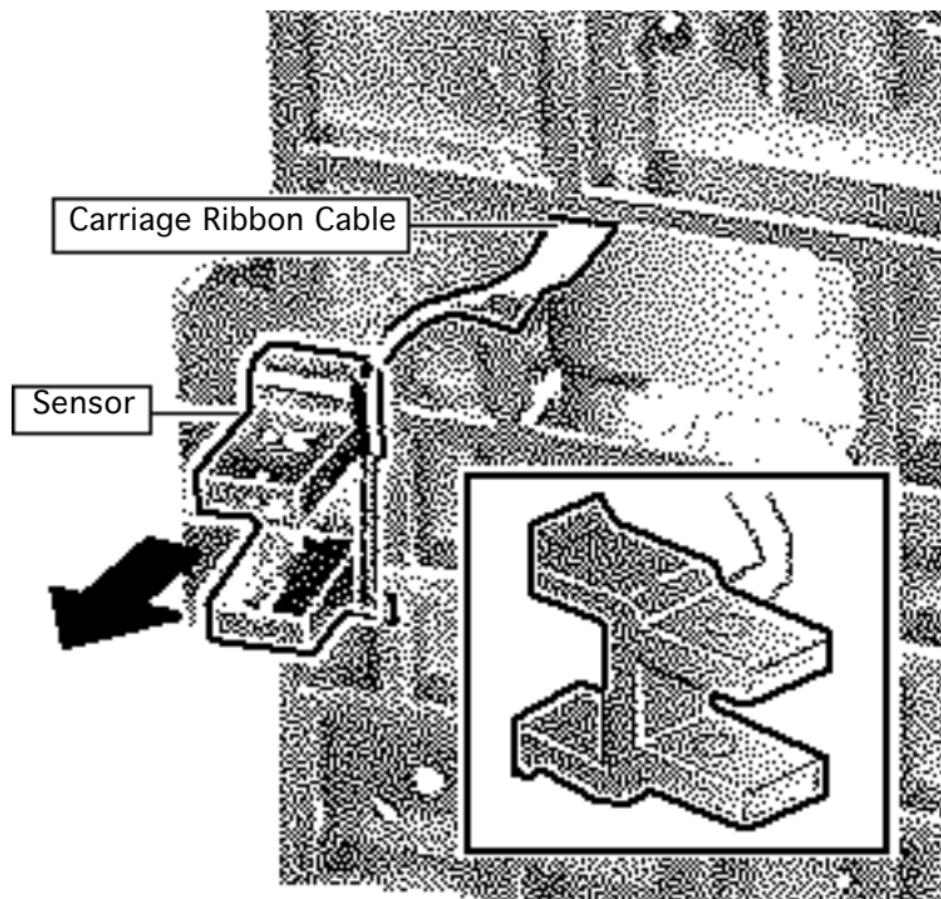
1 **Caution:** Carefully remove the sensor to avoid damaging the carriage ribbon cable.

Remove the sensor from the carriage unit.
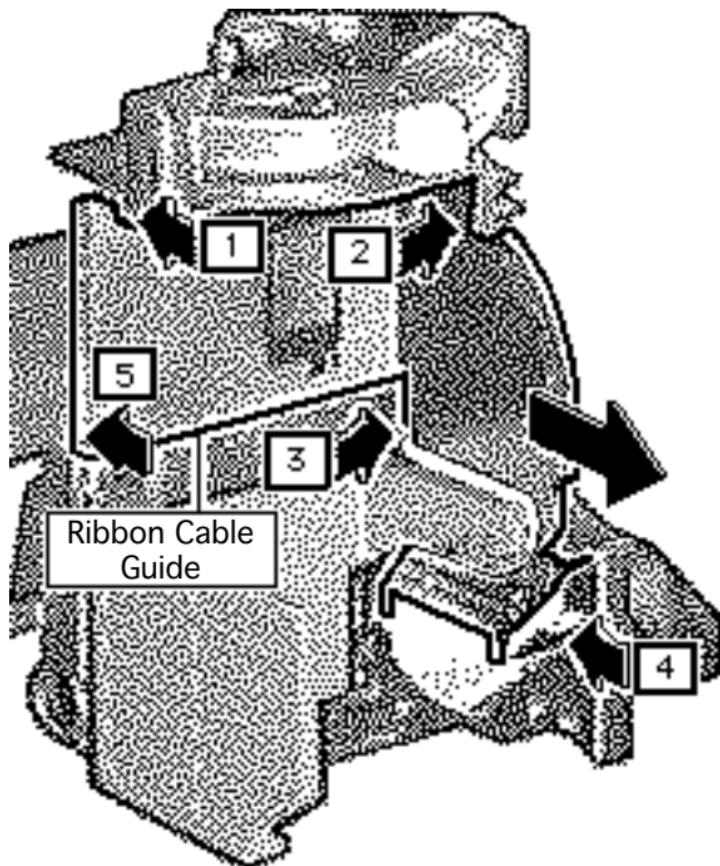
Ribbon Cable
Guide

2　Press in the five latches
　and remove the ribbon
　cable guide.

Carriage Unit — Tab

Ribbon Cable Holder
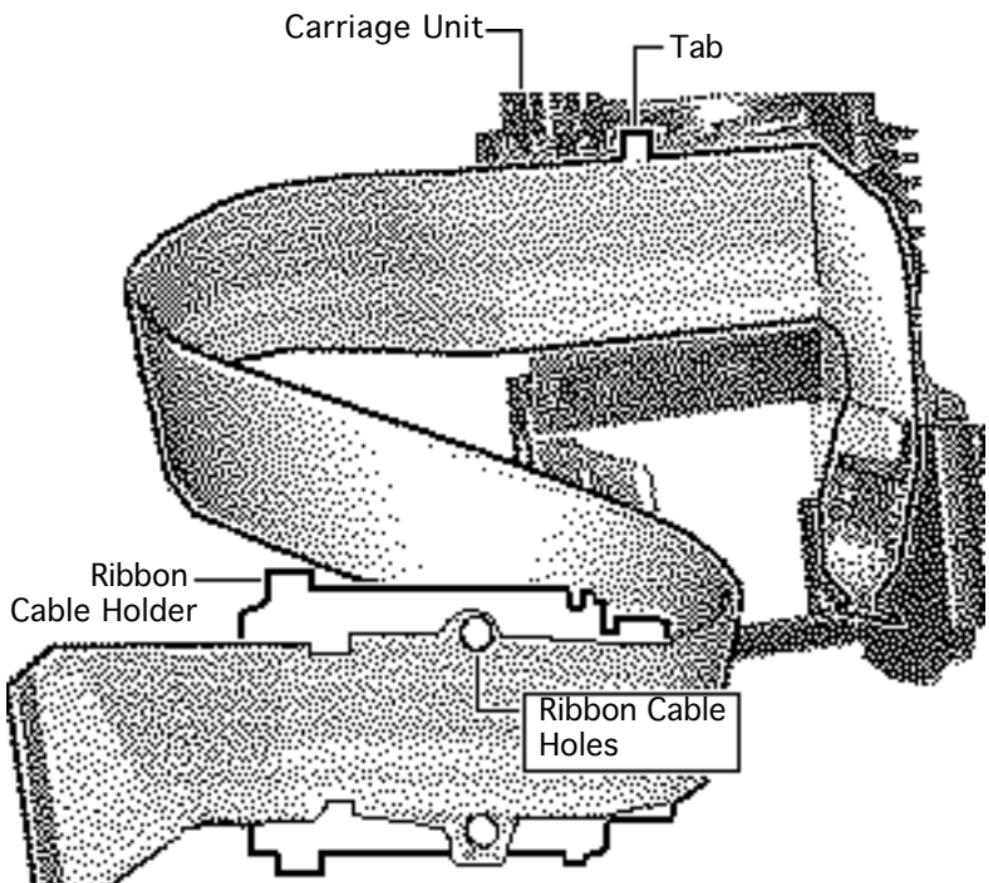
Ribbon Cable Holes

3 Remove the ribbon cable from the carriage unit.

Replacement Note: Make sure the ribbon cable holes are mounted on the two tabs on the inside of the ribbon cable holder and the small tab is in the slot on the carriage unit.
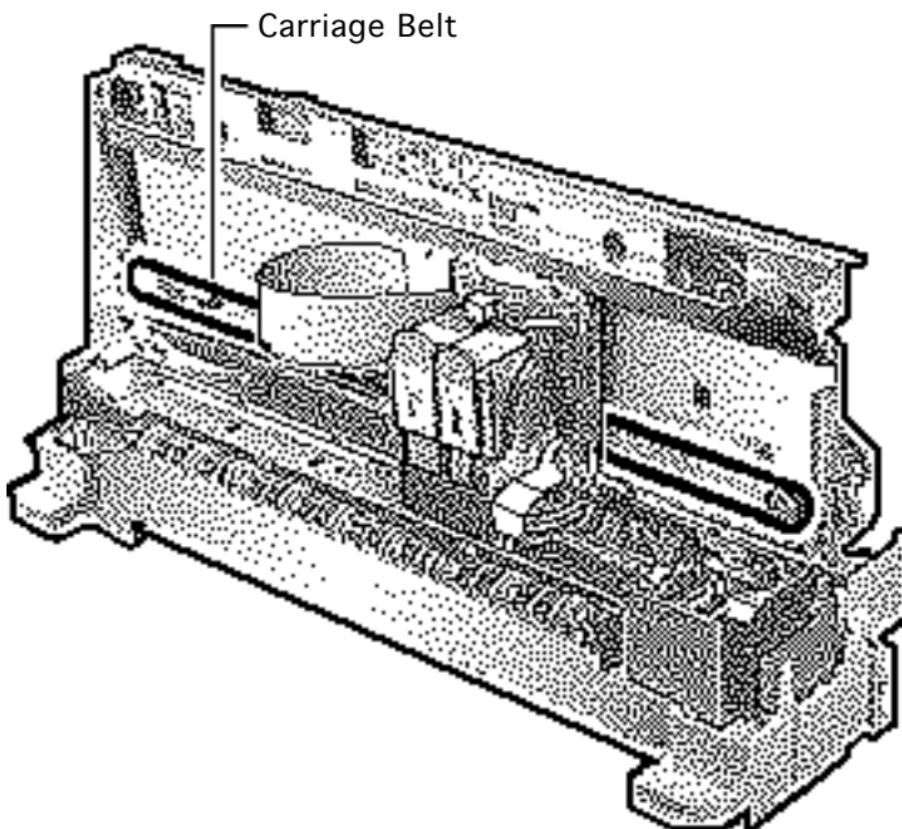
Carriage Belt

Carriage Belt

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder
- Ink cartridge
- Carriage unit

Caution: Review the ESD precautions in Bulletins/Safety.

Carefully remove the carriage belt from the carriage unit.

Carriage Unit

Carriage Belt

Carriage Belt Tensioner

Carriage Belt Tensioner

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder

**Caution:** Review the ESD precautions in Bulletins/ Safety.
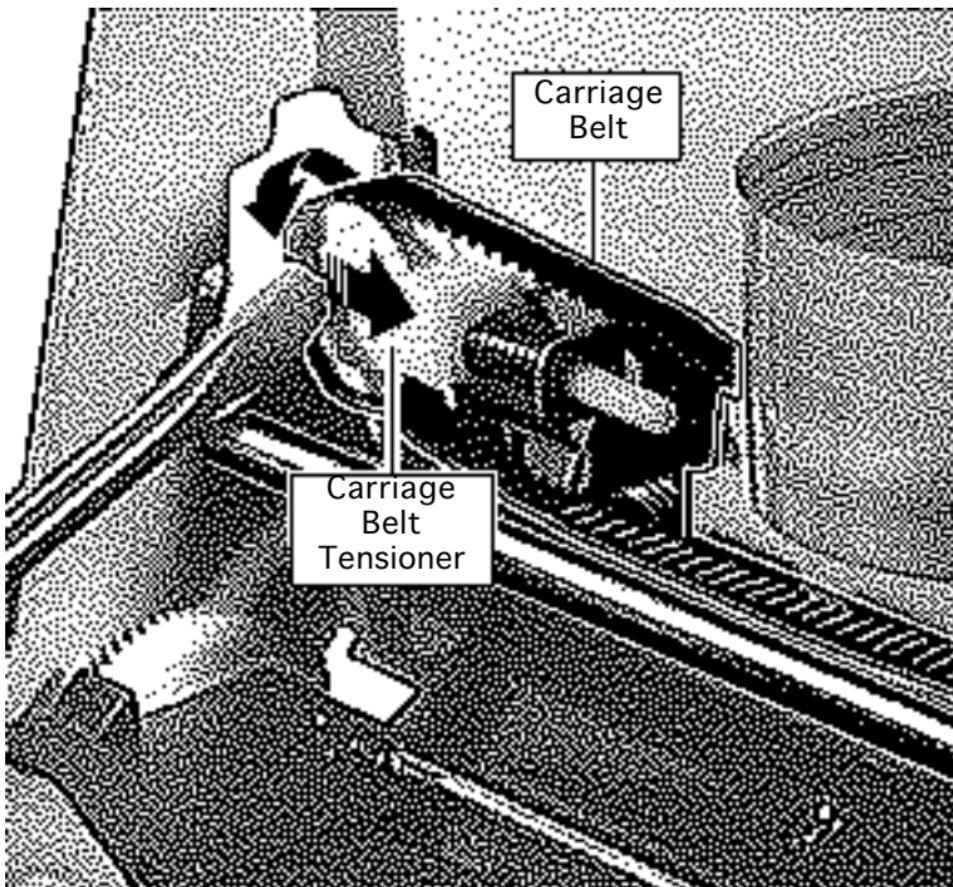
1 Using a flat-blade screwdriver, carefully press in the carriage belt tensioner and disconnect the carriage belt.

2 Slide out the carriage belt tensioner from the printer.

Carriage Belt Tensioner
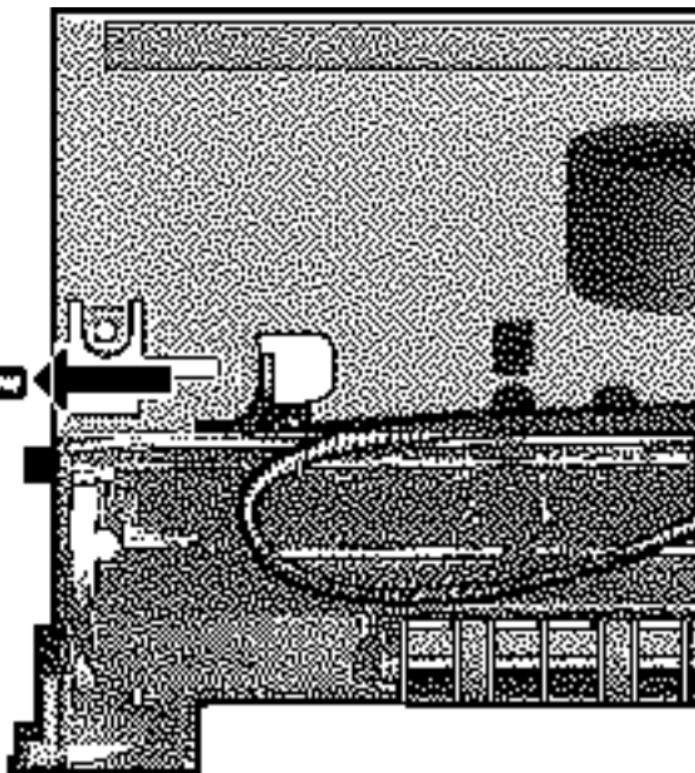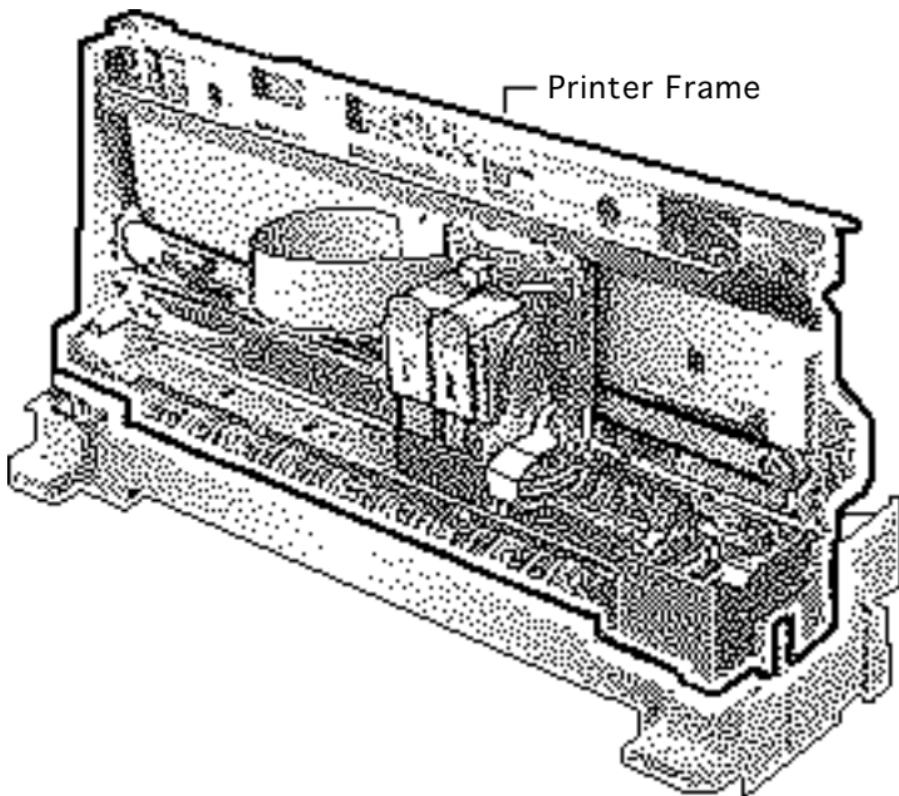
Printer Frame

Printer Frame

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder
- Power supply

Caution: Review the ESD precautions in Bulletins/Safety.

Printer Frame
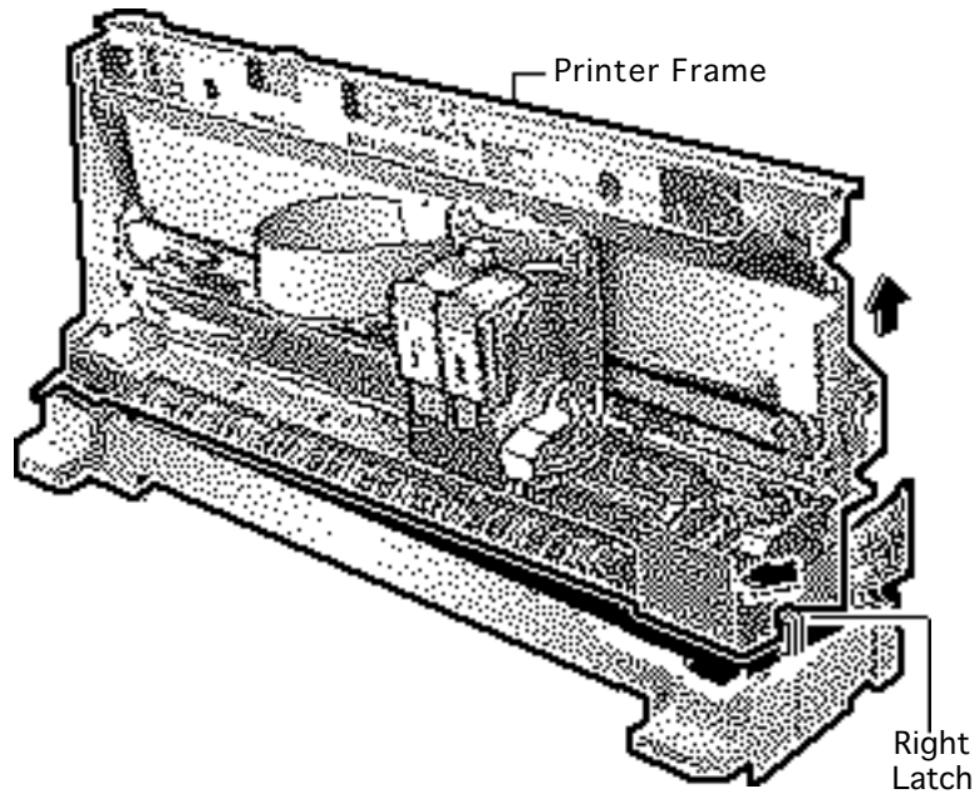
Right Latch

Note: The printer frame is not a replaceable part. Remove the frame to access the purge unit, paper feed motor, ink absorbers, and bottom case.

