



### ***Lines on copy/Cleaning ADF***

#### ***HP M4555MFP/4345MFP/M4345MFP/4730MFP/CM4730MFP***

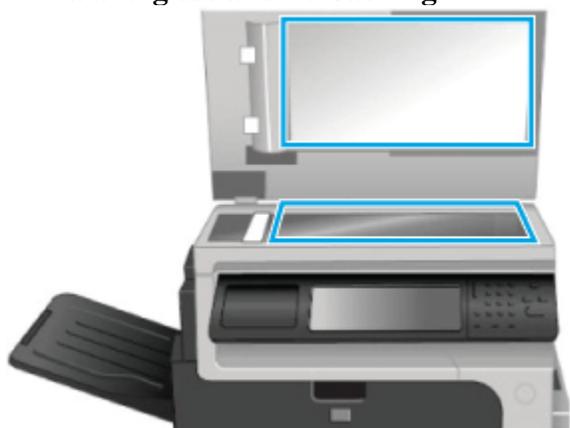
**Determine whether the issue occurs when using the ADF glass or the flatbed glass**

1. Make a blank copy from the ADF and mark it “ADF.”
2. Make a blank copy from the flatbed scanner glass and mark it “flatbed.”

If the issue is *only* visible on the copy marked “flatbed,” use a soft, lint-free cloth moistened with water to clean the flatbed glass and lid backing.

If needed, lens cleaner or nonabrasive glass cleaner can be applied to the cloth before cleaning the glass. Spray only onto the cloth and not directly onto the glass or device. Do not spray water or glass cleaner on the glass as it can seep under it and possibly damage the printer. Do not use abrasives, acetone, benzene, ethyl alcohol, or carbon tetrachloride on the glass; these can damage it and/or leave residue on the glass resulting in degraded copy/scan quality.

#### **1: Flatbed glass and lid backing**



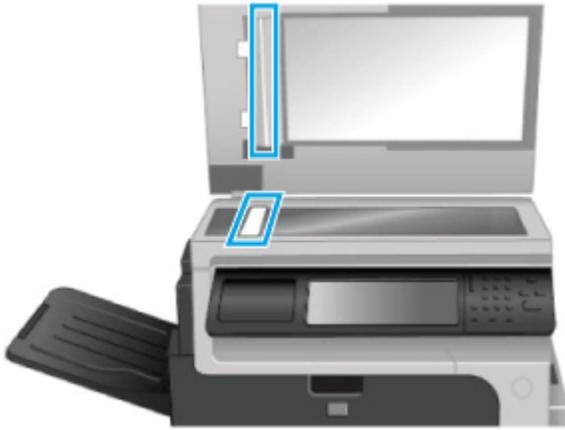
If the issue is visible on the copy marked “ADF,” see *Step two: Clean the ADF glass*.

#### **Step two: Clean the ADF glass and white strip on the underside of the scanner lid**

Dust might appear on the underside of the glass, but this cannot be cleaned and it has no effect on the copy or scan quality.

1. Open the scanner lid and locate the one-inch strip of glass to the left of the main scanner flatbed glass.

#### **2: ADF glass and white strip**



2. Use a soft, lint-free cloth moistened with water to clean the ADF glass. Some models use an upper ADF glass similar to the lower one. In this case, perform this cleaning step for both the lower and upper ADF glass.

If needed, lens cleaner or nonabrasive glass cleaner can be applied to the cloth before cleaning the glass. Spray only onto the cloth and not directly onto the glass or device. Do not spray water or glass cleaner on the glass as it can seep under it and possibly damage the printer. Do not use abrasives, acetone, benzene, ethyl alcohol, or carbon tetrachloride on the glass; these can damage it and/or leave residue on the glass resulting in degraded copy/scan quality.

3. On the underside of the scanner lid above the strip of ADF glass, use a soft, lint-free cloth moistened with water to clean the upper white strip and metal strip (if applicable). In some cases, this is a glass strip similar to the ADF glass.

**Do not scrub or use paper-based wipes as this can scratch the surface.**

4. If the white strip does not come clean, try again using isopropyl alcohol, and then wipe the surface thoroughly with a damp cloth to remove any residual alcohol.
5. Dry the ADF glass and upper strip with a soft, dry cloth to prevent spotting and then try again to copy or scan.

If the issue persists, see *Step three: Isolate the location of the debris*.

