22. IMAGE QUALITY PROBLEM

22.1 How to identify problematic part

- This chapter is divided into two parts: "Initial check items" and "Troubleshooting procedure by a particular image quality problem."
- When an image quality problem occurs, first go through the "Initial check items" and, if the cause is yet to be identified, go to "Troubleshooting procedure by a particular image quality problem."

22.1.1 Initial check items

A. Initial check items 1
- Let the machine produce a test print and determine whether the image problem is attributable to the scanner or printer system.

- Evaluation procedure

Action	Result	Cause	Next step
From [SERVICE MODE], select [PS/PCL] → [PRINT MENU] → [GRADATION], and produce a test print. Is image problem evident?	YES	Printer	Initial check items 2
	NO	Scanner	P.341

B. Initial check items 3
- If the printer is responsible for the image problem, let the machine produce a test print and determine whether the image problem occurs in a specific single color or four colors

- Evaluation procedure

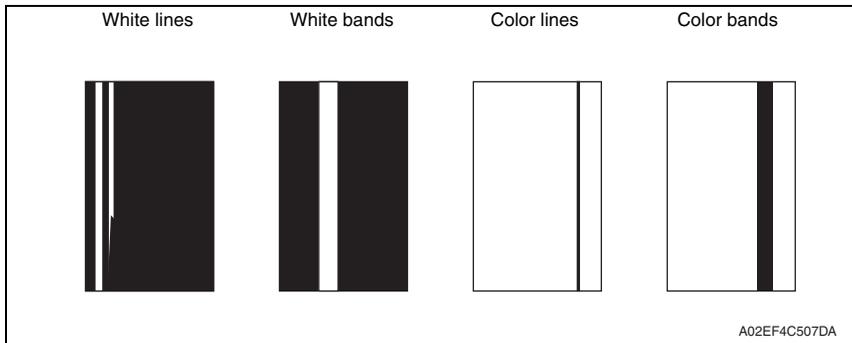| Action	Result	Cause	Next step
From [SERVICE MODE], select [PS/PCL] → [PRINT MENU] → [GRADATION], and produce a test print. Is image problem evident in each of all four colors?	YES	Printer, 4 colors	P.364
	NO	Printer, single color	P.352

22.2   Solution

NOTE
*   **Typical faulty image samples shown in the following are all printed with A4S setting.**

22.2.1   Scanner system: white lines, white bands, colored lines and colored bands in sub scan direction
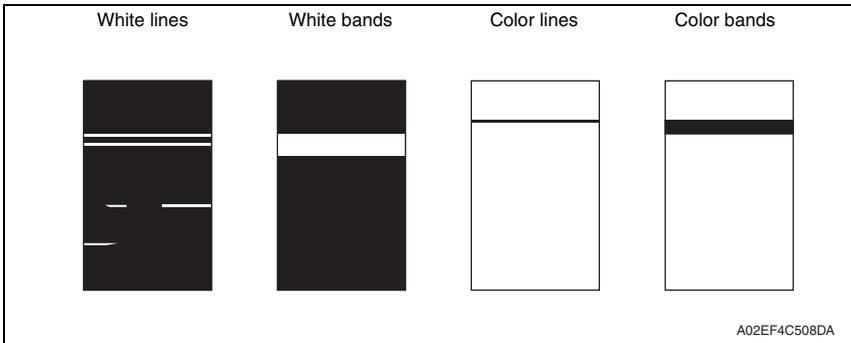
A.   Typical faulty images

White lines	White bands	Color lines	Color bands

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B.   Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original is damaged or dirty.	YES	Change original.
2	ADF	Original pad is dirty.	YES	Clean.
3	Original glass	Original glass is dirty.	YES	Wipe the surface clean with a soft cloth.
4	SERVICE MODE → ADJUST → CIS SUB REGIST or ADF SUB REGIST	The adjustment value for [CIS SUB REGIST] or [ADF SUB REGIST] falls within the specified range.	NO	Readjust.
5		The problem has been eliminated through the checks of steps up to 4.	NO	Change scanner unit.

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TROUBLESHOOTING

22.2.2 Scanner system: white lines, white bands, colored lines and colored bands in main scan direction
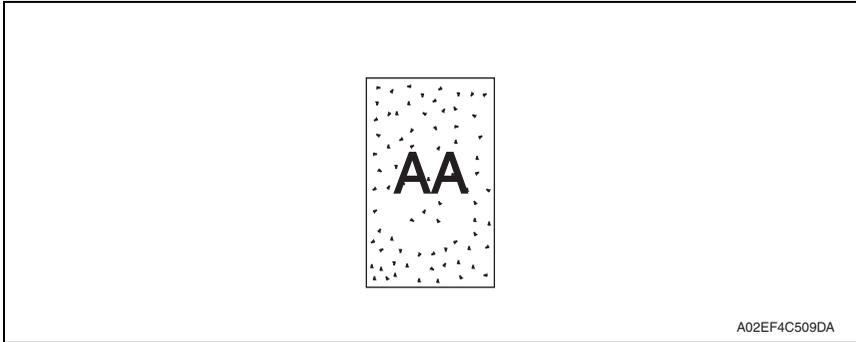
A. Typical faulty images

White lines　　　White bands　　　Color lines　　　Color bands

A02EF4C508DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original is damaged or dirty.	YES	Change original.
2	ADF	Original pad is dirty.	YES	Clean.
3	Original glass	Original glass is dirty.	YES	Wipe the surface clean with a soft cloth.
4	SERVICE MODE → ADJUST → CIS MAIN REG-IST or ADF MAIN REGIST	The adjustment value for [CIS MAIN REGIST] or [ADF MAIN REGIST] falls within the specified range.	NO	Readjust.
5		The problem has been eliminated through the checks of steps up to 4.	NO	Change scanner unit.

22.2.3　Scanner system: color spots
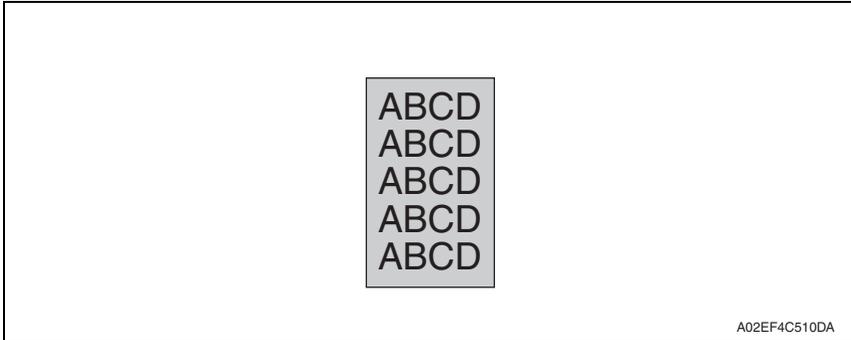
A.　Typical faulty images

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B.　Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original is damaged or dirty.	YES	Change original.
2	ADF	Original pad is dirty.	YES	Clean.
3	Original glass	Original glass is dirty.	YES	Wipe the surface clean with a soft cloth.
4		The problem has been eliminated through the checks of steps up to 3.	NO	Change scanner unit. Change MFPB/1.

