

Print quality troubleshooting tools

Print quality troubleshooting tools: repetitive defects ruler

Use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. Place the ruler next to the first occurrence of the defect on the page. Find the distance between identical defects and use the table below to identify the component that is causing the defect.



NOTE: 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 water.

Distance between defects	Product components that cause the defect
38 mm (1.45 in.)	Primary charging roller ¹
47 mm (1.85 in.)	Transfer roller
50 mm (1.97 in.)	Feed roller Pre-registration roller
63 mm (2.48 in.)	Tray 1 pickup roller Developing roller
79 mm (3.11 in.)	Tray 1 feed roller Tray 1 separation roller Tray 2 pickup roller Tray 2 feed roller Tray 2 separation roller
94 mm	Photosensitive drum (toner cartridge) ¹
94 mm (3.70 in.)	Fuser sleeve assembly Pressure roller

¹ The primary charging roller and photosensitive drum cannot be cleaned because they are internal assemblies in the toner cartridge. If one of these assemblies is causing the defect, replace the toner cartridge.