



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.



Troubleshooting



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

Carrier moves at power on, but doesn't return to home position

- 1 Test home position switch, and replace if defective.
- 2 Perform "Home Position Switch Adjustment" in Adjustments.
- 3 Replace main board.

Power light on, no carrier motion

- 1 Make sure carrier area is clear of obstructions.
- 2 Test carrier motor, and replace if defective.
- 3 Replace main board.

Carrier strikes right-side frame when printing on 4-part carbonless forms, printing on perforated edge of tractor-feed paper

- 1 Make sure 4-part carbonless forms are within specifications (maximum thickness 0.55 millimeters).
- 2 Check that paper is inserted/aligned properly.
- 3 Make sure paper thickness lever is set correctly.
- 4 Perform "Card Guide Adjustment" in Adjustments.





Carrier strikes left-side frame on power up home position

- 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

Dots missing	<ol style="list-style-type: none">1 Replace print head.2 Replace main board.3 Replace print head to relay PCB cables.4 Replace relay PCB to main board logic cables.
Printing continues on paper-out condition	<ol style="list-style-type: none">1 Test paper-out sensor, and replace if defective.2 Replace main board.3 Replace paper detect sensor.
Carrier moves but no printing	<ol style="list-style-type: none">1 Replace main board.2 Replace print head.
Nothing printed, carrier doesn't move, and power light is on	Perform printer self test. If the test passes, see "Communications" in this chapter; if the test fails, replace main board.





Printing garbage	Replace main board.
Printing too light	<ol style="list-style-type: none">1 Make sure paper thickness lever is set correctly.2 Replace ribbon.3 Perform “Print Head Gap Adjustment” in Adjustments.4 Perform “Platen Gap and Parallelism Adjustment” in Adjustments.
Printing too dark	<ol style="list-style-type: none">1 Make sure paper thickness lever is set correctly.2 Perform “Print Head Gap Adjustment” in Adjustments.3 Perform “Platen Gap and Parallelism Adjustment” in Adjustments.
Printing less than best quality	Make sure system file has correct fonts. For non-TrueType fonts the system file must have the desired output font size and its 3-times equivalent.





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)

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

Printing has squashed lines; misregistration problems when using pin feed paper

- 1 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.)
- 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.





Problems using labels or multipart forms

Instruct customer to use pull tractor and bottom feed slot, and to 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 over perforation when using push tractor

Make sure DIP switch 2-8 ON is set to load paper beneath the bail (about 1 inch beyond the print line).

Words touching or slightly overlapping

Update LQ driver to version 2.0 or higher.

Page setup problems between different printers

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





Cut Sheet Feeding

No access to second or third bin

Make sure DIP switches 2-5 and 2-6 are set for number of bins installed. (These switches have to be set only once.)

Printer doesn't recognize bin 3

Check for gear configuration pin. If gear configuration pin is in, bin 2 becomes the expansion bin; if plug is removed, expansion bin becomes bin 3.

Paper from expansion bin 3 is skewed (bent)

Add 3.1 mm rubber bumpers to bottoms of expansion bins 2 and 3.

Documents going into wrong bins

Check whether application supports multiple-bin feeding. If not, each page of a file is treated as separate job and all pages come out 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 | <ol style="list-style-type: none">1 If bleeding is consistent across page, perform “Color Ribbon Home Position Adjustment” in Adjustments.2 If bleeding increases or decreases across page, perform “Color Ribbon Parallelism Adjustment” in Adjustments. |
| Wrong color printed | <ol style="list-style-type: none">1 Test color ribbon detect switch, and replace if defective.2 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. |
| Only one color is printed | <ol style="list-style-type: none">1 Test color ribbon motor, and replace if defective.2 Replace main board. |





Miscellaneous

Control panel switches don't work

- 1 Test control panel switches; if defective, replace control panel PCA.
- 2 Replace main board.

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

Replace ROM 02 on logic board with ROM 03.

Error light blinks

Close front cover.

Error light on, Select light off

Add paper, or check for improperly inserted paper.

