# 1.3.8. Rough image on the 1st side of duplex

## (1) Symptom

The image on the 1st side of duplex print gets rough and not glossy,

## (2) Cause

- (a) When Mix mode or changing a tray, Temperature of lower roller surface is too high.
- (b) Temperature of lower roller surface is too high shortly after print starting.

# (3) Solution

(a) When Mix mode or changing a tray, Temperature of lower roller surface is too high.

Change fusing stability setting in Administrator setting. [Administrator Setting]→[Common Setting]→[Fusing Stability] Change setting to [Better Quality] or [Best Quality]

Note

When changing the setting from Speed (default), to [Better Quality] or [Best Quality], productivity may decrease. It is noticeable when paper type is switched.

- (b) Temperature of lower roller surface is too high shortly after print starting.
  - 1. Change DipSW1-0 from 0 (Default) to 1 to show expert adjustment on paper settings.

[Machine] $\rightarrow$ [Paper Setting] $\rightarrow$ [Change Set.] $\rightarrow$ [Expert Adjustment]

- Decrease fusing roller lower temperature for respective tray. Change by 5°C. Maximum adjustment range is 15 °C. Be careful for the fusing under offset. To check, print 20 sheets of test pattern 69.
- When the effect is not enough, decrease upper fusing roller temperature. Change by 5°C. Maximum adjustment range is 15 °C same as lower roller. Be careful for the fusing under offset. To check, print 20 sheets of test pattern 69.

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# 1.3.9. White or color banding at thick paper leading and trailing edges

### (1) Symptom

On thick paper, white or color banding appears at 5 to 10mm from leading edge and 20mm from trailing edge.



### (2) Cause

White band: Void due to abnormal discharge

When very stiff paper is fed, the paper pushes up the intermediate transfer belt when the leading edge or trailing edge of the paper enters to the 2<sup>nd</sup> transfer nip. The belt and paper does not contact at that point causing abnormal discharge. The toner reversely charged is not transferred to the paper and looks like void (white spot).

• Color lines: Shock generated when the trailing edge exit the 2<sup>nd</sup> transfer front guide and blur due to abnormal discharge.

When very stiff paper exits the 2<sup>nd</sup> transfer front guide, the paper hits the belt strongly and generates shock. The shock makes the image on the belt blurred.

### (3) Solution

- (a) Change 2<sup>nd</sup> transfer pressure
  - 1. Change DipSW1-0 from 0 (Default) to 1, to show expert adjustment on paper settings.
  - [Machine]→[Paper Setting]→[Change Set.]→[Expert Adj.] [2<sup>nd</sup> Trans. Pressure] Select [Normal]

When [Normal] is selected, color line in main scan direction (CD) may appear at 105mm from leading edge. If it is noticeable, set the setting to auto and go to step 2 in below. If the improvement level is not enough, without reset the setting, go to the step 2, 2<sup>nd</sup> transfer output adjustment.

(b) 2<sup>nd</sup> transfer output adjustment

- 1. To show expert ad DipSW1-0 from 0 (Default) to 1.
- 2. Adjust  $2^{nd}$  transfer current at the banding occurring part. [Machine] $\rightarrow$ [Paper Setting] $\rightarrow$  [Change Set.]  $\rightarrow$  [Expert Adj.]:

[2<sup>nd</sup> transfer-Lead Edge (Front)], [2nd transfer-Lead Edge (Back)], 2nd transfer-Rear Edge (Front)] or [2nd transfer-Lead Edge (Back)]

If output is reduced too much, poor 2<sup>nd</sup> transfer occurs. Please adjust while checking actual print image.

(c) Change paper face (turn around the paper in the tray)