

## Print Quality Defect – Light or Faded Print – Lexmark MS/MX71x/81x

Document ID:TE548

Usergroup :External

[German](#) [English](#) [Spanish](#) [French](#) [Italian](#)

Lexmark M5155	Lexmark M5163	Lexmark M5163dn	
Lexmark M5170	Lexmark MS710	Lexmark MS711	Lexmark MS810
Lexmark MS810de	Lexmark MS811	Lexmark MS812	Lexmark MS812de
Lexmark MX710	Lexmark MX711	Lexmark MX810	Lexmark MX811
Lexmark MX812	Lexmark XM5163	Lexmark XM5170	Lexmark XM7155
Lexmark XM7163	Lexmark XM7170		

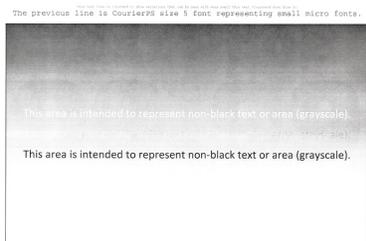
### Solution

#### Issue description

Lighter than expected output with:

- Blacks that appear gray.
- Color output represented by shades of gray that appear more faint than expected.

# Print Quality Test Page 99.99



#### Possible causes

Light or faded printout usually points to an issue with a printer setting or a supply item (Imaging Unit) that has developed a defect. However, there are other factors that should be considered when diagnosing light or faded printout. These factors may include, but are not limited to, the following items listed.

**NOTE:** Click each link to view the specific topic.

- [Non-genuine Lexmark Supplies / Refilled Cartridges / 'Compatible' Supplies](#)
- [Lower darkness setting](#)
- [Print Resolution Set to 1200 dpi](#)
- [Darkness variation caused by installing new supplies](#)
- [Darkness variation caused by external conditions](#)

### Non-genuine Lexmark supplies / refilled cartridges / 'compatible' supplies

Use of **Non-Lexmark** supplies can result in damage to printer components and in multiple failures, including degraded print quality within the system; i.e., the effects of using such non-Lexmark supplies are not limited to the imaging unit, printhead, fuser, transfer system, and paper feed reliability.

## Lower darkness setting

The printer's toner darkness setting is one factor that can affect the quality of its printout. Follow the steps on [How to adjust Toner Darkness of the printer](#) and print sample pages to see whether the printout improves. If the printout does not improve even after adjusting the Toner Darkness, please proceed with the next section.

## Print resolution set to 1200 dpi

Fine lines might not appear clear or crisp with some printer settings. The printer's resolution setting is another factor that can affect the quality of such printouts. [Following almost the same steps as used to adjust Toner Darkness, alter the Print Resolution to 600 dpi](#) to see if the default resolution resolves the issue

## Darkness variation across an image with a new Imaging Unit

Should print darkness variation be observed only after replacing the supplies, uninstall the Cartridge and Imaging Unit and fully inspect them to ensure that all **packaging material** pieces have been **removed**. The **red strap/plugs** must be **fully removed** before installing the supplies into the unit.

## Darkness variation across an image due to environmental condition

If the darkness variation is observed from left to right across the page while the printer is situated in a **hot or cold environment**, please validate that the printer is located and operating in a supported environment based on the printer specifications. Turning the printer off and back on might help correct for some of the observed darkness variation.

## How to adjust toner darkness (or other settings under the Quality Menu)

If the printer is connected to a network, use the **Embedded Web Server (EWS)**.

Step	Action
1	Open a web browser and then type the printer's <b>IP address</b> in the address field.  <b>Notes:</b> <ul style="list-style-type: none"> <li>• View the printer's IP address on the printer's home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</li> <li>• If you are using a proxy server, then temporarily disable it to load the Web page correctly.</li> </ul>
2	Click <b>Settings &gt; Print Settings &gt; Quality Menu</b> .

<b>3</b>	Adjust the toner darkness to desired setting and click <b>Submit</b> (or other settings such as Print Resolution).
<b>4</b>	Continue adjusting until desired output is achieved.

Using the printer's control panel:

Step	Action
<b>1</b>	From the home screen, navigate to:  or  > <b>Settings &gt; Print Settings &gt; Quality Menu &gt; Toner Darkness.</b>
<b>2</b>	Adjust to desired setting, and then touch <b>Submit.</b>

## Still need help?

If you require additional assistance, please close this window and locate  **Get In Touch with Lexmark!** for contact information. **NOTE:** When calling for support, you will need your **printer model/machine type** and **serial number (SN)**. If you need help locating these, [click here](#).

Please be near the products described in this article to expedite the support process and reduce callbacks.

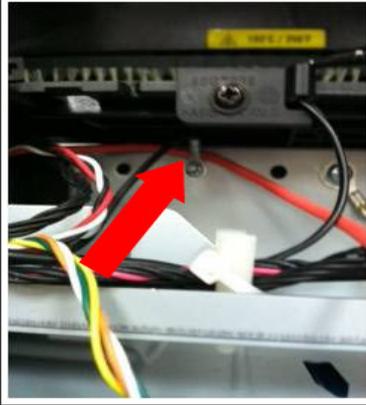
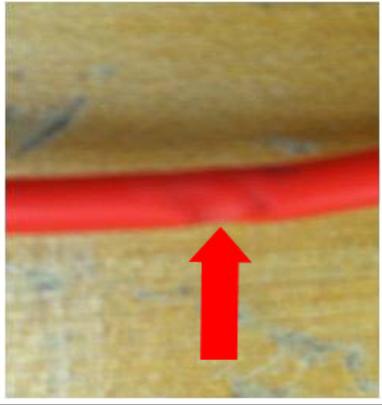
## Solution

**Audience: 'Lexmark and Partners' only below**

Technical Service Bulletin		Problem Description
<b>Machine Type/Model</b>	4063 - xxx 7463 - xxx	<p>The printout across all areas of the page is faded or lighter than expected or desired.</p> <p style="text-align: center;"><b>Solution</b></p> <p>See diagnostic procedure below.</p>
<b>Date Created</b>	06/13/2013	
<b>Last Updated</b>	10/18/2016	
<b>Safety Issue?</b>	No	
<b>Code Update?</b>	No	
<b>Engineering Change?</b>	No	
<b>New Parts?</b>	No	
<b>Old Parts Status</b>	n/a	
<b>Voltage: 120/240</b>	All	
<b>Serial No. Range</b>	All	

## Recommended service action

Before proceeding with any service recommendations, make sure to **1)** ensure that the defect is just an overall light print and not another defect and **2)** try all suggestions found in the customer-level section of this document.

Step	Action
<b>1</b>	Turn the printer off and back on to see if recalibration corrects the darkness variation.
<b>2</b>	<p>Check the <b>wire that connects the HVPS to the transfer roll</b>. If the <b>wire is pinched</b> or damaged (as shown in the images below), the transfer roll will not receive enough voltage from the HVPS, which in turn causes the print defect.</p> <p style="text-align: center;"><b>Damaged wire connecting the transfer roller from HVPS. The wire may be pinched during manufacturing.</b></p> <div style="display: flex; justify-content: space-around;">    </div>
<b>3</b>	If wire is damaged, replace <b>40X7605</b> – Transfer roller arm with cable.
<b>4</b>	Escalate the issue to Lexmark 3rd Level Support should issue persist.

**IMPORTANT!** The part numbers listed here are correct as of **June 2013**. If you encounter problems when ordering with these part numbers, please contact [Lexmark Parts Center](#). Should the issue persist even after replacing the suggested parts, please escalate to **Lexmark 3rd Level Support**.