



## Print the Service Page

1. Touch the Setup  button.
2. Open the Reports menu.
3. Touch the Service Page item.

## Clean the paper path

To clean the paper path, process a cleaning page.

## Print the cleaning page

1. Touch the Setup  button.
2. Open the Service menu.
3. Touch the Cleaning Page item.

## 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 2-6** Repetitive image defects

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