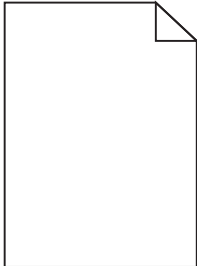


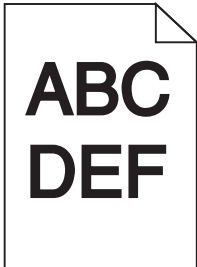
Print Quality Guide

Blank or white pages



| Action | Yes | No |
|--|--|------------------------|
| <p>Step 1</p> <ul style="list-style-type: none"> a Remove, and then reinstall the imaging kit. b Resend the print job. <p>Is the printer still printing blank or white pages?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>Replace the color or black imaging kit, and then resend the print job.</p> <p>Is the printer still printing blank or white pages?</p> | Contact customer support . | The problem is solved. |

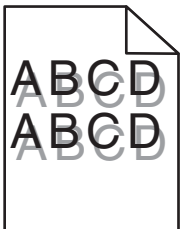
Dark print



| Action | Yes | No |
|---|---------------|------------------------|
| <p>Step 1</p> <ul style="list-style-type: none"> a From the Quality menu on the control panel, select Color Adjust. b Resend the print job. <p>Is the print still too dark?</p> | Go to step 2. | The problem is solved. |

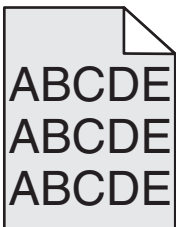
| Action | Yes | No |
|--|---|------------------------|
| <p>Step 2</p> <p>a Depending on your operating system, reduce the toner darkness from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel.</p> <p>b Resend the print job.</p> <p>Is the print still too dark?</p> | Go to step 3. | The problem is solved. |
| <p>Step 3</p> <p>a Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Is the print still too dark?</p> | Go to step 4. | The problem is solved. |
| <p>Step 4</p> <p>Make sure that the paper has no texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p> | Change the texture settings to match the paper you are printing on. | Go to step 5. |
| <p>Step 5</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Resend the print job.</p> <p>Is the print still too dark?</p> | Go to step 6. | The problem is solved. |
| <p>Step 6</p> <p>Replace the color or black imaging kit, and then resend the print job.</p> <p>Is the print still too dark?</p> | Contact customer support . | The problem is solved. |

Ghost images



| Action | Yes | No |
|---|--|------------------------|
| <p>Step 1</p> <p>a Load the tray with the correct paper type and weight.</p> <p>b Resend the print job.</p> <p>Do ghost images still appear on prints?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Do ghost images still appear on prints?</p> | Go to step 3. | The problem is solved. |
| <p>Step 3</p> <p>Replace the color or black imaging kit, and then resend the print job.</p> <p>Do ghost images still appear on prints?</p> | Contact customer support . | The problem is solved. |

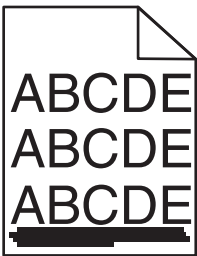
Gray background on prints



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

| Action | Yes | No |
|---|--|-------------------------------|
| <p>Step 2</p> <p>a Remove, and then reinstall the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the underside of the imaging kit. This could damage the imaging kit.</p> <p>b Resend the print job.</p> <p>Do gray background still appear on prints?</p> | <p>Contact customer support.</p> | <p>The problem is solved.</p> |

Horizontal dark lines or streaks

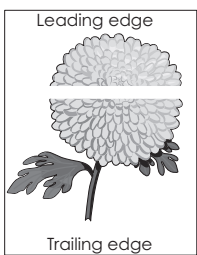


Note: If you see repeating horizontal dark lines, then see the “Repeating defects” topic.

| Action | Yes | No |
|---|----------------------|-------------------------------|
| <p>Step 1</p> <p>a Depending on your operating system, specify the tray or feeder from the Printing Preferences or Print dialog.</p> <p>b Resend the print job.</p> <p>Do horizontal dark lines still appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a Depending on your operating system, specify the paper type and weight from the Printing Preferences or from Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Do horizontal dark lines still appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |

| Action | Yes | No |
|---|--|------------------------|
| <p>Step 3</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>b Resend the print job.</p> <p>Do horizontal dark lines still appear on prints?</p> | Go to step 4. | The problem is solved. |
| <p>Step 4</p> <p>a Remove, and then reinstall the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the underside of the imaging kit. This could damage the imaging kit.</p> <p>b Resend the print job.</p> <p>Do horizontal dark lines still appear on prints?</p> | Go to step 5. | The problem is solved. |
| <p>Step 5</p> <p>Replace the color or black imaging kit, and then resend the print job.</p> <p>Do horizontal dark lines still appear on prints?</p> | Contact customer support . | The problem is solved. |

Horizontal white lines

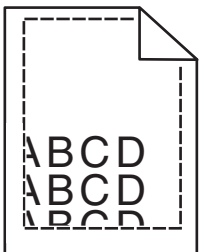


Note: If you see repeating horizontal white lines, then see the “Repeating defects” topic.

