

43 PRINTER  
TROUBLESHOOTING

CONTENTS	PAGE
1. GENERAL .....	1
2. TROUBLESHOOTING GUIDE. ....	1

1. GENERAL

1.01 This section provides troubleshooting information for the 43 Printer.

1.02 Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

1.03 Printer troubleshooting is initiated either by the 43 KSR Station Troubleshooting Section 574-500-300 or when trouble in the printer is suspected from symptoms observed.

1.04 Analysis in this section is limited to isolation of the trouble within the printer up to its electrical interface to the logic card. The 43 printer must be tested as part of a 43 Basic KSR Teleprinter Station. Refer to Section 574-500-500. Where analysis indicates the trouble is not in the printer, return to the station section for further analysis.

1.05 When ordering replaceable components, unless otherwise specified, prefix each part number with the letters "TP" (ie, TP41055).

1.06 The 430850 print head is returnable to Western Electric Company Service Center for repair.

1.07 Isolation and correction of troubles is based on electrical checks, parts replacement or adjustments.

Reference Sections are:

574-501-400	Wiring
574-501-700	Adjustments and Tensions
574-501-720	Disassembly/Reassembly
574-501-800	Parts

1.08 Trouble analysis is presented in the form of a "20 Questions" routine in 2. TROUBLESHOOTING GUIDE. The guide, with questions and yes or no columns, should be used always starting with the first question and proceeding according to the "yes" or "no" directive.

2. TROUBLESHOOTING GUIDE

QUESTION	YES	NO
1. Does test message print and paper advance properly while PRINTER TEST key is depressed? (or No. 2 switch on logic card is operated on)	Go to 2.	Go to 1a.
1a. Is red lamp on power supply lit?	Go to 1b.	Go to Station Troubleshooting.  Check circuit that failed for shorts.
1b. Does anything print or perform?	Go to 1c.	Go to Station Troubleshooting.

SECTION 574-501-300

QUESTION	YES	NO
1c. Does printing carriage space and return properly?	Go to 1d.	<p>Check for mechanical bind by moving carriage manually with power off.</p> <p>Check for proper spacing belt spring tension.</p> <p>Check <u>PLATEN END PLAY</u> adjustment.</p> <p>Check continuity of spacing motor and encoder.</p> <p>Check switch No. 1 on print head.</p> <p>Replace motor and/or encoder or cable.</p>
1d. Does paper advance properly? (Successive lines uniformly spaced.)	Go to 1e.	<p>Check line feed belt tension.</p> <p>Check for mechanical bind by rotating platen manually with power off.</p> <p>Check <u>PLATEN END PLAY</u> adjustment.</p> <p>With power on (reset) check platen detenting through full rotation by turning platen knob.</p> <p>Check continuity of line feed motor.</p> <p>Replace motor or cable.</p>
1e. Do sprocket pins on platen line up with paper and with paper guides?	Go to 1f.	<p>Check <u>LEFT AND RIGHT SPROCKET</u> adjustment.</p> <p>Check <u>LEFT AND RIGHT PAPER GUIDE</u> adjustment.</p>
1f. Are any characters printed?	Go to 1g.	<p>Check continuity of print head and cable.</p> <p>Go to Station Troubleshooting.</p>

QUESTION	YES	NO
1g. Are any dots missing from printed characters?	<p>Check continuity of associated print magnet.</p> <p>Visually examine print head for any print wires that do not retract.</p> <p>Replace print head or cable.</p>	Go to 1h.
1h. Are any dots noticeably out of line on characters with vertical segments.	Replace print head.	Go to 1i.
1i. Is proper print density obtained? (Good ribbon, proper multicopy paper — see Section 570-008-010)	Go to 1j.	<p>Check <u>PRINT HEAD TO PLATEN</u> adjustment.</p> <p>With power off and carriage moved manually, check that ribbon moves with carriage without slipping during return and does not move when carriage is moved to the right.</p> <p>Check carriage and left bracket ribbon rollers for "one way" rotation.</p>
1j. Does printed copy align properly with edge of paper? (Prints equally on each side of page perforation.)	<p>Undefined problem during <u>PRINTER TEST</u>.</p> <p>Go to Station Troubleshooting.</p>	Check <u>PRINTED LINE POSITION</u> adjustment.
2. Did bell ring during <u>PRINTER TEST</u> .	Go to 3.	Go to 2a.
2a. Does bell ring under any conditions? (CTRL G R.H. margin, etc)	Go to Station Troubleshooting.	<p>Check bell coil and cable continuity.</p> <p>Check for freedom of bell plunger.</p>
3. Does <u>ALARM</u> indicator light when a paper-out condition is sensed?	<p>Undefined trouble.</p> <p>Go to Station Troubleshooting.</p>	<p>Check continuity of paper-out cable and contacts.</p> <p>Check <u>PAPER ALARM CONTACT</u> adjustment.</p>