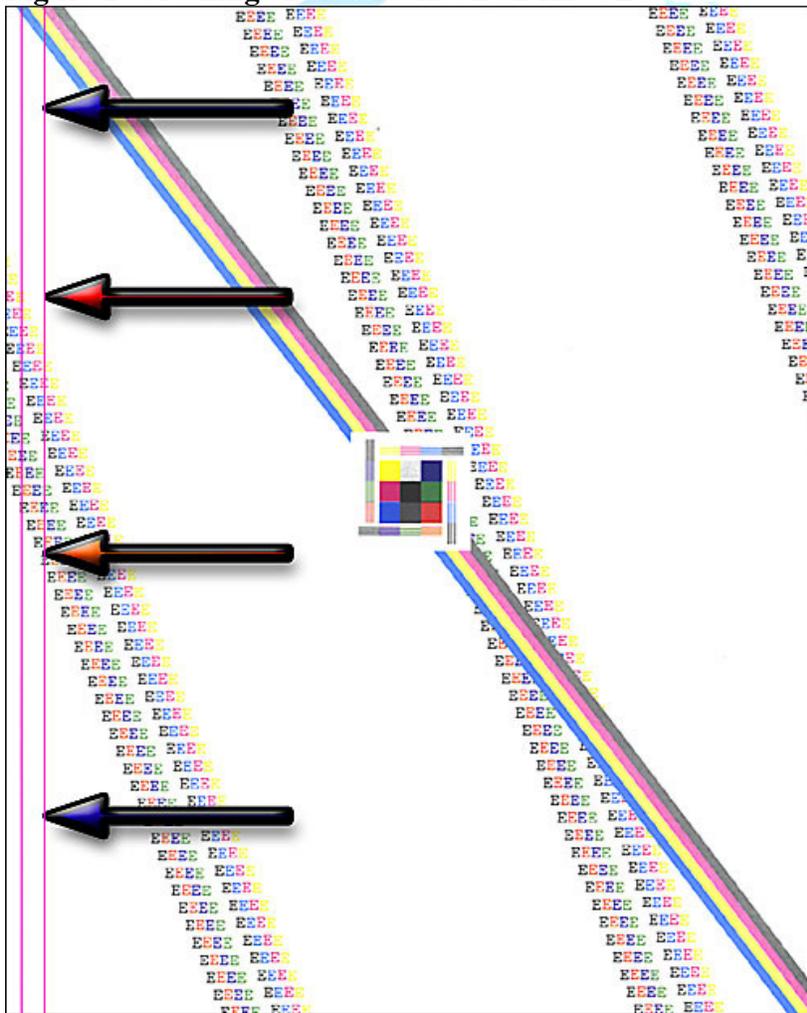


Cleaning Blade Streaks/Lines PQ Defect
HP CLJ 4600/5500 Printers

One or more thin, sharp streak appears as a continuous or broken streak on the printed side of a print job and on the back side of a simplex print job. The defect might start as one streak, with more streaks appearing over time.

Figure 1: Cleaning blade streaks on an HP CLJ 4600



Possible causes

- Low temperature/low humidity
- Notch made in the cleaning blade
- Customers can experience cleaning blade streaks at room temperature. This issue occurs when frequent printing is done from the multi-purpose tray (Tray 1) with the tray set to ANY / ANY tray.
- Foreign substance (such as paper fiber) on the cleaning blade
- Scratched OPC drum
- Staples in media

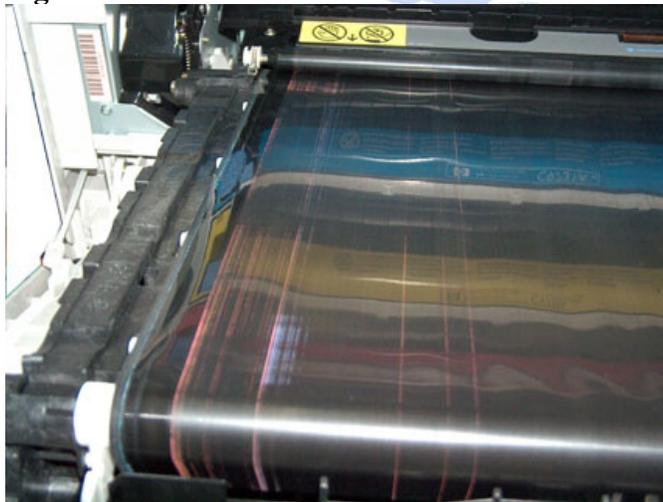
NOTE: It is not uncommon for all four cartridges to fail in exactly the same spot. This could happen if the cartridges have been handled inappropriately or from media that is not within specification.

Troubleshooting and suggestions

1. Enter DISABLE CARTRIDGE CHECK mode through the control panel. To enter this mode, do the following:
 1. Press the ✓ (Select) button to enter the MENU.
 2. Press the ▼ (Down Arrow) button to highlight DIAGNOSTICS.
 3. Press the ✓ (Select) button to select DIAGNOSTICS.
 4. Press the ▼ (Down Arrow) button to highlight DISABLE CARTRIDGE CHECK.
 5. Press the ✓ (Select) button to select DISABLE CARTRIDGE CHECK.Verify that the control panel reads READY DIAGNOSTICS MODE.
2. Remove all four print cartridges. Take note that toner streaks will be seen on the ETB. See Figure 2.

NOTE: Do not replace the ETB. The streaks are not ETB related and can be easily cleaned using a lint-free cloth.

Figure 2: Toner streaks on the ETB



3. Print a multiple page internal print job like the PQ TROUBLESHOOTING suite until the ETB stops depositing latent toner on the pages. (The print job will be blank because the print cartridges are not installed.)
4. Install one cartridge.
5. Print the PQ TROUBLESHOOTING suite again.
6. Inspect the print job for streaks.
7. Remove and inspect the print cartridge for physical damage. (Cleaning blade streaks easily wipe off the drum and usually do not leave a permanent mark on the surface.)
8. Repeat Step 3 for each print cartridge individually. It is important to remove each cartridge before installing the next cartridge to make the sure the correct cartridge(s) have been isolated.
9. Replace the defective print cartridges. Do not replace the ETB.