| Action | Yes | No |
|---|---------------|------------------------|
| <p>Step 1</p> <p>a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Do horizontal white lines still appear on prints?</p> | Go to step 2. | The problem is solved. |

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

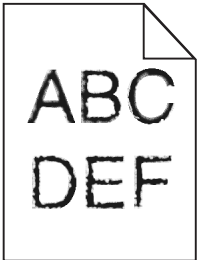
Incorrect margins



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

| Action | Yes | No |
|---|------------------------|--|
| <p>Step 2</p> <p>a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Are the margins correct?</p> | The problem is solved. | Contact customer support . |

Jagged or uneven characters



| Action | Yes | No |
|---|--|------------------------|
| <p>Step 1</p> <p>a Print a font sample list to check if your printer supports the fonts you are using.</p> <ol style="list-style-type: none"> 1 From the control panel, navigate to: Settings > Reports > Print > Print Fonts 2 Select PCL Fonts or PS Fonts. <p>b Resend the print job.</p> <p>Do prints still contain jagged or uneven characters?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>a Use a supported font or install the font that you want to use on your computer. For more information, contact your administrator.</p> <p>b Resend the print job.</p> <p>Do prints still contain jagged or uneven characters?</p> | Contact customer support . | The problem is solved. |

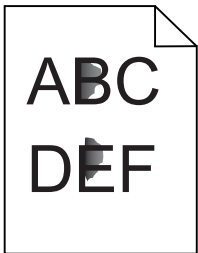
Light print



| Action | Yes | No |
|---|---|------------------------|
| <p>Step 1</p> <p>a From the Quality menu on the control panel, select Color Adjust.</p> <p>b Resend the print job.</p> <p>Is the print still too light?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>a Depending on your operating system, increase the toner darkness from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel.</p> <p>b Resend the print job.</p> <p>Is the print still too light?</p> | Go to step 3. | The problem is solved. |
| <p>Step 3</p> <p>a Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Is the print still too light?</p> | Go to step 4. | The problem is solved. |
| <p>Step 4</p> <p>Make sure that the paper has no texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p> | Change the texture settings to match the paper you are printing on. | Go to step 5. |
| <p>Step 5</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Resend the print job.</p> <p>Is the print still too light?</p> | Go to step 6. | The problem is solved. |

| Action | Yes | No |
|--|--|-------------------------------|
| <p>Step 6 Replace the color or black imaging kit, and then resend the print job.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p>Is the print still too light?</p> | <p>Contact customer support.</p> | <p>The problem is solved.</p> |

Mottled print



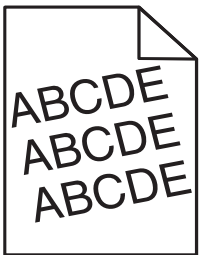
| Action | Yes | No |
|--|--|-------------------------------|
| <p>Replace the color or black imaging kit, and then resend the print job.</p> <p>Is the print still mottled?</p> | <p>Contact customer support.</p> | <p>The problem is solved.</p> |

Paper curl

| Action | Yes | No |
|--|----------------------|-------------------------------|
| <p>Step 1 Move the paper guides in the tray to the correct position for the paper loaded.</p> <p>Is the paper still curled?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Is the paper still curled?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |

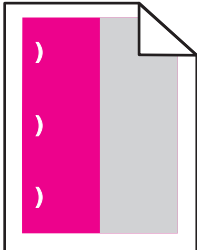
| Action | Yes | No |
|---|--|------------------------|
| <p>Step 3</p> <p>a Remove paper from the tray, and then turn it over.</p> <p>b Resend the print job.</p> <p>Is the paper still curled?</p> | Go to step 4. | The problem is solved. |
| <p>Step 4</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Resend the print job.</p> <p>Is the paper still curled?</p> | Contact customer support . | The problem is solved. |

Print crooked or skewed



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

Repeating defects



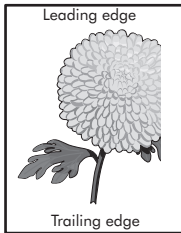
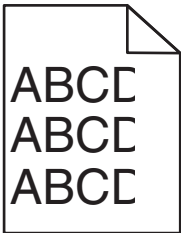
| Action | Yes | No |
|---|---|-------------------------------|
| <p>1 Measure the distance between the defects.</p> <ul style="list-style-type: none"> • If the distance between the defects equals 43.9 mm (1.73 in.), or 45.5 mm (1.79 in.), then replace the developer unit of the color where defects are seen. • If the distance between the defects equals 94.2 mm (3.70 in.), 29.8 mm (1.17 in.), or 25.1 mm (0.99 in.), then replace the color or black imaging kit. • If the distance between the defects equals 37.7 mm (1.48 in.), 78.5 mm (3.09 in.), or 55.0 mm (2.17 in.), then replace the transfer module. • If the distance between the defects equals 95.0 mm (3.74 in.), 110 mm (4.33 in.), or 34.6 mm (1.36 in.), then replace the fuser. <p>2 Resend the print job.</p> <p>Do the repeating defects still appear?</p> | <p>Take note of the distance, and then contact customer support or your service representative.</p> | <p>The problem is solved.</p> |

