

# HP Designjet 8000s Printer Series Print Quality Troubleshooting Guide



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# 1 How to use this guide

Find out the similar symptom of the poor print quality in the Table of Contents.

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 **NOTE:** More than one factor may have caused the problem depending on the symptom. Use a combination of corrective actions if the problem is likely to be caused by multiple factors. If all of the suggested solutions fail, the problem may stem from bad compatibility between the ink and media. In this case, you may use other types of media.

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Choose the more similar symptom (pattern) on the page, and take steps indicated in **Solution**.

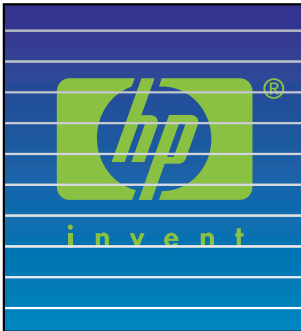


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## 2 Troubleshooting

### White lines appear on the printout

White lines appear on the printout — Pattern 1



**Cause:** The paper is not fed properly or is loaded incorrectly.

**Solution:**

1. Perform the **Media Advance Calibration**. See Chapter 7 in the *User's Guide*.
2. Change the settings of the Media lever.
3. Fine tune the Media advance by performing the **Media Advance Calibration** again. See Chapter 7 in the *User's Guide*.  
As an alternative, try reducing the media advance "on the fly" by pressing the ▼ key.

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💡 **TIP:** Take these steps when white lines are seen in the color bars (6-color bars printed at the edge of the printout) across all colors (at the same locations). If they are seen in only one color, try corrections for white line pattern 2.

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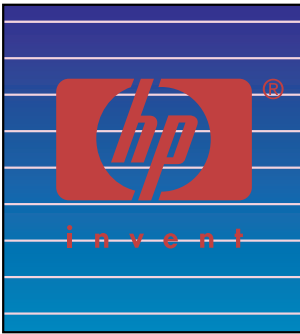


Figure 2-1 White line pattern 1



Figure 2-2 White line pattern 2


### White lines appear on the printout — Pattern 2



**Cause:** The nozzles are not firing correctly.

**Solution:**

1. Make sure that the printhead path is clean.
2. Perform daily maintenance, and then a **NORMAL** printhead recovery. See Chapter 6 in the *User's Guide*.
3. Perform a **STRONG** printhead recovery. See Chapter 6 in the *User's Guide*.
4. Perform a **WASH PRINTHEADS** operation. See Chapter 14 in the *User's Guide*.

 **NOTE:** This operation lasts for three hours.

**NOTE:** A **WASH PRINTHEADS** operation is effective when ink is solidified in the printhead.

5. Clean the carriage base and perform a **NORMAL** printhead recovery operation again. See Chapter 6 in the *User's Guide*.

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💡 **TIP:** Clean the carriage base with a cleaning swab dipped in cap cleaning liquid. The cleaning swabs are included with the attached kit.

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6. Repeat steps 3 and 4.
7. For more information on identifying a defective printhead, see “Defective printheads” on page 15. If the printhead is defective, you will need to call HP Support.

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### White lines appear on the printout — Pattern 3



**Cause:** The ink and media are not completely compatible.

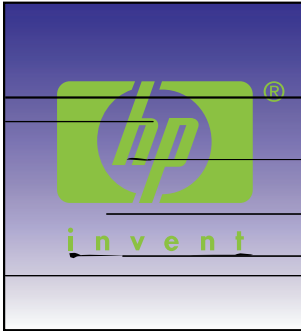
**Solution:**

1. Perform the **Media Advance Calibration**. See Chapter 7 in the *User's Guide*.
2. Decrease the heater temperatures (F30 °C, P30 °C, R30 °C) and perform the **Media Advance Calibration**.
3. Increase the front heater temperatures (F50 °C, P45 °C, R45 °C) and perform the **Media Advance Calibration**.
4. Print a test image using a print mode with a higher number of passes. Set the print mode using the software RIP.
5. Print a test image in **H-DENSITY** print mode. Set the print mode using the software RIP.
6. Print a test image on media that has been used previously with satisfactory results.



## Black lines appear on the printout

### Black lines appear on the printout — Pattern 1



**Cause:** The printheads or surrounding printer parts are dirty.

**Solution:**

1. Clean the carriage base and perform a **NORMAL** printhead recovery. See Chapter 6 in the *User's Guide*.
2. Change the printhead height. See Chapter 5 in the *User's Guide*.

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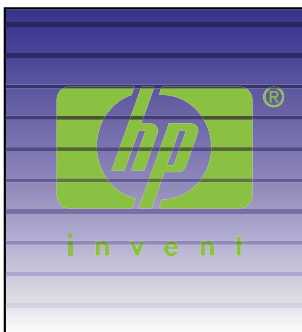
### Black lines appear on the printout — Pattern 2



**Cause:** Media is very sensitive to bidirectional printing.

**Solution:**

1. Use a unidirectional print mode.
  2. Print a test image using a print mode with a higher number of passes. Set the print mode using the software RIP.
- 

**Black lines appear on the printout — Pattern 3****Cause:**

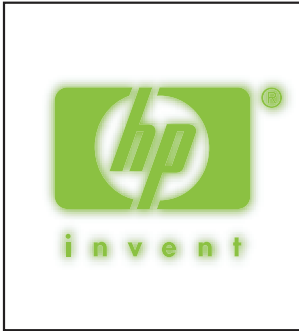
- Inadequate paper feed.
- The ink requires a longer time to dry.

