

Printer Head Lift Belt and Motor Replacement

Estimated time for diagnostic: 5 minutes

Estimated time for motor replacement: 10 minutes

Needed Tools:

1. No. 10 Torx driver (96900964)
2. 1/4" nut driver (To be supplied by service tech)
3. Small Flat Blade Screwdriver (To be supplied by service tech)
4. 5/32", T-Allen Hex wrench (12" blade length) (96900658)
5. Blank white test cards

Note: All included tools must be returned with the defective Head Assembly; failure to return the tools will result in an additional tool charge on the RMA.

Diagnostic Tool

This section contains information on a way to activate the head lift motor to raise and lower the print head when the printer is installed in an EC-1000. This can be used to test the motor before and after replacement. This procedure should be attempted before removing the printer to try to raise and lower the print head a few times. This may solve the problem, if not proceed to the replacement sections. After replacement, repeat these steps to verify the head lift is working.

- 1) From the ExpressCard 1000 front panel select the Menu button.
- 2) Select the Settings button.

Note: Some versions of the ExpressCard software may not require this step.

- 3) Select the Printer button.
- 4) Press the button for the menu on the printer LCD emulator display. Scroll through the list to select Setup Printer, and then scroll through the list to select Diagnostics.
- 5) Select the option for "Prn Head Up/Down" to be able to toggle the print head between the up and down positions.

Belt and Motor Replacement

- 1) Remove the Fargo printer from the EC1000; refer to Printer Replacement document 99875404.
- 2) Locate the snap ring, head lift motor pulley and o-ring belt.

