



**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 rubbing alcohol.



**NOTE** Defects on the paper tray or the multipurpose tray pickup roller cause defects only on the leading edge of the image.

## Repetitive defect ruler

If defects repeat at regular intervals on the page, use this ruler to identify the cause of the defect. Place the top of the ruler at the first defect. The marking that is beside the next occurrence of the defect indicates which component needs to be replaced.

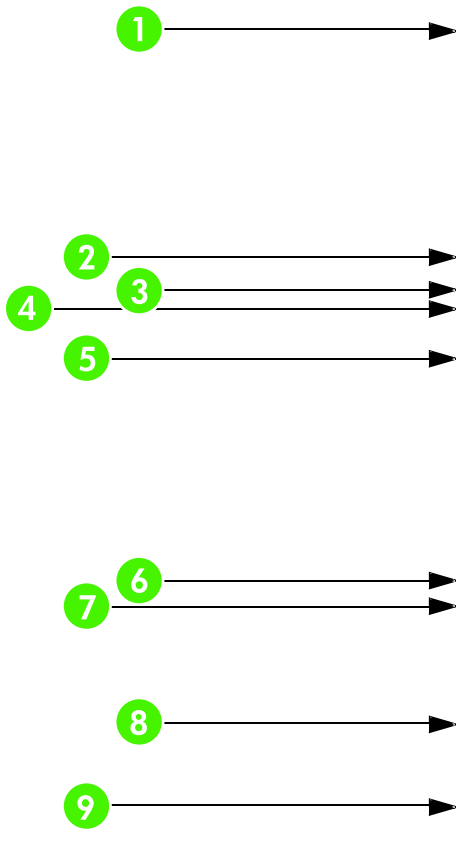


Figure 7-4 Repetitive defects ruler

Table 7-33 Repetitive defect spacing

Interval	Roller	Distance	Type of defect	Replacement part
1	First occurrence of the defect (the distance from the top of the page to the defect might vary).			
2	Black (K) developing cartridge roller cylinder	34.3 mm (1.35 inches)	Defect on front of paper	Print cartridge
3	Cartridge primary charging roller or ETB transfer roller	37.7 mm (1.48 inches)	Repetitive spots	Print cartridge

**Table 7-33** Repetitive defect spacing (continued)

Interval	Roller	Distance	Type of defect	Replacement part
	(if the defect occurs in only one color, the defective part is the print cartridge; if the defect occurs in all colors, the defective part is the ETB)			
4	Color (CMY) developing roller cylinder.	38.5 mm (1.52 inches)	Defect on front of paper	Print cartridge
5	Toner feed roller	42.7 mm (1.68 inches)		Print cartridge (K)
6	Media attaching roller	75 mm (2.95 inches)	Defect on front of paper	ETB
7	Fuser sleeve	76.0 mm (2.99 inches)	Poor fusing	Fuser
8	Fuser pressure roller	81.0 mm (3.19 inches)	Poor fusing	Fuser
9	Photosensitive drum	94.2 mm (3.71 inches)	Defect on front of paper	Print cartridge

**Table 7-34** Additional repetitive defects

Roller	Distance	Type of defect	Replacement part
Paper tray feed roller	77 mm (3.71 inches)	Defect on front of paper	Feed roller
Paper tray paper separation roller	77 mm (1.35 inches)	Defect on back of paper	Separation roller
Registration roller	55 mm (1.48 inches)	Defect on back of paper	Paper feed assembly
Registration sub roller	47 mm (1.68 inches)	Defect on front of paper	Paper feed assembly
Fuser delivery roller	37 mm (2.95 inches)	Defect on back of paper	Delivery assembly
Face-down delivery roller	25 mm (2.99 inches)	Defect on back of paper	Delivery assembly
Paper tray pickup roller	77 mm (3.19 inches)	Defect on front of paper	Paper pickup roller
Multipurpose tray pickup roller	See the note above <a href="#">Figure 7-4 Repetitive defects ruler on page 455.</a>	Defect on back of paper	Multipurpose tray pickup roller assembly

To confirm that a print cartridge is the problem, insert a print cartridge from another HP Color LaserJet 4700 printer, if one is available, before ordering a new print cartridge.

If the defect repeats at 94.0 mm (3.75 inch) intervals, try replacing the print cartridge before replacing the fuser.