1 Release the right latch and lift up the printer frame.

Printer
Frame
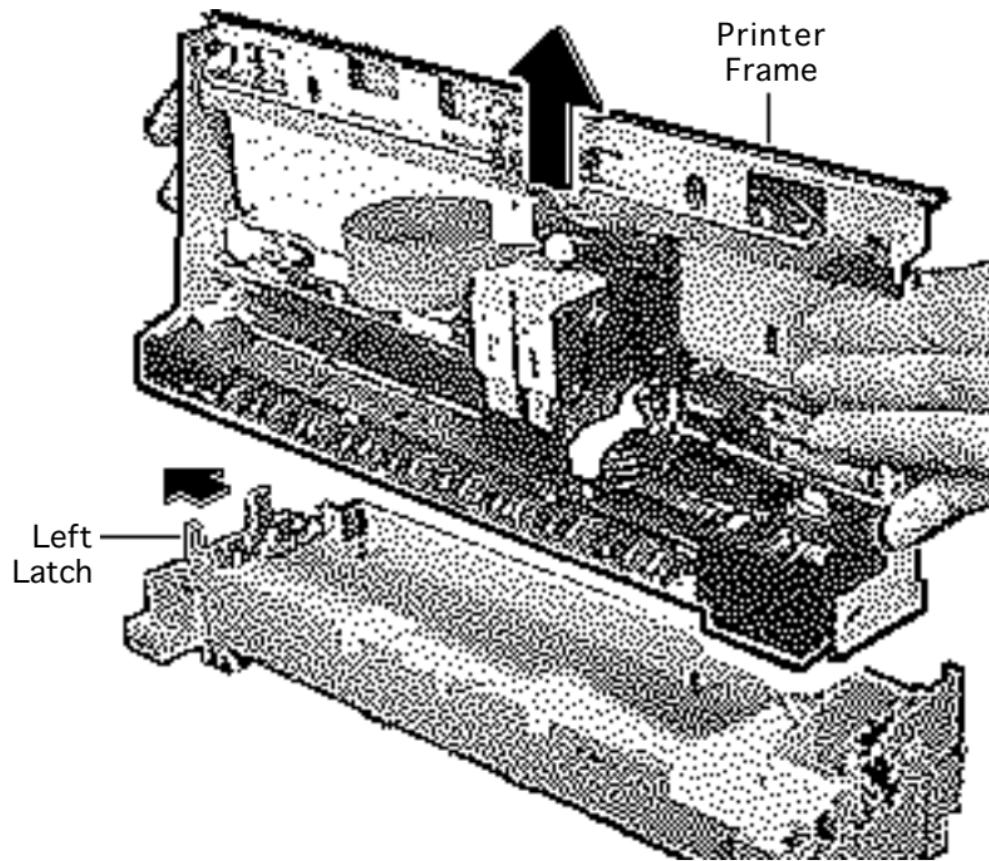
Left
Latch

2 Release the left latch
and remove the printer
frame from the bottom
cover.
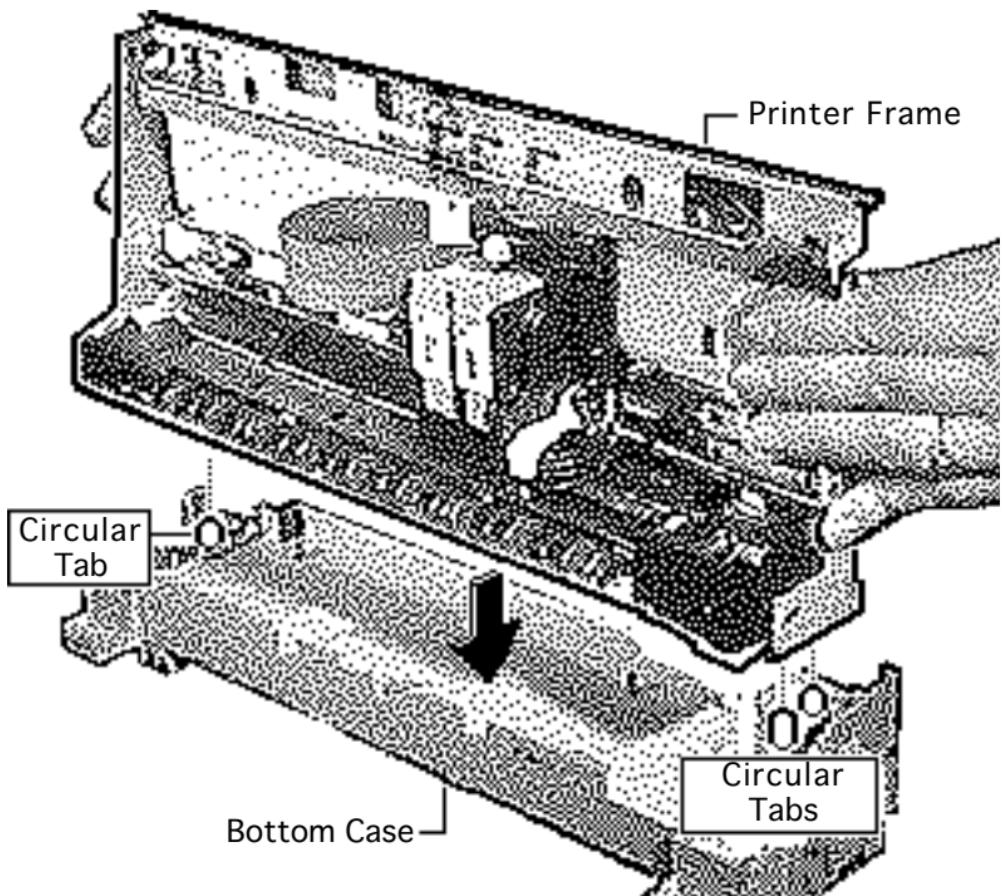
**Replacement Note:** Make sure the bottom case circular tabs fit into the proper position in the printer frame.

Printer Frame

Circular Tab

Circular Tabs

Bottom Case
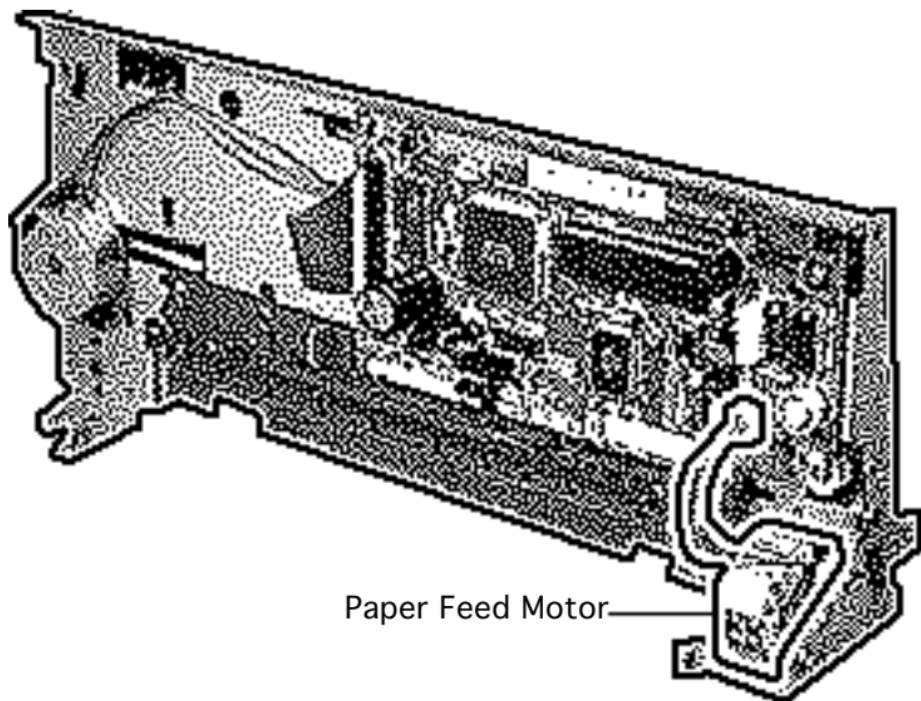
Paper Feed Motor

Before you begin, remove the following:

- Front covers
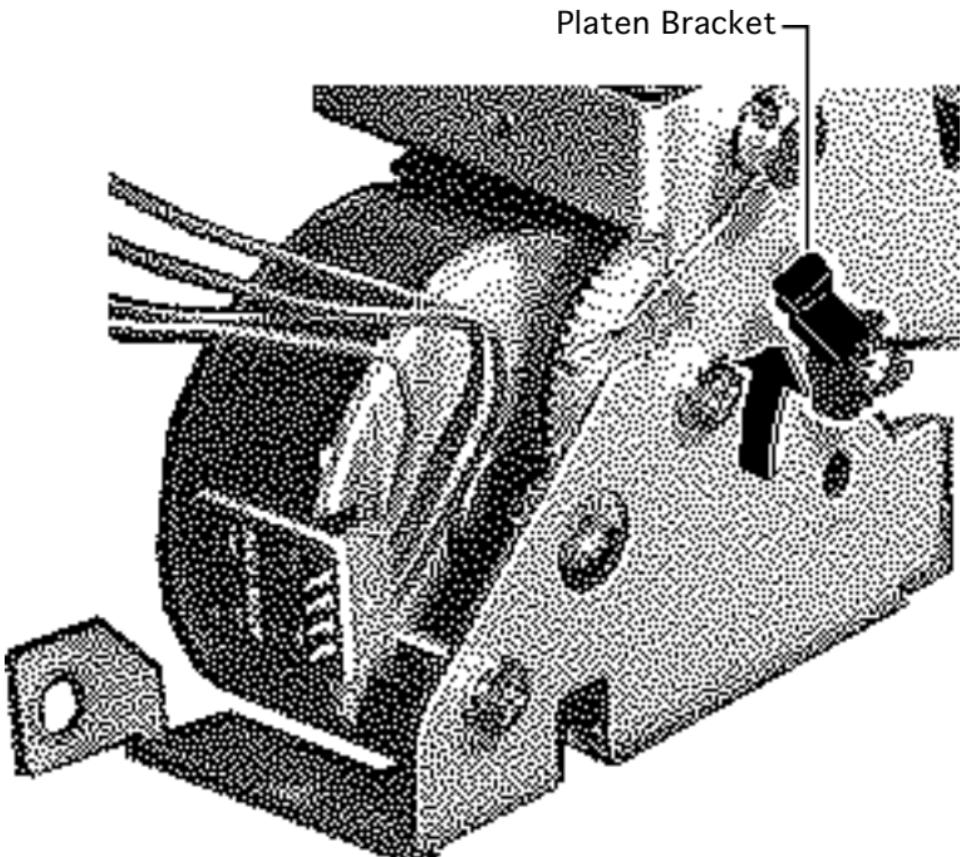- Rear covers
- Cut sheet feeder
- Power supply
- Printer frame

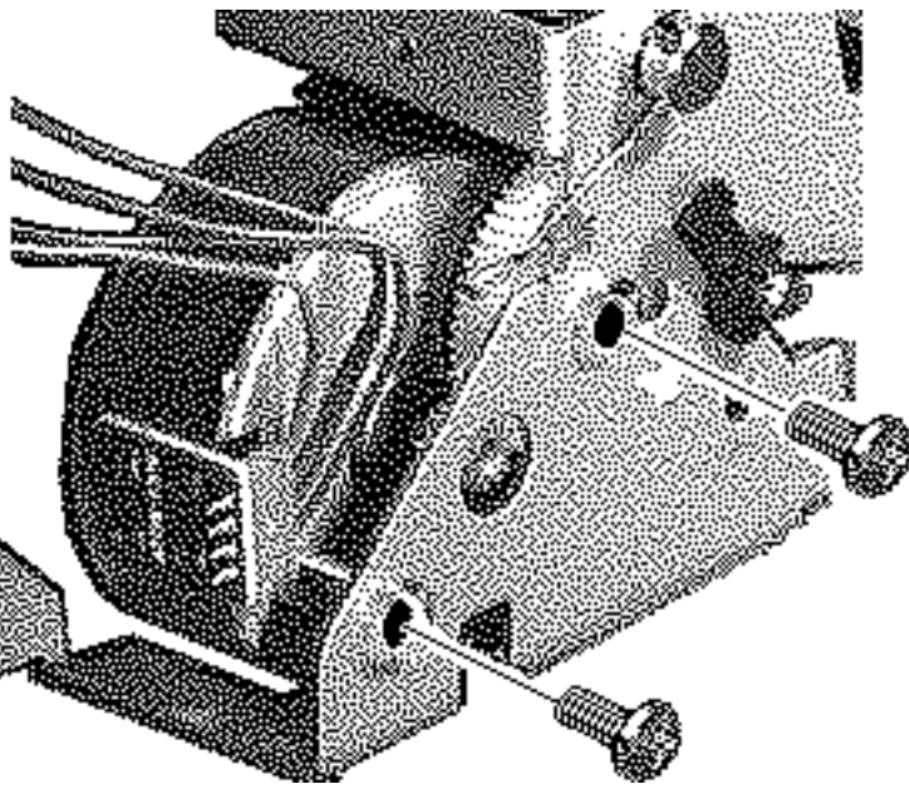**Caution:** Review the ESD precautions in Bulletins/Safety.

Paper Feed Motor

Logic Board

CNLF
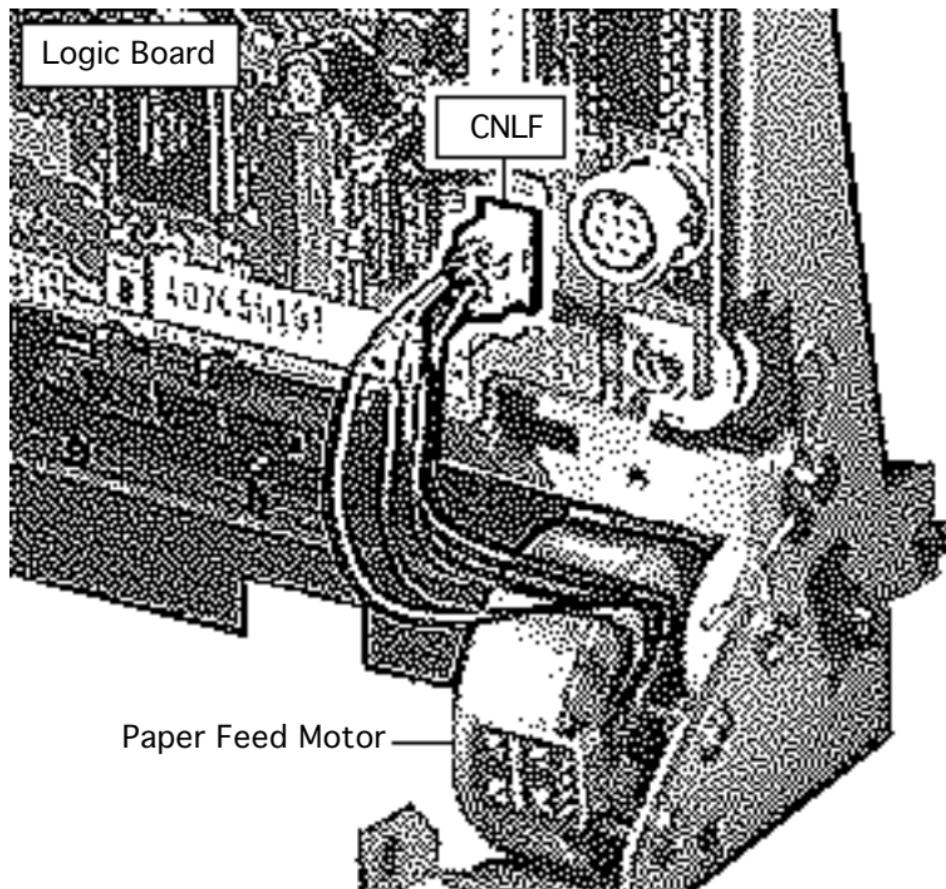
Paper Feed Motor

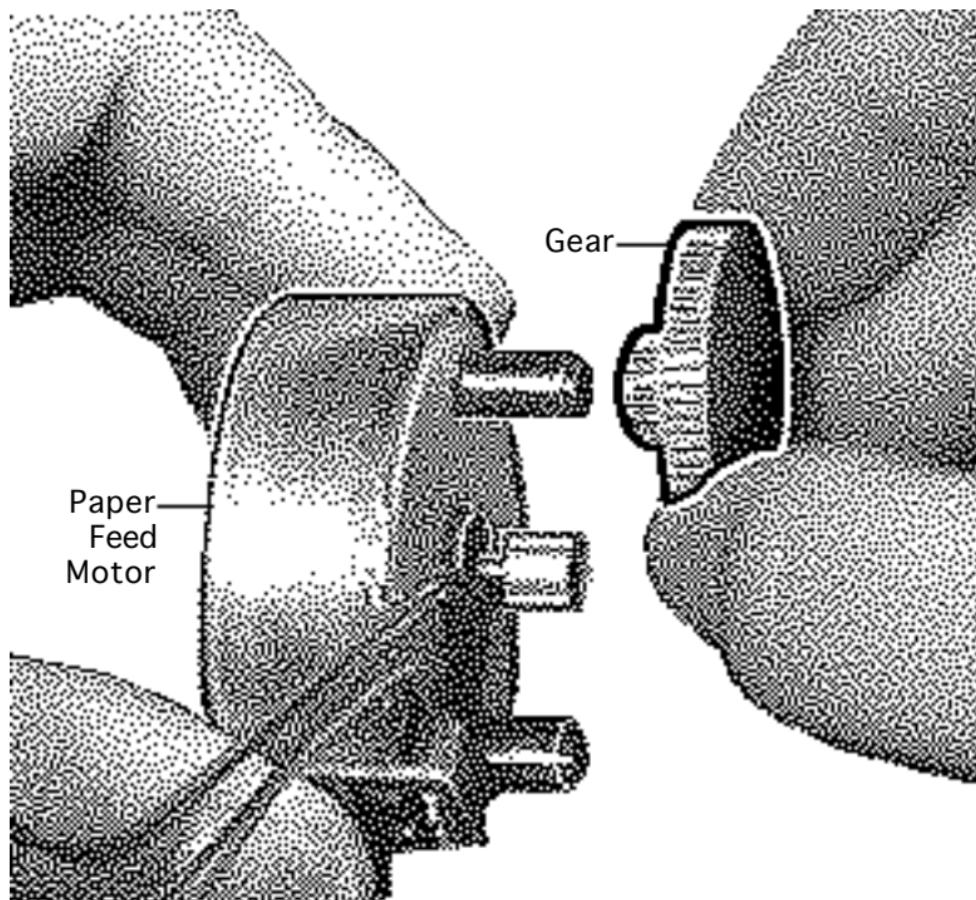1 Disconnect connector CNLF from the logic board.

Platen Bracket

2 Move the platen bracket
away from the mounting
screw.

3 **Note:** Carefully remove the paper feed motor to avoid losing the gear.

Using a Phillips screwdriver, remove the two mounting screws.
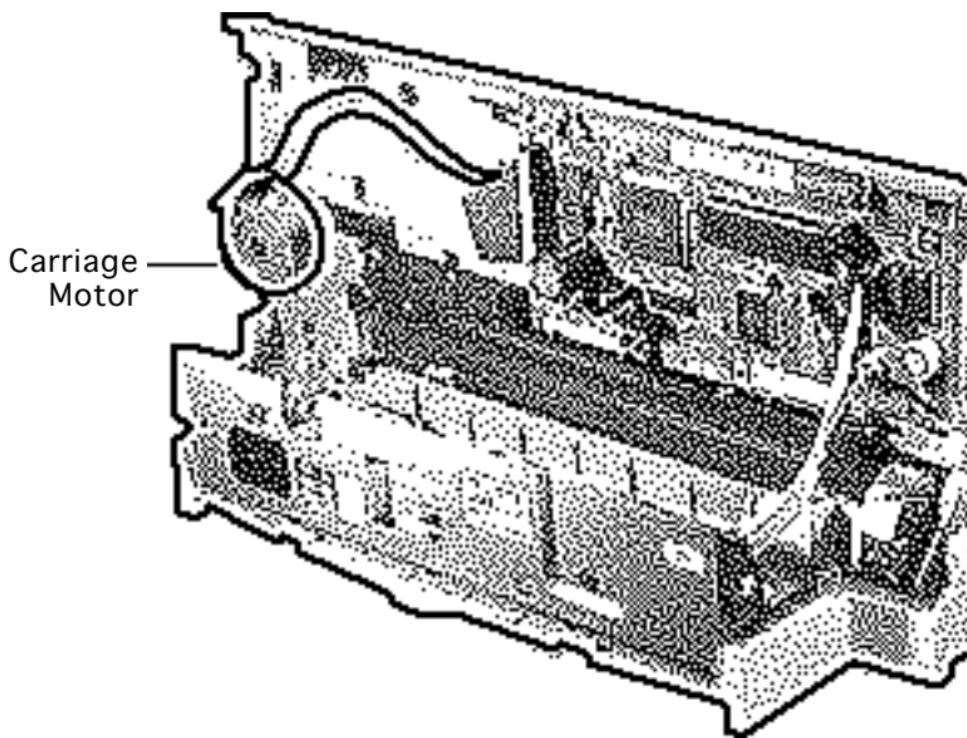
4 Remove the paper feed motor from the printer.

