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ImageWriter II Problem/Cure: Missing Dots

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PROBLEM DESCRIPTION: Top Row(s) of Dots are missing when Character(s) are Printed.

CAUSE: Ribbon Lift may be misadjusted.

CURE: Before assuming that there is a Print Head failure, check to see that the Ribbon Lift is adjusted properly. To perform the lift adjustment, follow the steps documented in the ImageWriter II Technical Procedures for Color Printing adjustment, even though you MIGHT NOT be using the color ribbon. Adjustment of the lock nut on the Color Ribbon Assembly may be all that is needed to solve the problem.

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