Print Quality Guide

Blank or white pages

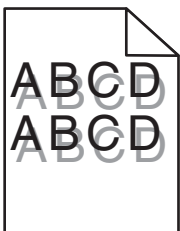| Action	Yes	No

Step 1
a Remove, and then reinstall the imaging unit or imaging kit.
    Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
    Warning—Potential Damage: To avoid damage, do not touch the underside of the imaging unit or imaging kit.
b Resend the print job.
 	
Is the printer still printing blank or white pages?
	Go to step 2.	The problem is solved.

Step 2 Replace the imaging unit or imaging kit, and then resend the print job. Is the printer still printing blank or white pages?	Contact **customer support**.	The problem is solved.

Dark print
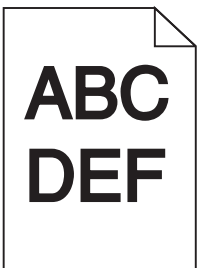
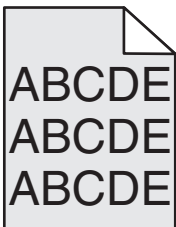| Action	Yes	No
Step 1 **a** From the Quality menu on the control panel, select **Color Adjust**. **b** Resend the print job. Is the print still too dark?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 **a** Depending on your operating system, reduce the toner darkness from the Printing Preferences or Print dialog. **Note:** You can also change the settings on the printer control panel. **b** Resend the print job. Is the print still too dark?	Go to step 3.	The problem is solved.

Step 3
 	
a Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.
 	
    Notes:
 	
      • Make sure that the settings match the paper loaded in the tray.
      • You can also change the settings on the printer control panel.
 	
b Resend the print job.
 	
Is the print still too dark?
	Go to step 4.	The problem is solved.

Step 4 Make sure that the paper has no texture or rough finishes. Are you printing on textured or rough paper?	Change the texture settings to match the paper you are printing on.	Go to step 5.
Step 5 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. **b** Resend the print job. Is the print still too dark?	Go to step 6.	The problem is solved.
Step 6 Replace the color or black imaging kit, and then resend the print job. Is the print still too dark?	Contact **customer support**.	The problem is solved.

Ghost images

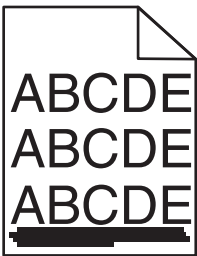| Action	Yes	No
Step 1 **a** Load the tray with the correct paper type and weight. **b** Resend the print job. Do ghost images still appear on prints?	Go to step 2.	The problem is solved.

Step 2
a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.
Notes:
   • Make sure that the settings match the paper loaded in the tray.
   • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Do ghost images still appear on prints?
	Go to step 3.	The problem is solved.

Step 3 Replace the imaging unit or imaging kit, and then resend the print job. Do ghost images still appear on prints?	Contact **customer support**.	The problem is solved.

Gray background

Action	Yes	No
Step 1 **a** Depending on your operating system, decrease the toner darkness from the Printing Preferences or Print dialog. **Note:** You can also change the settings on the printer control panel. **b** Resend the print job. Does gray background still appear on prints?	Go to step 2.	The problem is solved.

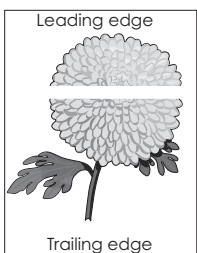| Action	Yes	No

Step 2
a Remove, and then reinstall the imaging unit or imaging kit.
   Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
   Warning—Potential Damage: To avoid damage, do not touch the underside of the imaging unit or imaging kit.
b Resend the print job.
 	
Does gray background still appear on prints?
	Contact **customer support**.	The problem is solved.

Horizontal dark lines

Note: If horizontal dark lines keep appearing on your prints, then see the "Repeating defects" topic.

Action	Yes	No
Step 1 **a** Depending on your operating system, specify the tray or feeder from the Printing Preferences or Print dialog. **b** Resend the print job. Do horizontal dark lines still appear on prints?	Go to step 2.	The problem is solved.

