

Product Support Bulletin

Subject: DFX-5000 paper loading problems.

Date: 01/04/94

Page(s): 1 of 2

PSB No: P-0102

Originator: SEK

The purpose of this bulletin is to resolve a problem with the DFX-5000 printers that constantly or intermittently perform a load and eject cycle or fail to load paper completely.

1. Problem:

The initial and final platen gap values cannot be determined as read from the platen gap sensor.

2. Explanation:

There are two possible solutions to this problem. The fix that has been used in the past with moderate success is to gap the platen gap motor with a thin strip of regular copy paper. The platen gap motor (PGM) was set for zero backlash from the factory, and as the unit ages, it is increasingly difficult for the carriage guide shaft (CGS) to rotate and find the initial and final platen gap (PG) values. The printer would load and eject paper constantly and on rare occasion, the paper would stay loaded.

If the PGM backlash adjustment does not cure the problem, there are two friction clutches that keep the CGS from rotating while printing. On older units, or units used in harsher environments, the lubricant on the friction plates will dry out or get contaminated causing sluggish response of the CGS. The CGS will seem like it is harder to turn than other printers, although the amount is very slight and is difficult to measure.

3. Resolution:

On each side of the CGS there is a friction clutch (Figure 1, Reference 561, 562, 563 and 614). These clutch plates must be removed, cleaned, lubricated and reinstalled.

This is the procedure:

1. Remove the interlock switch before lifting the mechanism out.
2. Remove the four screws that hold the mechanism in the printer, all cables and ground straps.
3. Remove the junction board, the PG sensor and the PG motor.
4. Remove the E ring that holds the CGS gear and the other small gear.
5. Remove the E ring (563) and spring (614) that attaches the "Guide shaft holding lever" or clutch plate.

6. Clean the plate and the end of the CGS. Lube the assembly with light machine oil (Epson 02 oil).
7. Do the same for the right side by first removing the carriage motor.

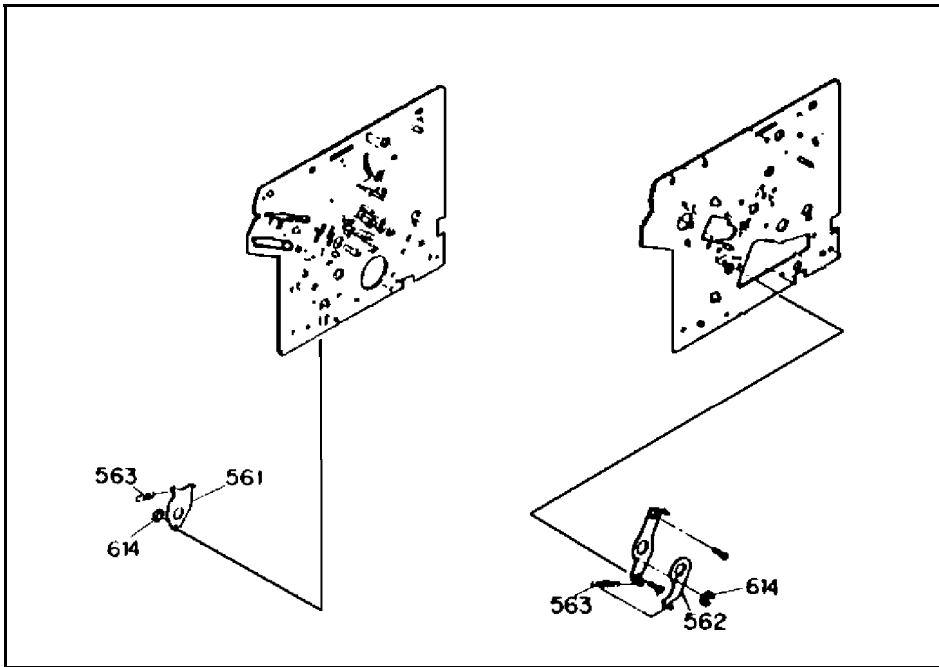


Figure 1

8. Remove the E ring and spring that attaches the “Guide shaft holding lever” or clutch plate.
9. Mark the parallelism adjustment plate and remove the two screws that attach it.
10. Clean the plates and the end of the CGS. Lube the assembly with light machine oil
11. Assemble in reverse order, do the PGM backlash adjustment, check and perform the parallelism adjustment if necessary and test.

Product Support Bulletin

Subject: DFX-5000, DFX-8000 and Avatar EP-Connect

Date: 10/9/92
Page(s): 1 of 1

PSB No: P-0091
Originator: REW

Avatar Corporation distributes the EP-Connect coax interface for the Epson DFX-series and other Epson dot-matrix printers that use A-type interfaces. This EP-Connect coax interface allows a connection to an IBM 3174/3274/3276 control unit or 4300 series Display Printer Adaptor using standard type A coaxial cable.

When using EP-Connect and the DFX-series printers, there have been some intermittent operational problems reported. It has been determined that this is caused by the type of connector used on the EP-Connect interface that plugs into the printer's main controller board. There are two types of connectors that have been used on the EP-Connect coax interface. One type is a "FUJITSU" connector. The other is a "HONDA" connector. The "FUJITSU" connector has slightly shorter pins than the "HONDA" connector. Epson America, Inc. does not recommend the use of the EP-Connect interface that has the 'FUJITSU' connector unless it is used on a unit that has the countermeasure described below.

To identify which connector type the EP-Connect interface has, simply look directly at the interface connector. The "HONDA" connector will have the name "HONDA" printed directly on the black part of the connector. If there is no label, it is the "FUJITSU" connector. Epson America, Inc. recommends the "HONDA" connector.

There are approximately 1,600 of the EP-Connect interfaces on the market that contain the non-approved "FUJITSU" connector. To accommodate these interfaces Epson has taken a countermeasure on the DFX series printers. This involves adjusting the position of the ORII/F circuit board and changing the securing points. As a result, Epson only recommends the use of the Avatar board with the "FUJITSU" connector on DFX series printers that have the countermeasure installed. The starting serial number for the printers that have the countermeasure installed is outlined below.

<u>PRINTERS</u>	<u>STARTING SN#</u>
DFX-5000	0G20A11434
DFX-8000	0VZ0007714

If further information is needed on this subject, please contact Epson's Technical Support Department. For additional information on the EP-Connect interface, please contact Avatar Corporation at (508) 435-6872.