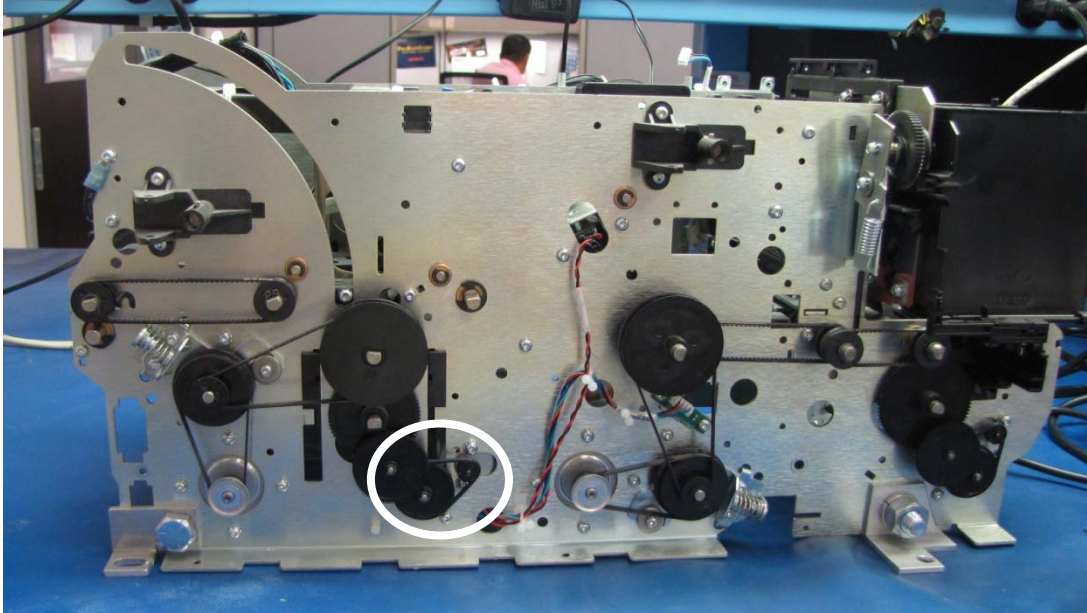


Figure 1

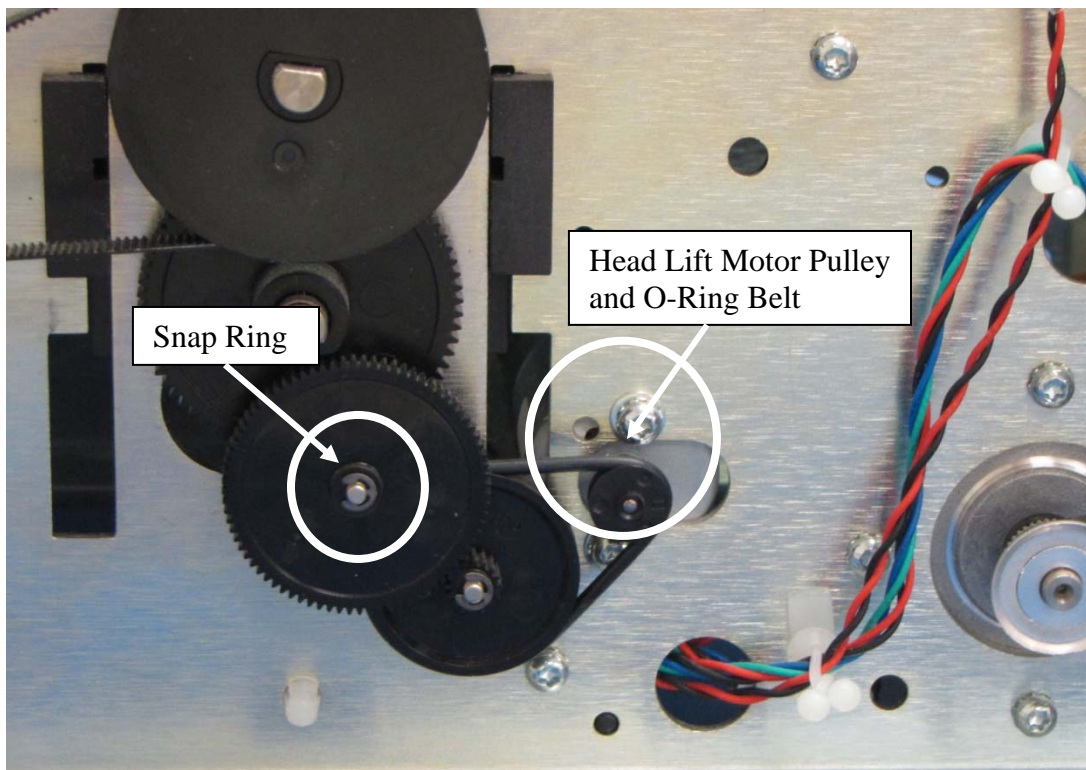


Figure 2

- 3) Remove the o-ring belt from the head lift motor pulley, see figure 3.