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22.2.4　Scanner system: fog

A. Typical faulty images

ABCD
ABCD
ABCD
ABCD
ABCD

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original is damaged or dirty.	YES	Change original.
2	ADF	Original pad is dirty.	YES	Clean.
3		ADF does not lie flat.	YES	Change ADF if it is deformed or hinges are broken.
4	Original glass	Original glass is dirty.	YES	Wipe the surface clean with a soft cloth.
5	Basic screen QUALITY/ DENSITY	The problem is eliminated when the image is produced in the manual exposure setting.	NO	Try another exposure level in manual.
6		The problem has been eliminated through the checks of steps up to 5.	NO	Change scanner unit. Change MFPB/1.

22.2.5   Scanner system: blurred image, blotchy image
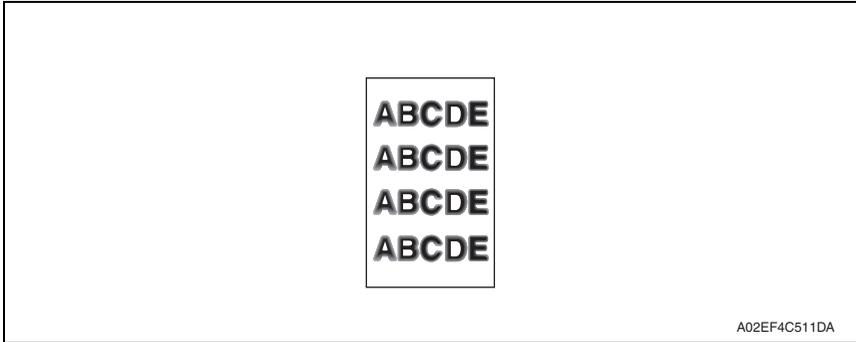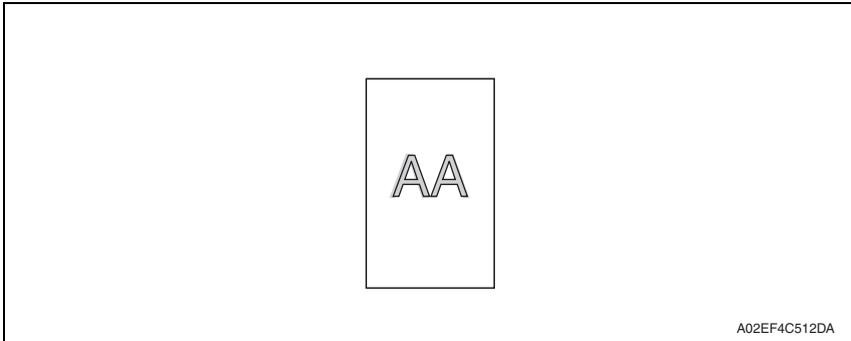
A. Typical faulty images

A02EF4C511DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original does not lie flat.	YES	Change original.
2	ADF	ADF does not lie flat.	YES	Change ADF if it is deformed or hinges are broken.
3	Original glass	Original glass tilts.	YES	Position original glass correctly. Check original loading position.
4		The problem has been eliminated through the checks of steps up to 3.	NO	Change scanner unit.

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22.2.6   Scanner system: incorrect color image registration, sync shift (lines in main scan direction)

A. Typical faulty images

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original does not lie flat.	YES	Change original.
2	ADF	ADF does not lie flat.	YES	Change ADF if it is deformed or hinges are broken.
3		The problem has been eliminated through the checks of steps up to 2.	NO	Change scanner unit.

22.2.7   Scanner system: moire

A. Typical faulty images

A02EF4C513DA
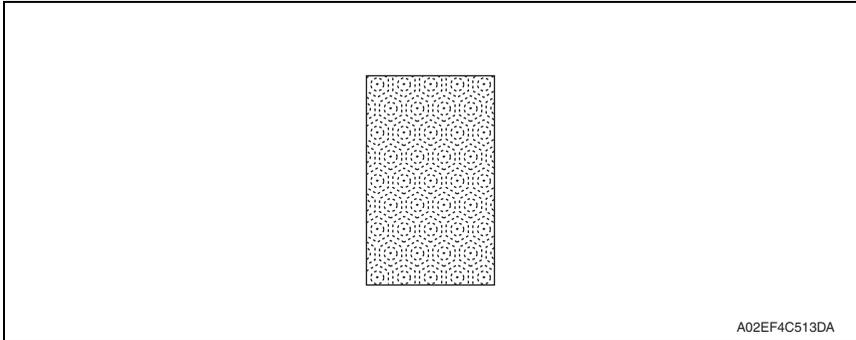
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Moire distortions recur even after the orientation of original has been changed.	NO	Change the original orientation.
2	Basic screen QUALITY/MODE	Moire distortions recur even after the original mode has been changed.	YES	Select "TEXT" or "PHOTO".
3	Basic screen ZOOM	The problem has been eliminated through the checks of steps up to 2.	NO	Change the zoom ratio.

22.2.8 Scanner system: skewed image

A. Typical faulty images
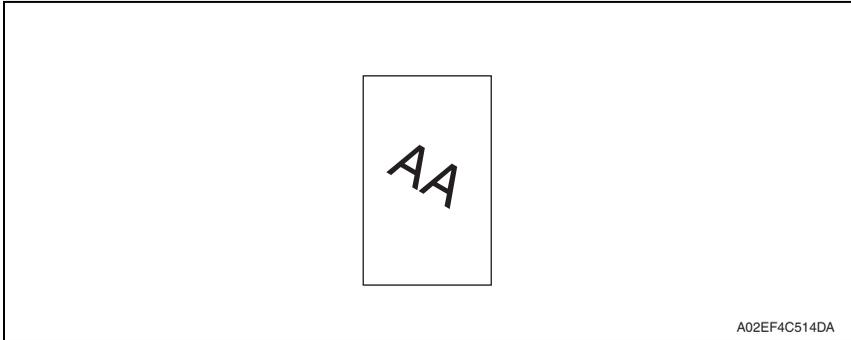
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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original	Original is skew.	YES	Reposition original.
2	Original glass	Original glass is in positive contact with the flat spring without being tilt.	NO	Reinstall the glass. Check the original loading position.
3		The problem has been eliminated through the checks of steps up to 2.	NO	Change scanner unit.

