[TD 2626] LN40 Toner Spillage - BLITZ

Unique Id: 009D5AD6-AAA03420-1C02A1

   SOURCE: Compaq Computer Corporation   INFORMATION   BLITZ

   INFORMATION BLITZ TITLE: LN40 Toner Spillage

   DATE: 26-March-1999

   INFORMATION BLITZ #: TD 2626

   AUTHOR: John kivlighan
   TEL#: 1-978-496-9502
   EMAIL: John.Kivlighan@Compaq.com
   DEPARTMENT: Global Services Fulfillment (Printers)

   ===
   PRODUCT NAME(S) IMPACTED: LN40 & LN40A Laser Printers

   PRODUCT FAMILY(IES):   PRODUCT NUMBERS:
   Storage   ___   _____
   Systems   ___   _____
   Networks   ___   _____
   PC   ___   _____
   Software   ___   _____
   Other (specify) _X_   ___ Printers ___

PROBLEM STATEMENT:

This informational BLITZ is to inform Compaq Services of a
reported problem of high amounts of toner and/or developer
spillage within the LN40 laser printer which can also result
in printer hangs and paper jams.

PROBLEM SYMPTOM:

This spillage usually appears towards the front of the printer,
when this situation is encountered. The field engineer should
first clean the inside of the printer thoroughly, then clean the
OPC drum cartridge's pre-charger, the lack of a clean pre-charger
has been know to create this spillage problem.

Do not automatically assume that the developing unit needs to be
replaced.

Another know problem with this product is the fact that toner
residue accumulated on the transfer charger assembly over time
will tend to create arks, if this ark occurs while the hard disk
is being accessed, it causes the printer to hang with the hard
disk indicator illuminited on the front panel.

Additionally, this arking also causes paper jams, these jams
occur because printed pages will not properly separate from the
drum, the results of this is a "FUSER JAM 4".

PROBLEM SOLUTION:

If your customer is experiencing problems where their LN40 hangs
with the hard disk indicator illuminated on the front panel
and/or frequent "FUSER JAM 4", the field engineer should
immediately contact the customer support center (CSC) for
assistance. They have been made aware of these problems and are
prepared to assist you.

ADDITIONAL INFORMATION:

Listed below is useful printer's maintenance WEB pointers:

PSIA PSP Browser http://www-mcslu.das.dec.com/psia/otherInfocenters.htm
Learning Utility http://www-mcslu.das.dec.com/mcsl/html/default.htm
TICAP TIMA STARS http://ticap.cxo.dec.com/tools/index.htm
Digital Printer Page http://www.printers.digital.com
Printer Information   http://ticap.cxo.dec.com:83
Repository

```
    *****************************< NOTE >**********************************
    *                                                                    *
    * INFORMATION IN THIS DOCUMENT REPRESENTS OPERATIONAL EXPERIENCES AND  *
    * SUGGESTIONS BY COMPAQ OR PARTNER EMPLOYEES.  COMPAQ SHALL NOT BE     *
    * RESPONSIBLE FOR ANY ERRORS OR OMMISSIONS CONTAINED IN THIS DOCUMENT, *
    * AND RESERVES THE RIGHT TO MAKE CHANGES TO IT WITHOUT NOTICE.         *
    *                                                                    *
    **********************************************************************
```

                    *** COMPAQ INTERNAL USE ONLY ***

```
<>UPDATE /TEXT_UPDATE/UNIQUE_IDENTIFIER="009D5AD6-AAA03420-1C02A1"-
 /TITLE="[TD 2626] LN40 Toner Spillage - BLITZ"-
 /BADGE=(AUTHOR="999997",ENTER="134779",MODIFY="134779",-
 EDITORIAL_REVIEW="134779",TECHNICAL_REVIEW="999997")-
 /NAME=(AUTHOR="JOHN KIVLIGHAN",ENTER="LORETTA LIGHT",-
 MODIFY="LORETTA LIGHT",EDITORIAL_REVIEW="LORETTA LIGHT",TECHNICAL_REVIEW="JOHN KIVLI
 /DATE=(AUTHOR="26-MAR-1999",ENTER="26-MAR-1999",-
 EXPIRE="26-MAR-2001",FLASH="26-MAR-1999 06:03:01.50",MODIFY="26-MAR-1999",-
 EDITORIAL_REVIEW="26-MAR-1999",TECHNICAL_REVIEW="26-MAR-1999")-
 /GEOGRAPHY="USA"/SITE="EIRS"/OWNER="TIM-BLITZ"-
 /FLAGS=(USA_CUSTOMER_READABLE,NOPOST_MESSAGE_DISPLAY,NOLOCAL,-
 EUR_CUSTOMER_READABLE,GIA_CUSTOMER_READABLE,NOINIT_MESSAGE_DISPLAY,-
 EDITORIAL_REVIEWED,FIELD_READABLE,FLASH,TECHNICAL_REVIEWED,READY)
```