



B2BDIRECT

Where resourceful businesses buy imaging supplies™

TROUBLESHOOTING TONER

Toner cartridges are very reliable mechanisms.

Toners deliver high performance over long periods.

Each laser printer model is different in both design and mechanical detail.

Most printing faults are due to problems with the printer, NOT the cartridge.

Faults can develop in various ways. Check the parts of your printer regularly.

HOW CAN YOU ENSURE THAT YOU ARE USING OUR CARTRIDGE?

The bottom of each of our cartridges has a 13 digit bar code label

IS THE PRODUCT THE CORRECT ONE?

Identification errors are made by end users, dealers, sales staff, office staff and distribution personnel

Check that the correct toner was ordered for the machine

Check that the correct toner was delivered and installed

UNDERSTAND THE PROBLEM

Always state the reason for a return or problem; "FAULTY" or "DEFECTIVE" will not help us resolve the issue

Laser printers do not need much attention, but they should never be neglected or forgotten

Make sure to review the Printer User Manual and the advice given on dealing with faults, cleaning and parts that require regular replacement

Failure to clean the printer of residual toner and paper dust when the toner cartridge is changed, and using poor quality paper can cause faded print, streaks and spots

GENERAL POINTS

Always observe the safety recommendations in the Printer User Manual

Always try to check a fault by printing with 2 cartridges it is obvious that if a fault occurs with **BOTH** cartridges then it is likely to be a printer problem and **NOT** a cartridge problem

Refer to the back of this sheet for troubleshooting tips...

PROBLEM	LIKELY CAUSE	ACTION
PRINTS ONLY WHITE PAGE	Seal not pulled Faulty transfer roller or corona in printer	Remove cartridge and check if seal strip has been removed Call Service Engineer
PRINTS ONLY BLACK PAGE	Worn or dirty printer contacts Faulty cartridge	Check in Printer User Manual and clean the metal contacts Return Cartridge to supplier
LINES & STREAKS	Horizontal lines: cartridge may not be seated correctly / drum may be defective. Streaks on edges	Remove and refit cartridge Change density setting to a higher number; if this does not work, a faulty cleaning blade could be the problem
PRINTS TOO LIGHT (GREY)	Printer print density setting is too low <i>For most printers: The LOWER the number, the HIGHER the density</i> OPC Drum has worn excessively	Change the density control setting Check to see if the paper has recently been changed to a different quality (heavier, rougher, etc)
PRINTS TOO DARK	Printer print density setting is too high, resulting in dense characters often with spots or streaks on the edges <i>For most printers: The HIGHER the number, the LOWER the density</i>	Change the density control setting
SHARP WHITE LINE DOWN PAGE	Blockage preventing toner reaching the developer roller A common cause of blockage is damp or wet toner which causes small lumps	Remove the cartridge and establish where the blockage is by looking at the line on the paper; use a cleaning tool to clear it Shake the cartridge from side to side to try to remove the lumps and/or redistribute toner Advise on correct storage conditions Return cartridge to supplier
WHITE PATCHES OR LINES (areas of light print)	Paper not suitable Paper or toner damp Cartridge not sealed properly in printer Toner low or empty Dirty transfer roller or corona in printer	Check in printer manual Keep supplies in warm, dry storage Refit cartridge Fit new cartridge Follow printer cleaning instructions in User Manual and clean carefully accordingly
FUZZY PRINT / CHARACTERS NOT FORMED	Damp / moist paper Paper type	Use another batch of correctly stored paper Paper is not recommended; may be too smooth
VARIABLE PRINT DENSITY ACROSS PAGE	Cartridge may be nearly empty Printer may not be on a level surface Printer may be next to a bright light source	Remove cartridge and gently shake to redistribute remaining toner; a limited number of pages can be printed Proceed as above; if good prints obtained, level the printer Move the printer
SPOTS & MARKS	Cartridge leaking Too high density setting Dirty fuser cleaning pad Plastic toner retaining strip not completely removed	Replace the cartridge only if the "leak" persists (leaking may be temporary after the cartridge has been refitted / banged) Change density to a higher setting Check User Manual and change the fuser pad; some build-up on the pad is normal, but excess will cause "spotting" Remove cartridge and remove strip completely
TONER RUBS OFF PAPER	Toner rubs off on creased documents Toner powder not properly fused (fixed) due to low temperature of fuser roller	Paper is too heavy or not smooth enough for the printer Check in User Manual or call Service Technician
GHOSTING OR GREY SHADOWS	Printer density setting <i>(excess toner on white areas or faint image repeated down the page)</i>	Check if the printer density setting can be changed via the control panel or knob Reduce setting until the problem is eliminated
NOT ENOUGH COPIES	Check the cartridge's stated page yield Is the cartridge completely empty?	Has the customer checked the density setting level? Is the customer printing an unusually high amount of graphics?