

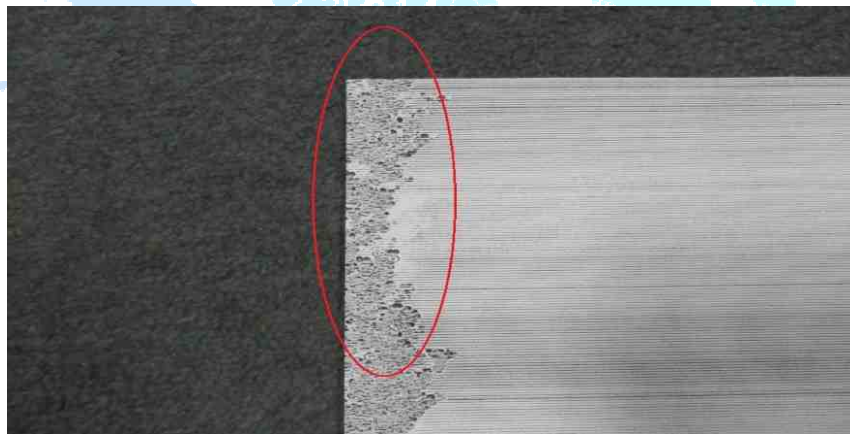


## **Print quality problems due to toner contact**

### **P4015 series and M600 series**

There has been an increase in cases where the above listed printer series having print quality issues due to a bent or stuck toner drum contact within the inner left side of the printer.

The most common defect is usually referred to as “circle” or “bubble print” with varying severities from a thin row down the side(s) of the page (shown below) or mostly full page, depending on how far out of position the contact is.



The main culprit for this is a drum ground contact either bent out of position or pressed in and caught on the printer frame – shown in correct position from inside toner cavity and outside left, with fan removed. Most often times can be manually adjusted back into place.