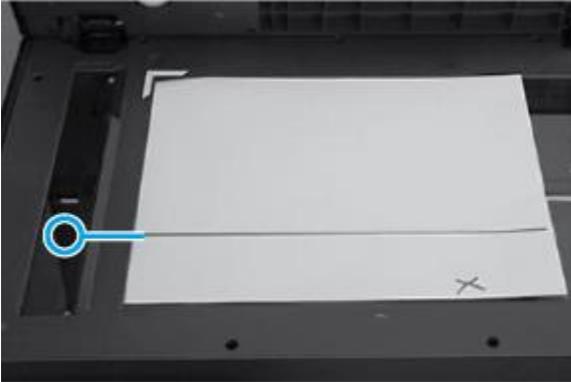
### **Step three: Isolate the location of the debris on the ADF glass**

1. Place a blank sheet of paper in the ADF and mark an “X” in the lower right corner as shown below.

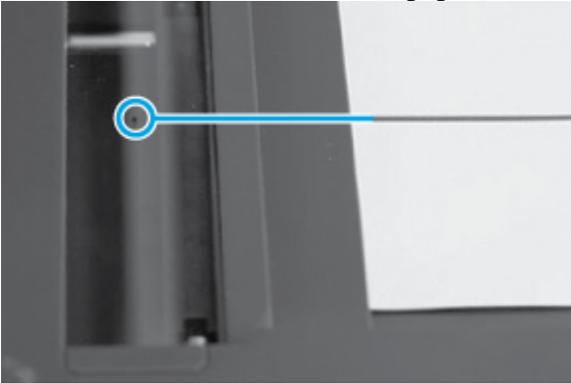


2. Press the Start button to make a copy of the blank page.

- Place the copied paper face-up on the flatbed glass with the “X” located as shown below. Make sure the upper left corner of the copy is aligned with the upper left corner of the flatbed glass.



- Follow the line or streak on the paper to the area on the ADF glass that is causing the issue.



- Use a fingernail to loosen any stubborn debris. Use only a fingernail. Other objects can scratch the ADF glass.
- Clean this specific area again and dry the glass with a soft, lint-free cloth.



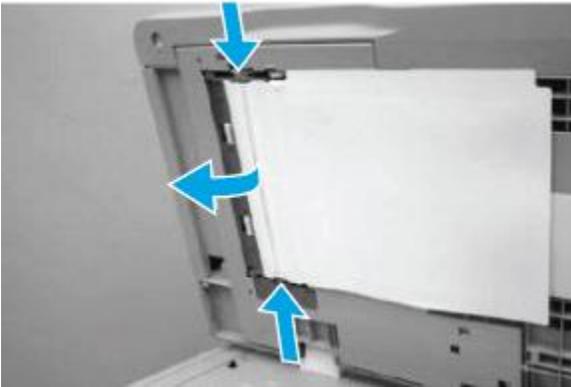
- Try again to copy or scan. If the issue persists, see *Clean or replace the mylar strip (4345, M4345, 4730, and CM4730 MFP models only)* or the *Advanced Troubleshooting* section.

**Step four: Clean or replace the mylar strip (4345, M4345, 4730, and CM4730 MFP models only)**

- Open the scanner lid.

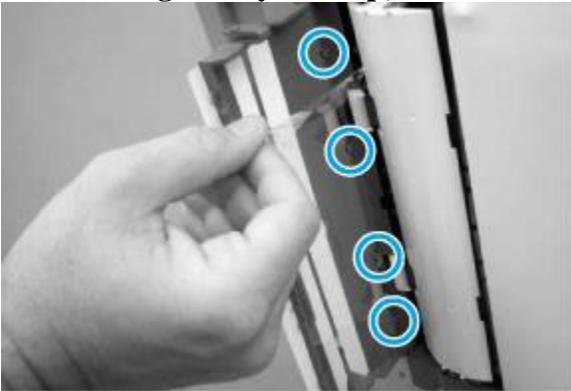
2. Clean the mylar strip.
- a. On the underside of the scanner lid near the white strip, press the two tabs at the top and bottom of the ADF guide cover to release it.

**3: Releasing the ADF guide cover**



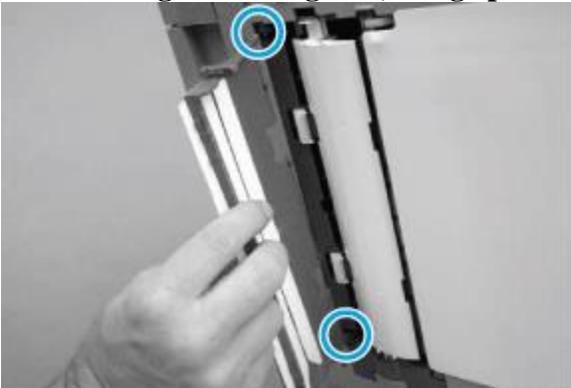
- b. Lift the ADF guide cover and locate the clear mylar strip (transparent sheet).
- c. Carefully unhook the mylar strip from the four tabs on the ADF guide cover, and then remove the mylar strip.

