

Printing

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Maintenance

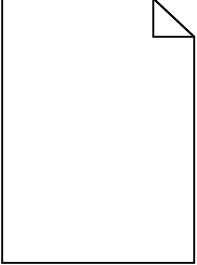
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You may be able to correct many print quality problems by replacing a supply or maintenance item that has reached the end of its intended life. Check the operator panel for a message about a printer consumable. See **Determining the status of supplies** for information about other ways to identify consumables that need to be replaced.

Use the following table to find solutions to any print quality problems you have detected.

Symptom	Cause	Solution
Blank pages 	The printer was priming the stapler.	If you primed the stapler, a blank sheet of paper prints. See Priming the stapler .
	The print cartridge is defective or empty.	Replace the print cartridge. See Replacing the print cartridge .
	The transfer roller is defective.	Replace the transfer roller. See Replacing the items in the maintenance kit .



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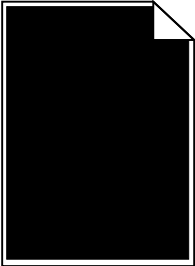
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Symptom	Cause	Solution
Black pages 	The print cartridge is defective.	Replace the print cartridge. See Replacing the print cartridge.
	Your printer requires servicing.	Call for service.



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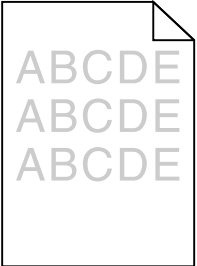
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Symptom	Cause	Solution
Print too light 	The Toner Darkness setting is too light.	Select a different Toner Darkness setting from the printer driver before sending the job to print.
	You are using print media that does not meet the printer specifications.	<ul style="list-style-type: none"> • Use recommended paper and other print media. Refer to the <i>Card Stock & Label Guide</i> available on Lexmark's Web site at www.lexmark.com for detailed specifications. • Load print media from a new package. • Avoid textured paper with rough finishes. • Make sure the paper you load in the trays is not damp.



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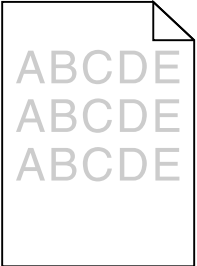
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Symptom	Cause	Solution
Print too light 	The print cartridge is low on toner.	Replace the print cartridge. See Replacing the print cartridge .
	The print cartridge is defective or has been installed in more than one printer.	Replace the print cartridge. See Replacing the print cartridge .



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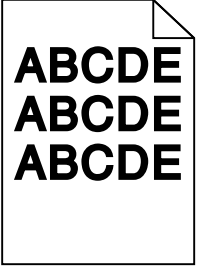
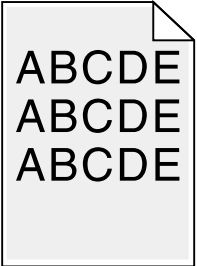
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Symptom	Cause	Solution
Print too dark 	The Toner Darkness setting is too dark.	Select a different Toner Darkness setting from the printer driver before sending the job to print.
	The print cartridge is defective or has been installed in more than one printer.	Replace the print cartridge. See Replacing the print cartridge .
Gray background 	The Toner Darkness setting is too dark.	Select a different Toner Darkness setting from the printer driver before sending the job to print.
	The print cartridge is defective.	Replace the print cartridge. See Replacing the print cartridge .



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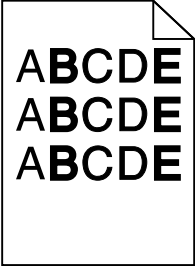
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Symptom	Cause	Solution
Uneven print density 	The print cartridge is defective.	Replace the print cartridge. See Replacing the print cartridge.
	The transfer roller is worn or defective.	Replace the transfer roller. See Replacing the items in the maintenance kit.



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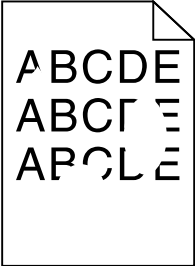
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Symptom	Cause	Solution
Print irregularities 	The paper has absorbed moisture due to high humidity.	Load paper from a fresh package in the paper tray. For information on storing paper, see Storing print media .
	You are using print media that does not meet the printer specifications.	Use recommended paper and other print media. Avoid textured paper with rough finishes. Refer to the <i>Card Stock & Label Guide</i> available on Lexmark's Web site at www.lexmark.com for detailed specifications.
	The transfer roller is worn or defective.	Replace the transfer roller. See Replacing the items in the maintenance kit .
	The fuser is worn or defective.	Replace the fuser. See Replacing the items in the maintenance kit .