22.2.9　Scanner system: distorted image

A. Typical faulty images

ABCDE
ABCDE
ABCDE
ABCDE
ABCDE

A02EF4C515DA
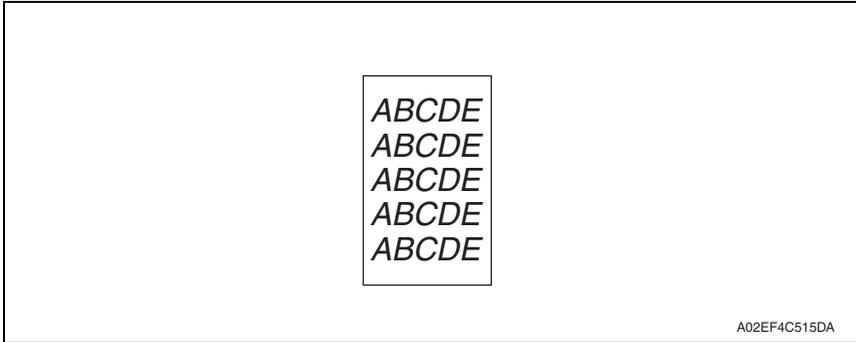
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Installation	Machine is installed on a level surface.	NO	Reinstall.
2		The problem has been eliminated through the checks of steps up to 1.	NO	Change scanner unit.

22.2.10   Scanner system: low image density, rough image

A.   Typical faulty images

ABCDE
ABCDE
ABCDE
ABCDE
ABCDE

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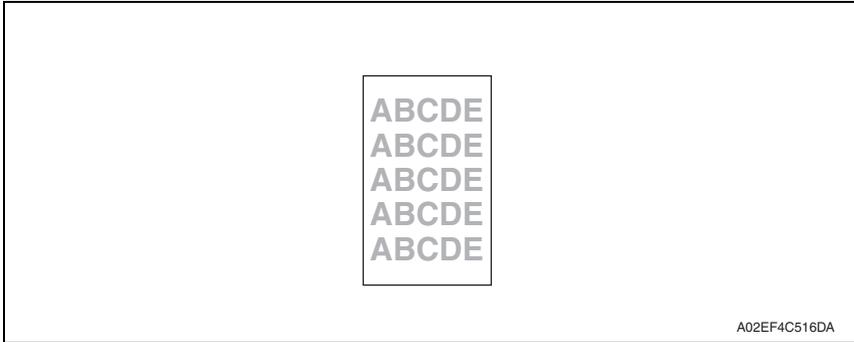
B.   Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Original glass	Original Glass is dirty.	YES	Wipe the surface clean with a soft cloth.
2		The problem has been eliminated through the checks of steps up to 1.	NO	Change scanner unit. Change MFPB/1.

### 22.2.11 Scanner system: blank copy, black copy

A. Typical faulty images

Blank copy   Black copy

A02EF4C518DA
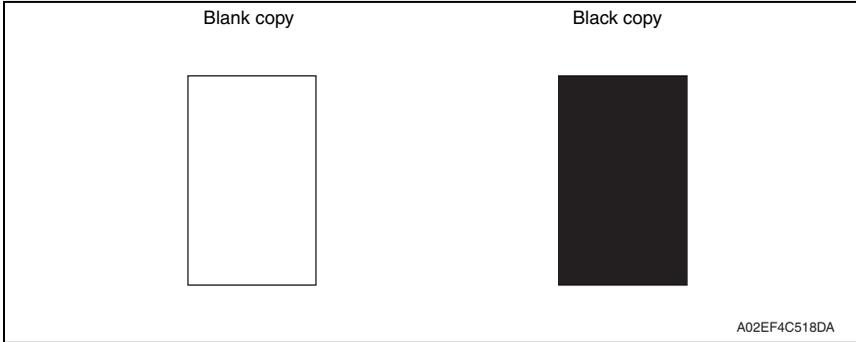
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Cable connecting scanner and printer	Connector P103 on MFPB/1 are connected properly with no pins bent.	NO	Reconnect.
2	MFP board/1 (MFPB/1)	The problem is eliminated after the I/F connection cable has been changed.	NO	Change MFPB/1. Change scanner unit.

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22.2.12   Printer monocolor: white lines, white bands, colored lines and colored bands in sub scan direction
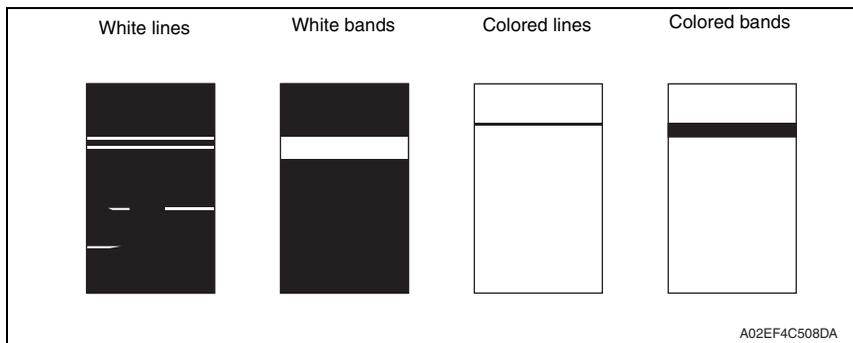
A.   Typical faulty images

White lines	White bands	Colored lines	Colored bands

A02EF4C507DA
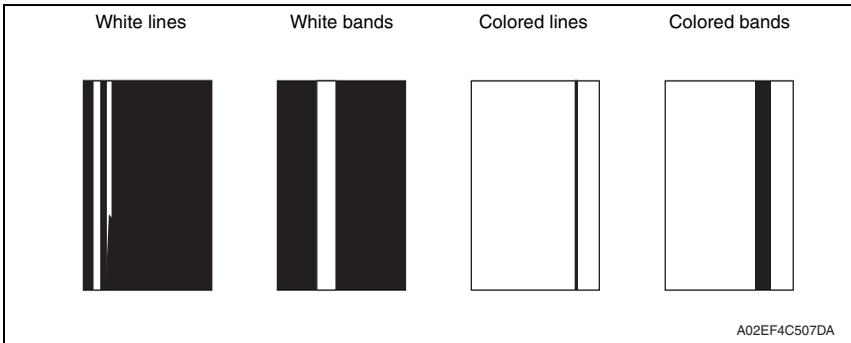
B.   Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Image check	A white line or black line in sub scan direction is sharp.	YES	Clean the electrostatic charger wire.
2		When printing thick paper, black lines appear.	YES	Select [SERVICE MODE] → [ADJUST] → [THICK MODE] and set [QUALITY MODE].
3	Imaging unit	The surface of the PC drum is scratched.	YES	Change imaging unit.
4		Dirty on the outside.	YES	Clean.
5		Contact terminals make good connection between each imaging unit and machine.	NO	Clean contact terminals.
6		Developing bias contact terminal makes good connection.	NO	Clean contact terminal and check terminal position.
7	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
8		The problem has been eliminated through the checks of steps up to 7.	NO	Change transfer belt unit. Change PH unit.

