



## Pages Print with Color Background

### HP CP3525/CM3530MFP/CP4025/CP4525/CM4540MFP/M551/M575MFP

#### Issue

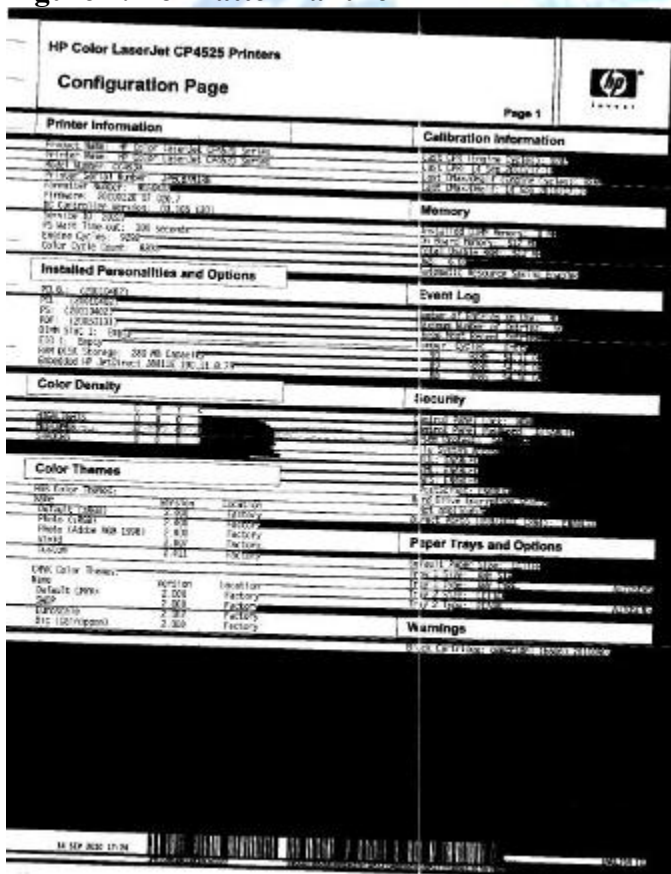
Users may report a solid or partial background in a particular color. This may occur with every job printed, including internal pages.

There are 2 different scenarios that can cause this issue:

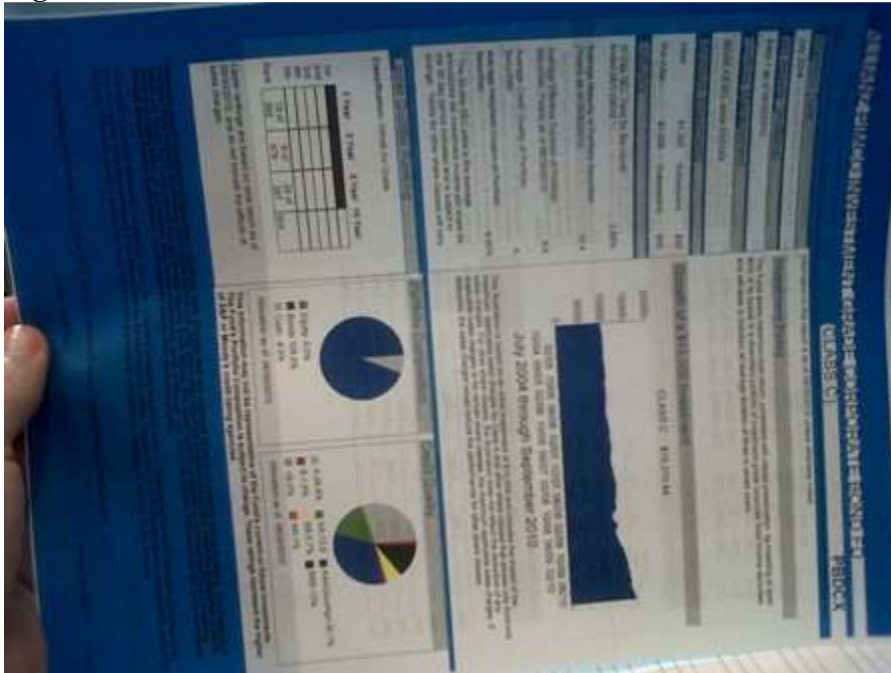
1. Hardware failure
2. Formatter failure

Background caused by formatter failures may look similar to the following two Figures:

**Figure 1: Formatter Failure**



**Figure 2: Formatter Failure**



Background caused by hardware components

**Figure 3: Hardware Failure**



**Figure 4: Hardware Failure**



**Solution**

1. Remove formatter & print engine test. Double-check if behavior is the same while formatter is uninstalled.
  1. If background disappears, replace formatter board.
  2. If background still occurs continue with step 2.
2. Verify cartridges currently installed are genuine HP.
3. Remove the toner cartridges and check if there is toner spilling inside the printer.
4. Clean each metal contact at cartridge level of the color that produces the background. Turn off the device, check the primary charge contact in the printer and clean it up also. Remains of toner could block the contact and cause a full or partial color background on the pages. See the Figures below.

**Figure 5: Cartridge Contact**



**Figure 6: Primary Charge Contact in Printer**



5. Isolate the issue to a slot, or cartridge. Perform a disable cartridge check and swap with any other toner cartridge.
  1. If problem follows cartridge, replace it.
  2. If problem follows cartridge slot, continue with next step.
6. Perform a laser scanner block test and then print a test page.
  1. If the issue is not present, the issue is related to a defective laser scanner.
  2. If problem still occurs it means the HVPS-D supply is not working correctly.