Step 2
a Depending on your operating system, specify the paper type and weight from the Printing Preferences or from Print dialog.
   Notes:
    • Make sure that the settings match the paper loaded in the tray.
    • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Do horizontal dark lines still appear on prints?
	Go to step 3.	The problem is solved.

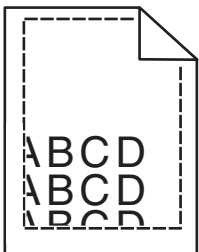| Action	Yes	No
Step 3 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Do horizontal dark lines still appear on prints?	Go to step 4.	The problem is solved.

Step 4
a Remove, and then reinstall the imaging unit or imaging kit.
   Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
   Warning—Potential Damage: To avoid damage, do not touch the underside of the imaging unit or imaging kit.
b Resend the print job.
 	
Do horizontal dark lines still appear on prints?
	Go to step 5.	The problem is solved.

Step 5 Replace the imaging unit or imaging kit, and then resend the print job. Do horizontal dark lines still appear on prints?	Contact **customer support**.	The problem is solved.

Horizontal white lines

Note: If horizontal dark lines keep appearing on your prints, then see the "Repeating defects" topic.

Action	Yes	No

Step 1
a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.
   Notes:
     • Make sure that the settings match the paper loaded in the tray.
     • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Do horizontal white lines still appear on prints?
	Go to step 2.	The problem is solved.

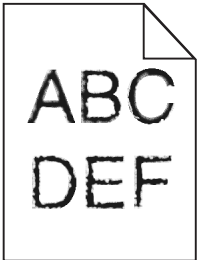| Action	Yes	No
Step 2 **a** Load the specified tray or feeder with the recommended paper type. **b** Resend the print job. Do horizontal white lines still appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Remove, and then reinstall the imaging unit or imaging kit. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. **b** Resend the print job. Do horizontal white lines still appear on prints?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit or imaging kit, and then resend the print job. Do horizontal white lines still appear on prints?	Contact **customer support**.	The problem is solved.

Incorrect margins

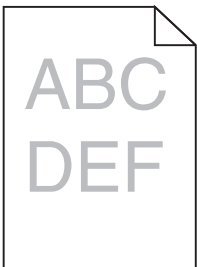| Action	Yes	No
Step 1 **a** Move the paper guides in the tray to the correct position for the paper loaded. **b** Resend the print job. Are the margins correct?	The problem is solved.	Go to step 2.

Action	Yes	No

Step 2
a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.
Notes:
    • Make sure that the settings match the paper loaded in the tray.
    • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Are the margins correct?
	The problem is solved.	Contact **customer support**.

Jagged or uneven characters

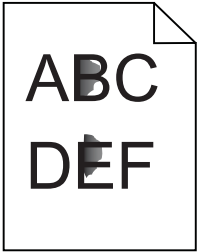

Action	Yes	No

a Check if the printer supports the fonts that are installed on your computer.
   1 From the control panel, touch:
      Settings > **Reports** > **Print** > **Print Fonts**
   2 Select **PCL Fonts** or **PS Fonts**.
b If the font is not supported, then install a supported font. For more information, contact your administrator.
c Resend the print job.
 	
Do prints still contain jagged or uneven characters?
	Contact **customer support**.	The problem is solved.

Light print

Action	Yes	No
Step 1 **a** From the Quality menu on the control panel, select **Color Adjust**. **b** Resend the print job. Is the print still too light?	Go to step 2.	The problem is solved.
Step 2 **a** Depending on your operating system, increase the toner darkness from the Printing Preferences or Print dialog. **Note:** You can also change the settings on the printer control panel. **b** Resend the print job. Is the print still too light?	Go to step 3.	The problem is solved.

Step 3
a Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.
Notes:
  • Make sure that the settings match the paper loaded in the tray.
  • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Is the print still too light?
	Go to step 4.	The problem is solved.