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22.2.13 Printer monocolor: white lines, white bands, colored lines and colored bands in main scan direction
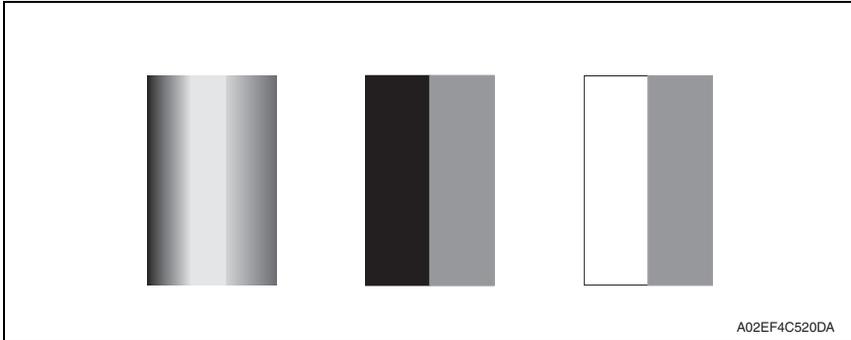
A. Typical faulty images

| White lines | White bands | Colored lines | Colored bands |

A02EF4C508DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Image check	A white line or black line in main scan direction is sharp.	NO	Clean the electrostatic charger wire.
2	Imaging unit	The surface of the PC drum is scratched.	YES	Change imaging unit.
3		Dirty on the outside.	YES	Clean.
4		Contact terminals make good connection between each imaging unit and machine.	NO	Clean contact terminals.
5		Developing bias contact terminal makes good connection.	NO	Clean contact terminal and check terminal position.
6	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
7		The problem has been eliminated through the checks of steps up to 6.	NO	Change transfer belt unit. Change PH unit.

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22.2.14 Printer monocolor: uneven density in sub scan direction
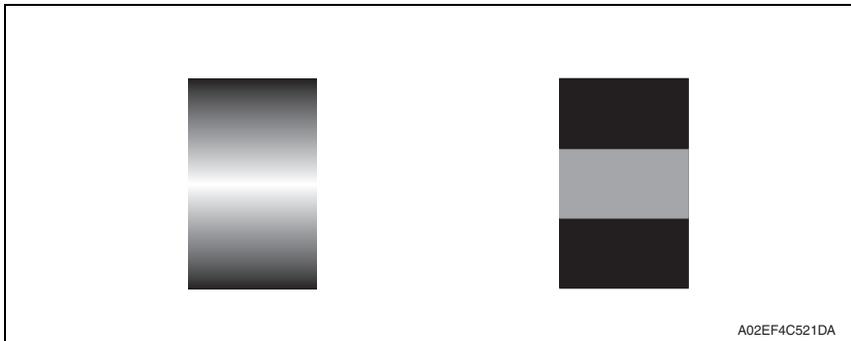
A. Typical faulty images

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Imaging unit	The surface of the PC drum is scratched.	YES	Change imaging unit.
2		Dirty on the outside.	YES	Clean.
3	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
4	Transfer roller unit	Image transfer roller is installed properly.	NO	Reinstall.
5		Image transfer roller is dirty or scratched.	YES	Change transfer roller unit.
6	Transfer belt unit	Is abnormality found in the cam gear?	YES	Change transfer belt unit.
7		The problem has been eliminated through the checks of steps up to 6.	NO	Change PH unit. Change High voltage unit. Printer control board.

22.2.15 Printer monocolor: uneven density in main scan direction

A. Typical faulty images

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Imaging unit	The surface of the PC drum is scratched.	YES	Change imaging unit.
2		Dirty on the outside.	YES	Clean.
3	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
4	Transfer roller	Check that the spring does not come off during the pressure oper-ation of the transfer roller.	NO	Correct. Change transfer roller unit.
5	Transfer belt unit	Transfer belt unit makes positive contact with plates on rails.	NO	Check and correct contacts.
6		Is abnormality found in the cam gear?	YES	Change image transfer belt unit.
7		The problem has been eliminated through the checks of steps up to 6.	NO	Change PH unit. Change high voltage unit.

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### 22.2.16 Printer monocolor: low image density

A. Typical faulty images

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	IDC sensor	The surface of the IDC sensor is dirty.	YES	Clean.
2	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
3	Transfer belt unit	Transfer belt unit makes positive contact with plates on rails.	NO	Check and correct contacts.
4		Is abnormality found in the cam gear?	YES	Change image transfer belt unit.
5		The problem has been eliminated through the checks of steps up to 4.	NO	Change imaging unit. → Change IDC sensor. → Change printer control board. →Change PH unit. →Change high voltage unit.

22.2.17 Printer monocolor: gradation reproduction failure
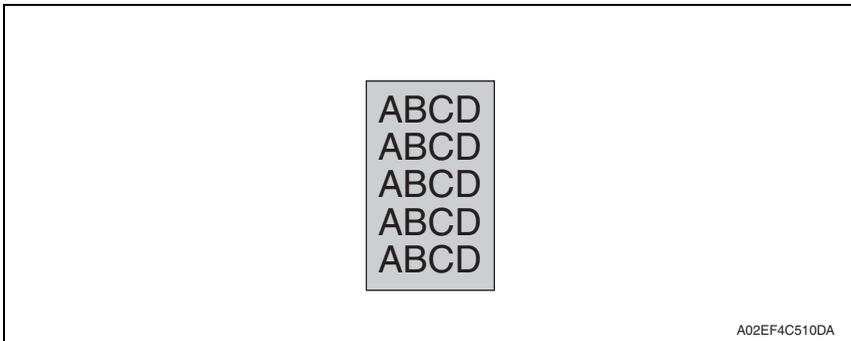
A. Typical faulty images

A02EF4C522DA
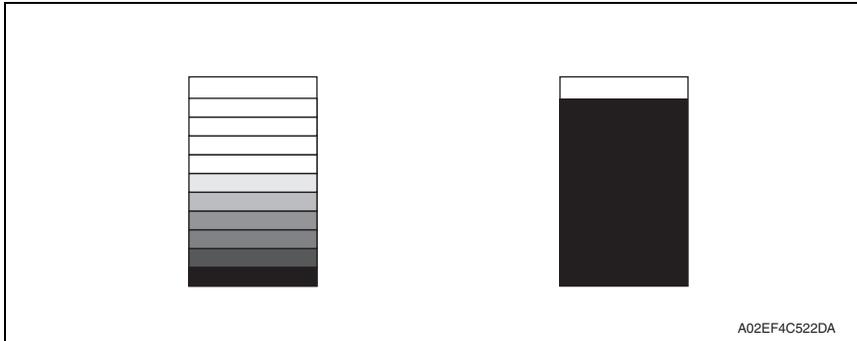
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Photo/density	Original type and screen pattern are selected properly.	NO	Change screen pattern.
2	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
3	IDC sensor	The surface of the IDC sensor is dirty.	YES	Clean.
4		The problem has been eliminated through the checks of steps up to 3.	NO	Change imaging unit. → Change printer control board → Change PH unit. → Change high voltage unit.

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TROUBLESHOOTING

22.2.18   Printer monocolor: foggy background

A.   Typical faulty images

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ABCD
ABCD

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B.   Troubleshooting procedure

Step	Section	Check item	Result	Action
1	IDC sensor	The surface of the IDC sensor is dirty.	YES	Clean.
2	Imaging unit	Dirty on the outside.	YES	Clean.
3	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
4	Printer control board (PRCB)	Check the connection of connectors, harness, and flat cables between PRCB and PH unit, and correct if necessary.	NO	Change printer control board.
5		The problem has been eliminated through the checks of steps up to 4.	NO	Change imaging unit. → Change PH unit. → Change high voltage unit.

