



## Lines caused by faulty ITB

**HP CM3530MFP, CP3525, CP4025, CP4525, M551, M575MFP, M552, M553, M577MFP, CP5225, CP5525, M775MFP, CM4540MFP, M651, M652, M653, M680MFP, M681MFP, M682MFP, CP6015, CM6040MFP, M855, M880MFP**

This problem is seen with lines or streaks that show on the page in paper feed direction. They are usually dark gray lines but other colors can be present as well. This issue occurs when the cleaning mechanism on ITB is faulty.

**HP Color LaserJet CP3525 Printers**

**Print Quality Troubleshooting Procedure** Page 1

**1. Check the Control Panel**

Check the control panel to see if it displays any messages that indicate "REPLACE" supply item or "REPLACE SUPPLIES OVERRIDE IN USE." If it does, replace the supply item. (Part names and numbers as well as ordering information are listed at the bottom of Section 2.)

**2. Troubleshoot Your Print Quality Issue**

Perform a printer calibration. (Press the menu key then go to the CONFIGURE DEVICE / PRINT QUALITY menu and select FULL CALIBRATE NOW.) Wait for this action to complete then reprint this troubleshooting procedure.

Look at the colored diagnostic pages numbered 1-5. Does a print quality defect appear on one or more of these pages?

- If the defect appears on a single page (one or both pages for yellow) and is of the same color as the page, replace the supply item listed below that corresponds to the color of that page (cyan, magenta, yellow, or black). (Part names and numbers as well as ordering information are listed at the bottom of this section.)
- If the defect appears on one or more pages, check to see if the defect is clearly one of the four primary colors (cyan, magenta, yellow, or black). If the defect is clearly one of the four primary colors then replace the corresponding supply item listed below. For example, if a cyan spot appears on one or more pages, replace the cyan supply item listed below.

<b>Black Cartridge</b> HP CE250X	<b>Cyan Cartridge</b> HP CE251A
<b>Magenta Cartridge</b> HP CE253A	<b>Yellow Cartridge</b> HP CE252A

To order supplies, please visit:  
[www.hp.com/go/buyonline.html](http://www.hp.com/go/buyonline.html)

**3. Further Assistance**

If this troubleshooting procedure did not produce clear results or if your print quality defect is unresolved, please go to the web site below for further assistance.

[www.hp.com/go/printquality/c1jcp3525](http://www.hp.com/go/printquality/c1jcp3525)  
[www.hp.com/support/c1jcp3525](http://www.hp.com/support/c1jcp3525)

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1. Perform a disable cartridge check to isolate the problem from any of the toner cartridges
2. Replace Transfer Kit