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Personal LaserWriter NT: Printing Half of First Page (3/95)

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TOPIC -----

While printing to a Personal LaserWriter NT only the top half of the first page is printed and the bottom half is blank. What causes this and how can it be corrected?

DISCUSSION -----

This problem can occur if the fuser assembly does not reach the operating temperature within a specified amount of time due to a faulty fuser bulb. In order to improve printing throughput the DC controller begins the print job a few seconds prior to the fuser reaching the operating temperature under the assumption that the fuser assembly will reach the operating temperature by the time the paper arrives at the fuser assembly. If the operating temperature has not been reached when the paper arrives then the print job is aborted and the paper is flushed from the printer. Even though the print job has been aborted, half of the page has already been imaged and is printed on the flushed page. By the time the second page is ready to print, the fuser bulb has reached temperature, and the second page prints normally.

In order to correct this problem the fuser bulb or fuser assembly should be replaced. Analysis of failed fuser bulbs revealed that the reason the bulbs did not heat up in time is due to a crack that developed from a mechanical shock to the unit. Over time the crack leaks the halogen gas inside the bulb, causing discoloration and an increase in the amount of time required to bring the fuser assembly up to temperature.

Article Change History:

21 Mar 1995 - Rewrite of discussion to clarify the problem and solution.

Support Information Services

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