22.2.19 Printer monocolor: void areas, white spots
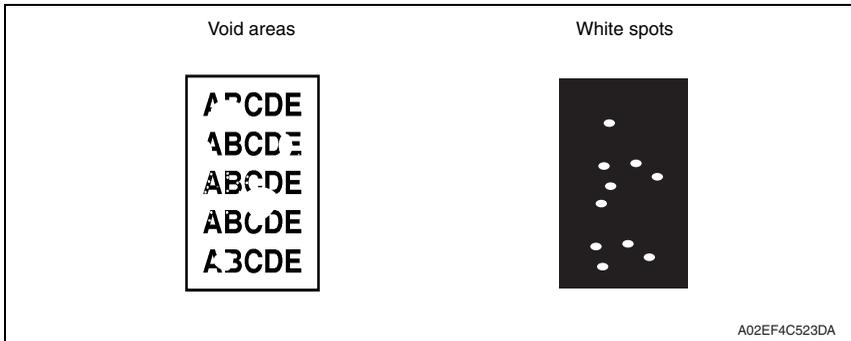
A. Typical faulty images

Void areas	White spots

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Image Check	There are void areas at the front side or high density section.	YES	See P.356
2		There is void area at the rear side section.	YES	Perform [TRANSFER POWER] of [ADJUST] under SERVICE MODE.
3	Imaging unit	The surface of the PC drum is scratched.	YES	Change drum unit.
4	Toner cartridge	Foreign matter or caked toner in the toner cartridge.	YES	Remove foreign matter.
5	Installation environment	Is the atmospheric pressure at the installation site low?	YES	Make the following adjustment: [SERVICE MODE] → [ADJUST] → [IMAGE ADJ PARAM].

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**22.2.20   Printer monocolor: colored spots**

A. Typical faulty images

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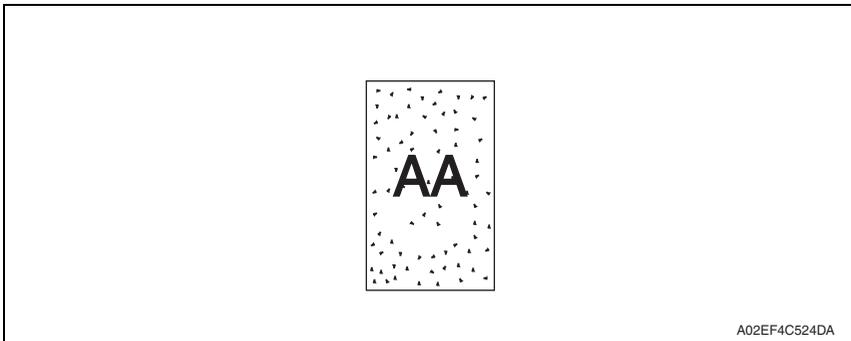
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Imaging unit	Developing bias contact terminal makes good connection.	NO	Clean contact terminal and check terminal position.
2		The surface of the PC drum is scratched.	YES	Change imaging unit.
3		Dirty on the outside.	YES	Clean.

22.2.21 Printer monocolor: blurred image

A. Typical faulty images

A02EF4C511DA
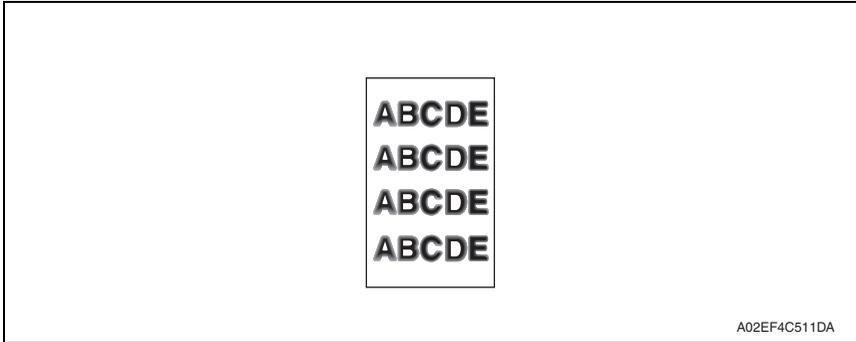
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	PH unit	The surface of the PH window is dirty.	YES	Clean with cleaning jig.
2	Imaging unit	Dirty on the outside.	YES	Clean.
3		The problem has been eliminated through the checks of steps up to 2.	NO	Change imaging unit. → Change PH unit.

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22.2.22 Printer monocolor: blank copy, black copy

A. Typical faulty images

Blank copy	Black copy

A02EF4C518DA
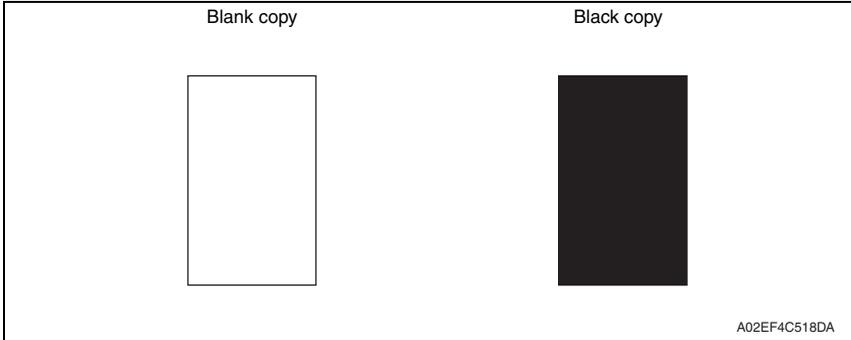
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Image check	A blank copy occurs.	YES	Check PH unit connector for proper connection.
2	Imaging unit	Coupling of drum unit drive mechanism is installed properly.	NO	Check and correct drive transmitting coupling. Change imaging unit.
3		The PC drum charge corona voltage contact or PC drum ground contact of the imaging unit is connected properly.	NO	Check, clean, or correct the contact.
4	High voltage unit	Connector is connected properly.	NO	Reconnect.
5		The problem has been eliminated through the check of step 4.	NO	Change high voltage unit. → Change printer control board → Change PH unit. → Change MFP board/1.

### 22.2.23   Printer monocolor: uneven image

A. Typical faulty images

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Toner cartridge	The toner cartridge of every color is surely installed.	NO	Re-install it.
2	PH unit	The PH unit is surely installed.	NO	Re-install it.
3	Toner cartridge	There is any stain or breakage on the drive section of the toner cartridge.	YES	Clean/replace the toner cartridge.
4	Imaging unit	There is any stain, damage or abrasion on the PC drum.	YES	Change the imaging unit.
5	Transfer roller	There is any stain, damage, deformation or abrasion on the transfer roller.	YES	Change the transfer roller.
6	Fuser unit	There is any stain, damage, deformation or abrasion on the roller and drive section of the fuser unit.	YES	Change the fuser unit.
7		The problem has been eliminated through the check of step 6.	NO	Change the image transfer belt unit.