Solid color or black pages



| Action | Yes | No |
|---|--|------------------------|
| <p>Step 1</p> <p>a Remove and then reinstall the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the underside of the imaging kit. This could damage the imaging kit.</p> <p>b Resend the print job.</p> <p>Is the printer still printing solid color or black pages?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>Replace the color or black imaging kit, and then resend the print job.</p> <p>Is the printer still printing solid color or black pages?</p> | Contact customer support . | The problem is solved. |

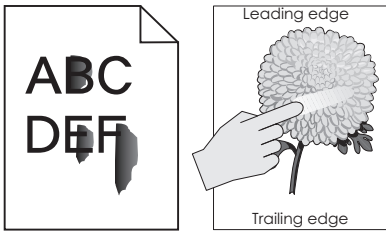
Text or images cut off



| Action | Yes | No |
|--|---------------|------------------------|
| <p>Step 1</p> <p>a Move the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Resend the print job.</p> <p>Is the page or image still clipped?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Is the page or image still clipped?</p> | Go to step 3. | The problem is solved. |

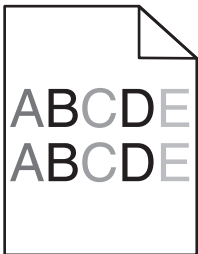
| Action | Yes | No |
|--|--|-------------------------------|
| <p>Step 3</p> <p>a Remove, and then reinstall the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the underside of the imaging kit. This could damage the imaging kit.</p> <p>b Resend the print job.</p> <p>Is the page or image still clipped?</p> | <p>Contact customer support.</p> | <p>The problem is solved.</p> |

Toner easily rubs off



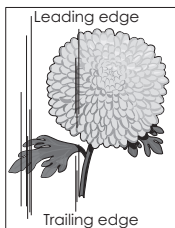
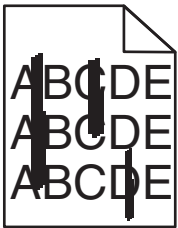
| Action | Yes | No |
|--|--|-------------------------------|
| <p>1 Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>2 Resend the print job.</p> <p>Does the toner still rub off?</p> | <p>Contact customer support.</p> | <p>The problem is solved.</p> |

Uneven print density



| Action | Yes | No |
|---|--|------------------------|
| Replace the imaging kit, and then resend the print job. Is the print density uneven? | Contact customer support . | The problem is solved. |

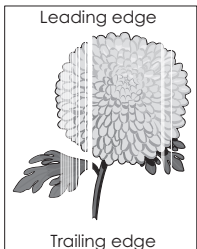
Vertical dark lines or streaks



| Action | Yes | No |
|---|---------------|------------------------|
| <p>Step 1</p> <p>a Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Do vertical dark lines or streaks still appear on prints?</p> | Go to step 2. | The problem is solved. |
| <p>Step 2</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>b Resend the print job.</p> <p>Do vertical dark lines or streaks still appear on prints?</p> | Go to step 3. | The problem is solved. |
| <p>Step 3</p> <p>a Remove and then reinstall the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the underside of the imaging kit. This could damage the imaging kit.</p> <p>b Resend the print job.</p> <p>Do vertical dark lines or streaks still appear on prints?</p> | Go to step 4. | The problem is solved. |

| Action | Yes | No |
|---|--|-------------------------------|
| <p>Step 4 Replace the color or black imaging kit, and then resend the print job.</p> <p>Do vertical dark lines or streaks still appear on prints?</p> | <p>Contact customer support.</p> | <p>The problem is solved.</p> |

Vertical white lines



| Action | Yes | No |
|--|----------------------|-------------------------------|
| <p>Step 1</p> <p>a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Resend the print job.</p> <p>Do vertical white lines still appear on prints?</p> | <p>Go to step 2.</p> | <p>The problem is solved.</p> |
| <p>Step 2</p> <p>Check if you are using the recommended paper type.</p> <p>a Load the specified tray or feeder with the recommended paper type.</p> <p>b Resend the print job.</p> <p>Do vertical white lines still appear on prints?</p> | <p>Go to step 3.</p> | <p>The problem is solved.</p> |
| <p>Step 3</p> <p>a Remove, and then reinstall the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the underside of the imaging kit. This could damage the imaging kit.</p> <p>b Resend the print job.</p> <p>Do vertical white lines still appear on prints?</p> | <p>Go to step 4.</p> | <p>The problem is solved.</p> |

| Action | Yes | No |
|--|--|------------------------|
| <p>Step 4 Replace the color or black imaging kit, and then resend the print job.</p> <p>Do vertical white lines still appear on prints?</p> | 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>.