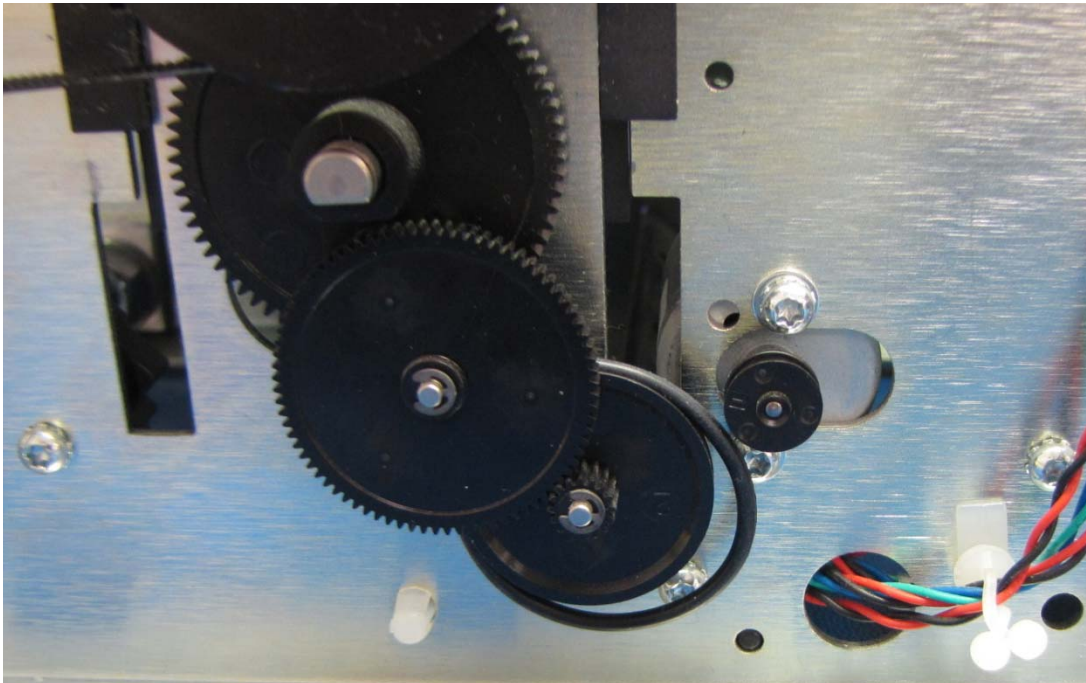
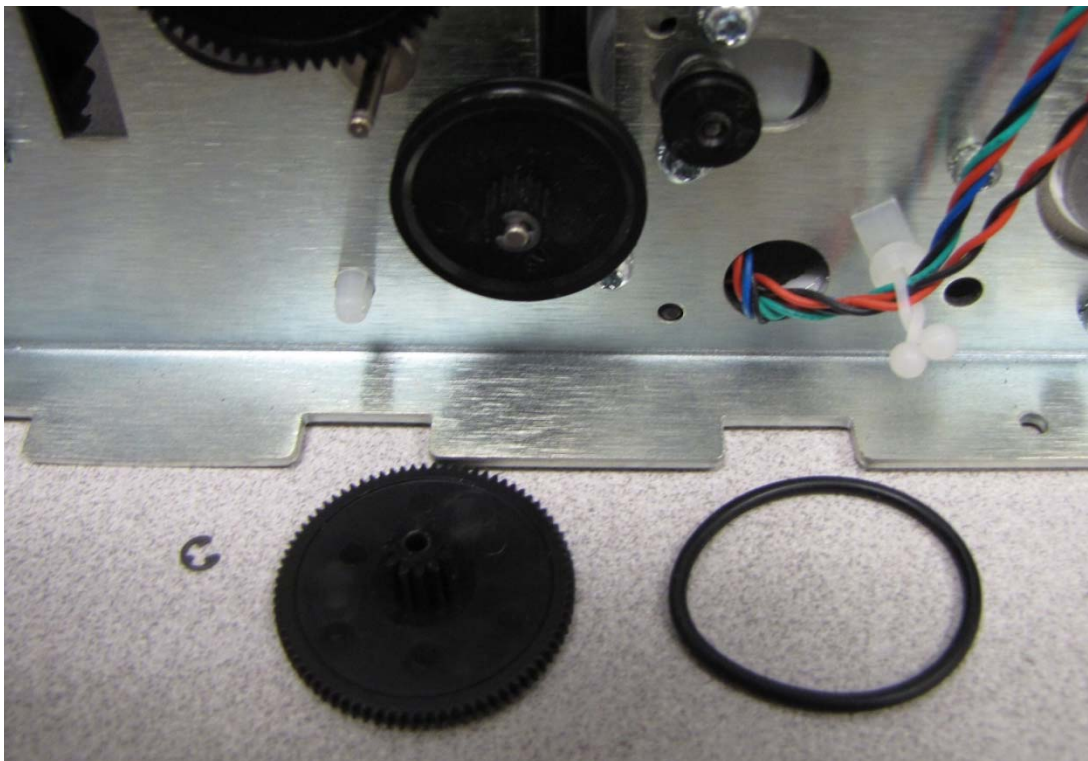


Figure 3

- 4) Remove the snap ring shown in Figure 2 using a flat blade screwdriver. Remove the gear by pulling it straight out, and then remove the O ring belt.

