ImageWriter II: Troubleshooting Poor Print Quality

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TOPIC --

I have an ImageWriter II in for repair. When the customer prints in Faster
or Best mode, about once every four pages the characters in a line of print
either look squashed together or there's a fine white line running horizontally
through the center of them.

DISCUSSION ---

Here are some things you can try:

1) For the best print quality, place the stack of paper behind the printer.
   The paper should have a clear, unobstructed entry and exit path.

2) Ensure that the power cord and printer cable are not obstructing the
   paper path.

3) Ensure that the manual paper sensor isn't exerting too much pressure on
   the paper.

4) Ensure that the paper guide isn't exerting too much pressure on the
   paper.

5) Ensure that the tractor assembly is working properly and that the paper
   isn't slipping.

6) Ensure that the print-head gap is correct (see "Shims" in Section 5,
   Additional Procedures, in the Technical Procedures).

7) Ensure that the paper bail isn't exerting too much pressure on the
   paper.

8) Set a top and bottom margin of 1 inch (the areas where the squashed line
   or misregistration problems will be most apparent).

9) Try using 20-pound paper.
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