HP M607/M608/M609/E60055/E60065/E60075
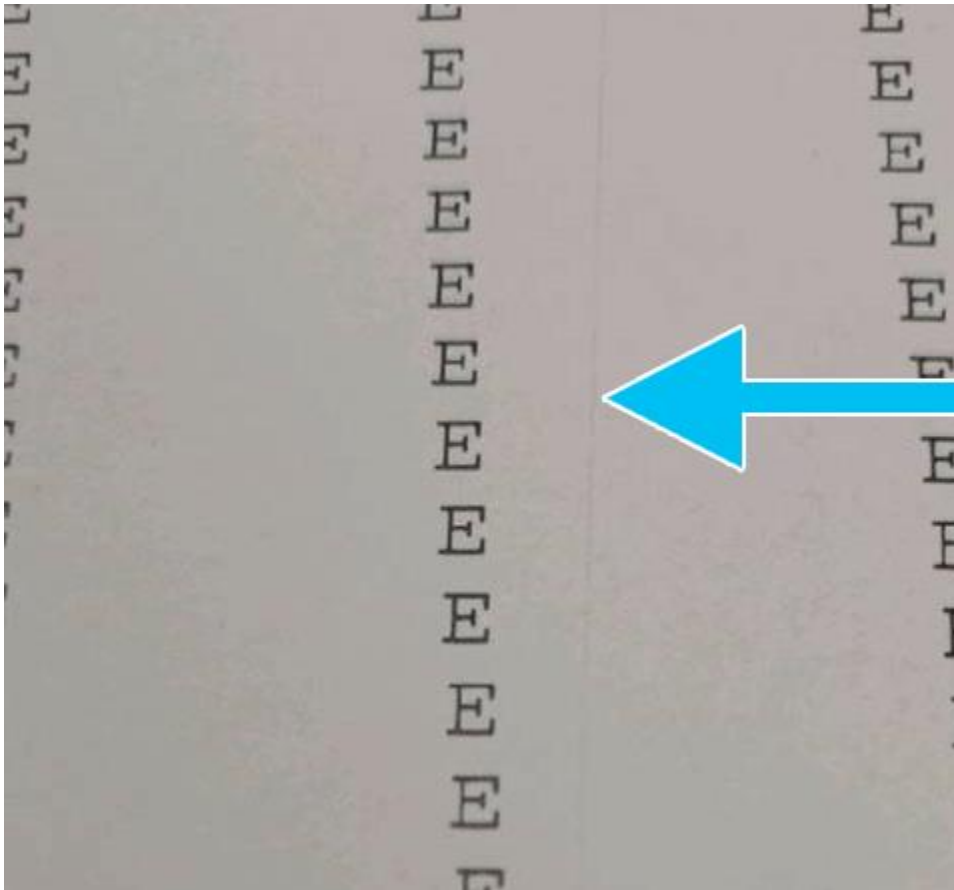
Cartridge Leaking and Printing Light

Issue Description

Toner leaking on edge of OPC and into tray producing pages with light print.

Some cartridges produced a light vertical streak in the first 100 pages printed.

Figure: Examples of leaking

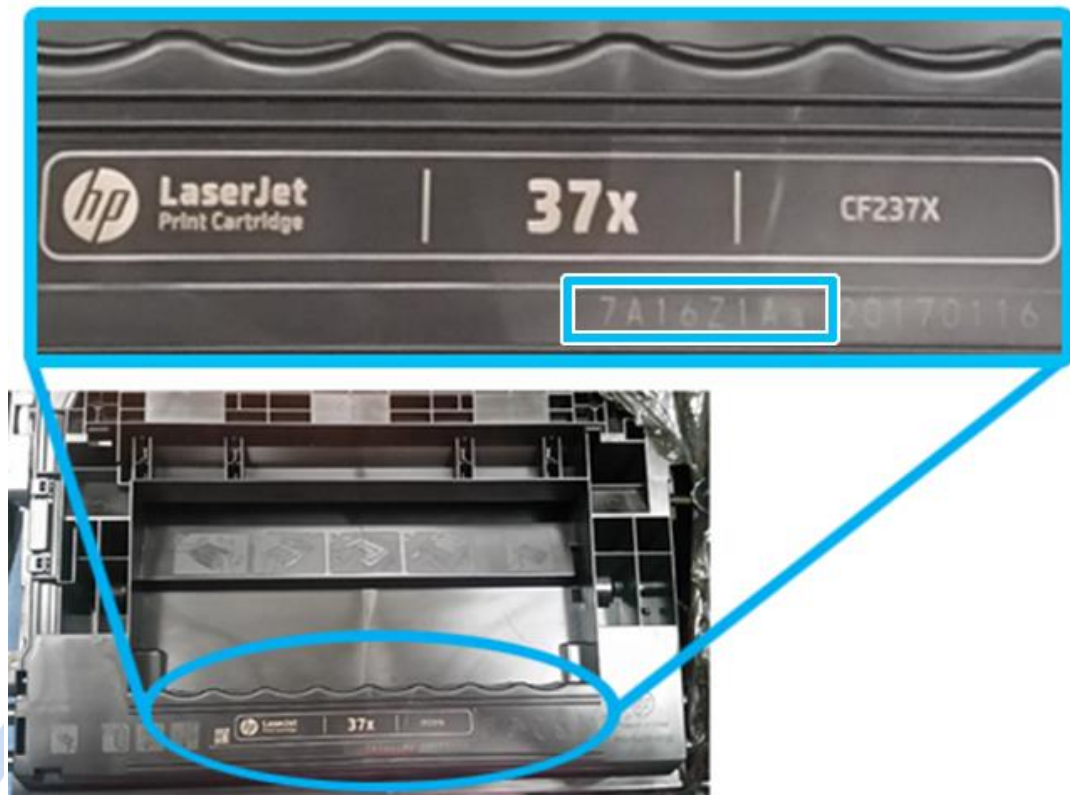**Figure**: Vertical Streak example

Cause

The root cause is the developer end seal not being properly seated during the manufacturing process.

Ask the customer for the toner cartridge lot code. This can be found on the body of the cartridge or box. Refer to the pictures below for location.

Figure: Location of Lot Code on toner cartridge

The first four characters of the lot code correspond to the year, month and day. For example, 7A16 indicates the cartridge was manufactured 20170116. If the first four characters of the lot code are 7C28 (20170328) **or before** and the customer is experiencing toner leaking and light print, the cartridge should be replaced.

Parts:

- CF237A
- CF237X
- CF237Y
- W9004MC