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 illumininated 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-mcselu.das.dec.com/psia/otherInfocenters.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

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