**4: Removing the mylar strip; ADF tabs circled**



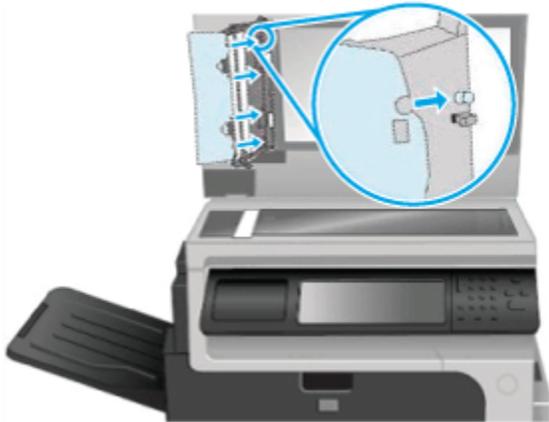
- d. If it is difficult to remove the mylar strip, pull the ADF guide cover hinges off the hinge pins to first remove the ADF guide cover.

**5: Removing the ADF guide; Hinge pins circled**



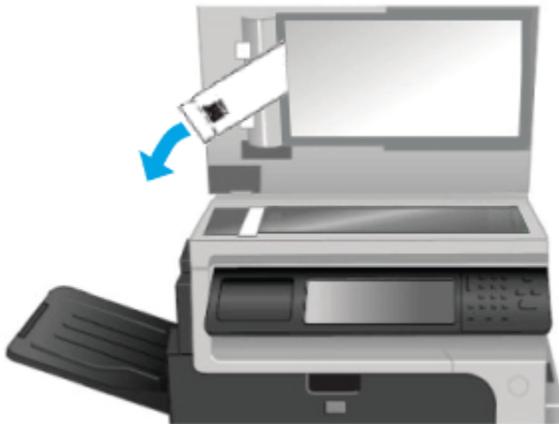
- e. Clean the mylar strip gently with a soft, lint-free cloth slightly moistened with water only.
- f. Dry the mylar strip gently with a soft, lint-free cloth.
- g. Reinstall the mylar strip, close the ADF lid, and then try again to copy or scan.

The clear mylar strip is keyed with a small notch at the top. Make sure to align the notch with the round pin that is on the holder.



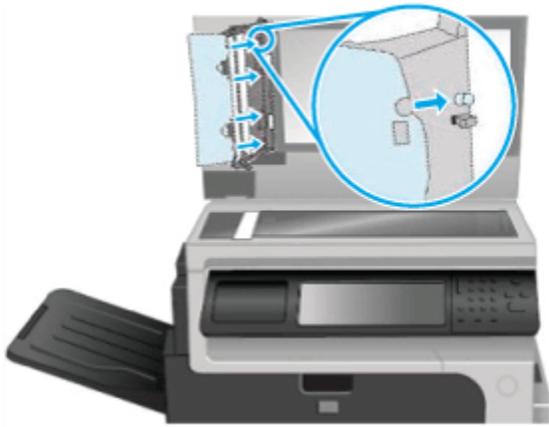
3. If the issue persists after cleaning, replace the mylar strip.
  - a. On the underside of the scanner lid, locate the envelope containing replacement strips behind the white backing under the ADF lid.

Typically, units are shipped with several replacement Mylar strips. If the envelope is not present, contact HP to order the replacement strips (part number Q6496A).



- b. Release and remove the ADF cover guide, and then remove the mylar strip by repeating the steps listed above.
    - c. Replace the mylar strip with a new one from the envelope.

The clear mylar strip is keyed with a small notch at the top. Be sure to align the notch with the round pin that is on the holder.



- d. When the new mylar strip is securely in place, reinstall the ADF guide cover.

### **Advanced troubleshooting**

If the steps above do not resolve the issue, try one or more of the following advanced troubleshooting steps:

- Power cycle the product. See the User Guide for detailed instructions.
- Clean the pick-up rollers. See the User Guide for detailed instructions.

### **Tips to ensure quality copies and scans**

- Make sure you are not using a third-party scanning software as these can cause line or streak symptoms. If so, contact the third-party software vendor.
- If using HP scanning software, make sure that there are not multiple imaging devices installed on the computer. HP does not recommend multiple imaging devices on the same computer (to avoid software conflicts).
- The firmware version can affect the performance of the scan head. Always make sure the device has the latest firmware version installed.