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22.2.24 Printer 4-color: white lines, white bands, colored lines and colored bands in sub scan direction
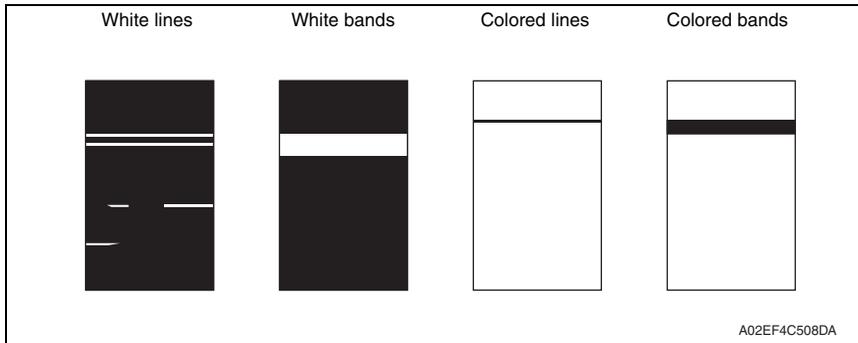
A. Typical faulty images

White lines   White bands   Colored lines   Colored bands

A02EF4C507DA
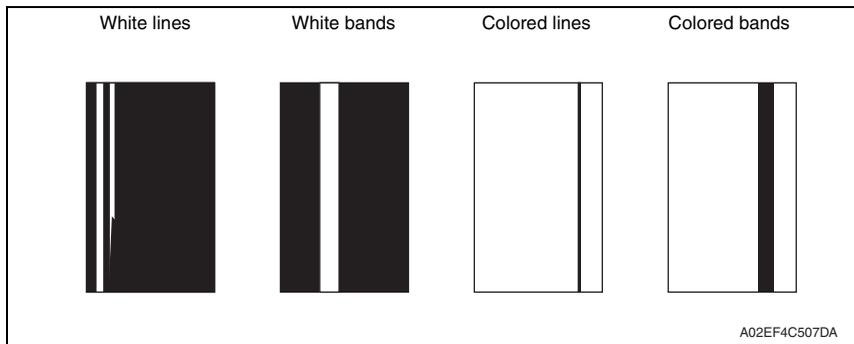
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Image check	A white line or colored line in sub scan direction.	YES	Clean the comb electrode.
2	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean with specified solvent. (See Maintenance.)
3		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
4		Cleaning blade is not effective in removing toner completely.	YES	Change transfer belt unit.
5	Transfer roller unit	Transfer roller is dirty or scratched.	YES	Change transfer roller unit.
6	Paper path	There is foreign matter on paper path.	YES	Remove foreign matter.
7		Image transfer paper separator fingers are damaged or dirty.	YES	Clean or change.
8	Fuser unit	Fusing entrance guide plate is dirty or damaged.	YES	Clean. Change fuser unit.
9		Fusing paper separator fingers are dirty.	YES	Clean.
10		The problem has been eliminated through the checks of steps up to 9.	NO	Change printer control board

22.2.25 Printer 4-color: white lines, white bands, colored lines and colored bands in main scan direction
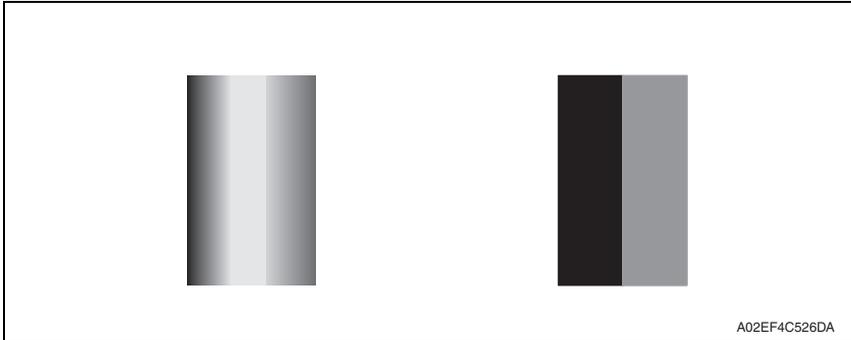
A. Typical faulty images

White lines   White bands   Colored lines   Colored bands

A02EF4C508DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean with specified solvent. (See Maintenance.)
2		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
3	Transfer roller unit	Transfer roller is dirty or scratched.	YES	Change transfer roller unit.
4	Paper path	There is foreign matter on paper path.	YES	Remove foreign matter.
5		Image transfer paper separator fingers are damaged or dirty.	YES	Clean or change.
6	Fuser unit	Fusing entrance guide plate is dirty or damaged.	YES	Clean. Change fuser unit.
7		Fusing paper separator fingers are dirty.	YES	Clean.
8	Neutralizing brush	The resistance values between the neutralizing brush and the ground terminal is not ∞.	NO	Check the contact. Change neutralizing brush.
9		The problem has been eliminated through the checks of steps up to 8.	NO	Change printer control board

22.2.26 Printer 4-color: uneven density in sub scan direction
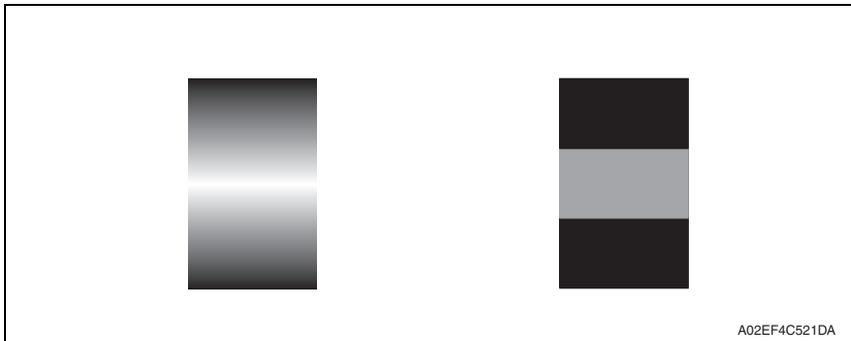
A. Typical faulty images

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B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean it with the tender cloth or paper which is dusted with the toner.
2		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
3		Terminal is dirty.	YES	Clean.
4	Transfer roller unit	Image transfer roller is installed properly.	NO	Reinstall.
5		Image transfer roller is dirty or scratched.	YES	Change transfer roller unit.
6		The problem has been eliminated through the checks of steps up to 5.	NO	Change transfer belt unit.

