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Color LW 12/600 PS: Vertical White Hazy Band Appears (11/96)

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TOPIC -----

What could cause a 1/8-in. white hazy band to appear vertically down each page printed on my Color LaserWriter 12/600 PS? The white band does not have abrupt edges. Instead, it gradually fades in and back out. The print is still visible within the white band, but at a much lower density.

DISCUSSION -----

The white hazy line could be caused by a small dust ball or other contaminant that has lodged in the laser's path. If this problem occurs, try performing the following steps:

Step 1

Remove the plastic covers on the Color LaserWriter 12/600 PS or Color LaserWriter 12/660 PS, I/O controller, and DC controller so that the laser/scanner assembly is accessible.

Step 2

Remove the laser/scanner assembly from the printer.

Step 3

Using compressed air, blow out the interior of the laser/scanner assembly. The interior of the laser is accessible through the slot where the laser beam emerges from the bottom side of the laser/scanner assembly.

Step 4

Carefully remove the transfer drum from the printer. Be careful not to damage the transfer drum sheet when removing or storing the transfer drum.

Step 5

Using compressed air, blow out the interior of the printer where the black metal laser shutter assembly allows the laser beam to pass through to the OPC. Closing the front door on the printer is a good method for opening the laser shutter.

Step 6

Reinstall the laser/scanner assembly, transfer drum, I/O controller, and associated covers and sheet metal.

Step 7

Test the printer to make sure that the problem has gone away. Consult the Service Source CD for additional troubleshooting procedures if the problem persists.

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