

### **Laser Printers and Cartridges**

- Laser cartridges are very reliable mechanisms.
- Laser printers deliver high performance over long periods.
- Each laser printer model is different in both design and mechanical detail
- Most printing defaults are due to problems with the printer, NOT the cartridge
- Faults can develop in various ways. Check the parts of your printer regularly.
- Always observe the safety recommendations in the Printer User Manual.
- Always try to check a fault by printing with 2 cartridges. It is obvious if a fault occurs with BOTH cartridges, it is likely a printer problem, NOT a cartridge problem.

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### **Troubleshooting:**

#### **1. Understand the problem:**

- Always state the reason for a return or problem. “FAULTY” or “DEFECTIVE” will not help resolve the issue.
- Laser printers do not need much attention, but they should never be neglected or forgotten.
- Make sure to review the Printer User Manual and the advice given on dealing with faults, cleaning and parts that require regular replacement.
- Faded print, streaks and spots can be caused by failure to clean the printer of residual toner and paper dust when the cartridge is changed or by using poor quality paper.

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#### **2. Is the product the correct one?**

Identification errors are made by end users, dealers, sales staff, office staff and distribution personnel. Check that the correct cartridge was ordered, delivered and installed for the machine.

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#### **3. What should I do if my printer prints only a white page?**

There are two likely possibilities:

- The cartridge seal may not be pulled. Remove the cartridge and check to see if the strip has been removed. If not, remove the strip and reinstall the cartridge.
  - There could be a faulty transfer roller or corona in the printer. If so, call a Service Engineer.
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#### **4. What should I do if my printer prints only a black page?**

There are two likely possibilities:

- You may have worn or dirty printer contacts. Check in your Printer User Manual and clean the metal contacts.
- You may have a faulty cartridge. Return it to your supplier.

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#### **5. What should I do if my page has lines and streaks?**

- If the lines are horizontal, the cartridge may not be seated correctly or the drum may be defective. Remove and refit the cartridge.
- If there are streaks on the edges, change the density setting to a higher number. If this does not work, a faulty cleaning blade could be the problem.

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#### **6. What should I do if my page prints too light (gray)?**

- The print density setting may be too low. Try changing the density control setting. (For most printers, the lower the number, the higher the density.)
- The OPC drum may be excessively worn. Check to see if the paper has recently been changed to a different quality (heavier, rougher, etc.).

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#### **7. What should I do if my page prints too dark?**

- The print density setting may be too high, resulting in dense characters often with spots or streaks on the edges. Try changing the density control setting. (For most printers, the lower the number, the higher the density.)

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#### **8. What should I do if there is a sharp white line down the page?**

There may be a blockage preventing toner from reaching the developer roller. Remove the cartridge and establish where the blockage is by looking at the line on the paper. Use a cleaning tool to clear it. Shake the cartridge from side to side to remove the lumps and/or redistribute the toner. When finished, reinstall the cartridge.

\* A common cause of blockage is damp or wet toner which causes small lumps. Find out the correct storage conditions for your cartridge and return the cartridge to your supplier.

### **9. What should I do if my page has white patches or lines (areas of light print)?**

There are several possibilities:

- The paper may not be suitable. Check in the printer manual and replace the paper if necessary.
- The paper or the toner may be damp. Be sure to keep your supplies in a warm, dry storage area.
- The cartridge may not be sealed properly in the printer. Remove and reinstall the cartridge so that it fits properly.
- The toner may be low or empty. Install a new cartridge.
- There may be a dirty transfer roller or corona in the printer. Follow the printer cleaning instructions in your Printer User Manual and clean carefully according to the manual's instructions.

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### **10. What should I do if the print is fuzzy / the characters are not formed?**

This problem is likely due to the paper being used. It may have become damp or moist, or the paper type may not be recommended for the printer/maybe too smooth. In either case, use another batch of the proper type of paper. Make sure that it was properly stored.

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### **11. What should I do if there is varying print density across the page?**

There are several possibilities:

- The cartridge may be nearly empty. Remove the cartridge and gently shake it to redistribute the remaining toner. A limited number of pages can be printed before a new cartridge is necessary.
  - The printer may not be on a level surface. Level the printer, then remove the cartridge and gently shake it to redistribute the toner.
  - The printer may be placed next to a bright light source. Move the printer.
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### **12. What should I do if there are spots and marks on my page?**

There are several possibilities:

- The cartridge may be leaking. Remove and reinstall the cartridge. Leaking may be temporary after the cartridge has been refitted. Replace the cartridge only if the leak persists.
- The density setting may be too high. Try changing the density control setting. (For most printers, the lower the number, the higher the density.)
- The fuser cleaning pad may be dirty. Check the Printer User Manual and change the fuser pad. Some build-up on the pad is normal, but excess will cause “spotting”.
- The plastic toner retaining strip may not be completely removed. Take out the cartridge and make sure the strip is completely removed. Reinstall the cartridge.

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### **13. What should I do if toner rubs off the paper?**

- The paper may be too heavy or not smooth enough for the printer. Toner often rubs off on creased documents.
- The toner powder may not be fused (fixed) properly due to the low temperature of the fuser roller. Check in the Printer User Manual for further instructions or call a Service Technician.

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### **14. What should I do if there is ghosting or gray shadows on my page?**

This means that you see excess toner on white areas or faint images are repeated down the page. The printer density setting is most likely the cause. Reduce the printer density until the problem is eliminated. Many printers have a control panel or density setting knob. For further information, refer to your Printer User Manual.

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### **15. What should I do if there are not enough copies or if the document won't print?**

- Check the cartridge's stated page yield.
- The cartridge may be completely empty.
- Check the density setting level.
- Check if the user is printing an unusually high amount of graphics.