Print defects guide

Defects often repeat down a page. In such cases, matching the defect frequency to one of the sets of vertical lines below can help identify the particular part that may be causing the defect.

For example, the distance between these two marks represents a repeating defect caused by the toner cartridge.

Replace Transfer Roller (call for service)
Replace Toner Cartridge (customer replaceable item)
Replace Photoconductor Kit (customer replaceable item)
Replace Fuser (call for service)

If you are unable to distinguish between these two marks, replace the Photoconductor Kit before replacing the Fuser.