

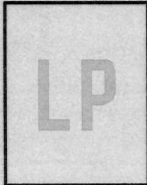
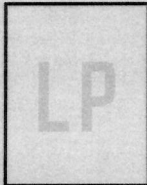
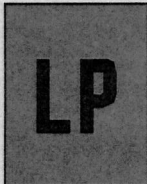
Solve image-quality problems

This section helps you define print-quality problems and what to do to correct them. Often print-quality problems can be handled easily by making sure that the product is properly maintained, using paper that meets HP specifications, or running a cleaning page.

Image defects table

The following examples depict letter-size paper that has passed through the product short-edge first. These examples illustrate problems that would affect all of the pages that you print, whether you print in color or in black only. The topics that follow list the typical cause and solution for each of these examples.

For ADF image-quality problems, verify that the scanner is scanning from the ADF and not the scanner glass. If it is scanning from the glass, you should see the scanner illuminate and the optical head move the entire length of the glass. If no document is on the glass, a blank page is produced.

Problem	Cause	Solution
Print is light or faded on entire page. 	Poor contacts exist on the ITB unit and the product grounding unit. Poor secondary transfer contacts with exist on the secondary transfer roller and the ITB.	Clean the grounding contacts. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts. Clean the contacts. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
Print is light or faded in a particular color. 	Poor primary transfer bias contacts on the ITB unit and product. Poor primary charging bias contacts with the print cartridge and product. Poor developing bias contacts with the print cartridge and product.	Clean the contacts of the color that produces the light print. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
Image is too dark. 	The image-density sensor is defective.	Replace the color misregistration/image-density sensor unit.