



# Tech Info Library

## ImageWriter LQ General Troubleshooting (Part 1 of 3)

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NOTE: Detailed instructions for Take-Apart can be found in the Technical Procedures.

### INTRODUCTION

Before starting, read the section titled "Preliminary Checks". Items listed here do not require any disassembly, tools, or special setups and can save you time and your customer money when troubleshooting the ImageWriter LQ.

If the suggestions in "Preliminary Checks" do not correct the problem, proceed to the appropriate symptom/cure chart.

#### How to Use the Symptom/Cure Chart:

First locate the symptom that comes closest to the symptom describing the problem; then perform the first corrective action on the solution list. If that corrective action does not fix the problem, proceed to the next action. If you replace a module and find that the problem remains, reinstall the original module before proceeding.

If a step asks you to test something, the procedure can be located elsewhere in this section.

If a tested component is defective, replace it. If it is not defective, proceed to the next action listed.

### PRELIMINARY CHECKS

The following chart lists common problems that have simple solutions. Checking for these problems when you begin troubleshooting can save you time and effort.

Power light off, no carrier movement

1. Try another electrical outlet.
2. International units only: Verify the setting of the voltage selector.
3. Replace the power cord.

Error light blinks

Close the front cover.

Error light on, Select light off  
No paper is inserted or is improperly inserted.

No printing

1. Make sure the printer is selected.
2. Verify that the interface connections to the printer are secure.
3. Verify the DIP switch settings.

Garbled printing

1. Verify the DIP switch settings.
2. Verify that the interface connections to the printer are secure.

Software-specific problem

Try using a known-good piece of software.

No communication with option card installed

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

Paper feed difficulties (binding, tearing, etc.)

1. Verify the setting of the paper thickness lever.
2. Check, and if necessary, clear the paper path.

Torn Paper

1. Verify the setting of the paper thickness lever.
2. Verify that the paper-feed lever is set to the type of paper being used.
3. Verify that the paper is correctly installed and, if using tractor feed paper, that the sprocket holes are properly engaged on the tractor sprockets.

Printing too light

1. Verify the setting of the paper thickness lever.
2. Replace the ribbon.

Printing too dark

Verify the setting of the paper thickness lever.

## SYMPTOM/CURE CHART

### Power Problems

Power light off and no carrier motion

1. Test the primary fuse. If defective, replace it.
2. Test the three secondary fuses. If any are defective, replace the defective one(s).
3. Test the power switch. If defective, replace it.
4. Replace the main board.
5. Replace the transformer.
6. Replace the noise filter PCA.

### Communication Problems

No printing or garbled printing

Perform the printer self-test. If the self-test passes, run the diagnostics to test the main board. If the self-test fails, replace the main board.

#### Carrier Problems

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

1. Test the home position switch. If defective, replace it.
2. Perform the "Home Position Switch Adjustment".
3. Replace the main board.

Power light on, no carrier motion

1. Check, and if obstructed, clear the carrier area.
2. Test the carrier motor. If defective, replace it.
3. Replace the main board.

#### Paper Feed Problems

No paper feed

1. Check the paper feed gear train and clear it if it is obstructed.
2. Test the paper-handling change switch. If defective, replace it.
3. Test the paper feed motor. If defective, replace it.
4. Replace the main board.

Paper bail doesn't automatically open and close

1. Test the auto-load solenoid. If defective, replace it.
2. Replace the main board.

For more ImageWriter LQ troubleshooting information see the following articles:

ImageWriter LQ General Troubleshooting (Part 2 of 3)

ImageWriter LQ General Troubleshooting (Part 3 of 3)

Refer to the Technical Procedures for the take apart instructions.

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