

# Performax Troubleshooting

## **NO CARRIAGE MOVEMENT**

If there is no carriage movement, even when the unit is initially powered up, the problem is likely a defective main controller. This failure can also be caused by one of the carriage motor wires being disconnected.

## **UNIT PRINTS IN ONE DIRECTION AND DRAGS IN OPPOSITE DIRECTION**

This failure would be suspected in an old or very dirty machine. The cause is a defective carriage motor filter.

## **UNIT STOPS PRINTING AT THE SAME COLUMN ON THE LINE**

If the carriage motor has a bad spot it will cause the unit to fail repeatedly at the same spot on the line. Change the carriage motor to correct this failure. This type failure would only occur in a machine that is at least 3 to 4 years old and in heavy service.

## **ERROR AFTER INITIAL MOVEMENT**

This failure starts with initial carriage movement on power up, followed immediately by carriage jam being displayed in the LCD. To debug this type of jam, observe the encoder strip under the smoked cover. The encoder strip should be floating in the notch under the encoder reader. If the strip is outside the reader, move it back into position and continue. No further action should be required.

If the strip is in place and the error continues, check the encoder reader. It is part of the encoder cable assembly. The four wires shown in figure 9 connect to the main logic board through various cables. The connection between the encoder and the main logic board is the key to solving this type of carriage jam.

Use a multimeter to check the wires for continuity. The two possible weak points are at the crimps and at the rectangular connector. This connector plugs into the printhead pc board routing signals to the printhead cable connectors.

The printhead cables plug into the connector and usually have enough foil exposed to test the top cable for continuity. Following the test point chart on the next page, check for continuity between the colored wire and the associated printhead cable pin number. The figure numbers to the left of the chart show where to find these pins.

The printhead cable routes through the machine to the print wire driver board. This board is mounted vertically next to the power supply board. Again, following the test point chart check the continuity of the printhead cable lines.

The short gray cable takes the signals from the print wire driver board to the main board. On the main board the individual encoder lines can be checked at pin 6 and 7 of the IC U-152.