***Note:** Be sure not to lose the snap ring.*



Figure

- 5) Install the new O ring belt (33070585) and replace the gear and snap ring by reversing the order of step 4.
- 6) Remove the two #10 torx screws holding the head lift motor in place. Tip the printer back so you can access the loosened motor through the printer bottom.

Note: Be sure not to damage any components or connectors on the circuit board when accessing the bottom of the printer.

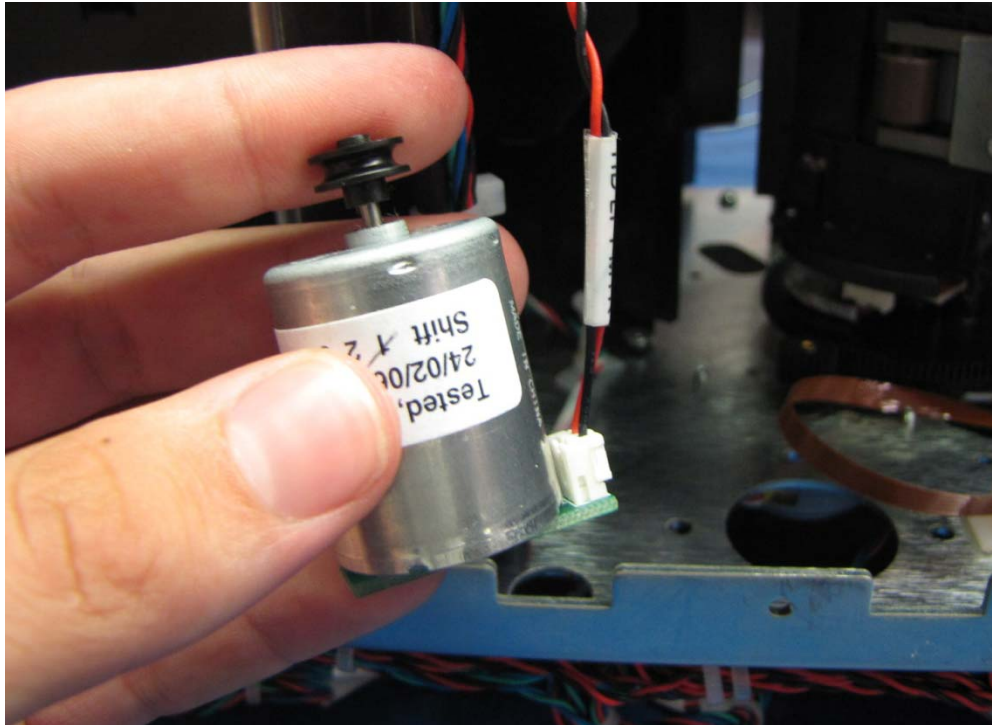


Figure 5

- 7) Unplug the wire connector from the motor.



Figure 6

- 8) When installing the new head lift motor (33070584), the holes should line up as shown in figure 7.

