

LaserPrinterNEWS

Information to Help Grow Your Laser Printer Service Company

HAVING LIGHT PRINT PROBLEMS WITH YOUR LASERJET 4000?

A number of our customers have reported that their HP LaserJet 4000 printers are producing copy with exceptionally light print. Several factors can cause this:

Cartridge Problems

When light print appears on just part of a page, chances are that the cartridge is to blame, either because it is defective or because its toner supply is running low. See if the problem disappears after you install a replacement cartridge. If you don't have a replacement on hand, remove the cartridge and redistribute the toner by rolling it side-to-side and front-to-back, going no farther than a 45' angle.

Economode

You or someone else may have changed the print quality selection to economode (in the printer options menu.) If that's the case, your 4000 is trying to save you money by putting less toner on the page.

Defective Laser Scanner

Chances are, if the light print problem isn't caused by one of the above, your printer has a bad laser scanner.

Although light print could also result from a malfunctioning DC controller, with the 4000s, the laser scanner tends to be the culprit.

Give us a call if your HP 4000 isn't printing as dark as you would like. If we can't help correct the problem over the phone, we'll quickly send a technician out to remedy the problem.

COMPANY NAME offers a full range of services to support your printing operations. Give us a call for the best, most affordable supplies, including Resolution brand toner cartridges. We also offer economical service contracts with warranty protection, and sales of new and refurbished printers. Finally, you can always count on our certified technicians for timely, reliable laser printer repairs.

Our goal is to make you look great on paper!

SideBAR

THE SAFE WAY TO REMOVE JAMMED PAPER

Removing jammed paper from a printer improperly can actually damage the machine. We recommend the following procedure:

- Turn the printer off and wait five minutes, giving the fuser a chance to cool.
- Open the printer's door or doors and look around for jammed pages. If needed, remove the toner cartridge, placing it in a dark place to protect it from light
- Use both hands to gently pull the jammed paper in the same direction as it would normal travel through the printer. Be careful not to jerk the paper so that it rips.
- Replace the cartridge and close the printer doors securely. Remove the feed tray, checking for and discarding wrinkled pages. Fan the paper, then restack and reload it. Turn the printer on.

If paper jams occur repeatedly, it's probably time for a service visit. GIVE US A CALL!

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