

# Repetitive-defects troubleshooting

Defects on printer rollers can cause image defects to appear at regular intervals on the page. Use [Table 6-26 Causes of repetitive defects on page 225](#) to determine which roller is causing the defect. To resolve the problem, try cleaning the roller. If the roller remains dirty after cleaning or if it is damaged, replace it.

Repetitive defects for the transfer unit normally appear on every other page, because the transfer belt is longer than a page. However, the period of the repetitive defect can vary depending on the type of media, and a repetitive defect can occur more than once on the same page.



**CAUTION:** Do not use solvents or oils to clean rollers. Instead, use lint-free paper to clean the roller. If dirt is difficult to remove, dampen the paper with rubbing alcohol.

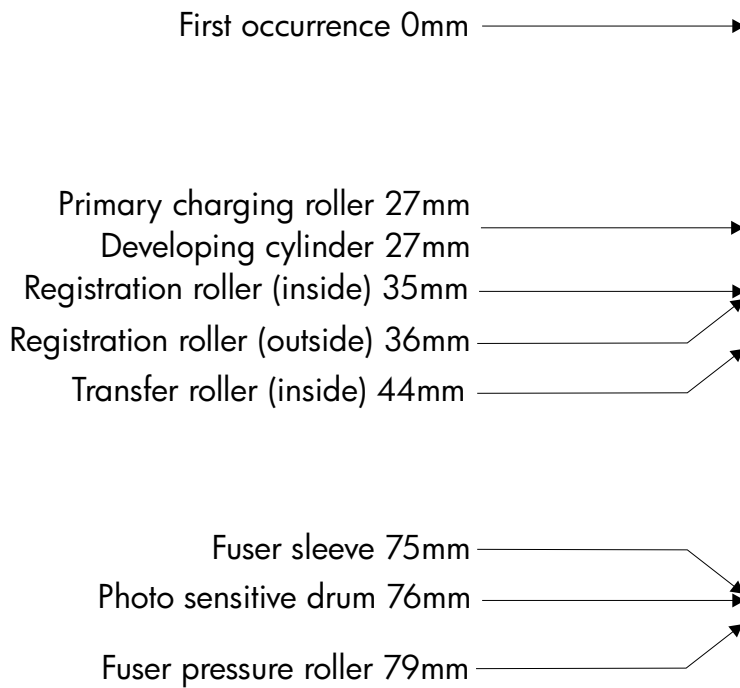


**NOTE:** Defects on the tray 2 pickup roller or the multipurpose-tray pickup roller do not cause a repetitive defect, but instead cause a defect on the leading edge of the page.

**Table 6-26 Causes of repetitive defects**

Problem Area	Period of defect (mm)	Problem			
		Dirt on front	Blank spots	Dirt on back	Poor fuser
Primary charging roller	About 27	X	X		
Developing cylinder	About 27	X	X		
Registration roller (inside)	About 35	X			
Registration roller (outside)	About 36			X	
Transfer roller	About 44		X	X	
Fuser sleeve	About 75	X	X		X
Photosensitive drum	About 76	X	X		
Fuser pressure roller	About 79	X		X	X

Repetitive print defects are usually caused by a specific roller, cylinder, or drum in the printer or the print cartridge. Use the following figure to isolate the cause of repetitive print defects. Align the first occurrence of the defect with the top of the “ruler” (at the top or bottom of the misprinted page), and measure to the next occurrence of the defect to determine which roller, cylinder, or drum is causing the defect. When the defect pattern matches the pattern of the ruler, replace the indicated part.



**Figure 6-2** Repetitive defect ruler



**NOTE:** Transfer unit defects usually appear on every other page because the transfer belt is longer than a page. However, the defect distance might vary depending on the type of media that is being used. It is possible to see a repetitive defect more than once on the same page.