

Print-quality troubleshooting tools

Repetitive image defects

If the product output has a consistent, repetitive defect, then 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.


 **NOTE:** The following table replaces the graphical repetitive defect ruler. You can make your own ruler by using these measurements. For the most accurate results, use a metric ruler.


Table 7-10 Repetitive image defects

Distance between identical defects	Component	Notes
22 mm (0.87 in)	Developer roller	Replace the print cartridge.
38 mm (1.5 in)	Primary charging roller	Replace the print cartridge.
44.0 mm (1.73 in)	Registration roller	Clean the roller. If dirt still appears on the page, replace the registration unit.
58 mm (2.3 in)	Fuser sleeve	Process a cleaning page. If dirt still appears on the page, replace the fuser.
58 mm (2.3 in)	Transfer roller	Replace the secondary transfer feed unit.
63 mm (2.5 in)	Pressure roller (one rotation)	Process a cleaning page. If dirt still appears on the page, replace the fuser.
75 mm (2.9 in)	OPC drum	Replace the print cartridge.
78 mm (3 in)	ITB	Calibrate the product. If dirt still appears on the page, replace the ITB unit.

Calibrate the product

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

Calibrate the product from the control panel

1. Press **Setup** .
2. Use the arrow buttons to highlight **System setup**, and then press **OK**.
3. Use the arrow buttons to highlight **Print quality**, and then press **OK**.
4. Use the arrow buttons to highlight **Calibrate color**, and then press **OK**.
5. Use the arrow buttons to highlight **Calibrate now**, and then press **OK**.

Calibrate the product from HP ToolboxFX

1. Open HP ToolboxFX.
2. Click the **Device Settings** folder, and then click the **Print Quality** page.
3. In the area for Color Calibration, select the **Calibrate Now** check box.
4. Click **Apply** to calibrate the product immediately.