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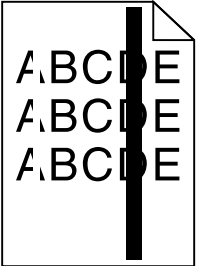
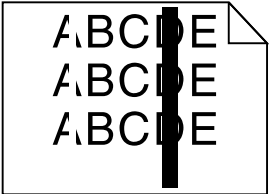
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Symptom	Cause	Solution
<p>White or black line</p>  	<p>The print cartridge or fuser is defective.</p>	<p>Replace the print cartridge. See Replacing the print cartridge.</p> <p>Replace the fuser. See Replacing the items in the maintenance kit.</p>



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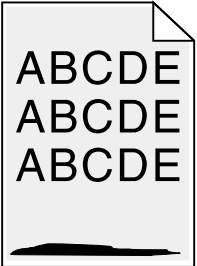
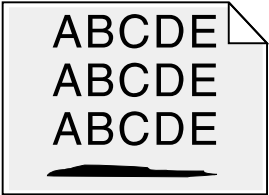
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Symptom	Cause	Solution
Streaked horizontal lines  	<p>The print cartridge, transfer roller, or fuser may be defective, empty, or worn.</p>	<p>Replace the printer cartridge, the transfer roller, or fuser as needed.</p> <p>See Replacing the print cartridge, Replacing the transfer roller, and Replacing the fuser for more information.</p>



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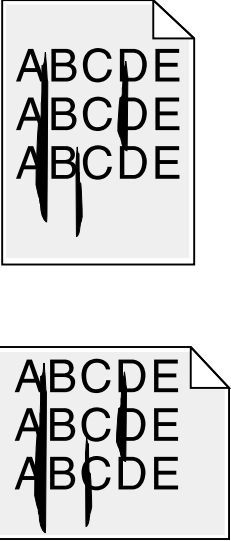
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Symptom	Cause	Solution
Streaked vertical lines 	Toner is smeared before fusing to the paper.	If print media is stiff, try feeding from another tray.



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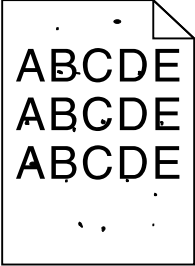
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Symptom	Cause	Solution
Toner specks 	The print cartridge is defective.	Replace the print cartridge. See Replacing the print cartridge .
	The transfer roller is worn or defective.	Replace the transfer roller. See Replacing the items in the maintenance kit .
	The fuser is worn or defective.	Replace the fuser. See Replacing the items in the maintenance kit .
	The paper pick rollers are dirty.	Replace the pick rollers. See Replacing the items in the maintenance kit .
	Toner is in the paper path.	Call for service.
	The two removable screws on the fuser were not removed.	Remove the screws. See Replacing the fuser .
Toner rubs off the print media easily when you handle the sheets.	The texture setting is wrong for the type of print media you are using.	Change Paper Texture from Normal to Smooth or Rough.



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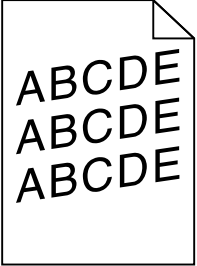
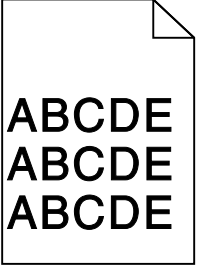
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Symptom	Cause	Solution
Skewed print 	The guides in the selected tray are not in the correct position for the print media size loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded. See Loading the trays for detailed instructions on adjusting the guides in each tray.
	The paper pick rollers are dirty or worn.	Replace the pick rollers. See Replacing the items in the maintenance kit .
Incorrect margins 	The guides in the selected tray are set for a different size print media than what is loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded. See Loading the trays for detailed instructions on adjusting the guides in each tray.
	Auto size sensing is set off, but you loaded a different size print media in a tray. For example, you inserted A4 size paper into the selected tray but did not set the Paper Size to A4.	Set the Paper Size to A4.



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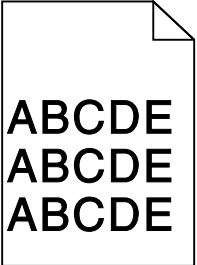
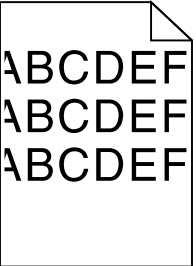
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Symptom	Cause	Solution
Incorrect margins <i>(continued)</i> 	The paper pick rollers are worn.	Replace the pick rollers. See Replacing the items in the maintenance kit .
Clipped images 	The guides in the selected tray are set for a different size print media than what is loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded. See Loading the trays for detailed instructions on adjusting the guides in each tray.



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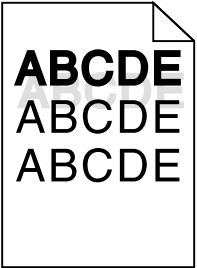
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Symptom	Cause	Solution
Ghost images 	Low toner level in the print cartridge.	<p>Make sure the Paper Type setting is correct for the print media you are using.</p> <p>Replace the print cartridge.</p> <p>See Replacing the print cartridge.</p>
The print media curls badly once it prints and exits to a bin.	The texture setting is wrong for the type of print media you are using.	Change Paper Texture from Rough to Normal or Smooth.

