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LaserWriter P/C:Smudges 80-90mm From Print's Left Edge

Revised: 1/17/92
Security: Everyone

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PROBLEM DESCRIPTION: A print is made with a known-good, broken-in toner cartridge. The print is smeared or smudged in one spot or in a vertical column on the page approximately 80 to 90 millimeters (3 to 3 1/2 inches) from the left edge of the page.

CAUSE: 1. The thermoprotector on the fuser assembly may not be positioned improperly on the top fuser roller (see Figure 2-29 on page 2.44 of the LaserWriter Technical Procedures for proper thermoprotector positioning). Over time the toner builds up and because of the heat of the fuser assembly fuses to the thermoprotector. The mass of fused toner increases until it contacts the paper as it is entering the fuser smearing the print.

2. The four screws mounting the feeder guide may be unevenly adjusted causing the feeder guide to bend.

3. The feeder guide may be bent.

4. The paper may be charged with static.

CURE: 1. Check the thermoprotector for improper positioning against the upper fuser roller and toner build-up (refer to the LaserWriter Technical Procedures. Figure 16, item 4, on page 6.32 gives location and Figure 2-29 on page 2.44 for proper thermoprotector positioning). If the thermoprotector does not exhibit these symptoms, go to step 2. If it does, perform the following:

Use MEK (methyl ethyl ketone) copier cleaner/solvent solution (locally purchasable) to clean the thermoprotector. Do not replace the thermoprotector to solve the problem.

2. Completely tighten (DO NOT STRIP) all four screws mounting the feeder guide, back them off about a half turn so that all have approximately equal torque, then recheck for the problem. (refer to the LaserWriter Technical Procedures, Figure 2, item 2, on page 6.9 for location). If the problem remains, go to step 3.

3. Replace the feeder guide. Tighten the screws as described in step 2.

4. Fan the paper to help reduce any static charge that it may have accumulated.

If the above cure doesn't fix the problem, refer to the LaserWriter Tech Procedures to obtain the general troubleshooting procedure for this product.

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