



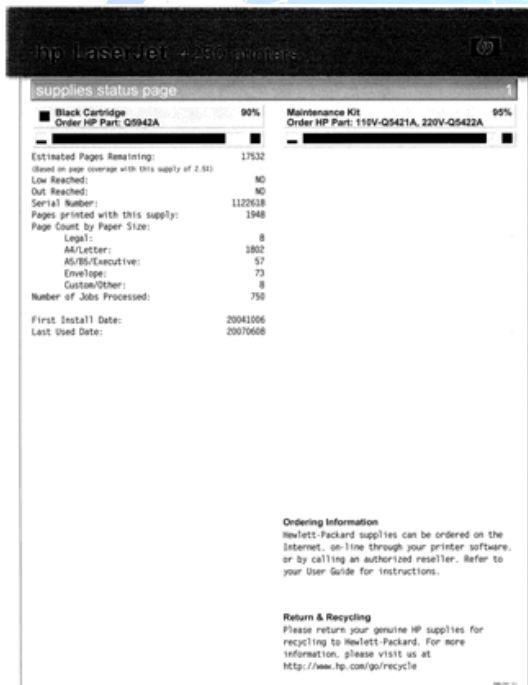
## *Print Defect - Black Band*

### *HP 42x0 and HP 43x0 Series*

This document describes a print quality defect and some possible actions that may eliminate the Print Quality defect.

The illustrations below show a print quality defect the industry has encountered. The defect runs across the entire width of the paper (edge to edge). In this situation the print quality defect occurs on the first page printed after the printer has come out of Power Save. The print quality defect goes away after the first page has been printed.

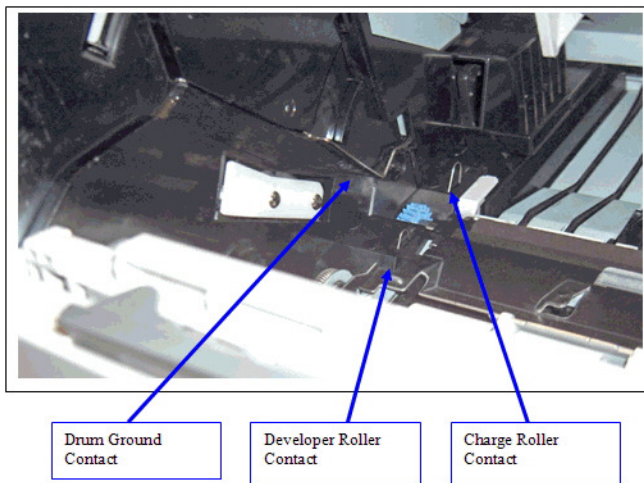
**Figure 1:** Sample of top bar defect



Unplugged your printer from the ac outlet. In most situations, this print quality defect was corrected by cleaning (using canned air) the Developer and Charge Roller contacts. Push on the spring contacts to ensure they “flex” appropriately and spring forward to contact the Toner Cartridge once it is installed in the printer.

**Figure 2:** Contact spring locations

If cleaning and adjusting the Developer and Charge Roller contacts does not work, it will be necessary to remove the High Voltage Power Supply and re-seat the Power Supply after adjusting the Developer Bias contact. See instructions below.



**Figure 3:** Developer high voltage contact location

The above photo shows the interior of the printer with the High Voltage Power Supply removed from the printer; looking in from the rear of the printer. The springs hanging down are the High Voltage contacts which provide a connection between the toner cartridge and the High Voltage Power Supply. It is suspected that the Developer contact (inside the toner cartridge) and the Developer voltage contact on the High Voltage Power Supply may not be making adequate contact causing the print quality defect. Using needle-nose pliers, attempt to bend the contact at the elbow 1-2 mm to ensure a better connection. Re-install the High Voltage Power Supply and test the unit for proper operation.

