

Print-quality troubleshooting tools

Repetitive image defects

If the product output has a consistent, repetitive defect, use the table in this section to determine which part needs to be replaced based on the measured distance between the repetitions of the defect.

Repetitive defects caused by the ITB normally appear on every other page, because the ITB 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.



NOTE: The following table replaces the graphical repetitive defect ruler. You can make your own ruler by using these measurements.

Table 2-6 Repetitive image defects

Distance between identical defects	Component
About 22.0 mm (0.86 in)	Developer roller (one rotation)
About 38.0 mm (1.49 in)	Primary charging roller
About 44.0 mm (1.73 in)	Registration roller
About 58.0 mm (2.28 in)	Secondary transfer roller or Fuser sleeve
About 63.0 mm (2.48 in)	Pressure roller
About 75.0 mm (2.95 in)	Photosensitive drum
About 78.0 mm (3.07 in)	ITB (ITB drive roller or secondary transfer opposed roller)

Calibrate the product

Calibration is a product function that optimizes print quality. If you experience any print-quality problems, calibrate the product.

1. Open HP ToolboxFX.
This is now called “HP Device Toolbox?”
2. Click the **System** tab, and then click the **Print Quality** link.
3. In the area for Color Calibration, select the **Calibrate Now** check box.
4. Click **Apply** to calibrate the product immediately.