5 Remove the gear from
   the paper feed motor.

Gear

Paper
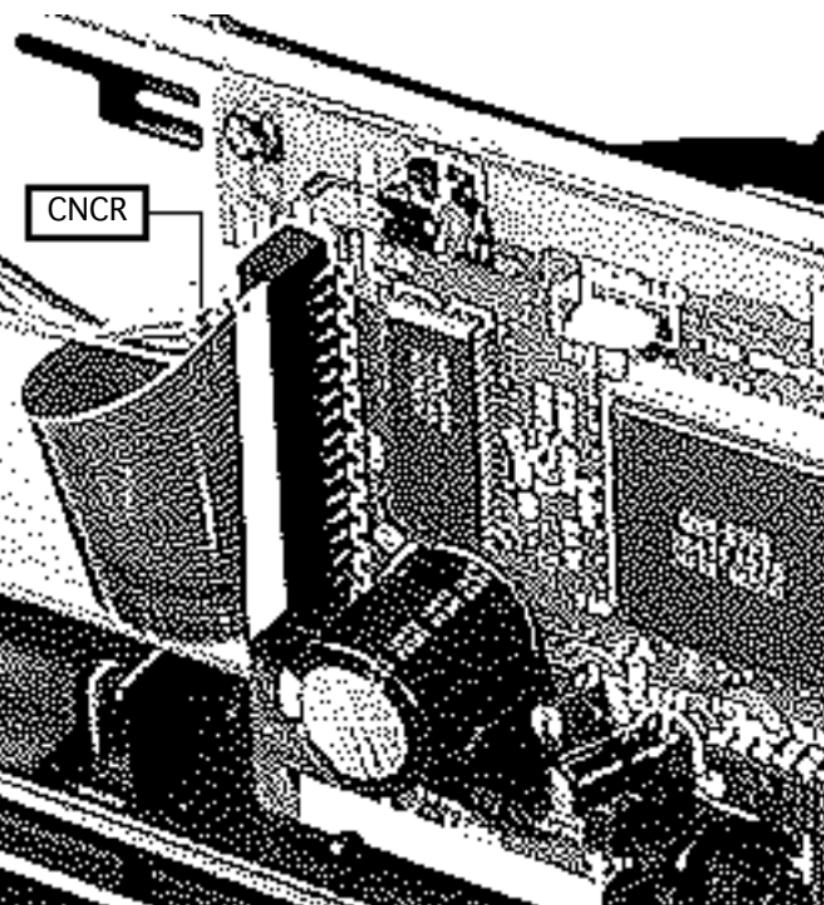Feed
Motor

Carriage Motor

Carriage Motor

Before you begin, remove the following:

- Front covers
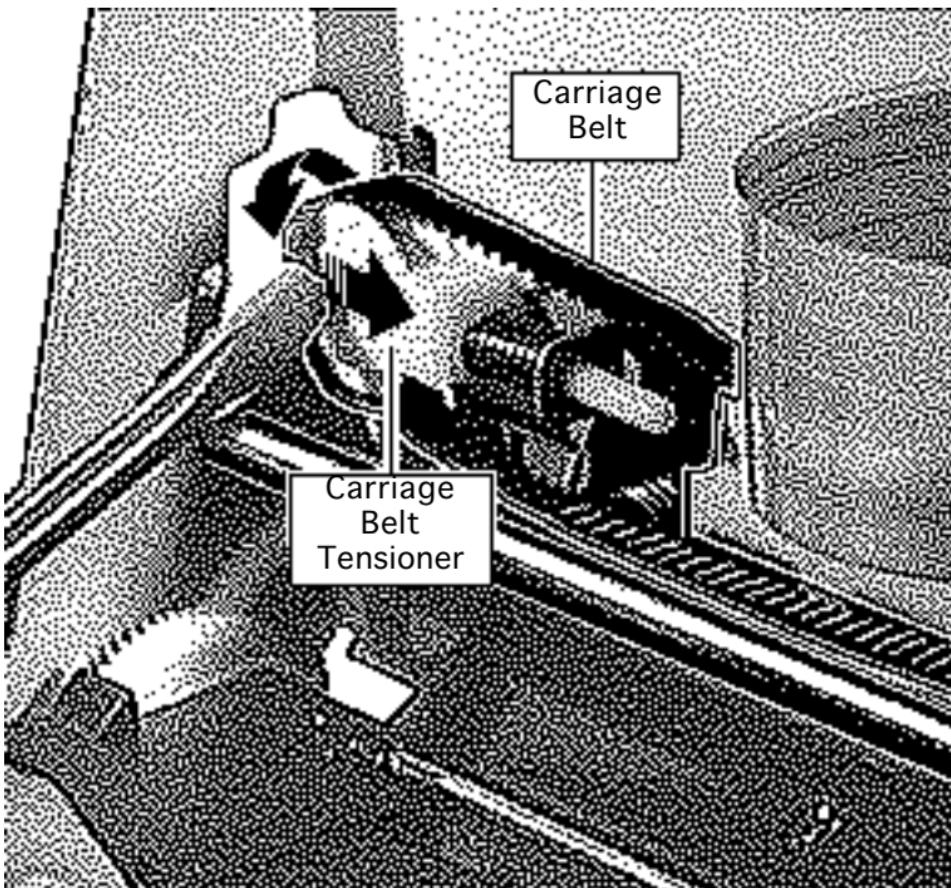- Rear covers
- Cut sheet feeder

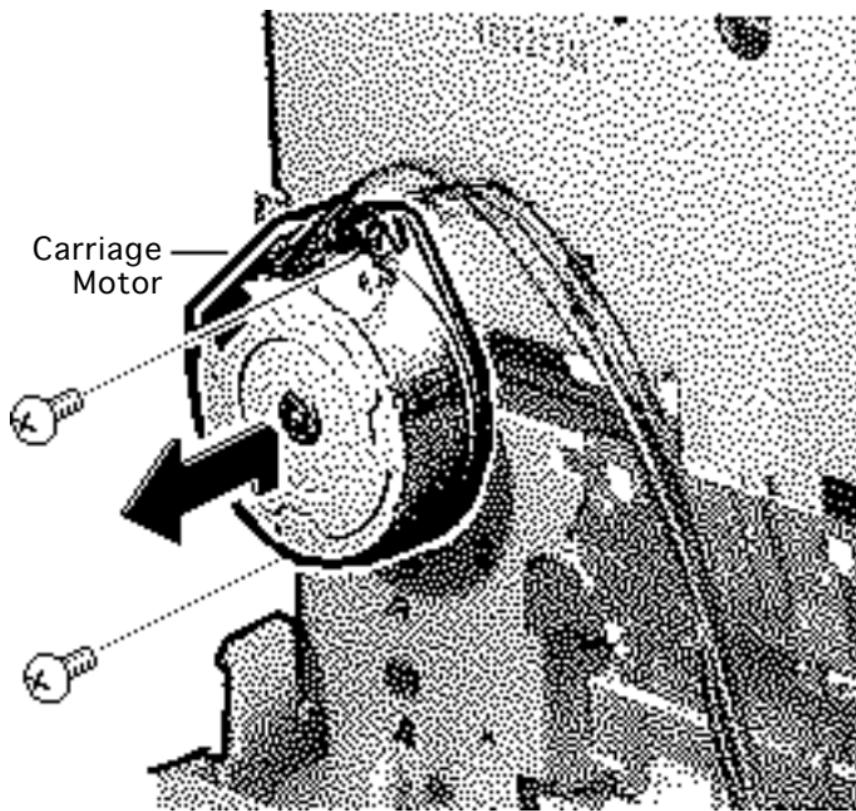**Caution:** Review the ESD precautions in Bulletins/Safety.

CNCR

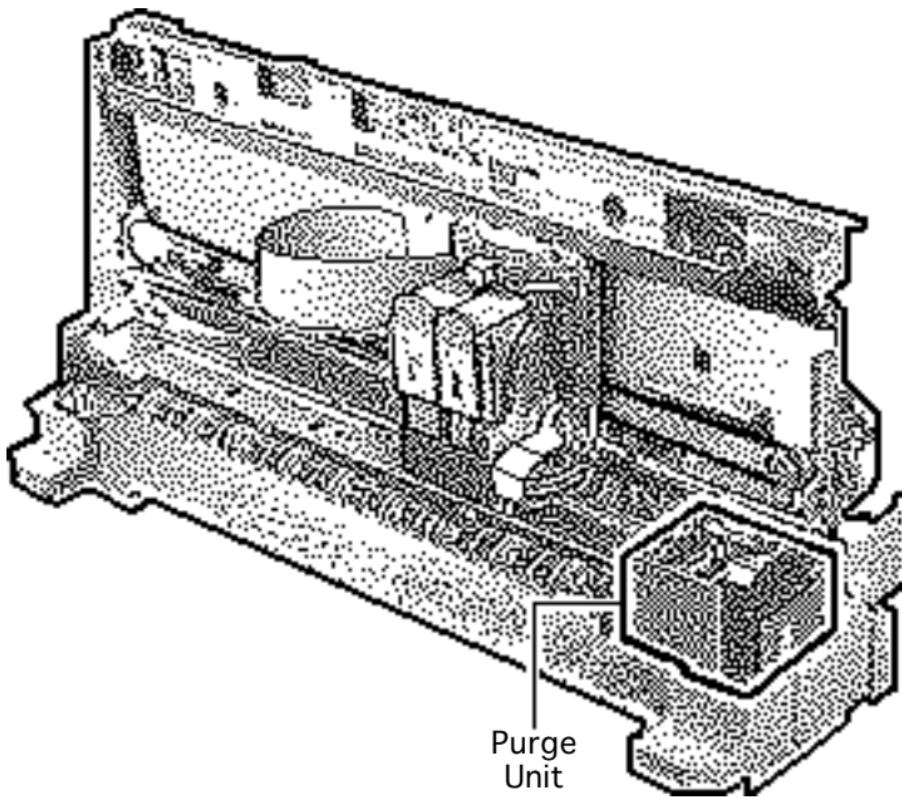1   Disconnect connector
    CNCR from the logic
    board.

2 Using a flat-blade screwdriver, press in the carriage belt tensioner and disconnect the carriage belt.

Carriage Motor

3 Using a Phillips screwdriver, remove the two mounting screws.

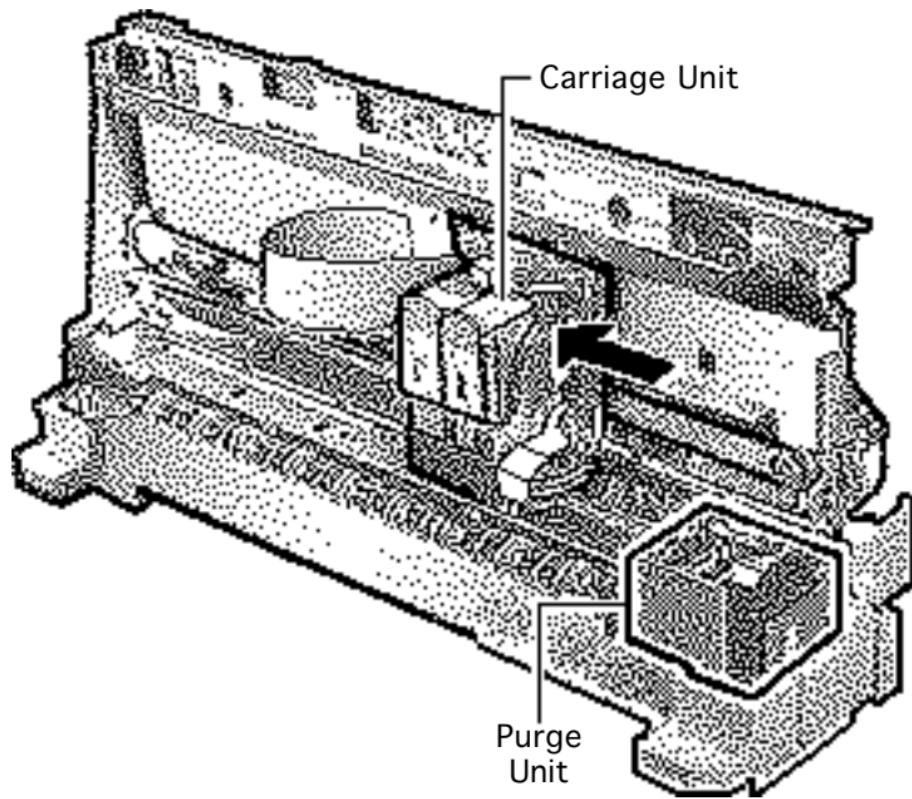4 Lift up and pull out the carriage motor.

Purge
Unit

Purge Unit

Before you begin, remove the following:

- Front covers
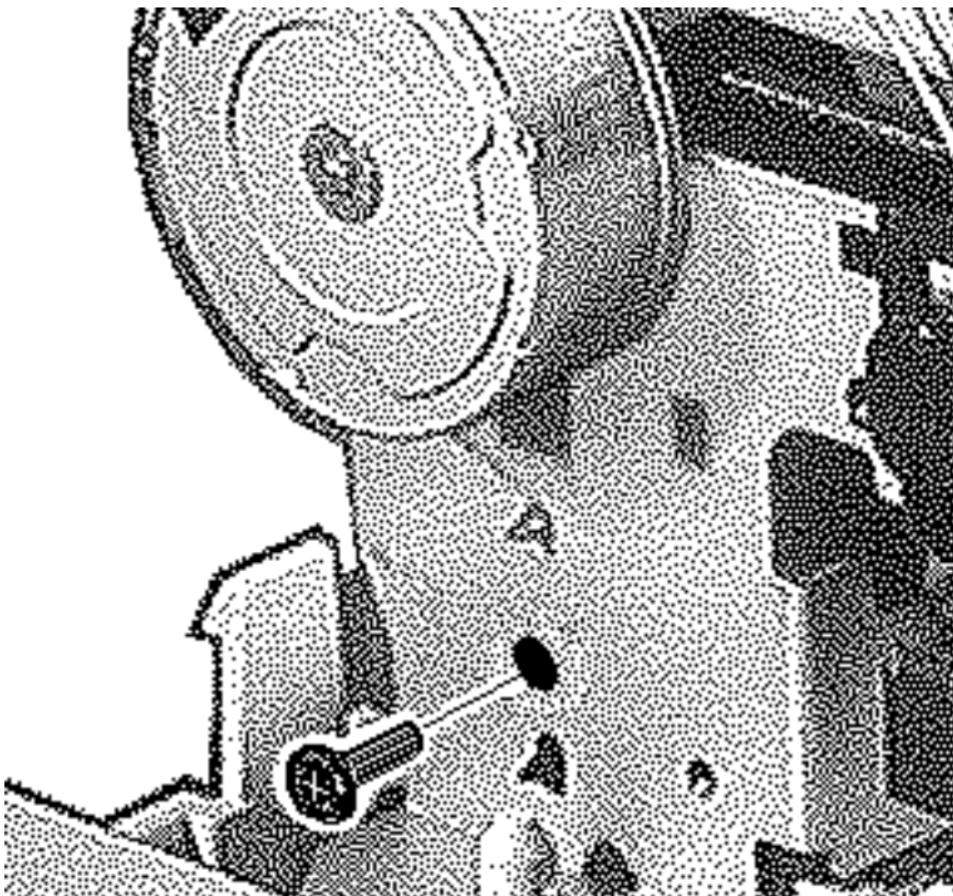- Rear covers
- Cut sheet feeder
- Power supply
- Printer frame

Caution: Review the ESD precautions in Bulletins/Safety.

Carriage Unit

Purge Unit

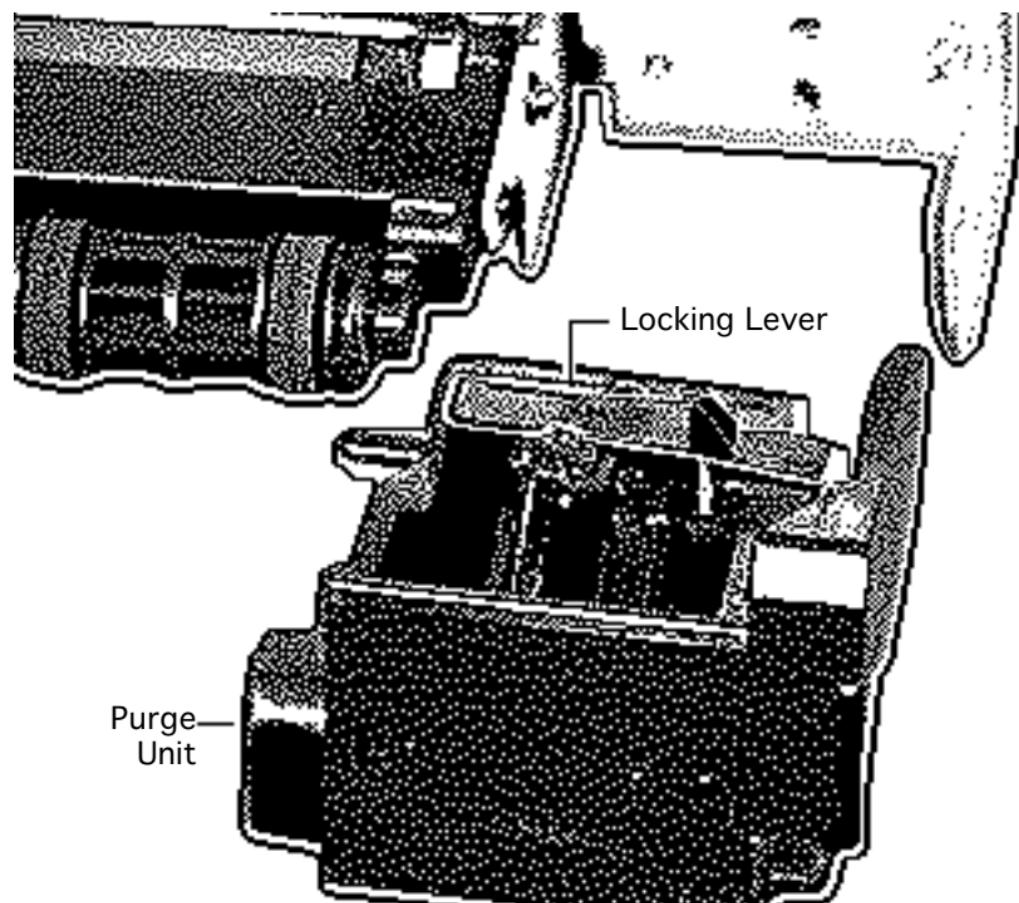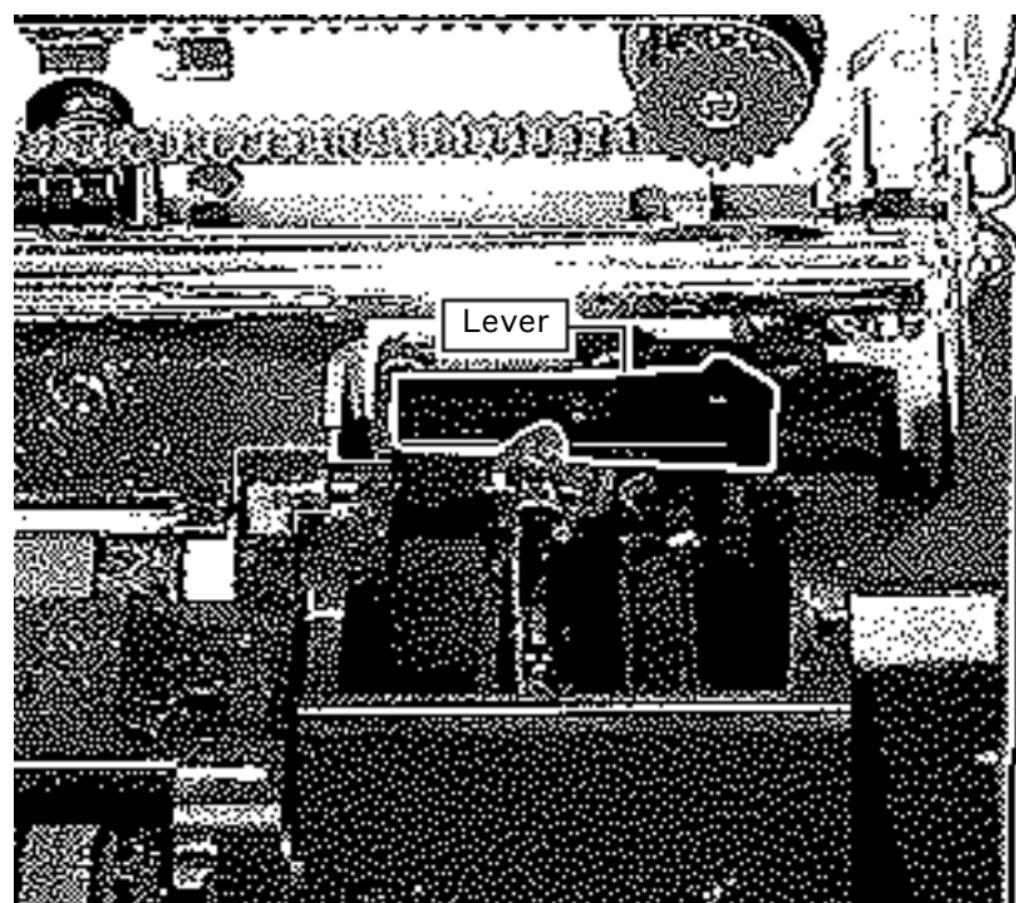1 Move the carriage unit away from the purge unit.

2 Using a Phillips screwdriver, remove the black mounting screw.

Locking Lever

Purge Unit

3 Pull back the locking lever and remove the purge unit from the printer.

Lever

Replacement Note: Make sure the black lever interlocks with the platen assembly in the position shown.
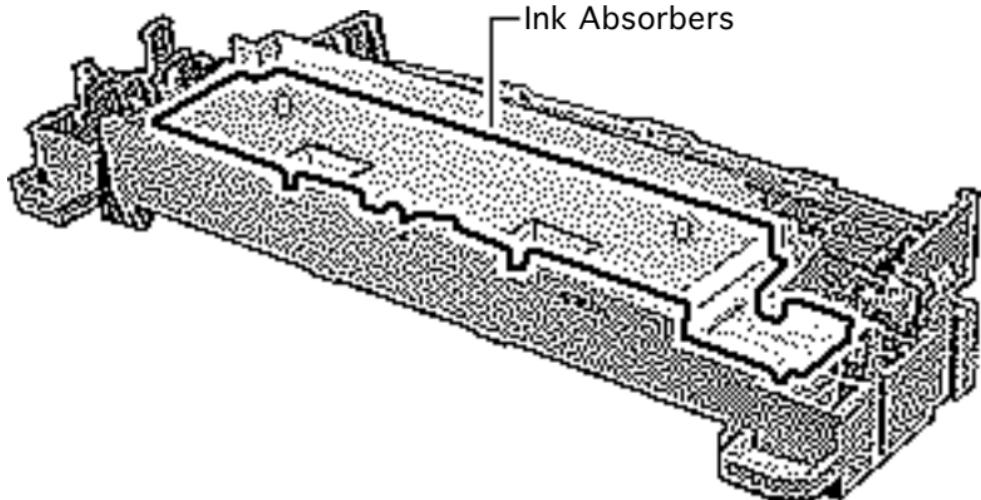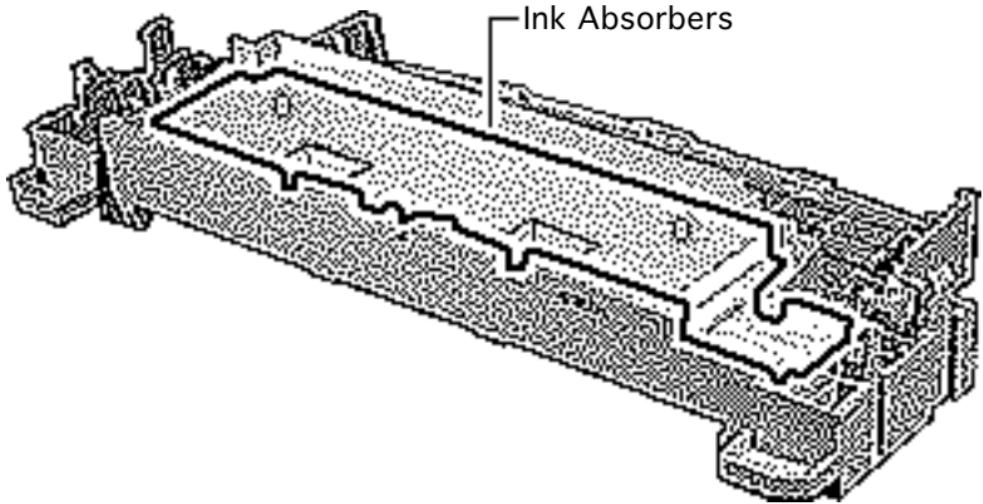
Ink Absorbers

Ink Absorbers

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder
- Power supply
- Printer frame

Caution: Review the ESD precautions in Bulletins/Safety.
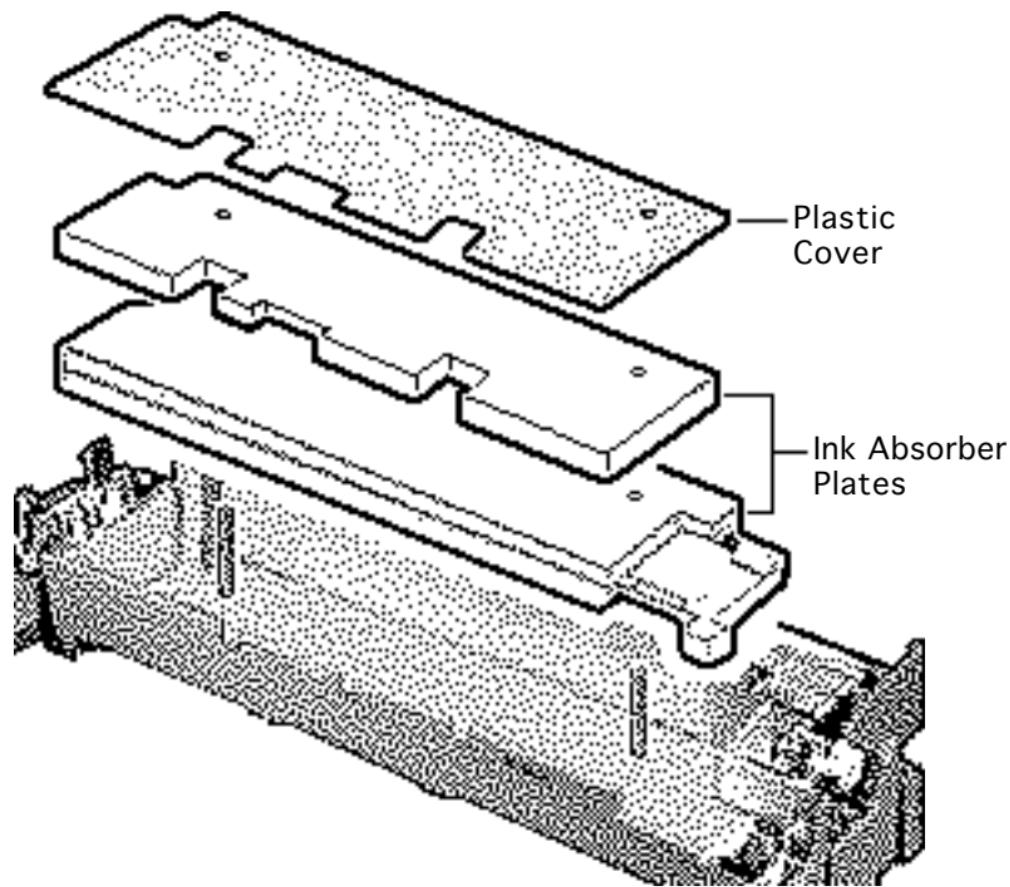
Ink Absorbers

Caution: Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.

