



Missing or Light Color Planes on Printouts

HP M551/M570MFP/CP3525/CP4025/CP4525/

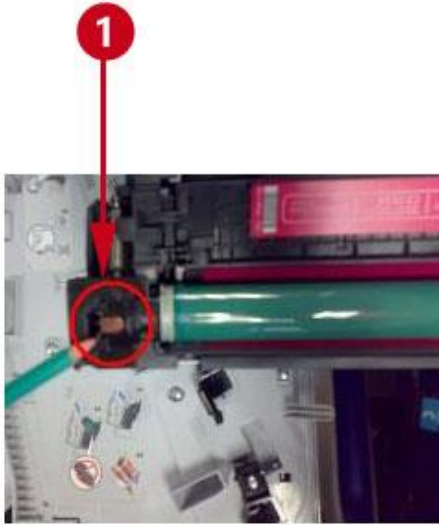
M575MFP/CM3530MFP/CM4540MFP/M651/M680MFP Printers

Issue:

This document will help to diagnose the possible causes of missing or lightly printing color planes on printouts.

Solution:

1. Calibrate the Printer from the control panel.
2. Get color samples and attach to case along with Config Page, Event Log and Supplies Status Page.
3. Use “**Disable Cartridge Check**” with a working toner cartridge in place of the missing or light color and print.
 - If the other print cartridge prints properly (the color now appears on printouts), then check the non-working cartridge grounding contact (see Figure below). Replace the toner cartridge if damage is found or any pieces are missing.
 - If the problem persists, the issue follows the slot. Go to next step.



- **Ground contact in toner cartridge**

NOTE:

If the Ground Contact at the printer or cartridge is missing, dirty or blocked the color will be light or missing from printouts as well. See the following Figures for how the ground contact looks in place properly and where it has been dislodged.

Figure: Ground Contact Spring Installed Properly

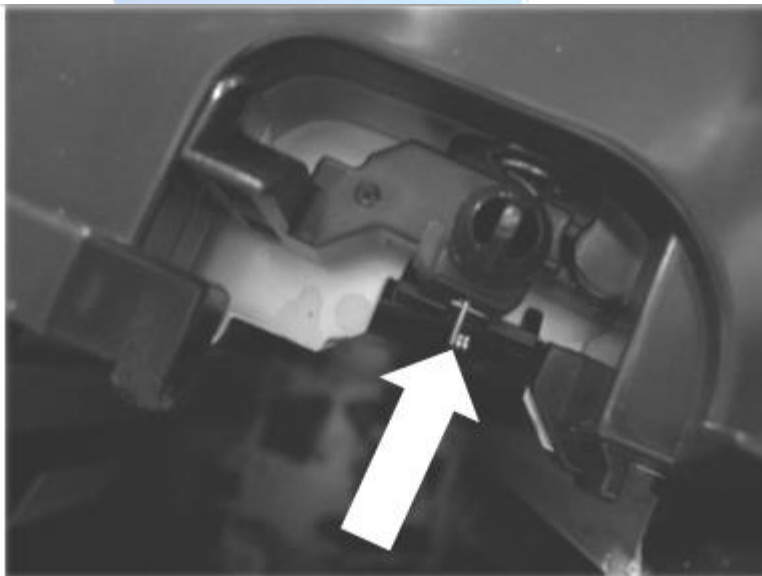
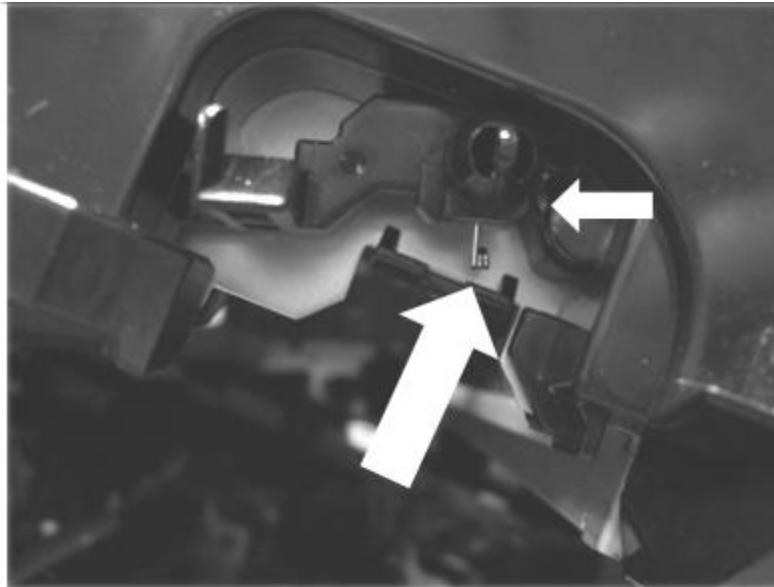


