

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.

Distance between defects	Product components that cause the defect
44 mm	Primary charging roller ²
45 mm	Face-down delivery roller ¹
44 mm	Product: primary transfer roller
50 mm	Duplex inlet roller Duplex switchback roller Duplex registration roller Duplex feed roller Duplex re-pickup roller Registration roller
51 mm	Intermediate delivery roller ¹
54 mm	Secondary transfer roller
57 mm	Fuser delivery roller Face-up delivery roller
63 mm	Developing roller ² HCI cassette pickup roller
69 mm	Pressure roller
75 mm	Cassette pickup roller Fuser sleeve
77 mm	Tray 1 separation roller Tray 1 feed roller HCI cassette separation roller HCI cassette feed roller
82 mm	Tray 1 pickup roller
94 mm	Cassette separation roller Cassette feed roller Photosensitive drum ²

¹ M806 product only

² The primary charging roller, photosensitive drum, and developing roller 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.