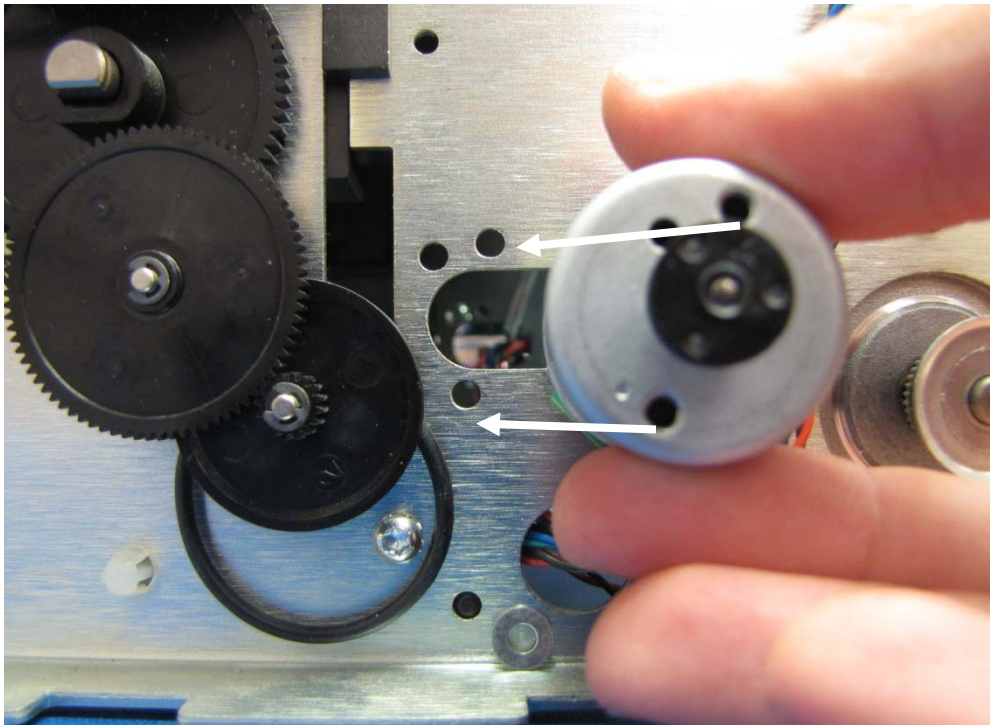


Figure 7

- 9) Install the head lift motor by following the steps in reverse order, skipping steps 4 and 5.

Note: When tightening the screws, it is important that the motor is pulled as far as possible in the direction shown in figure 8 to put enough tension in the belt. It may take some tweaking and testing to get the proper position. If the motor is not correctly positioned, the belt may slip when attempting to raise the print head.

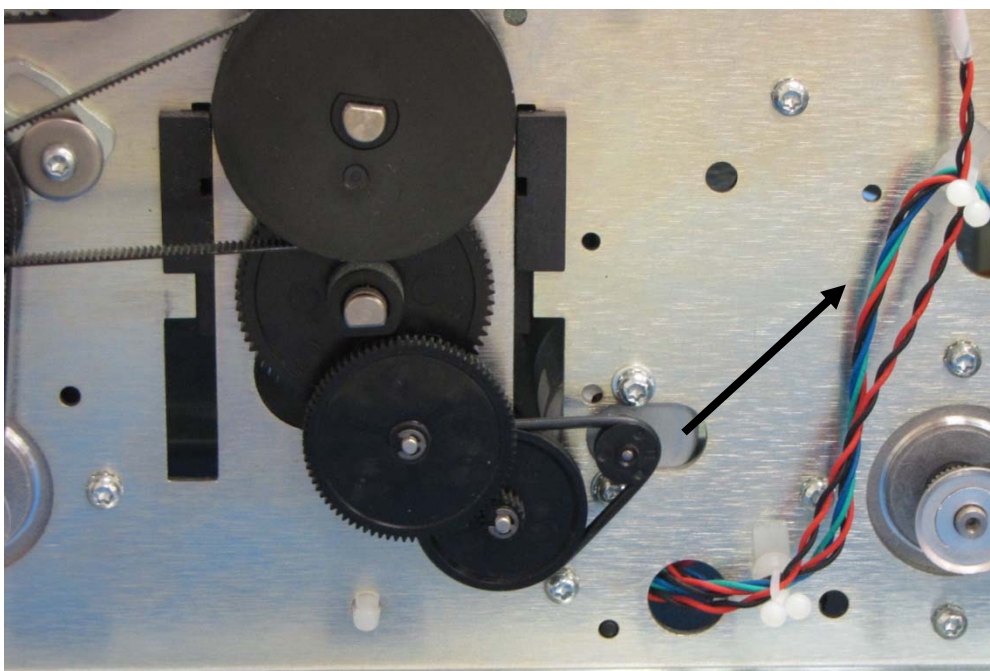


Figure 8