

Print-Quality Problems

This topic includes:

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- "Repeating Defects" on page 4-29

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information on these pages to troubleshoot them.

For detailed, online support information, go to www.xerox.com/office/infoSMART.

Caution

If you change the type of paper in a tray, you **must** change the paper type and size on the front panel to match the paper that you loaded. **If you fail to do this, print-quality problems can occur and the fuser can be damaged.**

Diagnosing Print-Quality Problems

Caution

Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

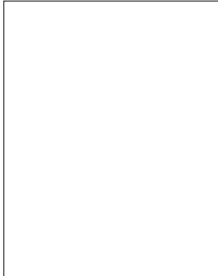
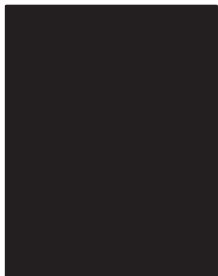
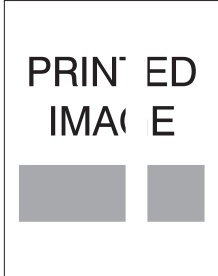
Use the following table to find specific solutions to print-quality problems.

Diagnosing Print-Quality Problems

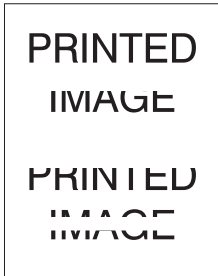
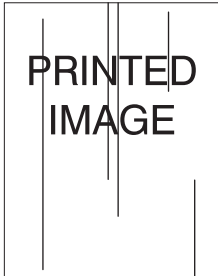

Problem	Causes	Solutions
Light Prints The overall image is lighter than normal.	<ol style="list-style-type: none"> 1. The paper may be damp. 2. You may be using Draft mode. 3. The toner level may be low. 	<ol style="list-style-type: none"> 1. Replace the paper. 2. Turn off Draft mode. 3. If the print cartridge is low on toner, replace it.




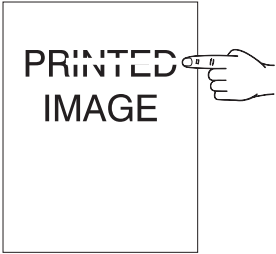
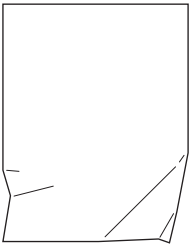
Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Blank Prints The entire printed page is blank with no visible print.</p> 	<ol style="list-style-type: none"> 1. If you just installed a new print cartridge, the yellow sealing tape may still be in place. 2. Multiple sheets may have been fed from the paper tray at the same time. 3. Printable data may not have been received from the computer. 	<ol style="list-style-type: none"> 1. Remove the tape. 2. Remove the paper from the paper tray and fan it. Also, ensure that the paper is correctly loaded in the tray. 3. To test this, print a Configuration Page. If the Configuration Page is normal, check the interface cable between the computer and printer, the printer setup, and application software. If the Configuration Page is blank, replace the print cartridge and reprint the Configuration Page. If the Configuration Page still is blank, contact your Customer Support Center.
<p>Black Prints The entire printed page is black.</p> 	<ol style="list-style-type: none"> 1. The print cartridge may be defective. 2. Printable data from the computer may be corrupted. 	<ol style="list-style-type: none"> 1. Replace the print cartridge. 2. To test this, print a Configuration Page. If the Configuration Page is normal, check the interface cable between the computer and the printer, and the application software. If the connections appear normal, contact your Customer Support Center.
<p>Vertical Line Deletions There are localized print deletions forming narrow lines.</p> 	<ol style="list-style-type: none"> 1. The print cartridge may not be installed correctly. 2. The print cartridge may be defective or at the end of its life. 3. The transfer roller may be defective. 	<ol style="list-style-type: none"> 1. Remove and re-install the print cartridge. 2. Replace the print cartridge. 3. Replace the transfer roller (in the maintenance kit).



Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Horizontal Line Deletions</p> <p>There are localized print deletions appearing as bands running across the paper.</p> 	<ol style="list-style-type: none"> 1. The paper may be defective with creases, folds, etc. 2. The print cartridge may be defective or at the end of its life. 3. The transfer roller may be defective. 	<ol style="list-style-type: none"> 1. Replace the paper. 2. Replace the print cartridge. 3. Replace the transfer roller (in the maintenance kit).
<p>Vertical Dark Streaks</p> <p>There are black lines running across the print.</p> 	<ol style="list-style-type: none"> 1. The print cartridge may be defective or at the end of its life. 2. The paper path may be contaminated with toner. 3. The fuser may be defective. 	<ol style="list-style-type: none"> 1. Replace the print cartridge. 2. Print several blank sheets of paper to remove the toner accumulations. 3. Replace the fuser (in the maintenance kit).
<p>Repetitive Horizontal Dark Streaks</p> <p>There are black lines running across the page. For more information, see "Repeating Defects" on page 4-29.</p> 	<ol style="list-style-type: none"> 1. The paper path may be contaminated with toner. 2. The print cartridge may be defective or at the end of its life. 3. The fuser may be defective. 4. The transfer roller may be defective. 	<ol style="list-style-type: none"> 1. Print several blank sheets of paper to remove the toner accumulations. 2. Replace the print cartridge. 3. Replace the fuser (in the maintenance kit). 4. Replace the transfer roller (in the maintenance kit).

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Dark Spots or Marks There are dark spots or marks on the page in a random pattern.</p> 	<ol style="list-style-type: none"> 1. The paper path may be contaminated with toner. 2. The print cartridge may be defective. 3. The fuser may be defective. 4. The transfer roller may be defective. 	<ol style="list-style-type: none"> 1. Print several blank sheets of paper to remove the toner accumulations. 2. Replace the print cartridge. 3. Replace the fuser (in the maintenance kit). 4. Replace the transfer roller (in the maintenance kit).
<p>Unfused or Partially Fused Image The printed image is not fully fused to the paper and easily rubs off.</p> 	<ol style="list-style-type: none"> 1. The paper may be damp. 2. Heavy or unusual paper may be in the tray. 3. The printer may be located in an environment with extreme temperature or humidity. 4. The fuser may be defective. 	<ol style="list-style-type: none"> 1. Replace the paper. 2. Replace that paper with approved paper. Make sure that the fuser temperature is set correctly for the paper type. 3. Make sure that the printer is located in an environment with the temperature between 5° and 35° C (41° and 95° F) and the relative humidity between 15% and 85%. Move the printer to a suitable area, away from air conditioning vents, open loading docks, etc. 4. Replace the fuser (in the maintenance kit).
<p>Wrinkled Prints The prints are wrinkled, creased, or torn.</p> 	<ol style="list-style-type: none"> 1. The paper is not loaded correctly in the appropriate tray. 2. The paper may be in poor condition. 3. The paper may be damp. 4. The fuser may be at the end of its life. 	<ol style="list-style-type: none"> 1. Verify that the paper is correctly loaded in the appropriate tray. 2. Replace the paper. 3. Replace the paper. 4. Replace the fuser (contained in the maintenance kit).

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Blurred Prints The image is blurred at the edges.</p> 	<ol style="list-style-type: none">1. The paper may be in poor condition.2. The paper may be damp.3. The print cartridge may be defective.	<ol style="list-style-type: none">1. Replace the paper.2. Replace the paper.3. Replace the print cartridge.
<p>Random or Spot Deletions Areas of the print are extremely light or missing.</p> 	<ol style="list-style-type: none">1. The paper may be in poor condition.2. The paper may be damp.3. The print cartridge may be defective or at the end of its life.	<ol style="list-style-type: none">1. Replace the paper.2. Replace the paper.3. Replace the print cartridge.

Repeating Defects

Refer to the table below if you observe a repeating defect, appearing multiple times at regular intervals on the page, on your print jobs.

Recurring Marks, Spots, Lines, or Voids

Replace this Supply...	if the defect occurs every:
Print Cartridge	38 mm (1.5 in.)
	52 mm (2.0 in.)
	94.4 mm (3.72 in.)
Transfer Roller	51 mm (2.0 in.)
Fuser	94.2 mm (3.7 in.)

Different supplies may create print defects with similar measurements. To identify the faulty supply:

1. Replace the print cartridge (do not discard the packaging).
2. If the problem continues, then remove and repackage the new print cartridge.
3. Reinstall the original print cartridge, then replace the maintenance kit (fuser and transfer roller).
4. If the problem continues, contact your Customer Support Center.