Note: After replacing the ink absorbers, you must reset the EEPROM on the logic board. See the Additional Procedures chapter.

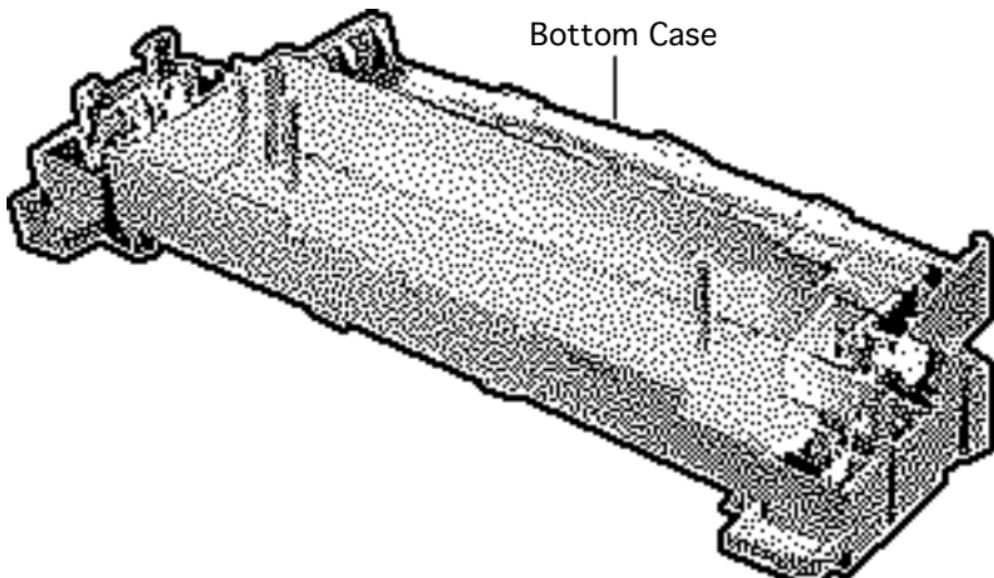1 Remove the clear plastic cover and the two ink absorber plates.

Plastic Cover

Ink Absorber Plates

Bottom Case

Bottom Case

Before you begin, remove the following:

- Front covers
- Rear covers
- Cut sheet feeder
- Logic board
- Power supply
- Printer frame
- Ink absorbers

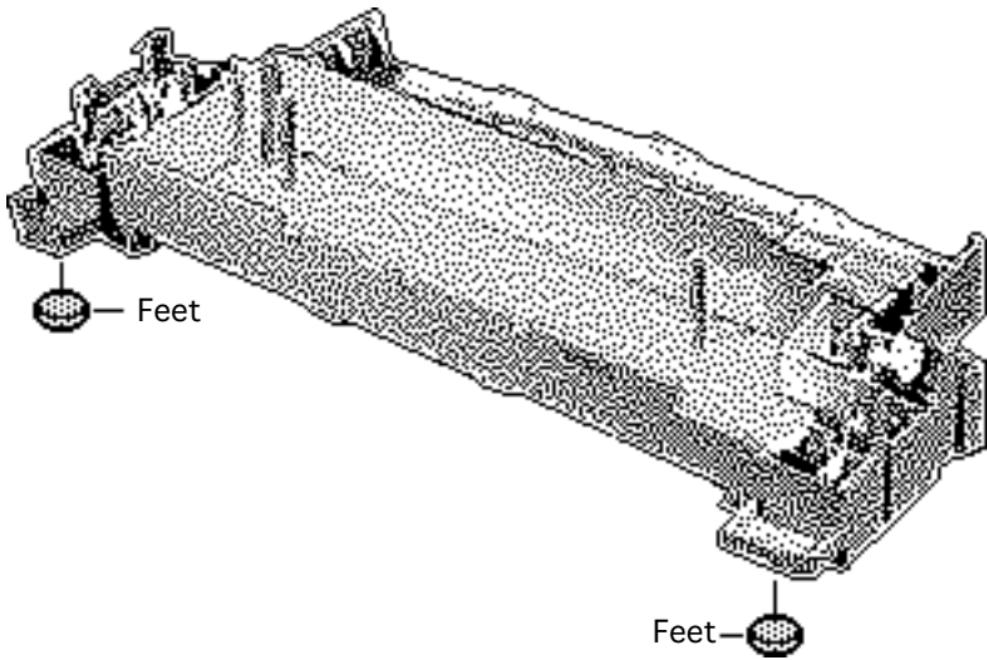**Caution:** Review the ESD precautions in Bulletins/Safety.
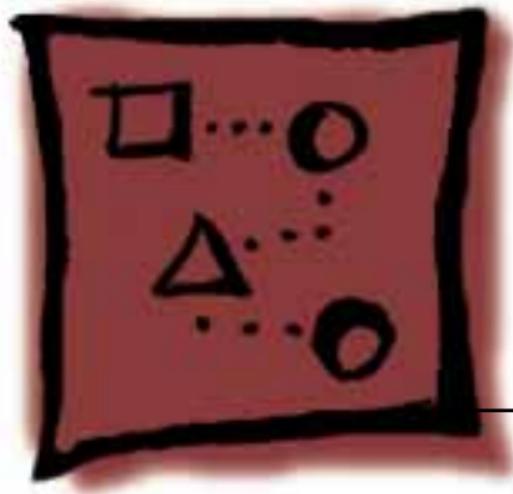
Perform the above steps.

Note: A replacement bottom case includes feet.

If necessary, replace damaged or missing feet.

Feet

Feet

Upgrades

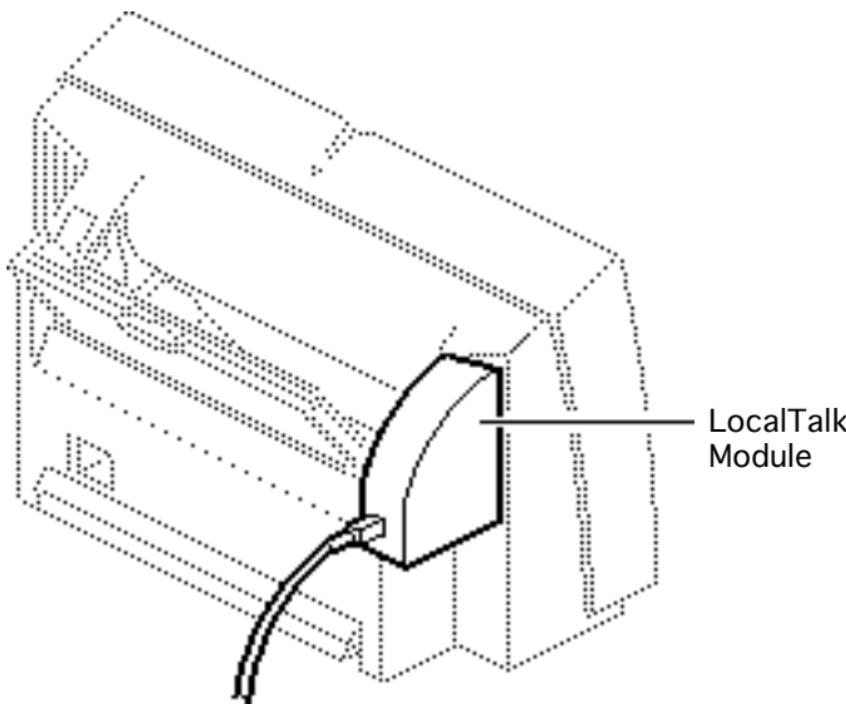Color StyleWriter 2400

LocalTalk Module

No preliminary steps are required before you begin this procedure.

Note: This procedure covers the installation of an optional LocalTalk module, which enables the printer to connect to a LocalTalk network.
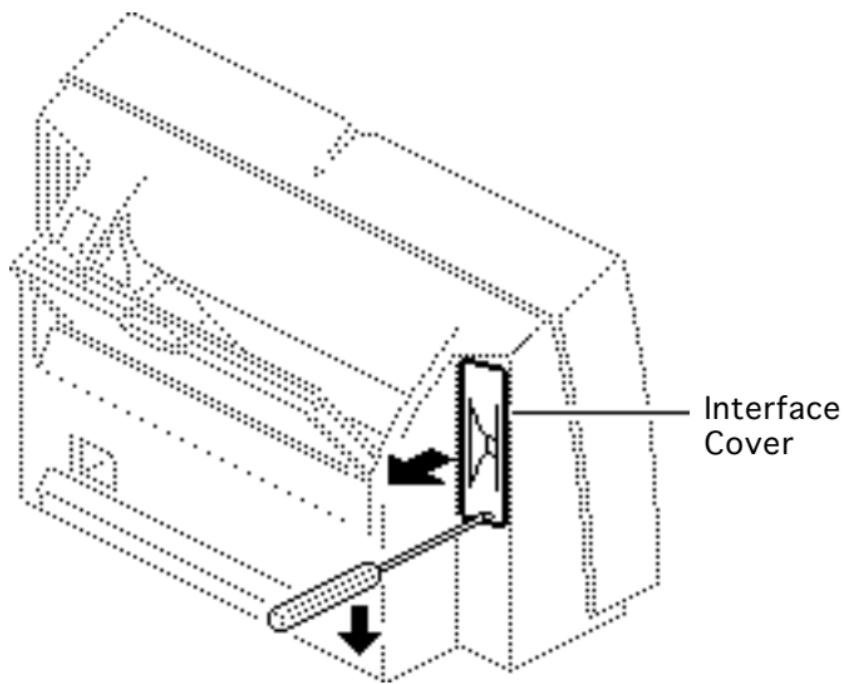
LocalTalk
Module

1 Using a small flat-blade screwdriver, release the mounting tab and remove the interface cover from the rear case.

Interface Cover

2   Plug the LocalTalk
    connector into the serial
    port.

LocalTalk
Connector
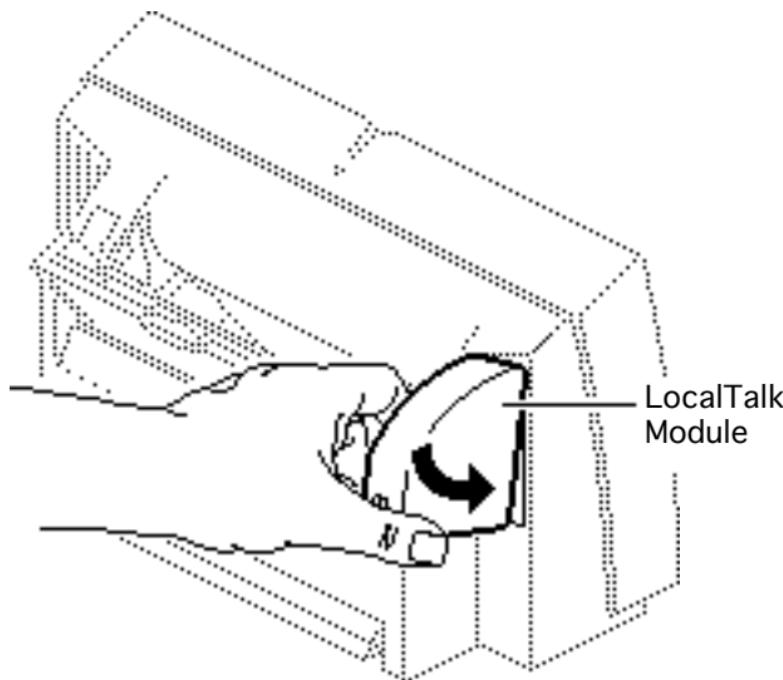
3 Insert the upper edge of
the LocalTalk module
into the rear case, and
then snap the bottom into
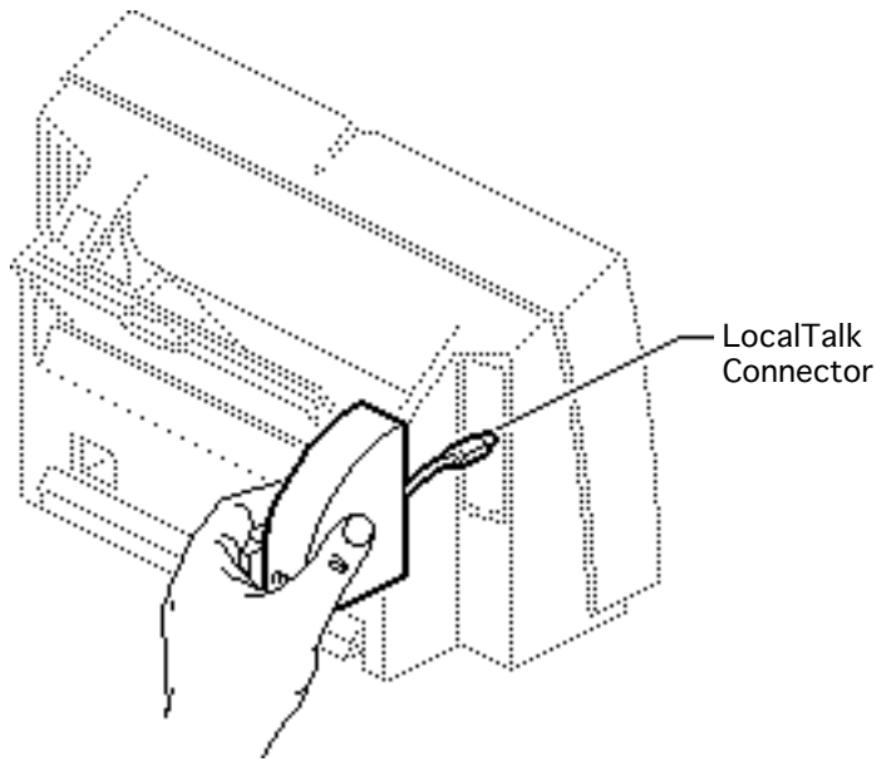place.

LocalTalk
Module
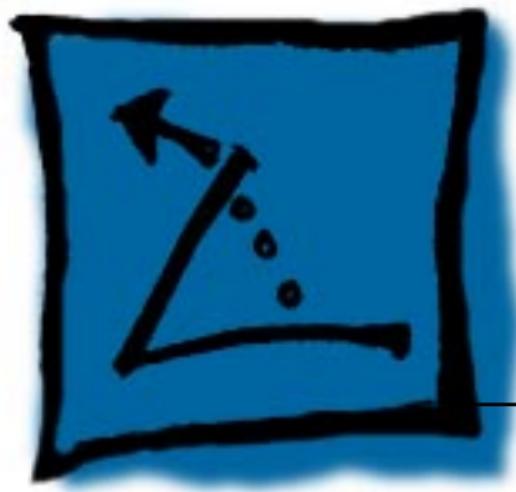
Additional Procedures

Color StyleWriter 2400
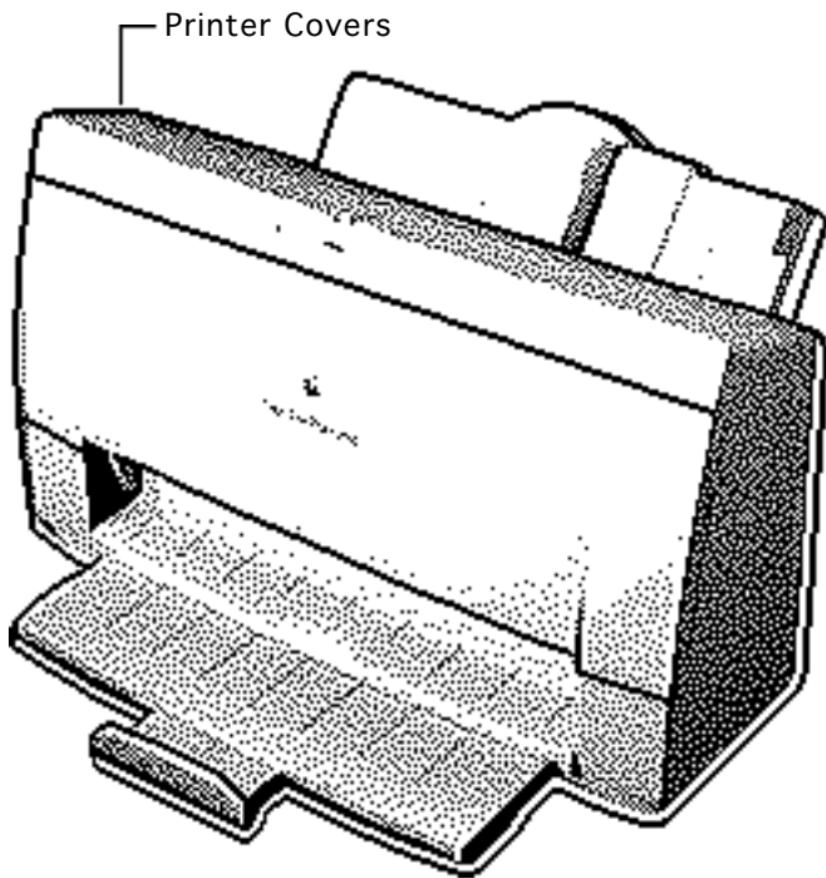
Printer Covers

Printer Cleaning

Before you begin, unplug the printer.

Caution: Do not use ammonia-based or alcohol-based cleaners on or around the printer. These cleaners may react with the plastic.

Caution: Do not spill liquid in the power cord receptacle.
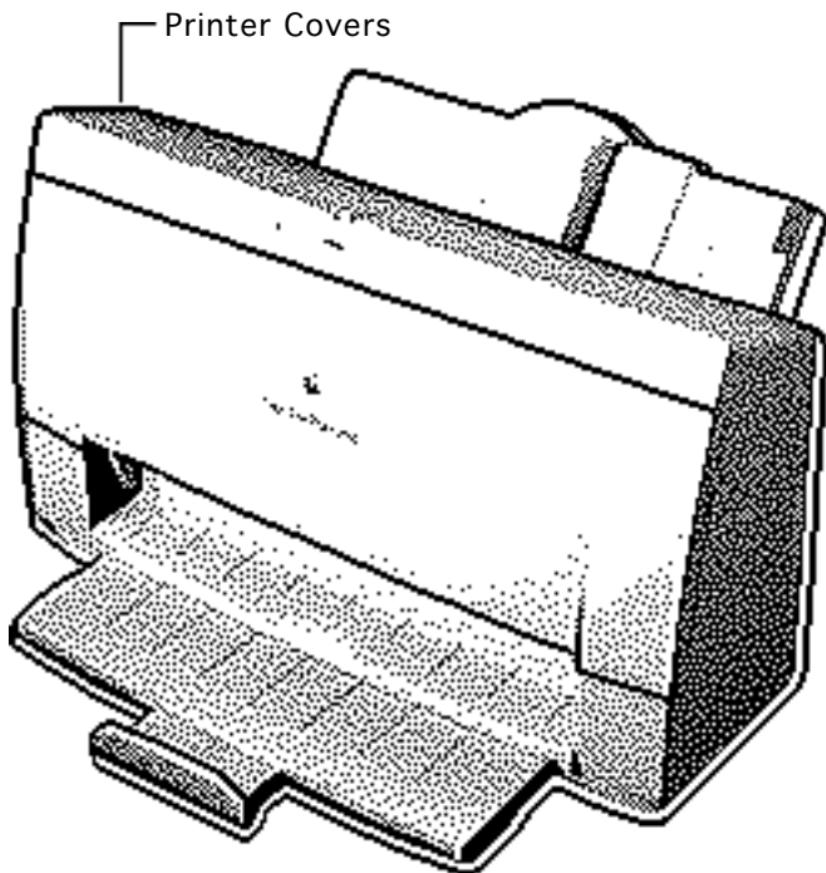
Printer Covers

1 **Caution:** Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.

