


Table 7-39 Dark print

	Possible cause	Recommended action(s)
	The toner-density setting is incorrect.	Open the print-quality menu at the control panel and adjust the toner-density setting. See Print-quality submenu .
	The print cartridge drum is close to the end of its expected life.	Replace the print cartridge.
	The media does not meet specifications or is not stored correctly.	<ol style="list-style-type: none"> 1 Turn over the stack of media in the tray. Also try rotating the media 180°. 2 Check the media for type and quality. Replace the media, and advise the customer to use the HP-recommended media and to store it correctly. See Media specifications.
	The high-voltage contact to the power supply is poor.	Clean the contacts if they are dirty. If the problem persists after cleaning, or if the contacts are damaged or deformed, replace the contacts.
	The laser/scanner assembly is defective.	Replace the laser/scanner assembly. See Laser/scanner assembly .
	The high-voltage circuit is defective.	Replace the power-supply assembly. See Power supply .

Repetitive-defects troubleshooting

Defects on printer rollers can cause image defects to appear at regular intervals on the page, corresponding to the circumference of the roller that is causing the defect. Measure the distance between defects that recur on a page. Use the following table or the repetitive-defect ruler to determine which roller is causing the defect. To resolve the problem, try cleaning the roller first. If the roller remains dirty after cleaning or if it is damaged, replace the part that is indicated in [Table 7-40 Repetitive defects](#).



CAUTION Do not use solvents or oils to clean rollers. Instead, rub the roller with lint-free paper. If dirt is difficult to remove, rub the roller with lint-free paper that has been dampened with water.

Table 7-40 Repetitive defects

Roller	Distance between defects	Replacement part
Primary charging roller	37.7 mm (1.5 inches)	Print cartridge
Developer roller*	62.8 mm (2.5 inches)	Print cartridge
Fuser	75.0 mm (2.95 inches)	Fuser
	94.0 mm (3.75 inches)	

Table 7-40 Repetitive defects (continued)

Roller	Distance between defects	Replacement part
Photosensitive drum	94.2 mm (3.75 inches)	Print cartridge

*The developer-roller circumference is 62.8 mm (2.5 inches). A defect that is related to the developing roller will most likely repeat at intervals of 54.0 mm (2.125 inches) because of the way the roller is geared.



NOTE Defects on the tray pickup rollers or the tray 1 pickup roller do not cause a repetitive defect. Defects on these rollers cause a defect to appear only on the leading edge of the image.

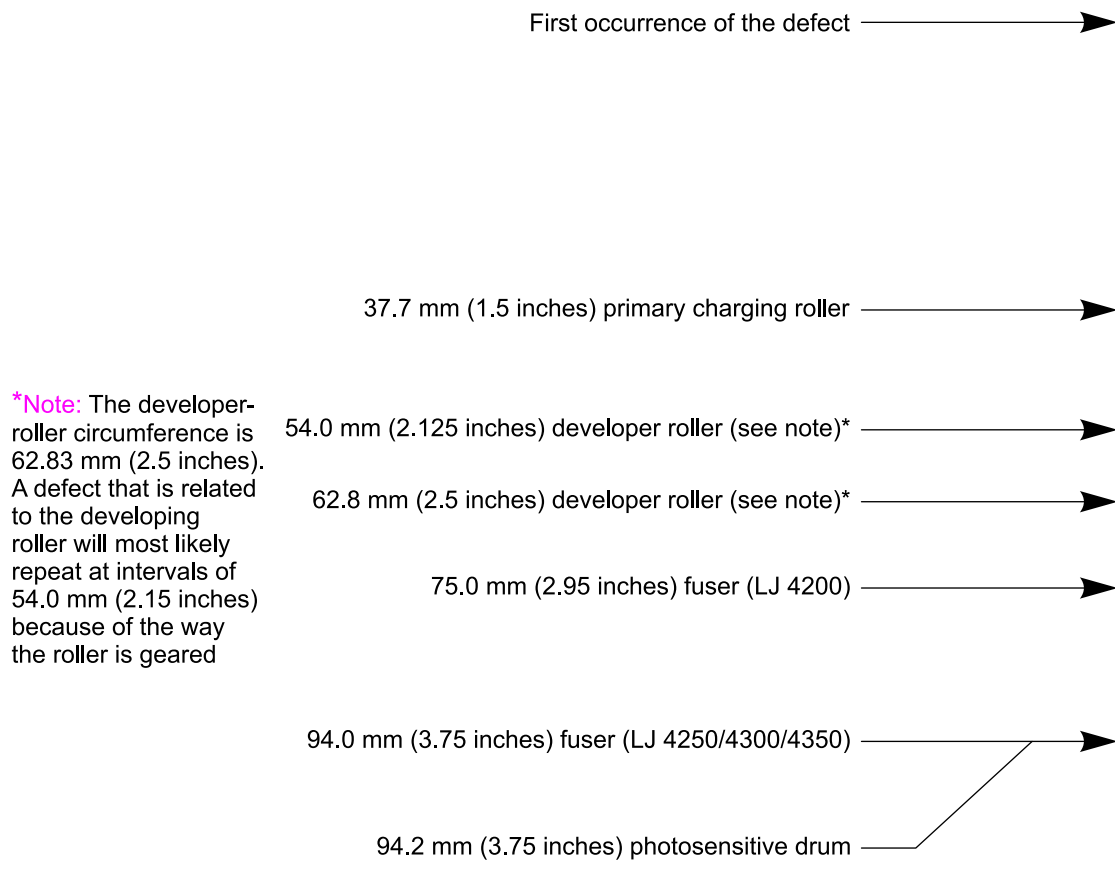


Figure 7-8 Repetitive-defect ruler