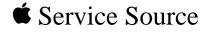


ImageWriter LQ







Basics

ImageWriter LQ



## General Information

### **Paperless Printer Microviewer**

This manual contains only the Specifications, Symptom Charts and the Illustrated Parts List chapter for the ImageWriter LQ. The rest of the procedures are in the form of a Paperless Printer file located in the Printables folder.



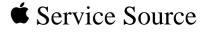


Take Apart



Adjustments







# Troubleshooting

ImageWriter LQ



## 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.



# Symptom Charts

#### **Power**

Power light off and no carrier motion

- 1 Check external power source and connection.
- 2 Verify the setting of voltage selector switch (International units only).
- 3 Test primary fuse, and replace if defective.
- 4 Test three secondary fuses, and replace any defective fuses.
- 5 Test power switch, and replace if defective.
- 6 Replace main board.
- 7 Replace transformer.
- 8 Replace noise filter PCA.



#### **Communication**

No printing or garbled printing

- 1 Make sure printer is selected in Chooser.
- 2 Verify correct DIP switch settings.
- 3 Verify that interface cable between printer and computer is tightly connected.
- 4 Perform printer self-test. If the test passes, run diagnostics on the main board; if the test fails, replace the main board.

No communication with option card installed

Verify that DIP switch 2 position 4 is set to ON.



# **Paper Feed Problems**

No paper feed

- 1 Make sure paper feed gear train is clear of obstructions.
- 2 Test paper-handling change switch, and replace if defective.
- 3 Test paper feed motor, and replace if defective.
- 4 Replace main board.

Paper feed difficulties: binding, tearing, etc.

- 1 Make sure paper thickness lever is set correctly.
- 2 Make sure paper path is clear of obstructions.
  - 3 Check that paper is installed correctly and, if using tractor feed paper, that sprocket holes are engaged on tractor sprockets.

Paper bail doesn't automatically open and close

- 1 Test auto-load solenoid, and replace if defective.
- 2 Replace main board.



Carrier moves at

return to home

Power light on, no

carrier motion

Carrier strikes

right-side frame

part carbonless

when printing on 4-

forms, printing on

perforated edge of tractor-feed paper

position

power on, but doesn't

#### Carrier

- Test home position switch, and replace if defective.
- 2 Perform "Home Position Switch Adjustment" in Adjustments.
  - 3 Replace main board.
- Make sure carrier area is clear of obstructions.
- 2 Test carrier motor, and replace if defective.
- 3 Replace main board.
- specifications (maximum thickness 0.55 millimeters).
- 2 Check that paper is inserted/aligned properly. 3 Make sure paper thickness lever is set correctly.
- Perform "Card Guide Adjustment" in Adjustments. 4

Make sure 4-part carbonless forms are within



- 1 Test home position switch, and replace if defective.
- 2 Perform "Home Position Switch Adjustment" in Adjustments.
- 3 Make sure deflector pan is seated against platen bar.
- 4 Replace main board.



Printing continues on

Carrier moves but no

printing

carrier doesn't

paper-out condition

# **Printing**

Dots missing

Replace print head. Replace main board.

3 Replace print head to relay PCB cables.

4

Test paper-out sensor, and replace if defective.

Replace main board. 2 3

Replace main board.

2 Replace print head.

Nothing printed, Perform printer self test. If the test passes, see "Communications" in this chapter; if the test fails, replace main

board. move, and power light is on

Replace paper detect sensor.

Replace relay PCB to main board logic cables.



Printing garbage	Replace main board.		
Printing too light	1 Make sure pape		

paper thickness lever is set correctly. Replace ribbon.

3 Perform "Print Head Gap Adjustment" in Adjustments. Perform "Platen Gap and Parallelism Adjustment" in

Adjustments.

3

Make sure paper thickness lever is set correctly. 2 Perform "Print Head Gap Adjustment" in Adjustments.

Perform "Platen Gap and Parallelism Adjustment" in Adjustments.

Make sure system file has correct fonts. For non-TrueType fonts the system file must have the desired output font size and its 3times equivalent.

Printing too dark

Printing less than

best quality



Printing continues

with front cover open

- 1 Test cover-open sensor, and replace if defective.
- 2 Replace main board.

Uneven print pattern on self-test (four lines light, three dark)

Printing has

Printer is sensing color ribbon carriage. Make sure black ribbon carriage is pressed down completely on left side to activate ribbon microswitch.

- squashed lines; misregistration problems when using pin feed paper
- Instruct customer to use pull tractor and bottom feed slot with paper stacked at least 12 inches below the printer.
  (The straightness of this paper path combined with the pull tractor helps keep paper securely around platen.)
  Make sure power cord or printer cable does not obstruct
- 2 Make sure power cord or printer cable does not obstruct paper path, and instruct user to avoid printing in top and bottom one inch of paper.



Words touching or

or multipart forms avoid backing-out paper (especially labels). Cut the paper at a perforation, and advance the paper forward to remove pin feed paper from printer. Printing on platen or Make sure DIP switch 2-8 ON is set to load paper beneath the bail

over perforation (about 1 inch beyond the print line). when using push tractor

Update LQ driver to version 2.0 or higher.

slightly overlapping Page setup problems Use Page Setup from File menu each time different printer is used between different (different printers have varying imageable areas). printers



third bin Printer doesn't bin 2 becomes the expansion bin; if plug is removed, expansion recognize bin 3

bin becomes bin 3. Paper from Add 3.1 mm rubber bumpers to bottoms of expansion bins 2 and 3. expansion bin 3 is

skewed (bent) Documents going into Check whether application supports multiple-bin feeding. If not, each page of a file is treated as separate job and all pages come out wrong bins of bin selected under "First Sheet From" in the Print dialog box (under Options button).



Envelope feeding problems

1 With envelopes (which are thicker) the user must: (a) adjust paper thickness lever; (b) reset paper thickness lever when done printing envelopes, (c) not run cut sheets and envelopes in same print job.



# **Color Printing**

Color bleeding	1	If bleeding is

- If bleeding is consistent across page, perform "Color Ribbon Home Position Adjustment" in Adjustments.
  If bleeding increases or decreases across page, perform
- 2 If bleeding increases or decreases across page, perform "Color Ribbon Parallelism Adjustment" in Adjustments.

Wrong color printed

Only one color is

printed

- Test color ribbon detect switch, and replace if defective.
  Test color ribbon home position switch; if defective, replace
  - color ribbon motor assembly.
- 3 Test color ribbon motor, and replace if defective.
- 4 Replace main board.

- 1 Test color ribbon motor, and replace if defective.
- 2 Replace main board.



# Miscellaneous

Control panel	1	Test co

1 Test control panel switches; if defective, replace control panel PCA.

Replace ROM 02 on logic board with ROM 03.

2 Replace main board.

Intermittent network problems—print head resets when idle and/ or printer stops

printing

switches don't work

·

Error light blinks Close front cover.

Error light on, Select Add paper, or check for improperly inserted paper. light off

