

HP Color LaserJet CP6015, CM6030 and CM6040 MFP Products - ITB Ghost Image of Calibration Marks

ISSUE:

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A Print Quality defect is observed at the top, bottom or both areas of a page. The defect prints as a band/streak that goes from Leading to Trailing edge of the page (process direction). The band/streak normally shows all colors (CMYK) and most of the time has a “Ghost image of the Calibration Marks” pattern on it. If the ITB is slide out after running a “Full Calibrate Now” from the control panel, the surface of the ITB may show the same band/streak as it is printed on the paper. The band/streak may fade out after printing 10 to 20 pages, but it may return after a calibration is performed. See pictures below showing the band/streak on the ITB surface and on the Paper.

NOTE: The Event Log may show a large amount of 54 errors. This is an indication of calibration failure. The printer is using the Factory Calibration values and will print with acceptable print quality.

SOLUTION:

1. Validate the issue is the same shown in the image provided in this document. Obtain Print Samples showing the Print Quality defect (Ghost Image of the Calibration Marks or band/streaks).
2. **OPEN AND CLOSE THE FRONT DOOR** at least 5 times. This action will CLEAN the Calibration Sensors.
3. Replace the ITB using part number Q3938-67987. (**Updated Part Number Q3938-68001.**)
Always use part surfer to ensure most up to date part number.
4. Elevate the case to Level 3 if after replacing the ITB the issue persists.

Figure 1: These two images show the Calibration Marks residual not getting cleaned from the ITB surface

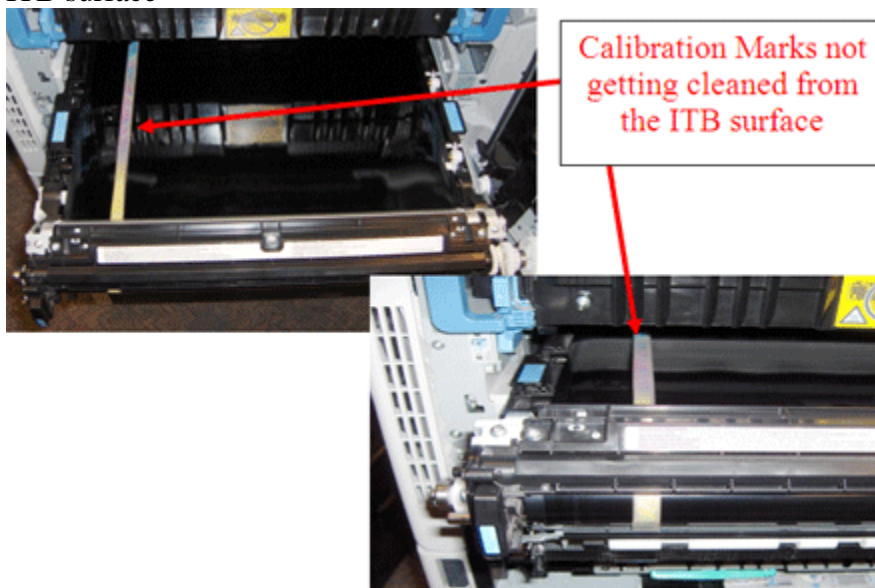
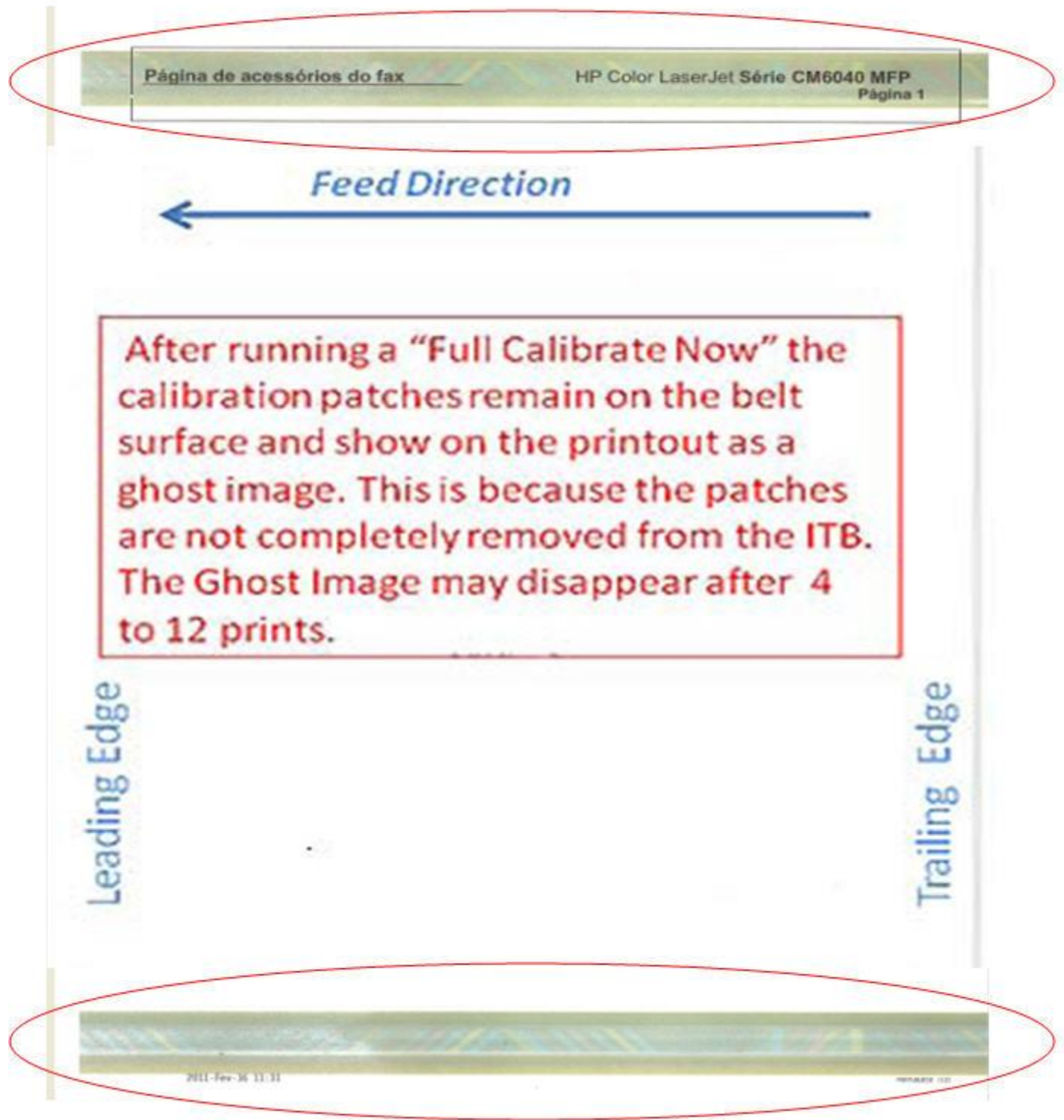


Figure 2: This image shows the “Ghost Image of Calibration Marks” generated when the belt is not getting cleaned; observed the top and bottom areas of the page sample below



CAUSE: Some ITBs had its cleaning blade (which is part of the ITB) not fully making contact with the ITB surface.

NOTE: Large amount of 54 errors in the Event Log can be an indication of “Calibration Sensors” being contaminated with toner. The fact that the ITB surface is not getting properly cleaned generates toner build up in the Calibration Sensors.