Figure: Ground Contact Spring Dislodged



4. Clean the High Voltage contacts in the printer. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
5. Try “**Print Stop Test**” to isolate HVPS functionality.
 - At 1550 milliseconds. Check toner cartridge drum and check the image looks faint or missing, if so replace HVPS-D (developer).
 - At 1800 to 1900 milliseconds watch the ITB for toner image check if the image on the belt looks faded or missing. If so replace HVPS-T (transfer).
6. Do an Engine Test without the Formatter installed to determine if the color causing the problem is printing or not.
7. If issue is related to Yellow/cyan, make sure front door is closed correctly from the left side (there should not exist any gap). If door is not well closed or there is a gap please try reseating the Toner Collection Unit (TCU) and the door. If issues persist go to next step.



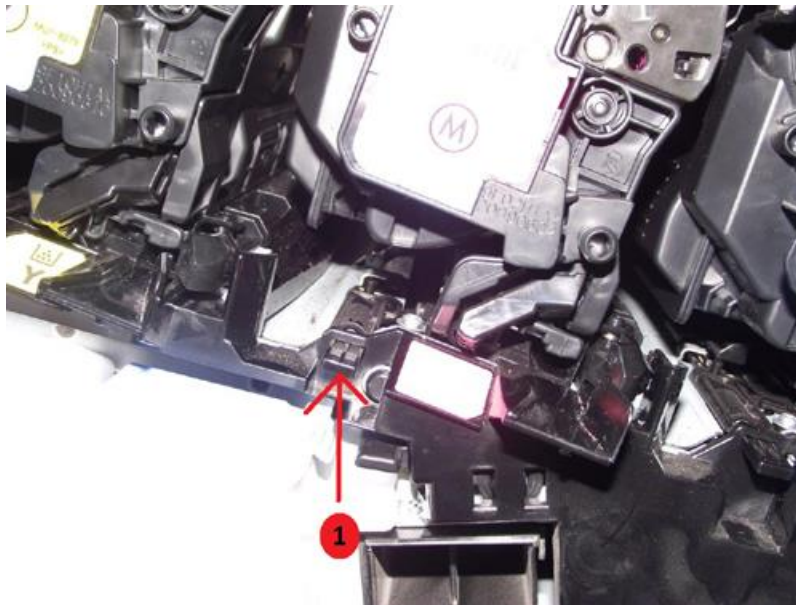
CP45XX series

CP3525/CM3530



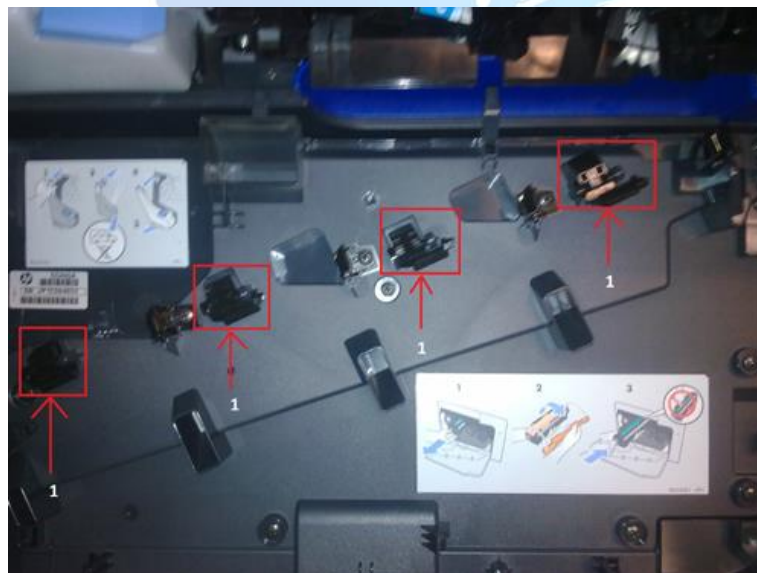
8. Do a Laser Scanner Shutter Test by defeating the PGC (protective glass cleaner).

Figure: PGC (protective glass cleaner)



9. Push tab in to verify the shutter opens. Compare process with a working color slot.
10. It is possible the PGC (protective glass cleaner) actuator (see Figure below) at the door is missing or the front door is not in the correct position. Replace front door assembly.

Figure: PGC (protective glass cleaner) actuator



11. In case both HV contact test and Laser scanner test have missing color as result, perform a dot test.

Use a pen, pencil or marker to draw a dot on the white area on the edge of the drum, then close the door and wait for the printer to finish the self-check process. Now check to see if the dot moved, see the Figure below.

- If the dot moved, replace the laser scanner assembly
- If the dot does not move, perform the same step on a different slot as well and test. If none of the dots move, there must be a cartridge engagement issue, replace MDA (main drive assembly).

Figure: Dot on drum

