

Print-Quality Problems

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this topic to diagnose the problem. For detailed, online support information, go to www.xerox.com/office/5500infoSMART.


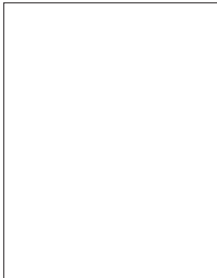
For best results, **use only Xerox Printing Media**. For information on supported paper types and weights, see [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*.

Caution

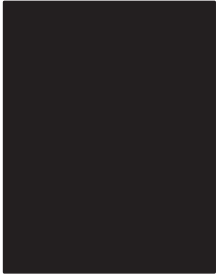
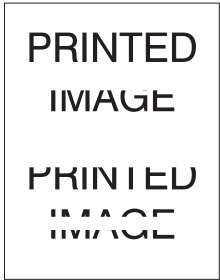
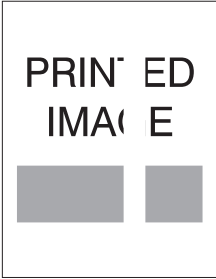
Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact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

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

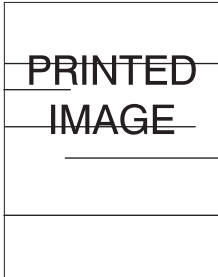


Diagnosing Print-Quality Problems

Problem	Causes	Solutions
<p>Light Prints The overall image is lighter than normal.</p> 	<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. 4. Drum cartridge near end of life. 	<ol style="list-style-type: none"> 1. Replace the paper. 2. Turn off Draft mode. 3. If the toner cartridge is low on toner, replace it. 4. Replace drum cartridge.
<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 drum 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. Print a Configuration Page. <ul style="list-style-type: none"> ■ If the Configuration Page prints correctly, check the interface cable between the computer and printer, the printer setup, and application software. ■ If the Configuration Page is blank, replace the drum cartridge then reprint the Configuration Page. If the Configuration Page still is blank, contact your Customer Support Center.

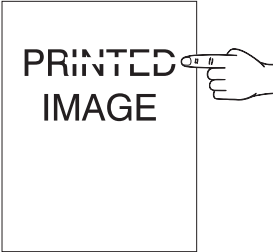
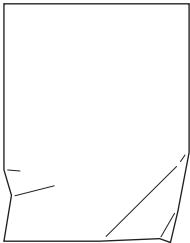

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Black Prints The entire printed page is black.</p> 	<ol style="list-style-type: none"> 1. The drum cartridge may be defective. 2. Printable data from the computer may be corrupted. 	<ol style="list-style-type: none"> 1. Replace the drum cartridge. 2. Print a Configuration Page. <ul style="list-style-type: none"> ■ If the Configuration Page prints correctly, 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>Horizontal Line Deletions There are areas of print deletions that appear across the paper.</p> 	<ol style="list-style-type: none"> 1. The drum cartridge may not be installed correctly. 2. The drum 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 drum cartridge. 2. Replace the drum cartridge. 3. Replace the transfer roller (in the maintenance kit).
<p>Vertical Line Deletions There are areas of print deletions that form narrow lines.</p> 	<ol style="list-style-type: none"> 1. The paper may be defective with creases, folds, etc. 2. The drum 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 drum cartridge. 3. Replace the transfer roller (in the maintenance kit).

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Horizontal Dark Streaks</p> <p>There are black lines that appear horizontally on the page.</p> 	<ol style="list-style-type: none"> 1. The drum 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 drum cartridge. 2. Print several blank sheets of paper to remove the toner accumulations. 3. Replace the fuser (in the maintenance kit).
<p>Repetitive Vertical Dark Streaks</p> <p>There are black lines that appear vertically on the page. For more information, see "Repeating Defects" on page 4-57.</p> 	<ol style="list-style-type: none"> 1. The paper path may be contaminated with toner. 2. The drum 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 drum cartridge. 3. Replace the fuser (in the maintenance kit). 4. Replace the transfer roller (in the maintenance kit).
<p>Dark Spots or Marks</p> <p>There are dark spots or marks that appear in a random pattern on the page.</p> 	<ol style="list-style-type: none"> 1. The paper path may be contaminated with toner. 2. The drum 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 drum 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>Unfused or Partially Fused Image</p> <p>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 the paper with an approved paper type then do the following: <ul style="list-style-type: none"> ■ At the printer's front panel, select Paper Handling Setup, then select Fuser Configuration. ■ Adjust the fuser setting for the paper type selected. 3. Verify that the printer is located in an environment with the temperature between 5° and 32° C (41° and 89° 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</p> <p>The pages 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).
<p>Blurred Prints</p> <p>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 drum cartridge may be defective. 	<ol style="list-style-type: none"> 1. Replace the paper. 2. Replace the paper. 3. Replace the drum cartridge.

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p>Random or Spot Deletions Areas of the print are extremely light or missing.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> <p style="text-align: center; font-size: 1.2em; margin: 0;">PRINTED IMAGE</p> </div>	<ol style="list-style-type: none"> 1. The paper may be in poor condition. 2. The paper may be damp. 3. The drum 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 drum cartridge.

<p>Repeating Defects Marks or voids are regularly repeated on the page.</p>	Use the following table to determine the supply that needs replacing.	
	Defect Spacing	Supply to Replace
	44 mm (1.73 in.)	drum cartridge
	56.5 mm (2.22 in.)	drum cartridge
	58.7 mm (2.31 in.)	transfer roller
	94.2 mm (3.72 in.)	drum cartridge
	94.2 mm (3.72 in.)	fuser
<p>Different supplies may create print defects with similar measurements. To identify the faulty supply:</p> <ol style="list-style-type: none"> 1. Replace the drum cartridge (do not discard the packaging). 2. If the problem continues: <ol style="list-style-type: none"> a. Remove and repackage the new drum cartridge. b. Reinstall the original drum cartridge. c. Replace the maintenance kit (fuser and transfer roller). 3. If the problem continues, contact your Customer Support Center. 		

To order Xerox supplies, contact your local reseller or go to www.xerox.com/office/5500supplies.