22.2.27 Printer 4-color: uneven density in main scan direction
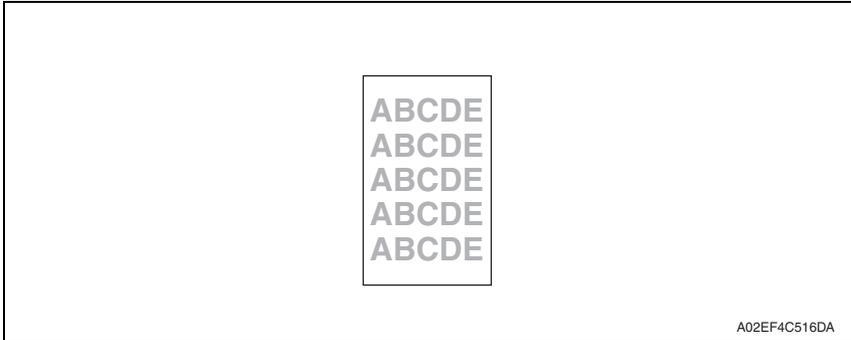
A. Typical faulty images

A02EF4C521DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean it with the tender cloth or paper which is dusted with the toner.
2		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
3		Terminal is dirty.	YES	Clean.
4	Transfer roller unit	Image transfer roller is installed properly.	NO	Reinstall.
5		Image transfer roller is dirty or scratched.	YES	Change transfer roller unit.
6		The problem has been eliminated through the checks of steps up to 5.	NO	Change transfer belt unit. $\rightarrow$ Change high voltage unit.

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TROUBLESHOOTING

22.2.28   Printer 4-color: low image density

A.   Typical faulty images

A02EF4C516DA

B.   Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	Paper is damp.	YES	Change paper to one just unwrapped from its package.
2	Transfer belt unit	Terminal is dirty.	YES	Clean.
3	Transfer roller unit	Transfer roller is installed properly.	NO	Reinstall.
4		Charge neutralizing needle is not separated and ground terminal is connected properly.	NO	Correct or change.
5	IDC sensor	Sensor is dirty.	YES	Clean IDC sensor and execute the calibration.
6		The problem has been eliminated through the checks of steps up to 5.	NO	Change image transfer belt unit. → Change IDC sensor. → Change printer control board. → Change high voltage unit.

### 22.2.29   Printer 4-color: poor color reproduction

A. Typical faulty images

A02EF4C527DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	Paper is damp.	YES	Change paper to one just unwrapped from its package.
2	Transfer belt unit	Terminal is dirty.	YES	Clean.
3	Transfer roller unit	Transfer roller is installed properly.	NO	Reinstall.
4		Charge neutralizing needle is not separated and ground terminal is connected properly.	NO	Correct or change.
5	IDC sensor	Sensor is dirty.	YES	Clean IDC sensor and execute the calibration.
6		The problem has been eliminated through the checks of steps up to 5.	NO	Change transfer belt unit. → Change printer control board. → Change high voltage unit. → Change MFP board/2.

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TROUBLESHOOTING

22.2.30 Printer 4-color: incorrect color image registration
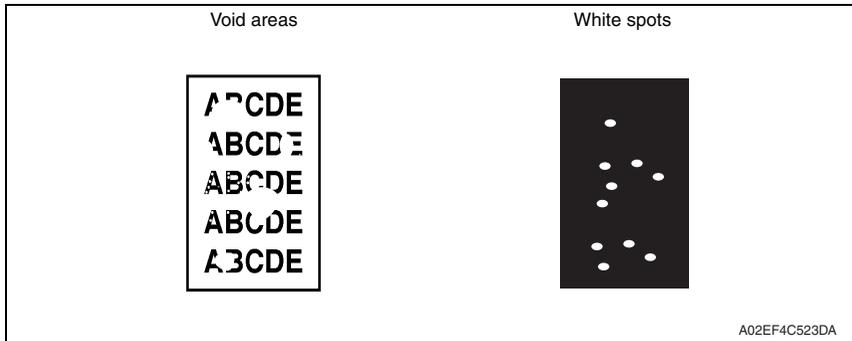
A. Typical faulty images

A02EF4C512DA
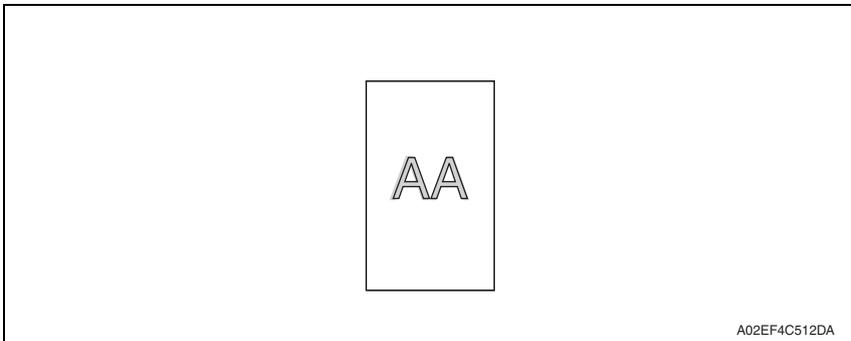
B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Machine condition	Vibration is given to the machine after main power switch has been turned ON.	YES	Turn off the main power switch and turn it on again more than 10 seconds after.
2	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean it with the tender cloth or paper which is dusted with the toner.
3		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
4		Drive coupling to the machine is dirty.	YES	Clean.
5	Imaging unit	The surface of the PC drum is scratched.	YES	Change imaging unit.
6	Transfer roller unit	Transfer roller is installed properly.	NO	Reinstall.
7		Transfer roller is dirty or scratched.	YES	Change transfer roller unit.
8		The problem has been eliminated through the checks of steps up to 7.	NO	Change transfer belt unit. Change printer control board. Change MFP board/2.

22.2.31   Printer 4-color: void areas, white spots

A. Typical faulty images

Void areas	White spots

A02EF4C523DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Image check	There are void areas at the front side or high density section.	YES	See P.369
2		There are void areas in the trailing edge.	YES	Perform [TRANSFER POWER] of [ADJUST] under SERVICE MODE.
3	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean it with the tender cloth or paper which is dusted with the toner.
4		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
5	Transfer roller unit	Transfer roller is dirty or scratched.	YES	Change transfer roller unit.
6		Charge neutralizing needle is not separated and ground terminal is connected properly.	NO	Correct or change.
7	Paper path	There is foreign matter on paper path.	YES	Remove foreign matter.
8		Pre-image transfer guide plate is damaged or dirty.	YES	Clean or change.
9		The problem has been eliminated through the checks of steps up to 8.	NO	Change transfer belt unit.

