Color Plane Registration (CPR) Malfunction

HP Color Printers

Either on its own or after replacing a laser scanner assembly, DC controller or formatter, printer may have one (or more) colors print out of alignment.

In these printers, the DC controller along with formatter stores the scan parameters for each of the laser scanners. When one is changed, the stored settings are applied to the new component so in some cases may have one or more colors shifted in any X or Y axis compared to the other colors. When this occurs most technicians utilize the "CALABRATE NOW" function from the printer menus which we have had minimal success with.

Example below:

HP Color LaserJet 3600 Printers

Print Quality Troubleshooting Procedure

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1. Low or Out supply item

Check the control panel to see if it displays any messages that indicate to order or replace supplies. If it does, replace the supply item. If the defect continues to appear, continue with step 2.

2. Troubleshooting

Does the defect you observed on your printout appear on any single colored, diagnostic pages? If so, continue with step 2, otherwise continue to step 3.

Which of these 4 pages has the defect?

Cyan	Magenta	Yellow	Black
HP Q6471A	HP Q6473A	HP Q6472A	HP Q6470A

- If the defect appears on a single page and is of the same color as the page, replace the print cartridge that corresponds to the color of that page. (cyan, magenta, yellow, or black. Part numbers are listed below each color).

Note: Before replacing a toner cartridge, perform a printer calibration (Press the check

There is a DC controller calibration reset which is done by:

Have printer at ready state

Open toner access cover

Press and hold engine test button for 5 seconds

Close toner access cover

Turn printer off and on

At this point it is suggested to then run the "CALABRATE NOW" function from the printer's internal menu.

If this listed procedure does not correct the CPR problem, perform a COLD RESET and secondly an NVRAM RESET.