**Solution:**

1. Perform the **Media Advance Calibration**. See Chapter 7 in the *User's Guide*.
  2. Change the settings of the Media lever.
  3. Fine tune the Media advance by performing the **Media Advance Calibration** again. See Chapter 7 in the *User's Guide*.  
As an alternative, try increasing the media advance "on the fly" by pressing the ▲ key.
  4. Increase the heater temperatures (F50 °C, P45 °C, R45 °C).
  5. Print a test image using the unidirectional print mode.
  6. Print a test image using a print mode with a higher number of passes.  
Set the print mode using the software RIP.
  7. Perform the **Nozzle Position Adjustment**. See Chapter 7 in the *User's Guide*.
-

## The printout is smudged

### The printout is smudged — Pattern 1



**Cause:** Scattered ink.

**Solution:** Do one or more of the following:

1. Perform a bidirectional adjustment on the media being used. See Chapter 7 in the *User's Guide*.
  2. Make sure that the printhead height is appropriate. Change it if it is not. See Chapter 5 in the *User's Guide*.
  3. Perform daily maintenance. See Chapter 6 in the *User's Guide*.
  4. Perform a **NORMAL** printhead recovery operation. See Chapter 6 in the *User's Guide*.
  5. Make sure the ambient temperature is within the specified range of 20–25 °C (68–77 °F).
  6. Increase the heater temperature as appropriate.
  7. Use a unidirectional print mode.
  8. Use a **H-QUALITY** or **FINE** print mode. Set the printer mode using the RIP.
  9. Use media that has been successfully used before.
-

### The printout is smudged — Pattern 2



**Cause:** Scattered ink.

**Solution:** Do one or more of the following:

1. Make sure that the media is set flat without wrinkles and creases. If the media is not straight, reload the media.
2. Check the printhead height. See Chapter 5 in the *User's Guide*.
3. Perform daily maintenance, and then perform a **NORMAL** printhead operation. See Chapter 6 in the *User's Guide*.
4. Wipe out the dust and dirt adhered to the printhead with a clean cloth and perform a **NORMAL** printhead operation. See Chapter 6 in the *User's Guide*.
5. Clean the Media Edge Guards with a clean cloth.

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### The printout is smudged — Pattern 3



**Cause:** Printhead rubbing on the media due to wrinkles in the media.

**Solution:** Do one or more of the following:

1. Make sure that the media is loaded correctly without creases or wrinkles.
  2. Clean the carriage base and perform a **NORMAL** printhead recovery. See Chapter 6 in the *User's Guide*.
  3. Adjust the heater temperature.
  4. Increase the printhead height. See Chapter 5 in the *User's Guide*.
  5. Clean the Media Edge Guards with a clean cloth.
  6. Replace the media.
- 

## The printout is blurry

### The printout is blurry — Pattern 1



**Cause:**

- Ink is slow drying.
- Too much ink.

**Solution:** Do one or more of the following:

1. Increase the heater temperatures (F50 °C, P45 °C, R45 °C).
  2. Set the print mode to unidirectional and **H-QUALITY**.
  3. Use the **H-QUALITY** print mode for **H-DENSITY** printing and **F-DRAFT** print mode for **NORMAL** printing.
-

## The printout is blurry — Pattern 2



### Cause:

- Printhead is displaced.
- There is a misalignment in bidirectional printing.

### Solution:




1. Perform the printhead position adjustment. See Chapter 7 in the *User's Guide*.
  2. Perform a bidirectional adjustment on the media being used. See Chapter 7 in the *User's Guide*.
  3. Perform the **Nozzle Position Adjustment**. See Chapter 7 in the *User's Guide*.
-

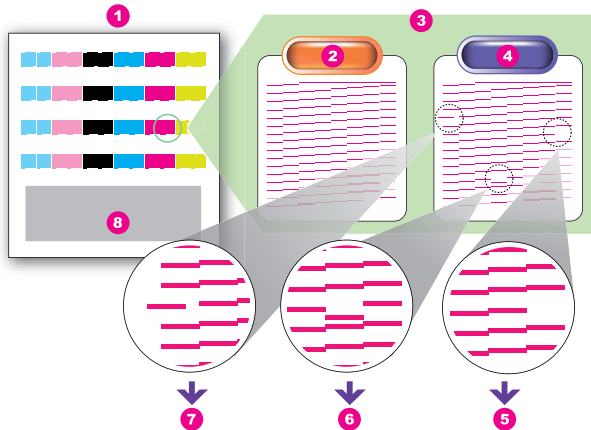


# 3 Defective printheads

The following are the steps to identify a defective printhead the corresponding procedure to replace it.

**Table 3-1 To identify a defective printhead**

1	Load the media.
2	Set the printer to offline mode by pressing the  button.
3	Press the  key twice.
4	Select the <b>ADJUST</b> menu using the  key.
5	In the <b>ADJUST</b> menu, scroll to <b>TEST PRINTS</b> and press the <b>OK</b> key.
6	In the <b>TEST PRINTS</b> menu, scroll to the <b>NOZZLE PRINT-RECOVER</b> option and press the <b>OK</b> key.
7	Press the <b>OK</b> key to start printing.




1	Printout for detecting defective printhead
2	Good printout
3	Enlarged Images
4	Bad printout
5	Omitted and misaligned lines
6	Misaligned lines
7	Misaligned lines
8	Inspection information



To identify a defective printhead (continued)

The printhead is defective if the printout contains two or more defective portions as shown above for the same color, and persists for four consecutive times.

**NOTE:** Keep the printouts so that they can be sent to HP for requesting a replacement printhead.

 **NOTE:** Solvent ink is used in this printer. Unlike water-based inks, omissions and misalignments may occur when the printhead dries up. To resolve this, clean the printhead.

**To replace a defective printhead**

- ▲ In order to replace a defective printhead, please call HP Support. See Chapter 18 in the *User's Guide*.

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Printed in Germany - Imprimé en Allemagne - Stampato in Germania

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Q6670-90141



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