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TROUBLESHOOTING

**22.2.32   Printer 4-color: colored spots**
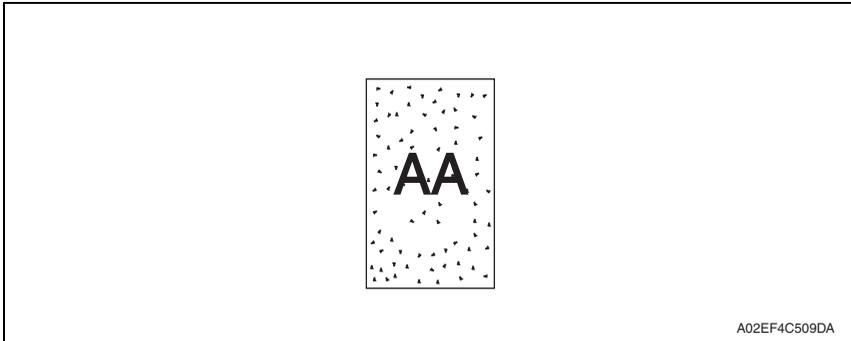
A. Typical faulty images

A02EF4C509DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Imaging unit	The surface of the PC drum is scratched.	YES	Change imaging unit.
2	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the image transfer belt.	YES	Clean it with the tender cloth or paper which is dusted with the toner.
3		Transfer belt is dirty or scratched.	YES	Clean dirty belt with a soft cloth. Change transfer belt unit if belt is damaged.
4	Transfer roller unit	Transfer roller is dirty or scratched.	YES	Change transfer roller unit.
5	Paper path	There is foreign matter on paper path.	YES	Remove foreign matter.
6	Fuser unit	Fusing belt is dirty or scratched.	YES	Change fuser unit.
7		The problem has been eliminated through the checks of steps up to 6.	NO	Change transfer belt unit.

### 22.2.33 Printer 4-color: poor fusing performance, offset

A. Typical faulty images

A02EF4C528DA
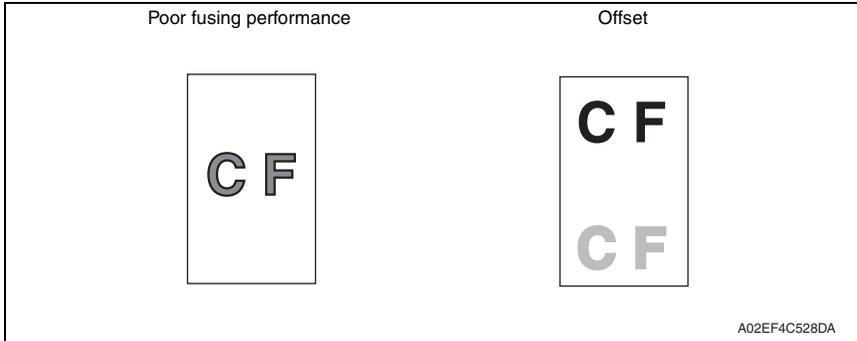
B. Troubleshooting procedure

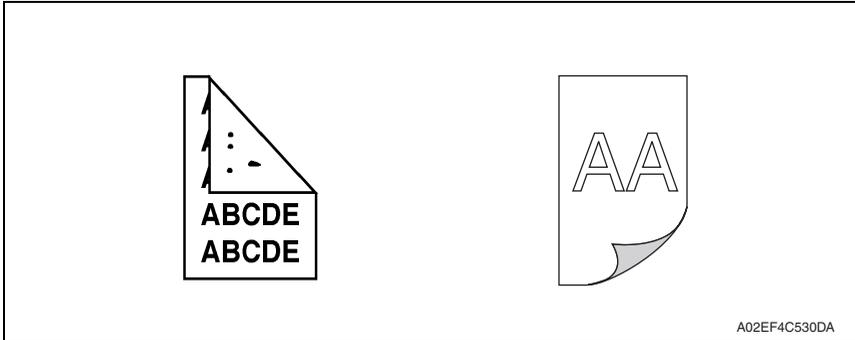| Step	Section	Check item	Result	Action
1	Paper	Paper type does not match.	YES	Change the setting.
2	ADJUST→ TEMPERATURE (SERVICE MODE)	Changing fusing temperature eliminates the problem of poor fusing performance and offset.	YES	Readjust fusing temperature.
3		The problem has been eliminated through the checks of steps up to 2.	NO	Change fuser unit.

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TROUBLESHOOTING

22.2.34   Printer 4-color: brush effect, blurred image

A.   Typical faulty images
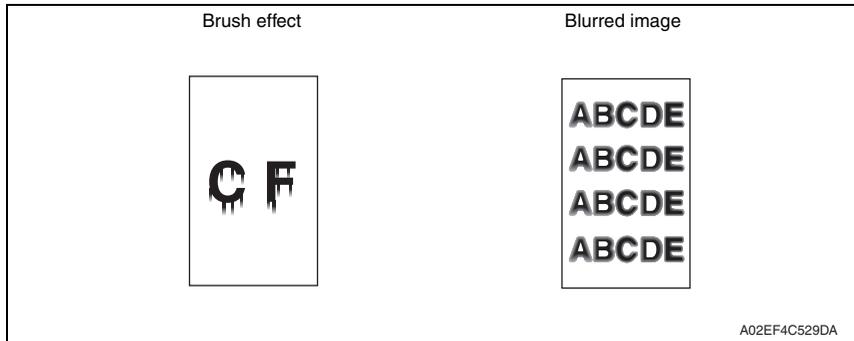
Brush effect	Blurred image
C F	ABCDE ABCDE ABCDE ABCDE

A02EF4C529DA

B.   Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	Paper is damp.	YES	Change paper to one just unwrapped from its package.
2		Paper type does not match.	YES	Change the setting.
3	Fuser unit	Fuser unit is installed properly.	NO	Reinstall.
4		Fusing entrance guide plate is dirty.	YES	Clean.
5		Fusing belt is dirty or scratched.	YES	Change fuser unit.

22.2.35   Printer 4-color: back marking

A. Typical faulty images

A02EF4C530DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Transfer roller unit	Transfer roller is scratched or dirty.	YES	Change transfer roller unit.
2	Paper path	There is foreign matter on paper path.	YES	Remove foreign matter.
3	Fuser unit	Fusing entrance guide plate is scratched or dirty.	YES	Clean or change.
4		Lower fusing roller is scratched or dirty.	YES	Change fuser unit.
5	Transfer belt unit	Fingerprints, oil, or other foreign matter is evident on the transfer belt.	YES	Clean it with the tender cloth or paper which is dusted with the toner.
6		The problem has been eliminated through the checks of steps up to 5.	NO	Change transfer belt unit. → Change high voltage unit.

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TROUBLESHOOTING

22.2.36   Printer 4-color: uneven image

A. Typical faulty images

A02EF4C525DA

B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Toner cartridge	The toner cartridge of every color is surely installed.	NO	Re-install it.
2	PH unit	The PH unit is surely installed.	NO	Re-install it.
3	Toner cartridge	There is any stain or breakage on the drive section of the toner cartridge.	YES	Clean/replace the toner cartridge.
4	Imaging unit	There is any stain, damage or abrasion on the PC drum.	YES	Change the imaging unit.
5	Transfer roller unit	There is any stain, damage, deformation or abrasion on the transfer roller.	YES	Change the transfer roller unit.
6	Fuser unit	There is any stain, damage, deformation or abrasion on the roller and drive section of the fuser unit.	YES	Change the fuser unit.
7		The problem has been eliminated through the check of step 6.	NO	Change the transfer belt unit.