Step 4 Make sure that the paper has no texture or rough finishes. Are you printing on textured or rough paper?	Change the texture settings to match the paper you are printing on.	Go to step 5.
Step 5 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. **b** Resend the print job. Is the print still too light?	Go to step 6.	The problem is solved.
Step 6 Replace the imaging unit or imaging kit, and then resend the print job. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. Is the print still too light?	Contact **customer support**.	The problem is solved.

Mottled print and dots

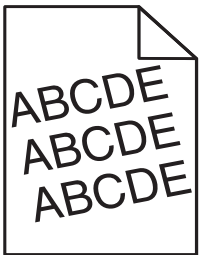| Action	Yes	No
Replace the imaging unit or imaging kit, and then resend the print job. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. Is the print still mottled?	Contact **customer support**.	The problem is solved.

Paper curl

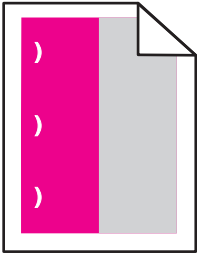| Action	Yes	No
Step 1 Move the paper guides in the tray to the correct position for the paper loaded. Is the paper still curled?	Go to step 2.	The problem is solved.

Step 2
a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.
   Notes:
     • Make sure that the settings match the paper loaded in the tray.
     • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Is the paper still curled?
	Go to step 3.	The problem is solved.

Step 3 **a** Remove paper from the tray, and then turn it over. **b** Resend the print job. Is the paper still curled?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. **b** Resend the print job. Is the paper still curled?	Contact **customer support**.	The problem is solved.

Print crooked or skewed
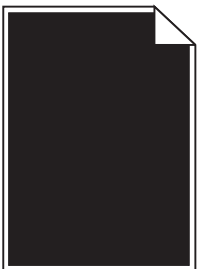

Action	Yes	No
Step 1 **a** Move the paper guides in the tray to the correct position for the paper loaded. **b** Resend the print job. Is the print still crooked or skewed?	Go to step 2.	The problem is solved.
Step 2 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. **b** Resend the print job. Is the print still crooked or skewed?	Go to step 3.	The problem is solved.
Step 3 **a** Check if you are printing on a supported paper. **b** Resend the print job. Is the print still crooked or skewed?	Contact **customer support**.	The problem is solved.

Repeating defects

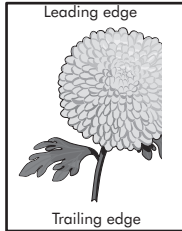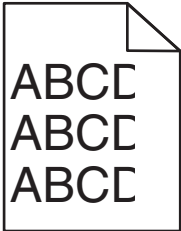| Action	Yes	No

1 Measure the distance between the defects.
   • If the distance between the defects equals 35.4 mm (1.39 in.) or 125.7 mm (4.95 in.), then replace the photoconductor unit.
   • If the distance between the defects equals 42.0 mm (1.65 in.), then replace the developer unit.
   • If the distance between the defects equals 47.1 mm (1.86 in.) or 90.0 mm (3.54 in.), then replace the transfer module.
   • If the distance between the defects equals 78.5 mm (3.09 in.), then replace the transfer roller.
   • If the distance between the defects equals 96.6 mm (3.80 in.) or 127.6 mm (5.02 in.), then replace the fuser.
2 Resend the print job.
Do the repeating defects still appear?
	Take note of the distance, and then contact **customer support** or your service representative.	The problem is solved.

Solid color or black images

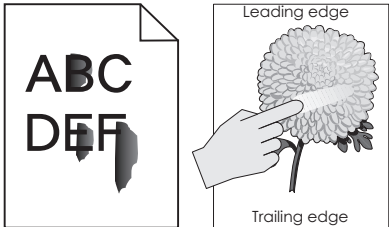| Action	Yes	No

Step 1
a Remove, and then reinstall the imaging unit or imaging kit.
   Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
   Warning—Potential Damage: To avoid damage, do not touch the underside of the imaging unit or imaging kit.
b Resend the print job.
 	