Using a damp cloth, wipe the outside of the printer covers.

Front Door
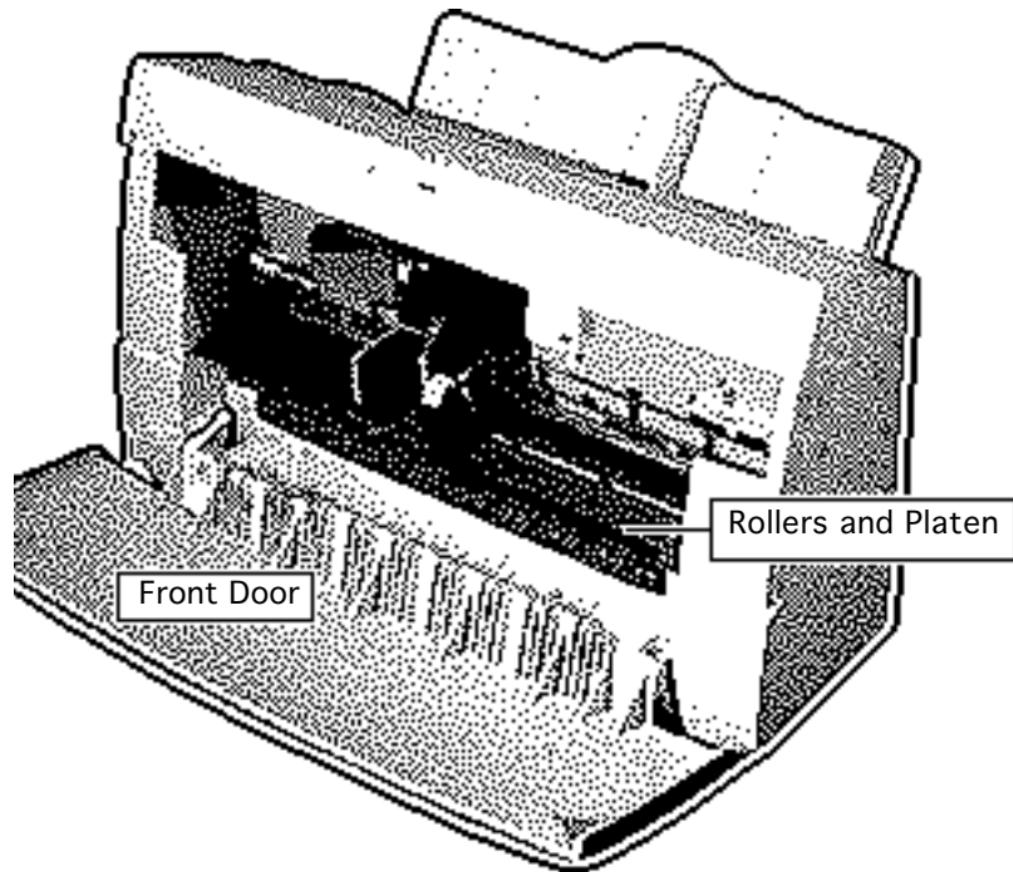
Rollers and Platen

2 **Caution:** Do not use any liquid cleaners inside the printer.

Open the front door of the printer.

3 Using a dry cloth, carefully wipe the rollers and platen.
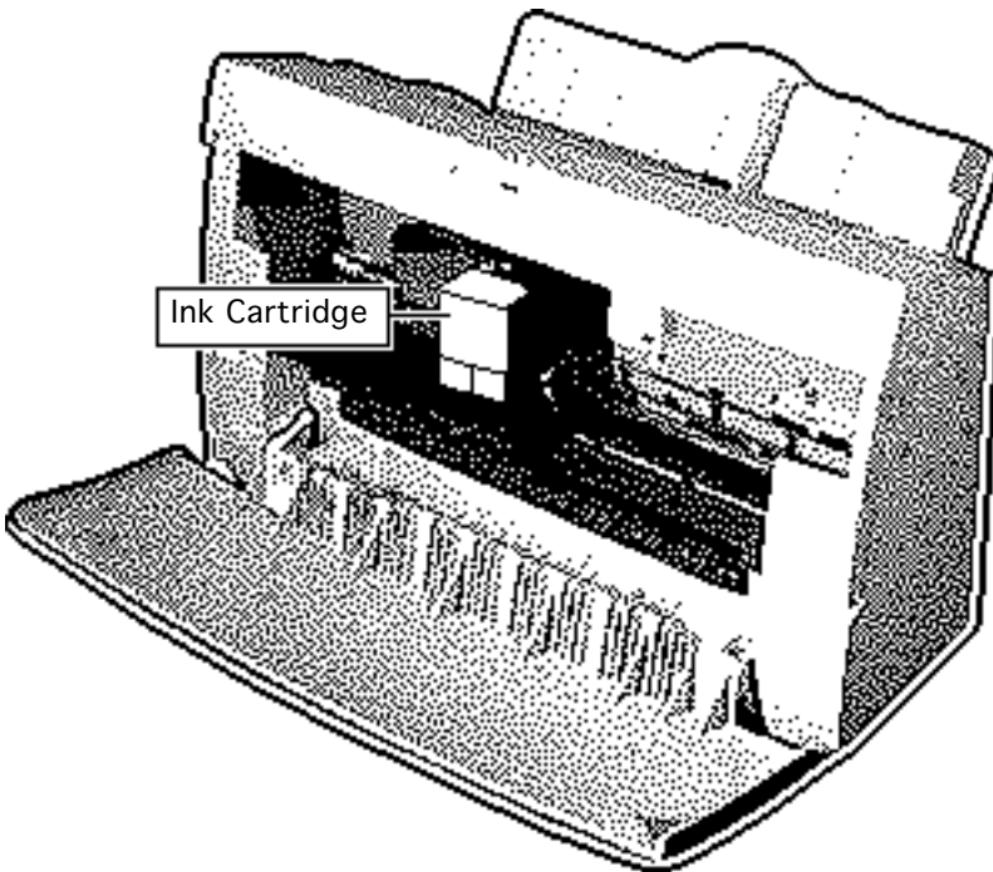
Ink Cartridge

Ink Cartridge Replacement

No preliminary steps are required before you begin this procedure.

Caution: Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.
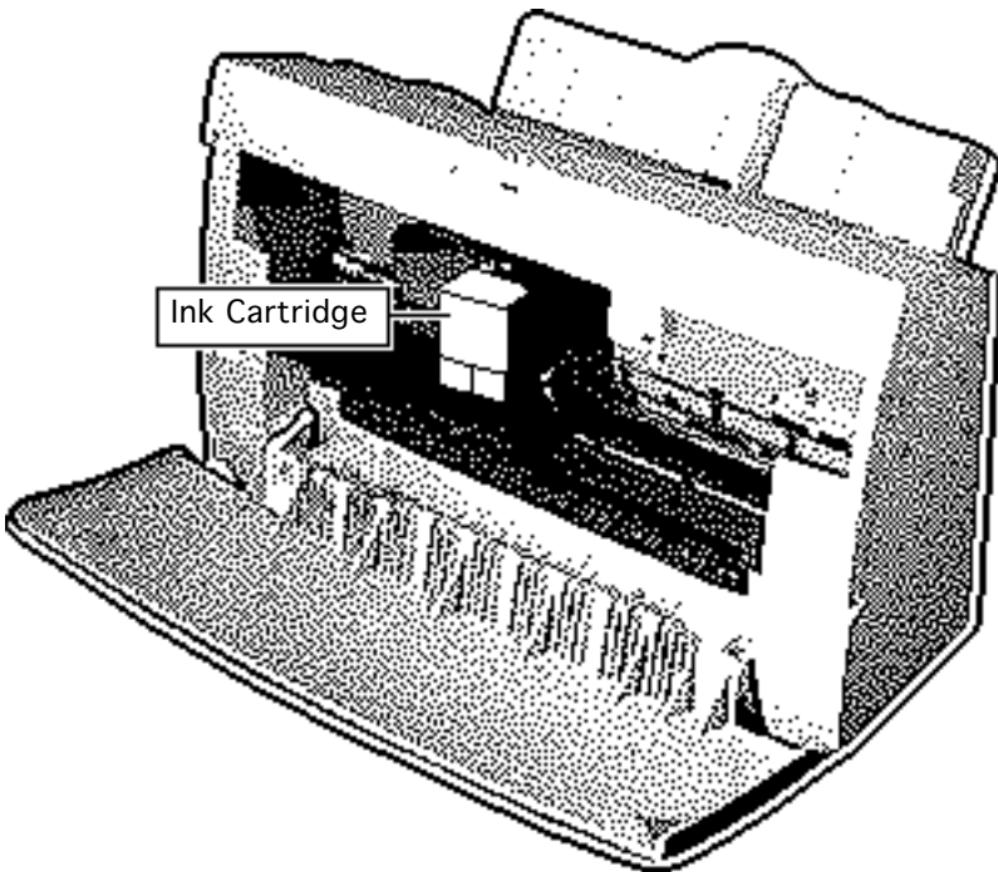
Ink Cartridge

Note: This procedure covers the ink cartridge replacement for either of the ink cartridges that come with the printer. One cartridge is black ink only; the other is a four-color ink cartridge with two ink tanks. One tank contains black ink only and the other tank contains the cyan, magenta, and yellow inks.

Ink Cartridge

The Service part number for the black-only cartridge is for service use only. To order a replacement cartridge for a customer, use the finished goods part number (M3240G/A).

Carriage Unit

Front Door
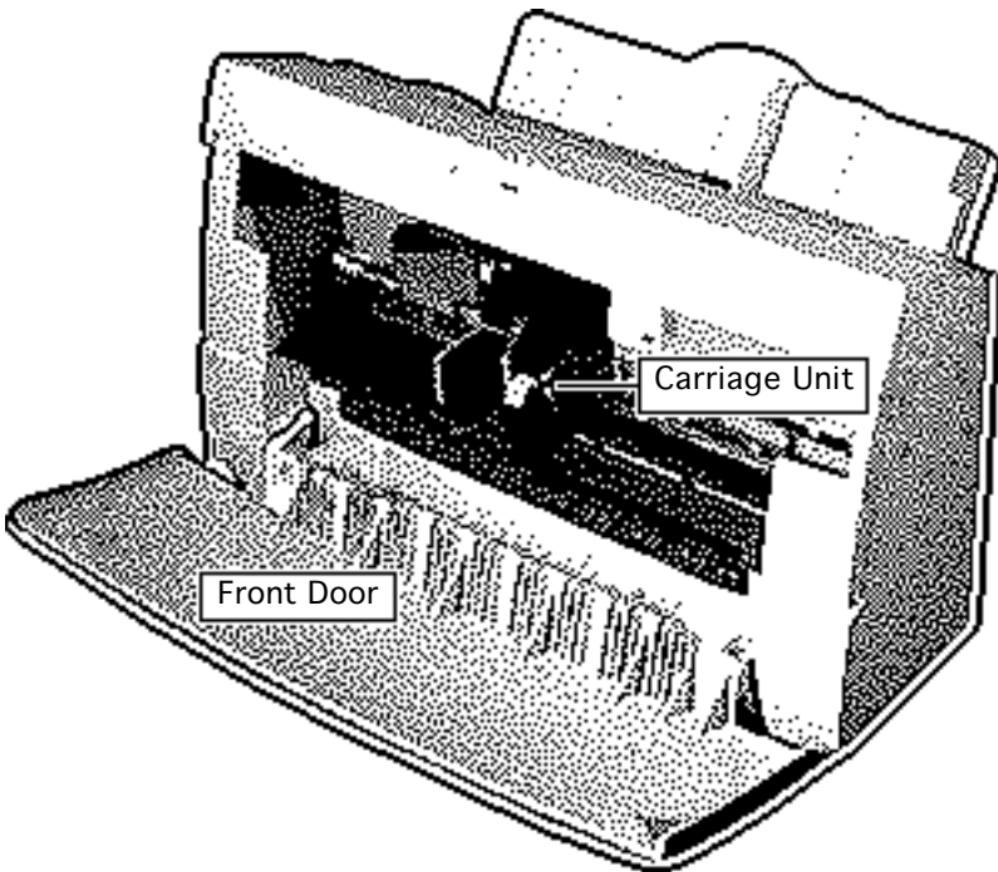
1. Turn on the printer.

2. Open the front cover. The carriage unit will now move to the center position.

Blue Lever

3 Raise the bright blue lever on the carriage unit and remove the cartridge.
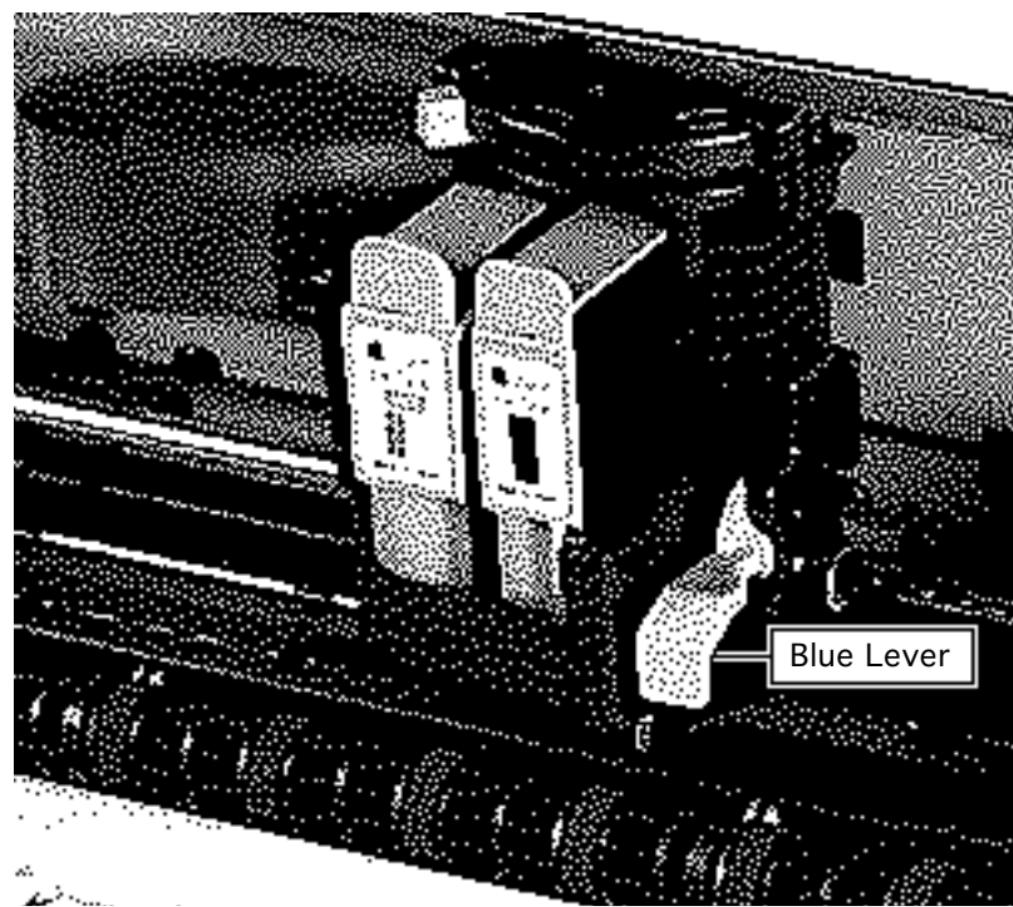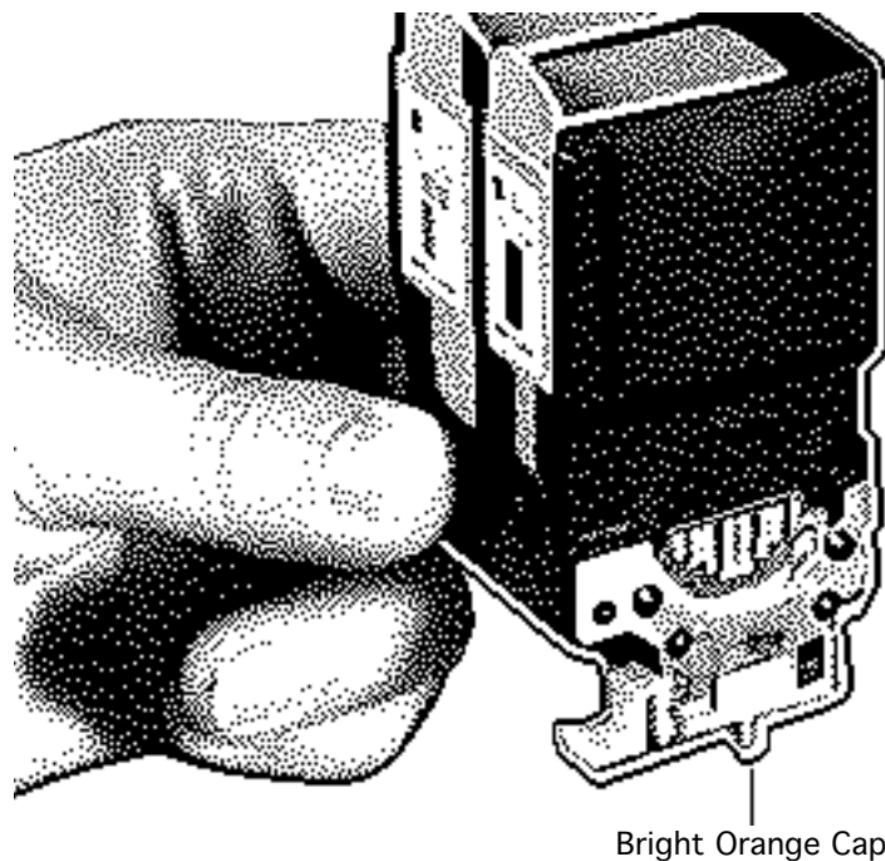
Bright Orange Cap

4 **Caution:** To prevent the print heads from clogging, do not touch or wipe them.

Remove the bright orange cap from the replacement ink cartridge.
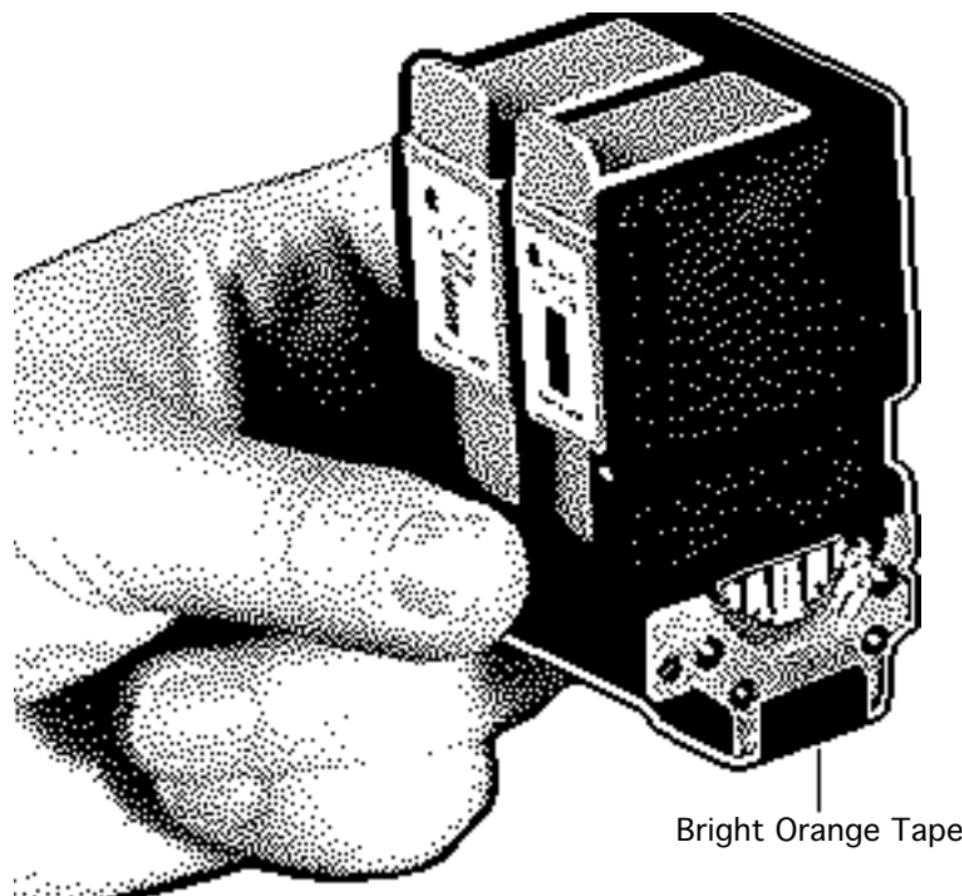
Bright Orange Tape

