

## Solve image-quality problems

This section helps you define print-quality problems and what to do to correct them. Often print-quality problems can be handled easily by making sure that the product is properly maintained, using paper that meets HP specifications, or running a cleaning page.

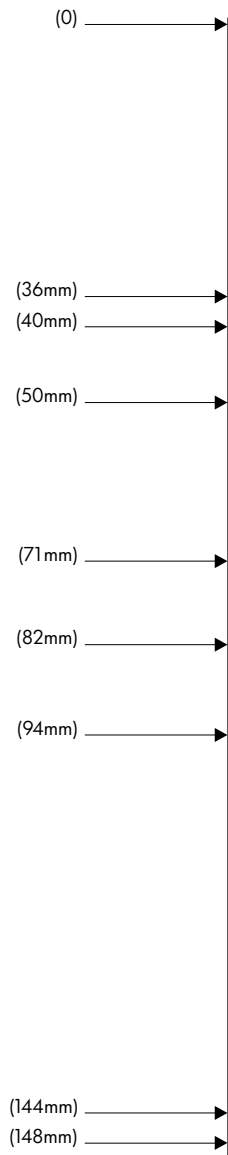
### Example print quality problems

Some print quality problems arise from use of inappropriate paper.

- Use paper that meets HP paper specifications.
- The surface of the paper is too rough. Use paper that meets HP paper specifications.
- The printer driver setting or paper tray setting might be incorrect. Be sure that you have configured the paper tray at the product control panel and have also selected the correct driver setting for the paper that you are using.
- The print mode might be set incorrectly, or the paper might not meet recommended specifications.
- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet products.
- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.
- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the printer of your letterhead to verify that the paper used meets the specifications for this product.
- Several optimize print modes can be used to address print quality issues. See [Print Quality menu on page 24](#).

### Repetitive defects 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.



36 mm	Developer roller in an image drum. The print quality defect will be in one of the four image drums (image drum).
40 mm	Charge roller in an image drum. The print quality defect will be spots or dots sometimes caused when feeding labels and will be in one of the four image drums (image drum).
50 mm	Transfer 1 roller in the transfer unit (transfer kit).
71 mm	Transfer 2 roller in the roller kit (transfer kit).
82 mm	Tension in the transfer unit (transfer kit).
94 mm	Image drum. The print quality defect will be in one of the four image drums (image drum).


144 mm	Pressure roller in the fuser (fuser kit).
148 mm	Fusing roller in the fuser (fuser kit).

To identify if the image drum is the problem, insert an image drum from another HP Color LaserJet CP6015 series, if one is available, before ordering a new image drum.

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

## Overhead transparency defects

Overhead transparencies might display any of the image quality problems that any other type of paper could display, as well as defects specific to transparencies. In addition, because transparencies are pliable while in the print path, they are subject to being marked by the paper-handling components.

 **NOTE:** Allow transparencies to cool at least 30 seconds before handling them.

- On the printer driver's **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.
- Check that the transparencies meet the specifications for this product.
- If transparencies are sticking together in the output bin, set **MEDIA TEMP** to **REDUCED** from the print quality menu. See [Use manual print modes on page 484](#).
- Handle transparencies by the edges. Skin oil on the surface of transparencies can cause spots and smudges.
- Small, random dark areas on the trailing edge of solid fill pages might be caused by transparencies sticking together in the output bin. Try printing the job in smaller batches.
- If the selected colors are undesirable when printed, select different colors in the software program or printer driver.
- If you are using a reflective overhead projector, use a standard overhead projector instead.

## Print quality problems associated with the environment

If the product is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See [Environmental specifications on page 991](#). Several optimization modes can also help with environmental conditions. See [Use manual print modes on page 484](#).

## Print quality problems associated with jams

- Make sure that all paper is cleared from the paper path.
- If the product recently jammed, print two to three pages to clean the product.
- The paper does not pass through the fuser, causing image defects to appear on subsequent documents. Print two to three pages to clean the product.

## Optimize and improve image quality

The following procedures can be used to solve most image-quality problems.