Is the printer still printing solid color or black images?
	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 Replace the imaging unit or imaging kit, and then resend the print job. Is the printer still printing solid color or black images?	Contact **customer support**.	The problem is solved.

Text or images cut off

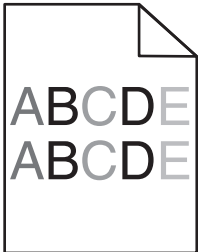| Action	Yes	No
Step 1 **a** Move the paper guides in the tray to the correct position for the paper loaded. **b** Resend the print job. Is the page or image still clipped?	Go to step 2.	The problem is solved.

Step 2
a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.
 	
Notes:
 	
   • Make sure that the settings match the paper loaded in the tray.
   • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Is the page or image still clipped?
	Go to step 3.	The problem is solved.

Step 3 **a** Remove, and then reinstall the imaging unit or imaging kit. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. **b** Resend the print job. Is the page or image still clipped?	Contact **customer support**.	The problem is solved.

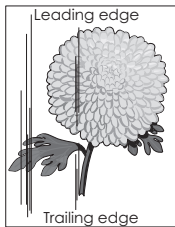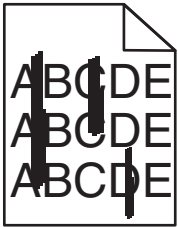## Toner easily rubs off

Action	Yes	No
1 Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog. **Notes:** • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. **2** Resend the print job. Does the toner still rub off?	Contact **customer support**.	The problem is solved.

Uneven print density

Action	Yes	No
Replace the imaging unit or imaging kit, and then resend the print job. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. Is the print density uneven?	Contact **customer support**.	The problem is solved.

Vertical dark lines or streaks

Action	Yes	No

Step 1
a Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.
Notes:
 	
  • Make sure that the settings match the paper loaded in the tray.
  • You can also change the settings on the printer control panel.
b Resend the print job.
 	
Do vertical dark lines or streaks still appear on prints?
	Go to step 2.	The problem is solved.

Step 2 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Do vertical dark lines or streaks still appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Remove, and then reinstall the imaging unit or imaging kit. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. **b** Resend the print job. Do vertical dark lines or streaks still appear on prints?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit or imaging kit, and then resend the print job. Do vertical dark lines or streaks still appear on prints?	Contact **customer support**.	The problem is solved.

Vertical white lines

Action	Yes	No
Step 1 **a** Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog. **Notes:** • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. **b** Resend the print job. Do vertical white lines still appear on prints?	Go to step 2.	The problem is solved.
Step 2 Check if you are using the recommended paper type. **a** Load the specified tray or feeder with the recommended paper type. **b** Resend the print job. Do vertical white lines still appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Remove, and then reinstall the imaging unit or imaging kit. **Warning—Potential Damage:** Do not expose the imaging unit or imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** To avoid damage, do not touch the underside of the imaging unit or imaging kit. **b** Resend the print job. Do vertical white lines still appear on prints?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit or imaging kit, and then resend the print job. Do vertical white lines still appear on prints?	Contact **customer support**.	The problem is solved.

Contacting customer support

When you contact customer support, you will need to be able to describe the problem you are experiencing, the message on the printer display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label at the back of the printer. The serial number is also listed on the menu settings page.

Lexmark has various ways to help you solve your printing problem. Visit the Lexmark Web site at **http://support.lexmark.com**, and then select one of the following:

Tech Library	You can browse our library of manuals, support documentation, drivers, and other downloads to help you solve common problems.
E-mail	You can send an e-mail to the Lexmark team, describing your problem. A service representative will respond and provide you with information to solve your problem.
Live chat	You can chat directly with a service representative. They can work with you to solve your printer problem or provide assistance through Assisted Service where the service representative can remotely connect to your computer through the Internet to troubleshoot problems, install updates, or complete other tasks to help you successfully use your Lexmark product.

Telephone support is also available. In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, visit **http://support.lexmark.com**.