5 Peel off the bright orange tape from the print heads.

Ink Cartridge

6 Install the replacement ink cartridge into the printer.

7 Close the printer cover.
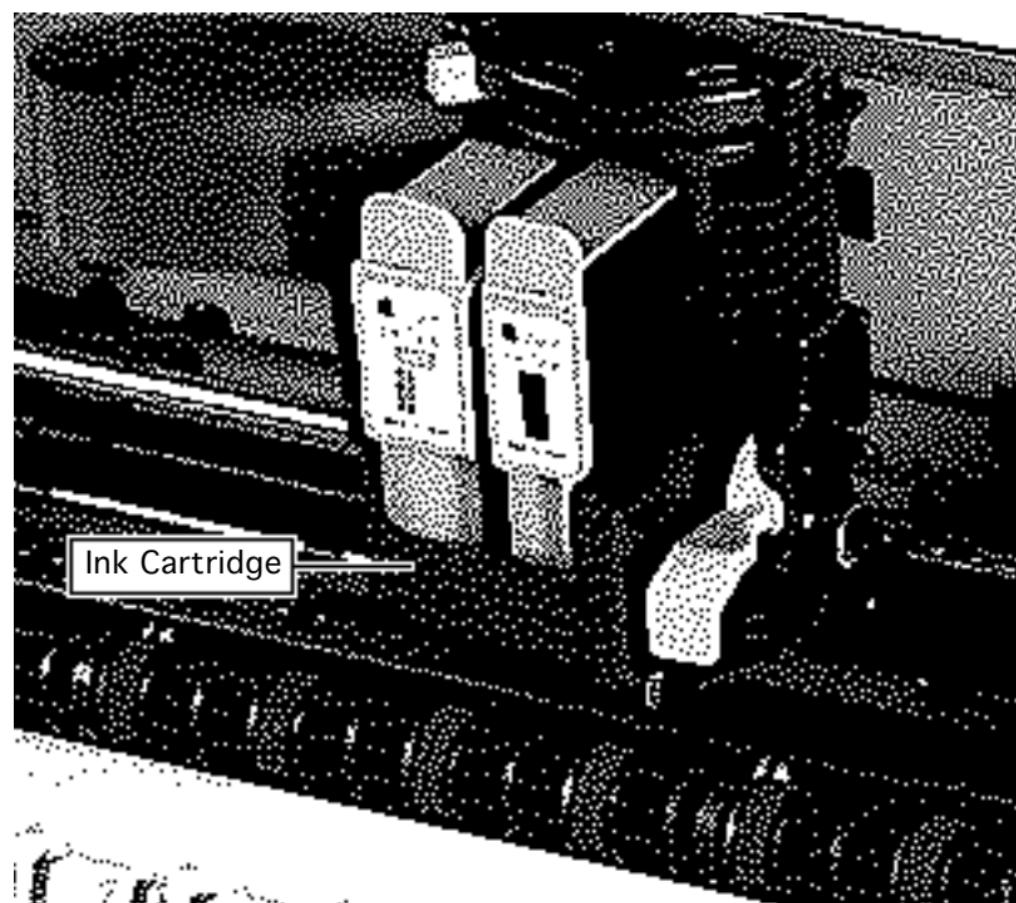
Ink Tanks

Ink Tank Replacement
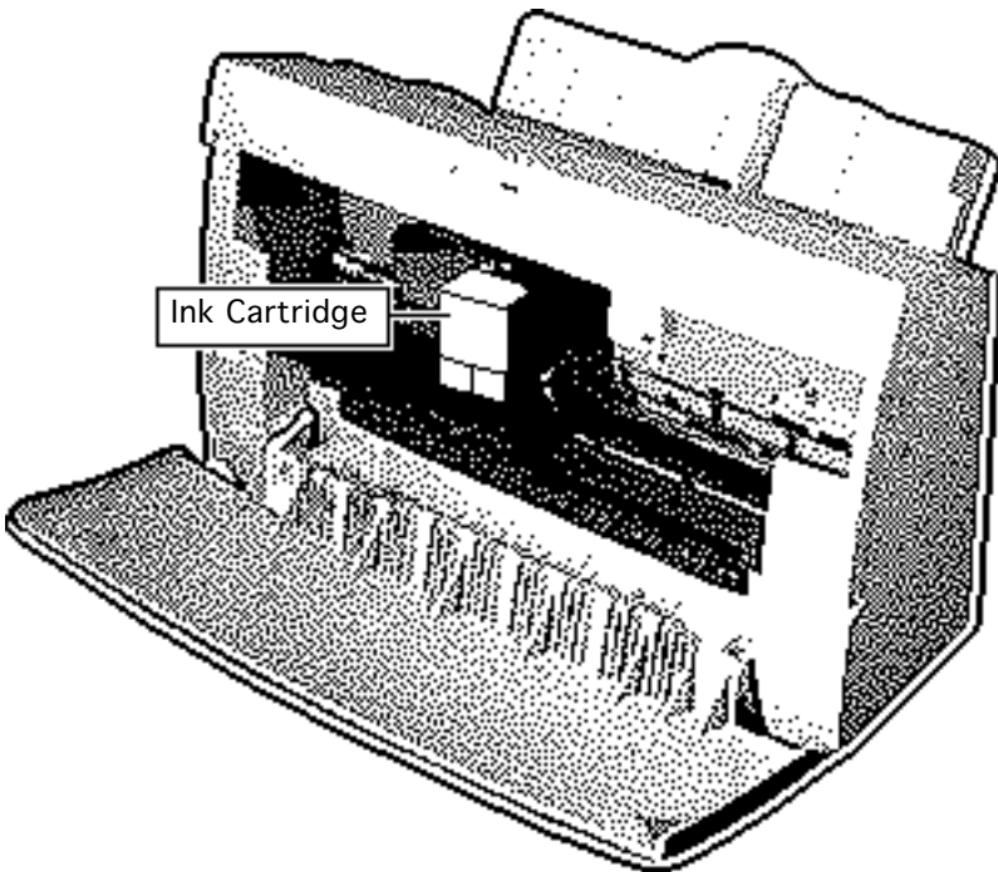
No preliminary steps are required before you begin this procedure.

Caution: Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.

Four-Color Ink Tank

Black-Only Ink Tank

Four-Color Ink Cartridge
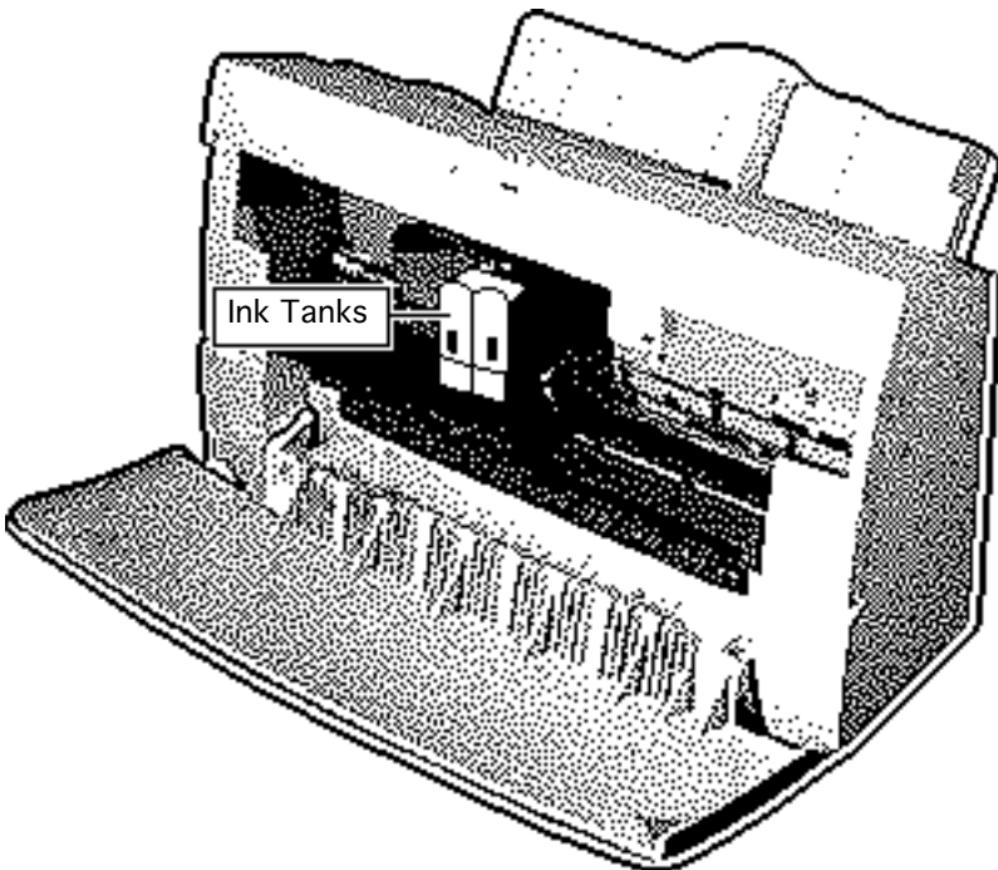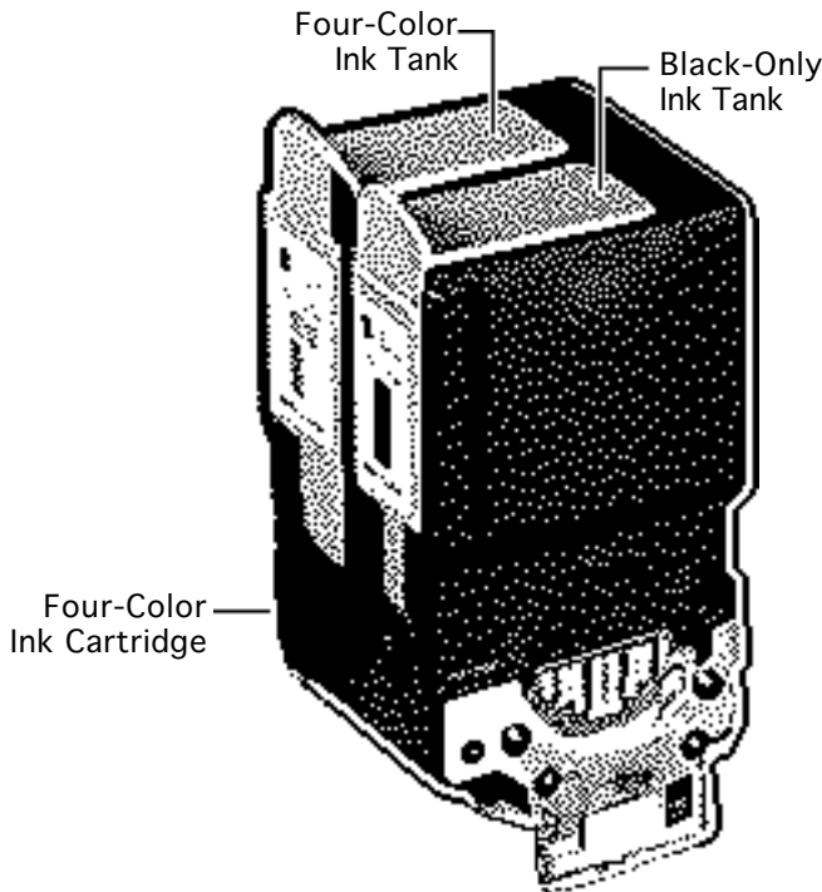
Note: This procedure covers ink tank replacement for the four-color ink cartridge. The cartridge contains two separate ink tanks, one for black ink and one for cyan, magenta, and yellow inks. When you run out of ink, you replace only the empty tank, instead of replacing the entire cartridge.

Ink Tanks

1   Turn on the printer.

2   Open the front cover. The carriage unit will now move to the center position.

3   Remove and discard the old ink tank.

Ink Tank

Plastic Cap

4 **Caution:** To prevent the print heads from clogging, do not touch or wipe them.

Remove the plastic cap from the replacement ink tank.

Ink Tank
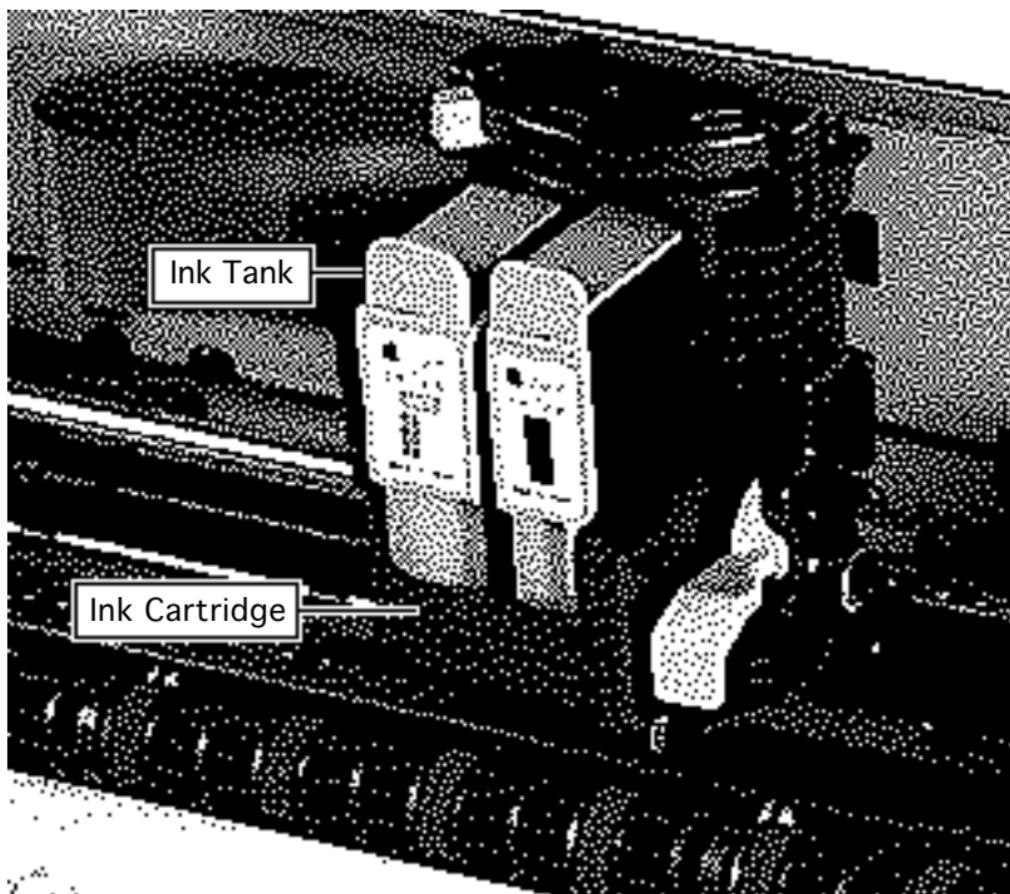
Ink Cartridge

5 **Caution:** Make sure you install the color ink tank on the left and the black ink tank on the right.

Slide the ink tank into the ink cartridge and push down so the ink tank snaps into place.

6 Close the printer cover.
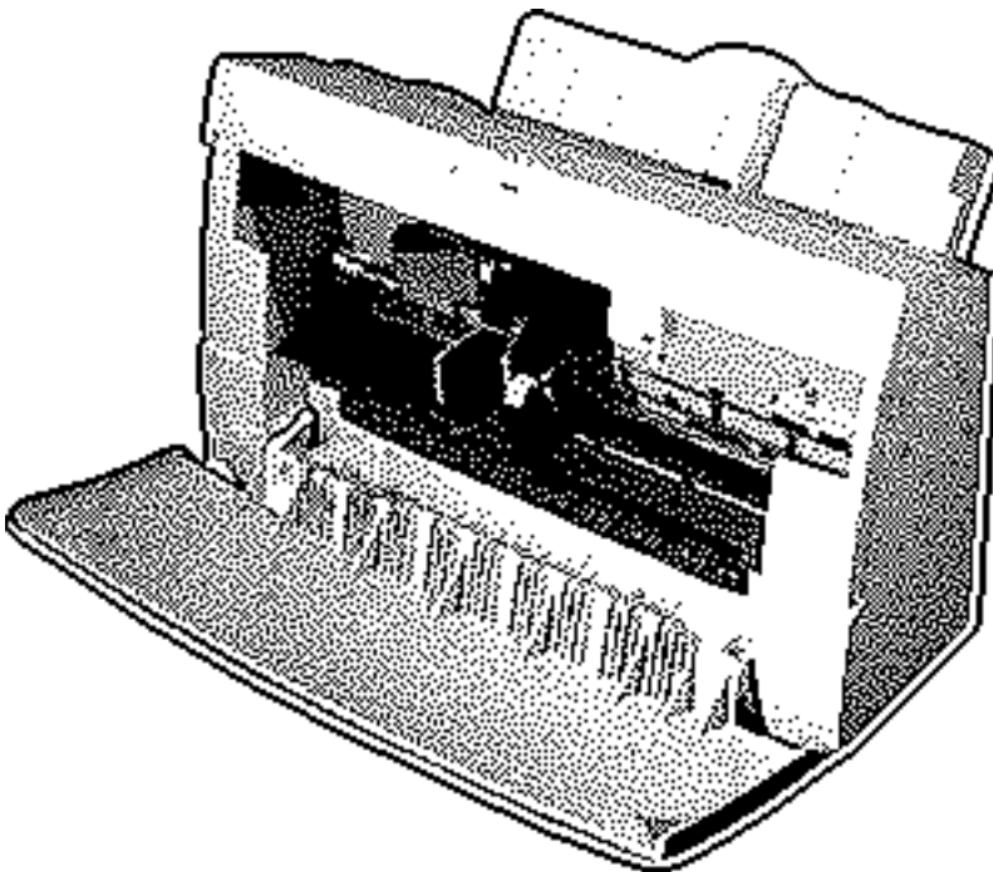
Nozzle Check
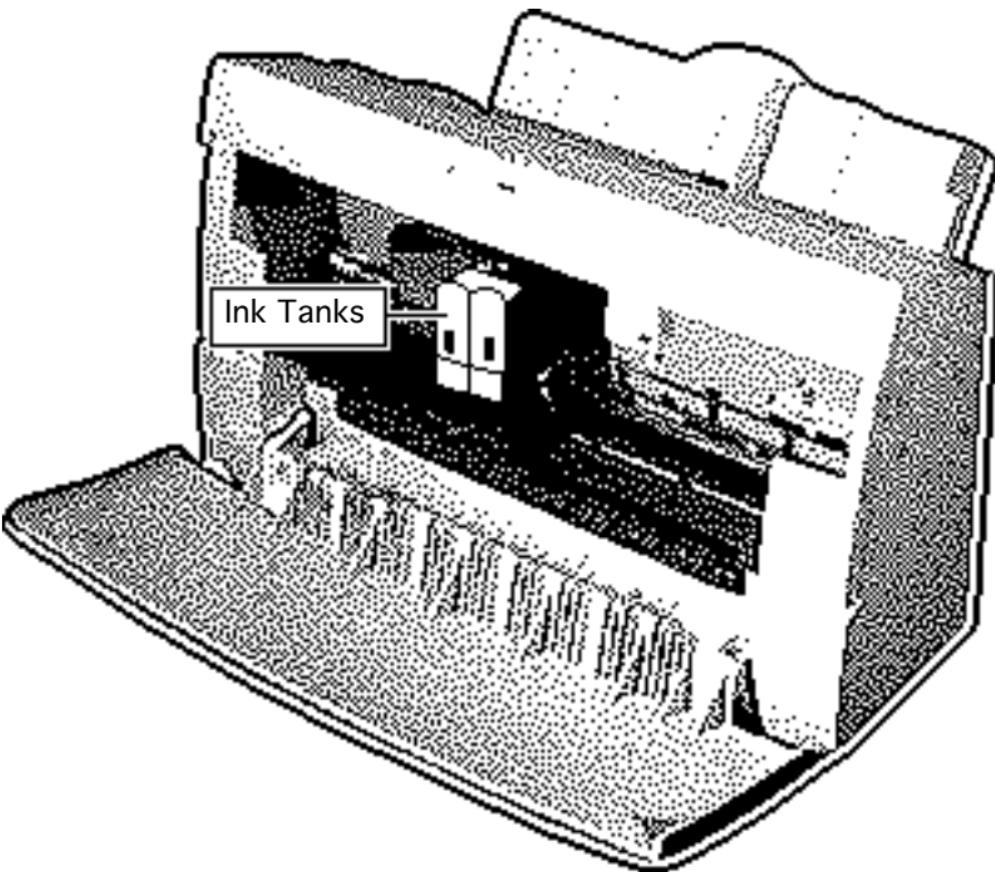
No preliminary steps are required before you begin this procedure.

Caution: Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.
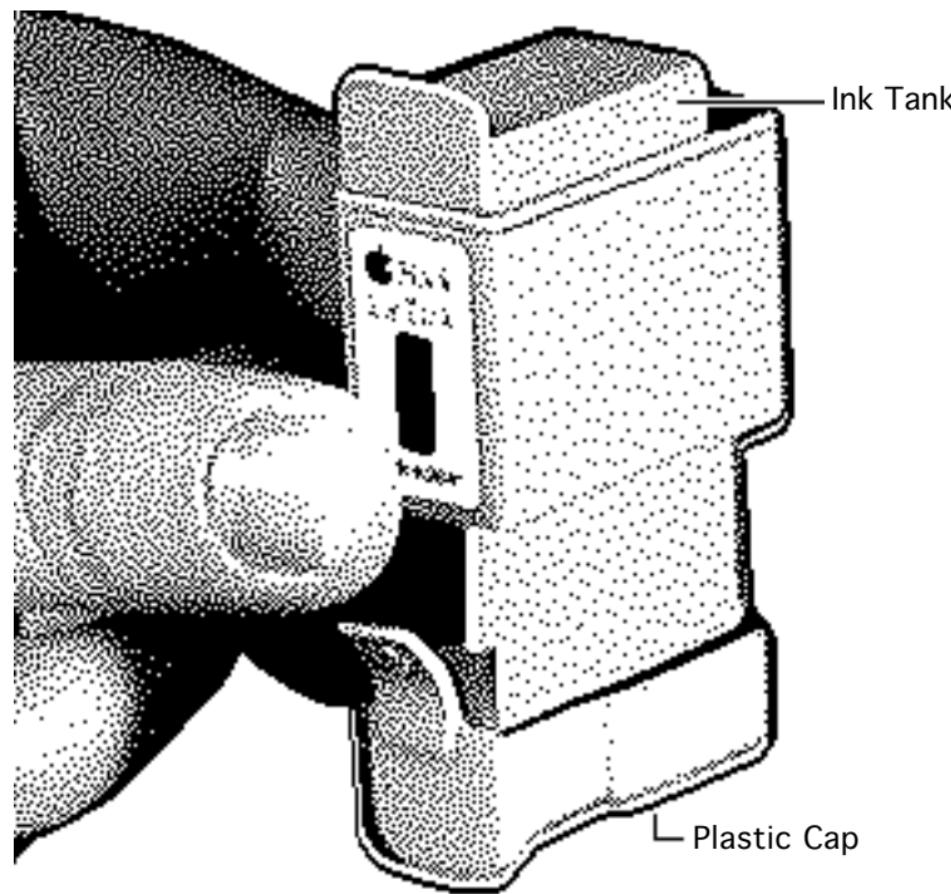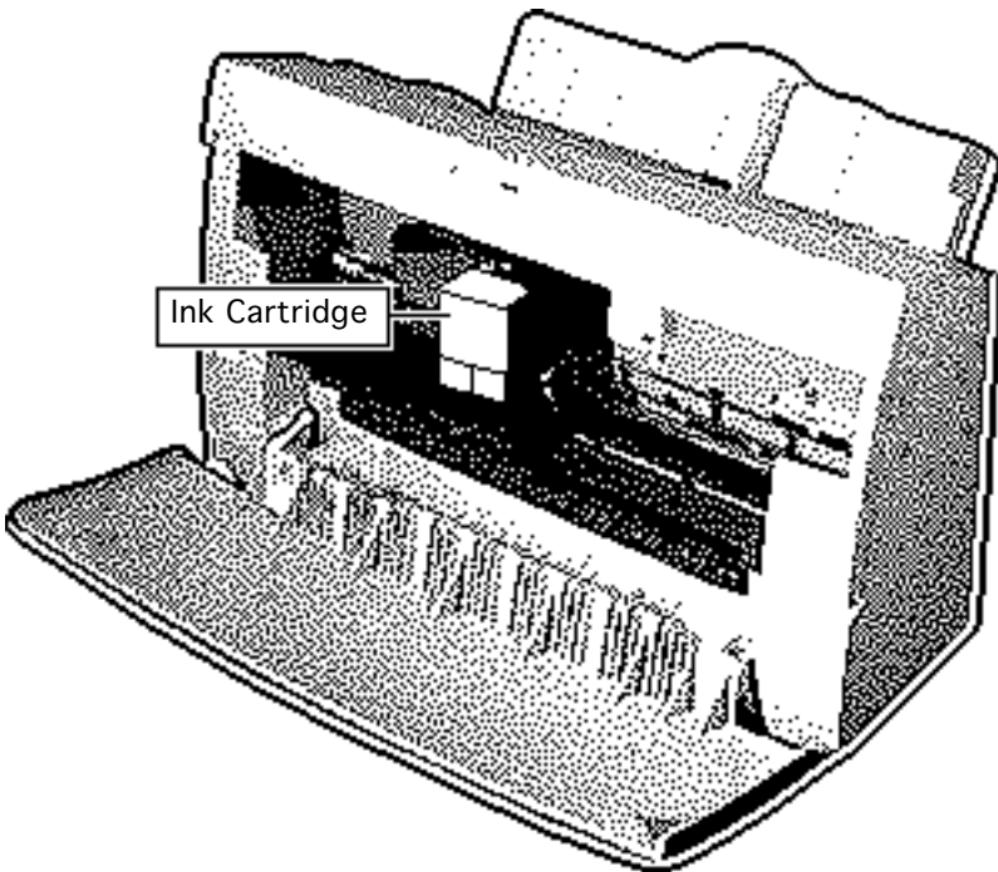
Ink Cartridge

Note: This procedure explains how to run the nozzle check test page, which indicates whether the print nozzles need to be cleaned. The print nozzles are contained in the ink cartridge.

Power Button
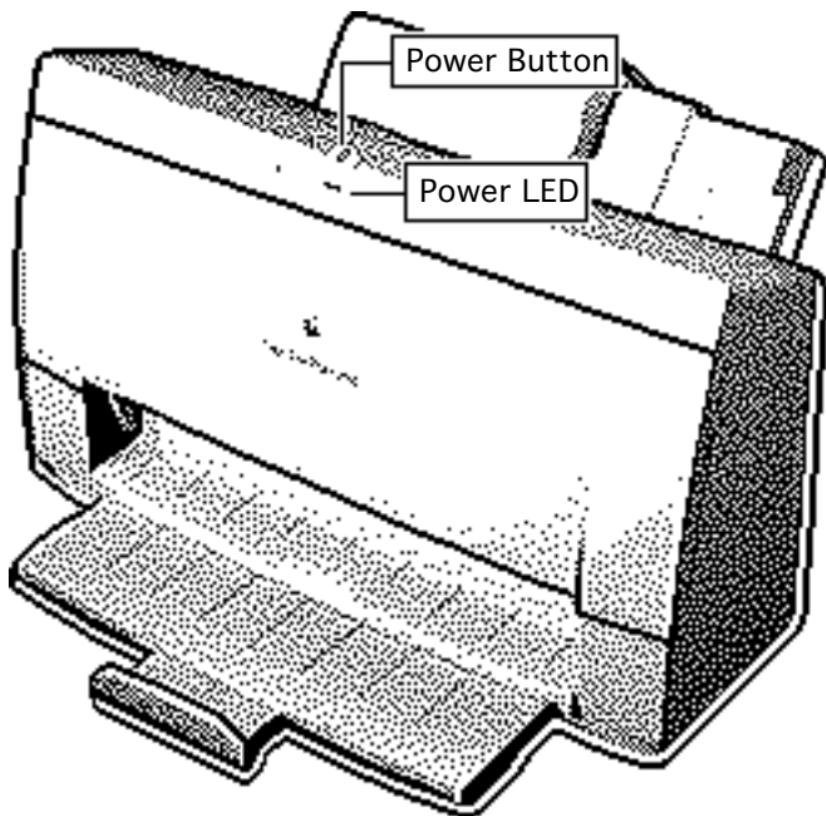
Power LED

1 **Important:** Make sure the printer is off.

  Load paper into the cut sheet feeder.

2 Hold down the power key until the power LED starts blinking. The printer will now print out a test page.

Nozzle Status OK

```
          ┌─────┬───────┬─────┬─────┬─────┬──────┐
          │     │       │     │     │     │      │  Yellow
          │     │       │     │     │     │      │  Magenta
          │     │       │     │     │     │      │  Cyan
  ┌───┬──────┬──────┬──────┬────────┬──────┬──────┬────┐
                                                          Black
```

Clean Nozzles

```
          ┌ ─── ┬ ──── ─┬ ──  ┬ ── ┬ ─  ─┬─  ── ┐
          │     │       │     │     │     │      │  Yellow
          │     │       │     │     │     │      │  Magenta
          │     │       │     │     │     │      │  Cyan
  ┌─ ─┬── ── ┬── ── ┬── ── ┬── ── ──┬── ── ┬── ── ┬── ─┘
                                                          Black
```
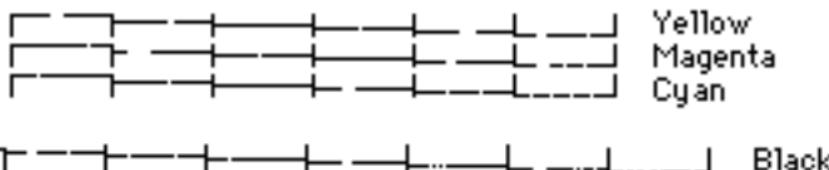
3 Examine the bottom of the test page to determine print head status.

   If the horizontal lines in the test pattern are missing, one or more ink nozzles are clogged. To clear the nozzles, perform one of the print head cleaning procedures described in this chapter.
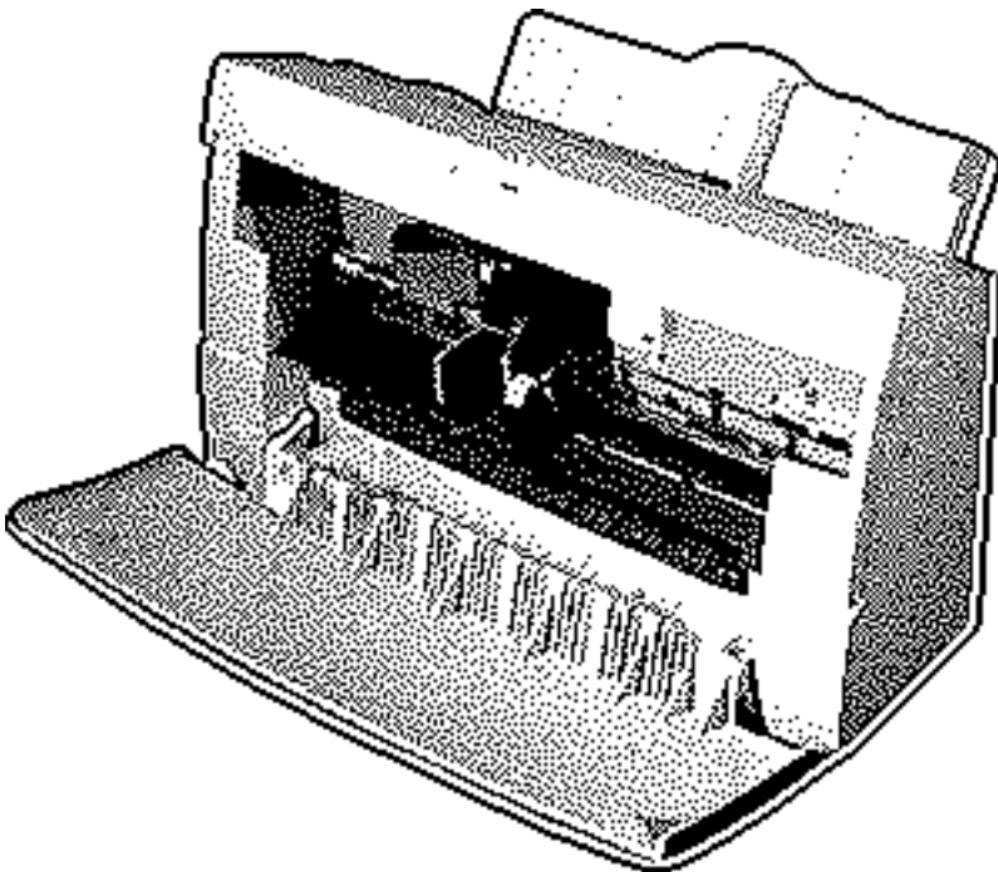
Print Head Cleaning

No preliminary steps are required before you begin this procedure.

**Caution:** Do not get the printer's ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.

Caution: To prevent the print nozzles from clogging, do not touch or wipe them. The print nozzles are on the bottom of the ink cartridge.
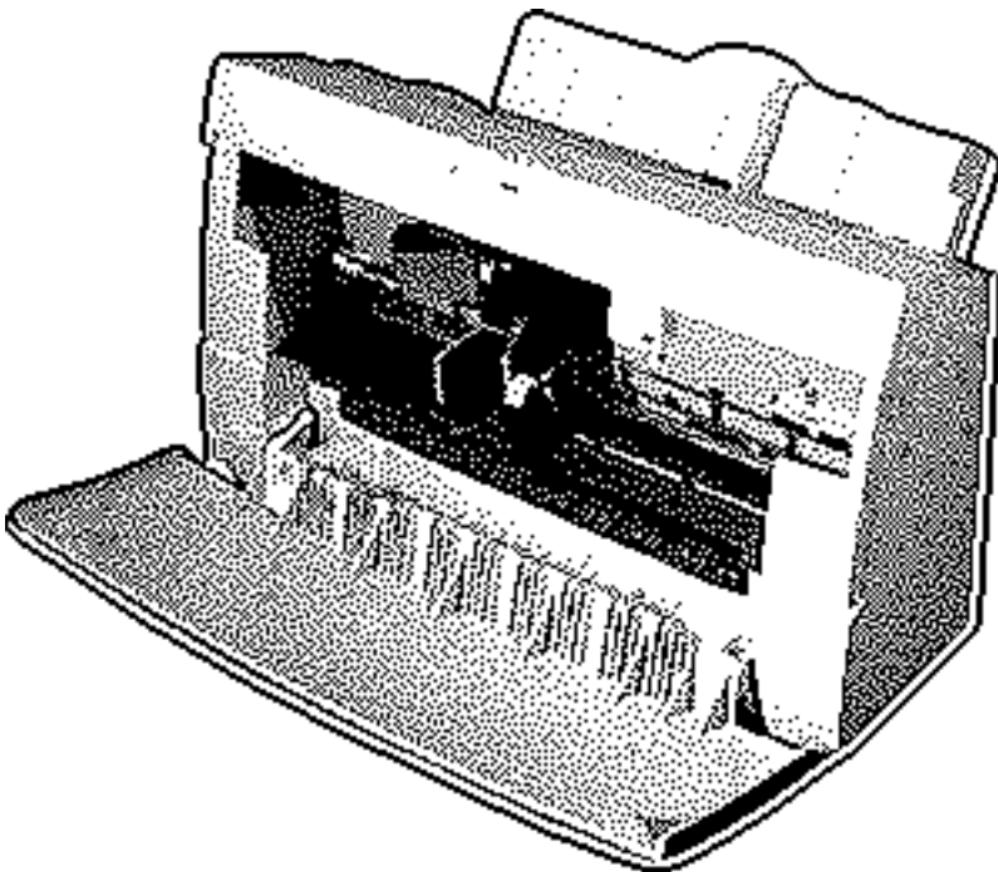
Note: Use the Cleaning option to correct blurred characters, horizontal white streaks, and missing dots caused by clogged ink nozzles. Use the Super Cleaning option when print quality does not improve after you have performed the Cleaning option two or three times.
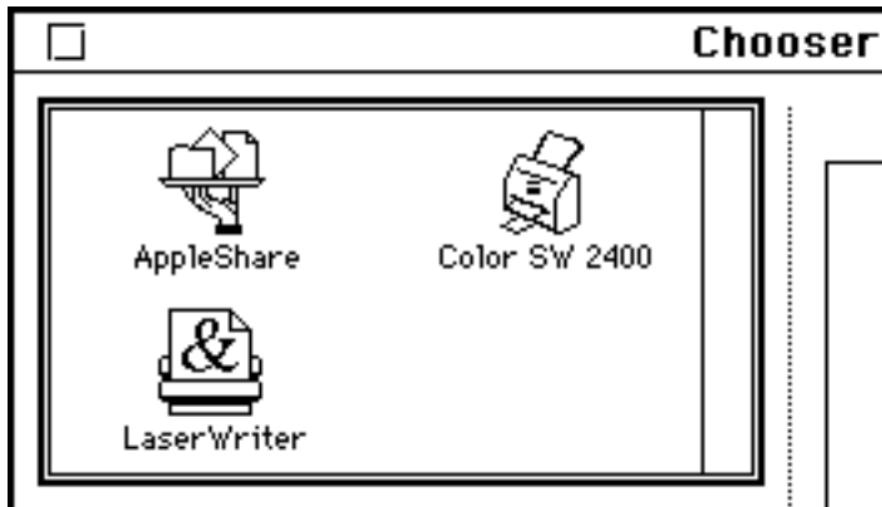
1 Make sure the Color StyleWriter 2400 printing software is installed. See the Diagnostics folder on Service Source for the driver software.

2 Using the Chooser, select Color StyleWriter 2400.

3 Make sure the correct printer port is selected.

4 Close the Chooser.
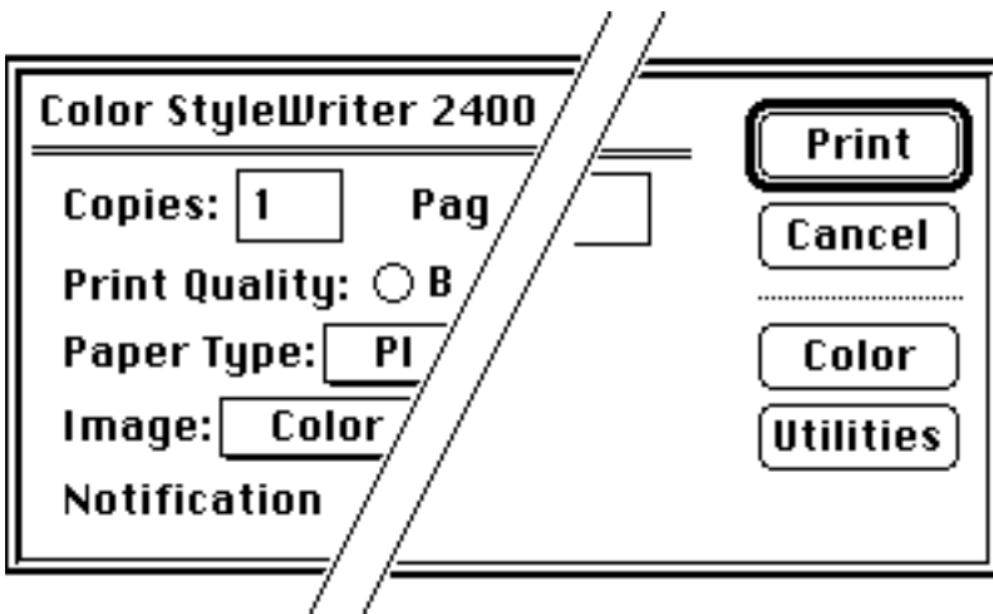
5 Open any document and
   select the print option or
   choose Print Window
   from the File menu.

6 Click the Utilities button
   in the Print dialog box.

Color StyleWriter 2400

Copies: 1   Pag

Print Quality: ○ B

Paper Type: Pl

Image: Color

Notification

Print

Cancel

Color

Utilities

Color StyleWriter 2400 Print Utilities

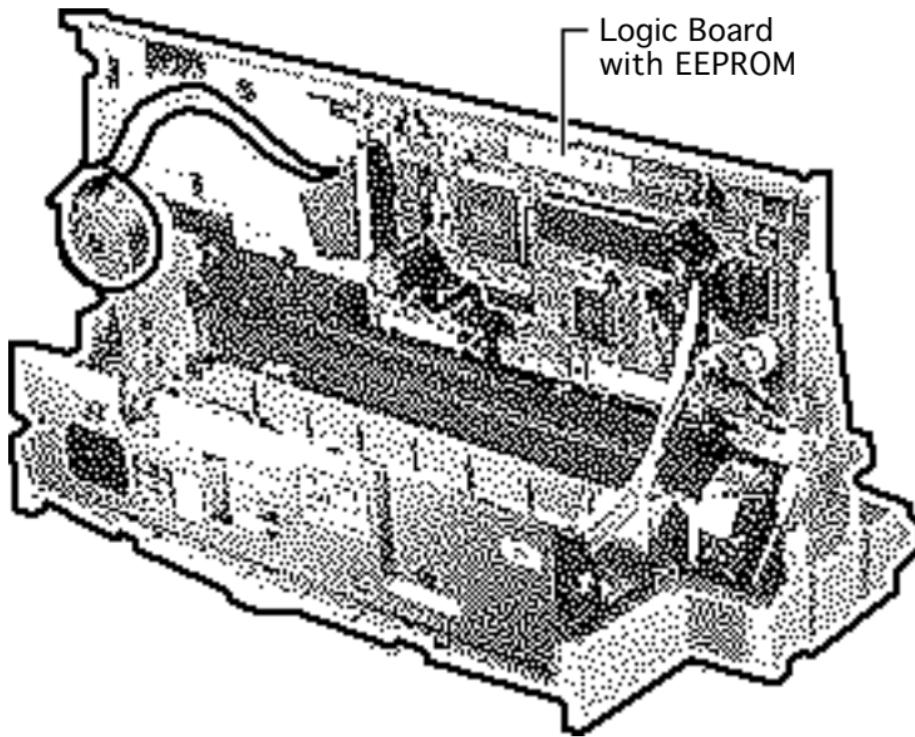☐ Clean the print head before printing
  ⦿ Clean
  ○ Super Clean (Use only as a last resc

7 **Important:** Do not use the Super Cleaning option except when absolutely necessary, since the procedure uses great amounts of ink.

Select the "Clean the print head before printing" option.

8 Select the Clean option and click OK.

Logic Board
with EEPROM

EEPROM Reset

No preliminary steps are
required before you begin
this procedure.

Note: This procedure
explains how to perform the
EEPROM reset, which
clears data stored on the
logic board. It is necessary
to perform this procedure
after replacing the ink
absorbers or the logic board.
See "Logic Board" in Take
Apart for more information.

Black-Only Ink Cartridge
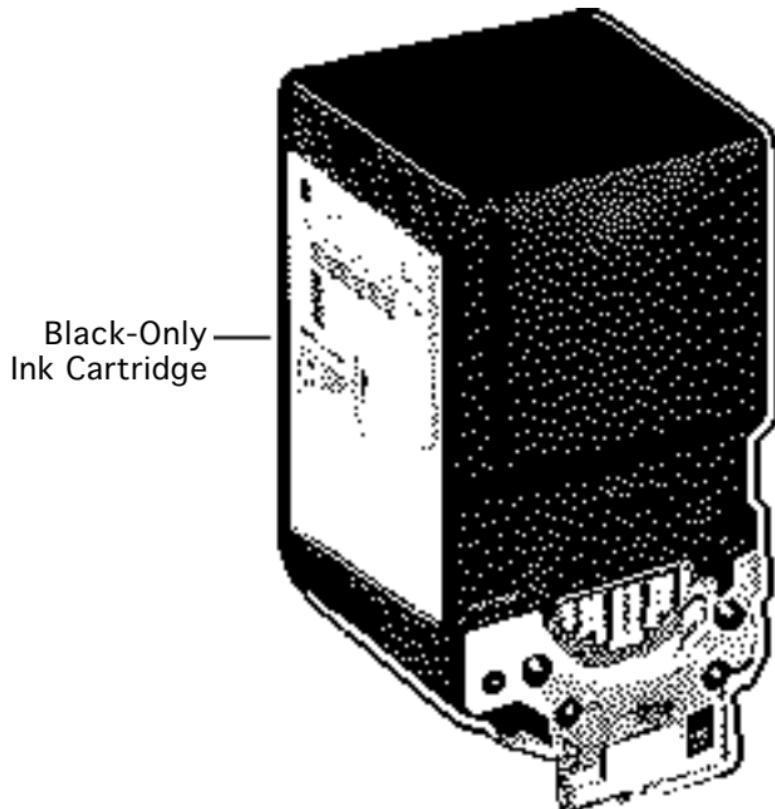
Note: This procedure requires that the black-only cartridge be installed. The procedure will not work with the four-color cartridge. See the Illustrated Parts List for additional information.

The Service part number for the black-only cartridge is for service use only. To order a replacement cartridge for a customer, use the finished goods part number (M3240G/A).
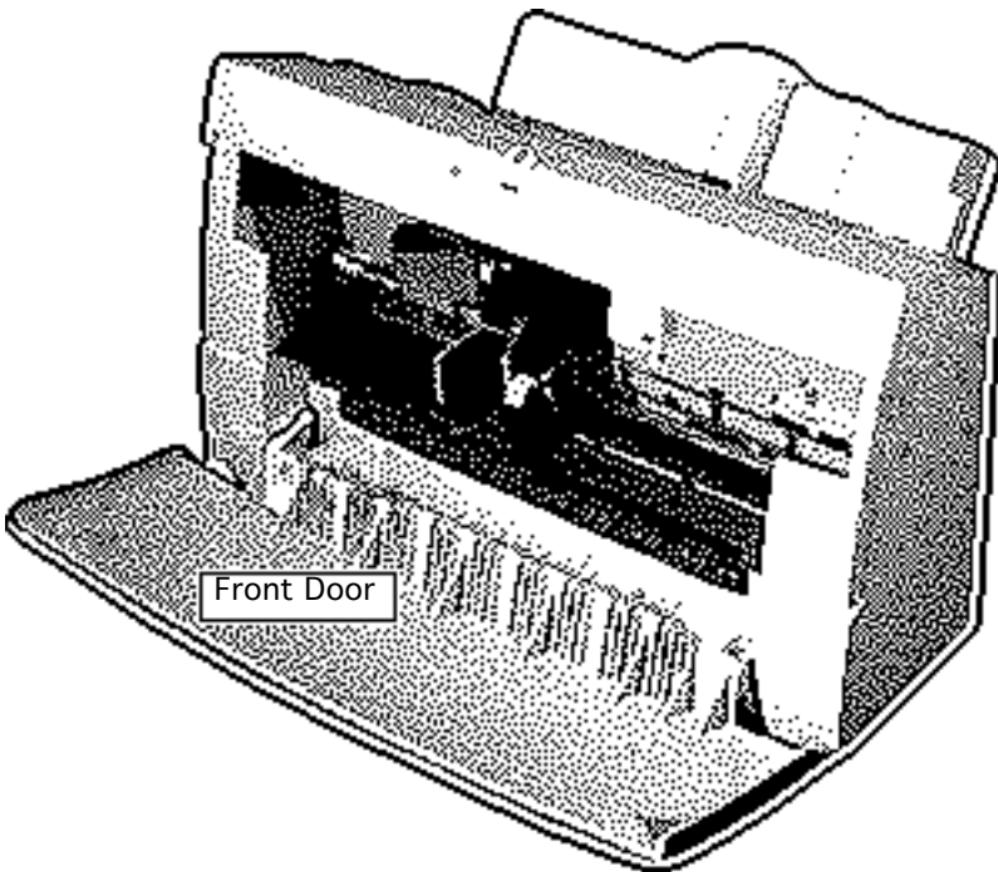
Front Door

1 Disconnect the power cord from the printer.

2 Make sure the high performance black ink cartridge is installed and the power cord is plugged into the wall.

3 Open the front door.

Power Button
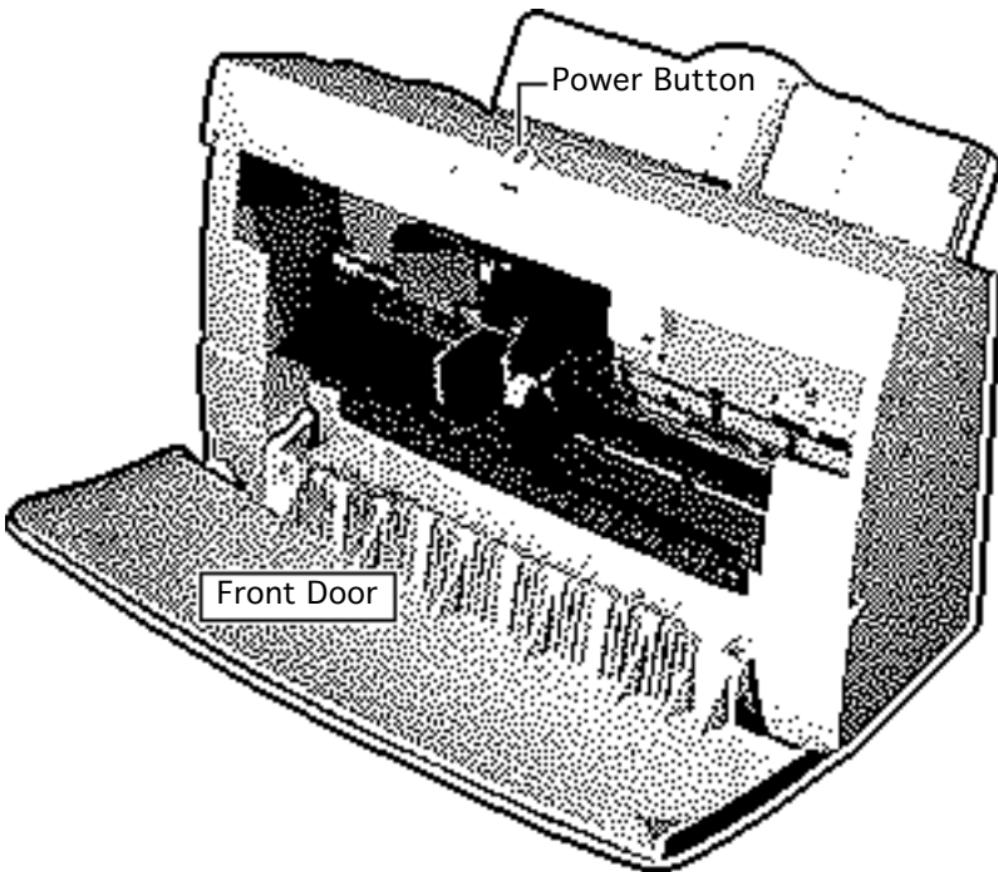
Front Door

4   Press and hold down the power button while connecting the power cord to the printer, and then release the power button.

5   Press the power button again, and close the front door.

Last Bar

Pattern Page

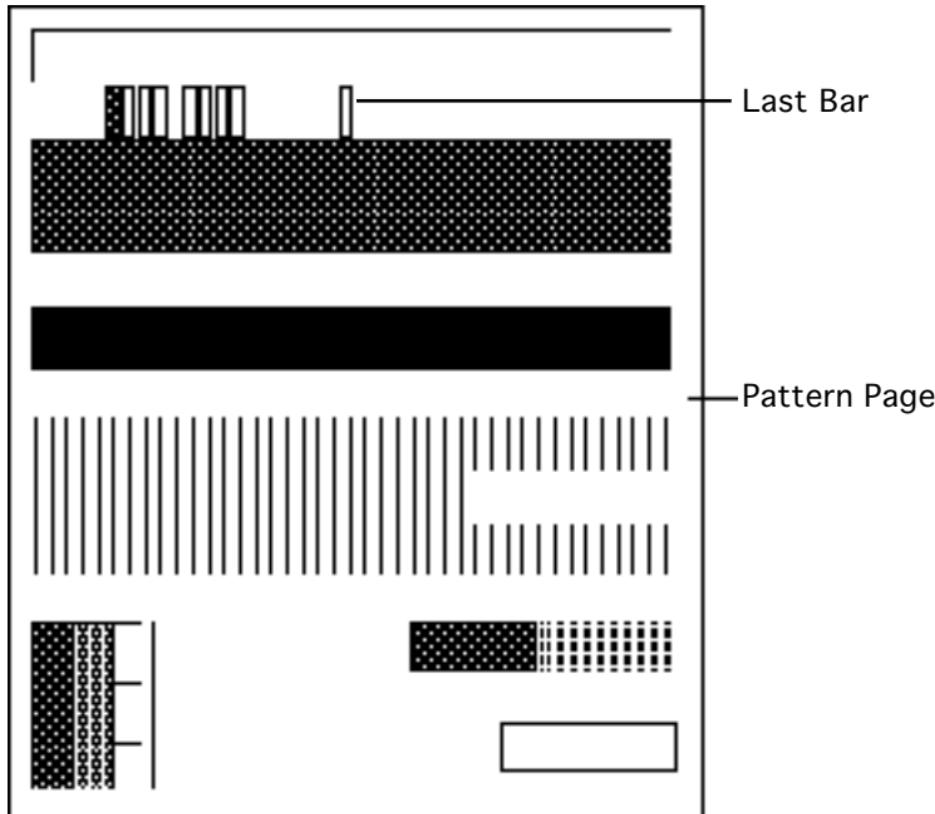6 **Note:** A pattern page now prints and the EEPROM data is reset. The last bar on the pattern will be white, which shows that the data has been reset.

Press the power button to turn off the printer and then disconnect the power cord from the printer.

Small Gears
and Springs
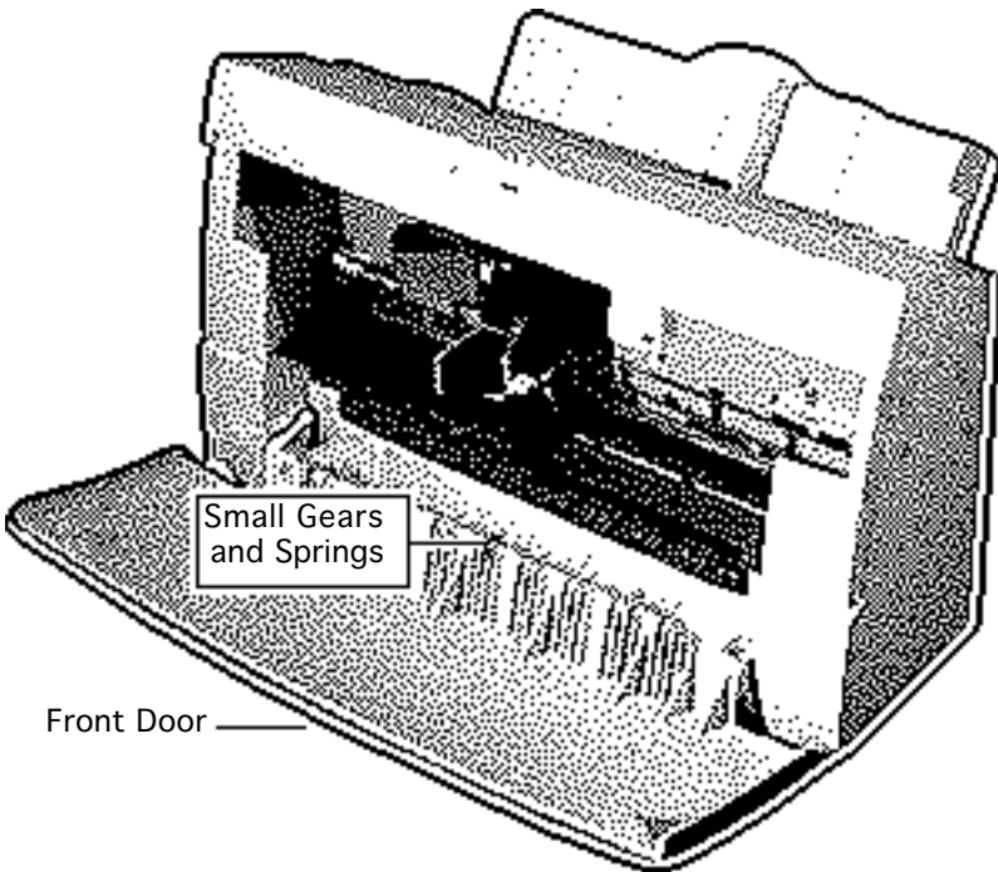
Front Door

Small Gear Replacement

Before you begin, remove the front door (see "Front Covers")

Replacement Note: The small gears and springs in the front door fall out of position if a paper jam is forcibly removed from the printer. These gears and springs are not available as service replacement parts.
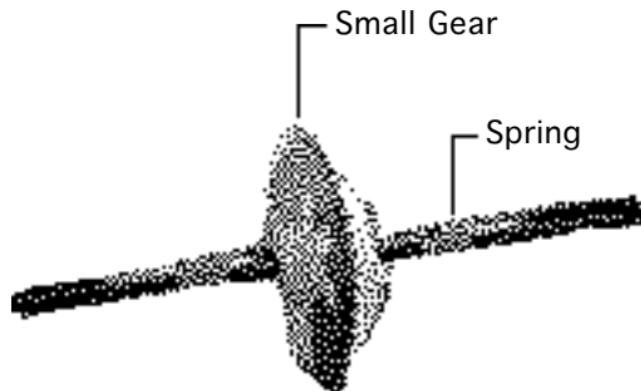
Small Gear

Spring

Replacement Note: The springs in the small gear fall out easily. Make sure the springs are not lost or damaged. These gears and springs are not available as service replacement parts.

1 Turn the front door so that the arm tabs face toward you.

Front Door

Arm Tab

Arm Tab

Small Gear

Spring

Tab

Groove

2 Place the gear and spring in the front cover and wrap one end of the spring around the tab on the front cover.

3 Set the spring into the groove.

4 Repeat for the other end of the spring.

Small Roller

Small Roller Replacement

No preliminary steps are required before you begin this procedure.

Replacement Note: The small rollers in the platen assembly fall out of position if a paper jam is forcibly removed from the printer. These small rollers are not available as service replacement parts.

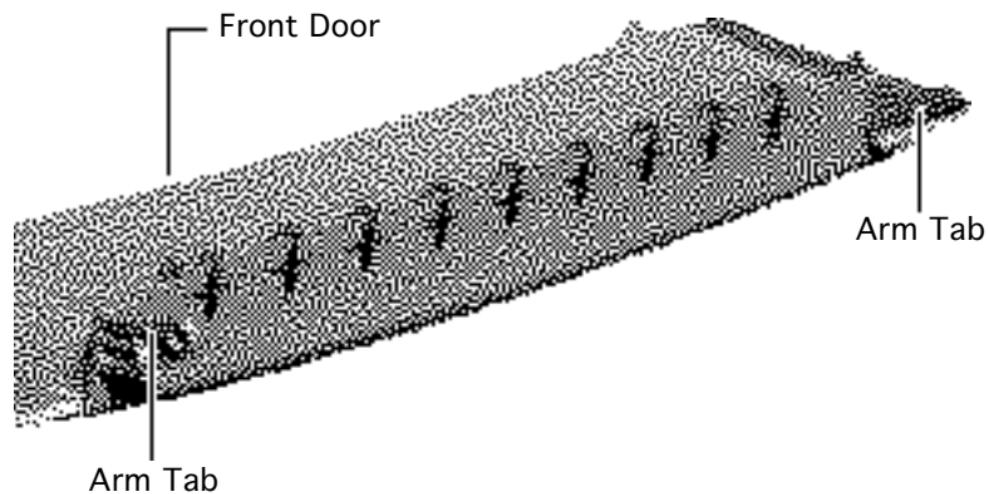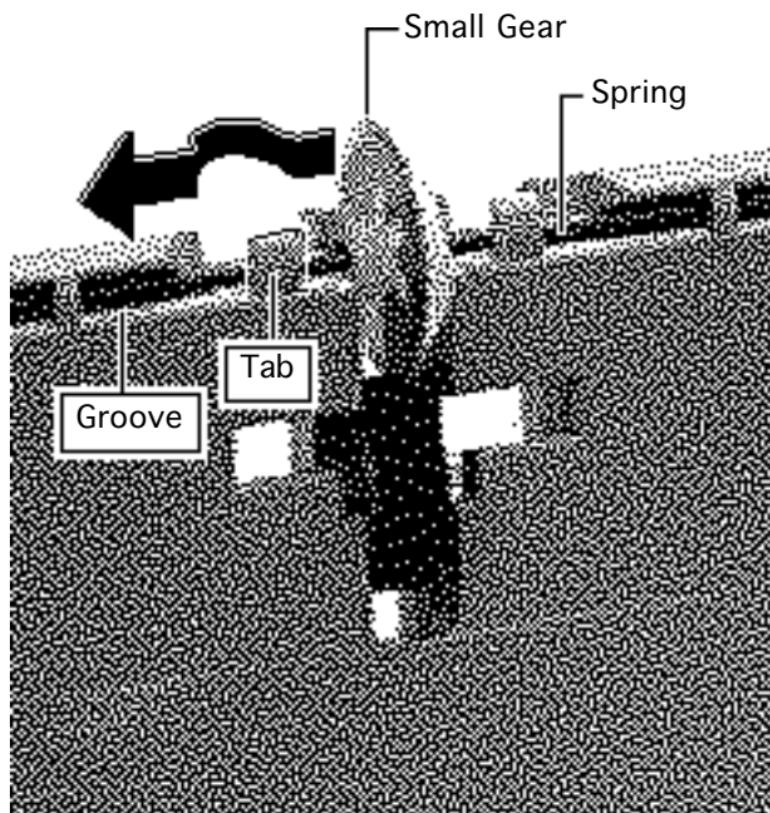Platen Cover
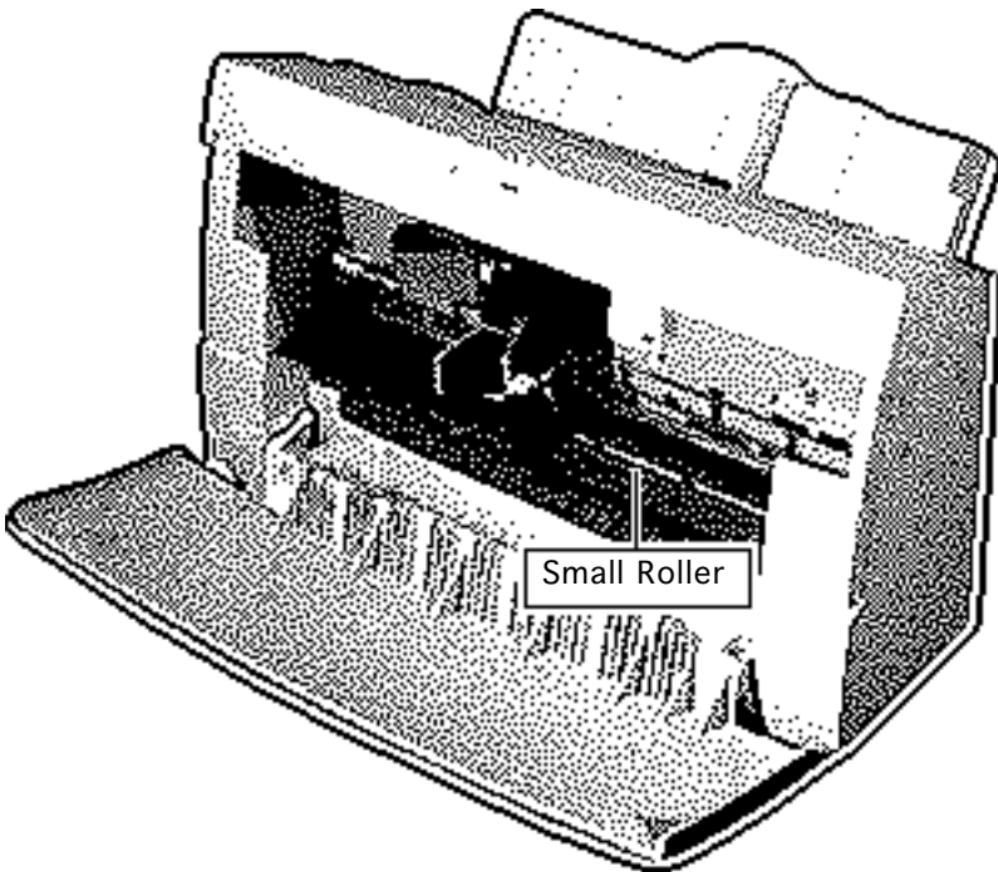
Small Roller

1　Lift up the platen cover.

2　**Note:** There is a small mounting groove on the underside of the platen cover.

Slip the small roller under the top of the platen.

3　Push up and snap the roller into the groove under the platen cover.

Exploded View

Color StyleWriter 2400
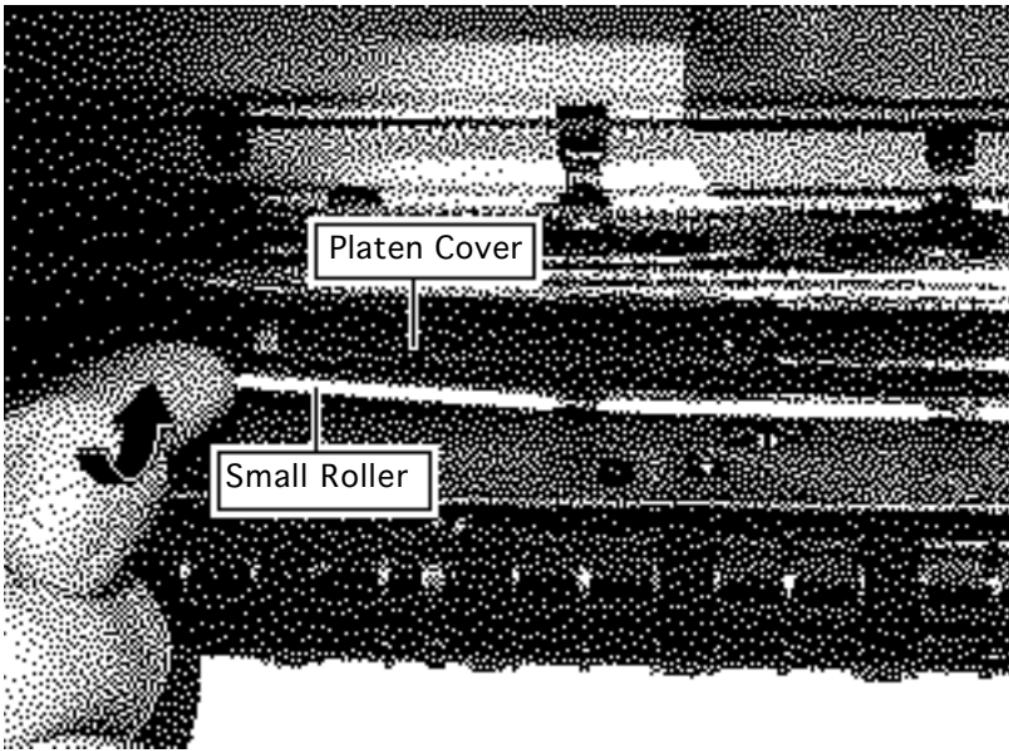
Rear Cover
922-1142

Top Case
922-1141

Paper
Support
922-0189

Cut
Sheet
Feeder
922-1137

Front Cover
922-1140

Pick-Up Roller
922-1151

Power Adapter
922-2194

Logic Board Cover
922-1167

Paper Feed Motor
922-1149

Logic Board
661-0161

Roller &Spring (Kit)
076-0471

Eject Roller
922-1150

Carriage Belt
922-1146

Carriage Motor
922-1148

Carriage Cable
922-1147

Purge Unit
922-1143

Carriage Unit
922-1145

Fuse
125 V 922-0180
250 V 922-0181

Output
Tray
922-1139

Power Supply
(2400 only)
110V 661-0162
220V 661-0163

Extension
922-1138

Bottom Case
with Feet
922-1144

Ink Absorbers (Kit)
076-0470