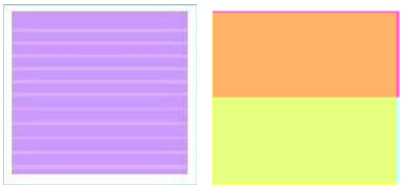
How to interpret the image quality print

August, 2009

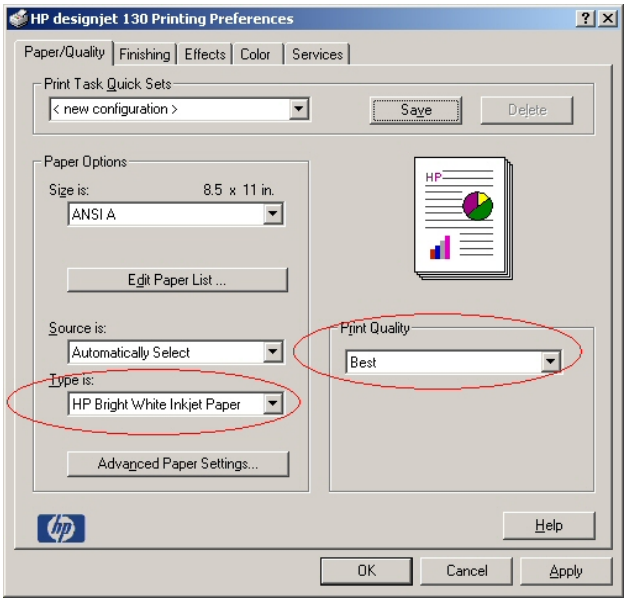
The image quality troubleshooting process is intended to resolve problems such as banding or shadows similar to the examples shown here:



If you are experiencing the type of image quality issue shown here, continue with the procedure

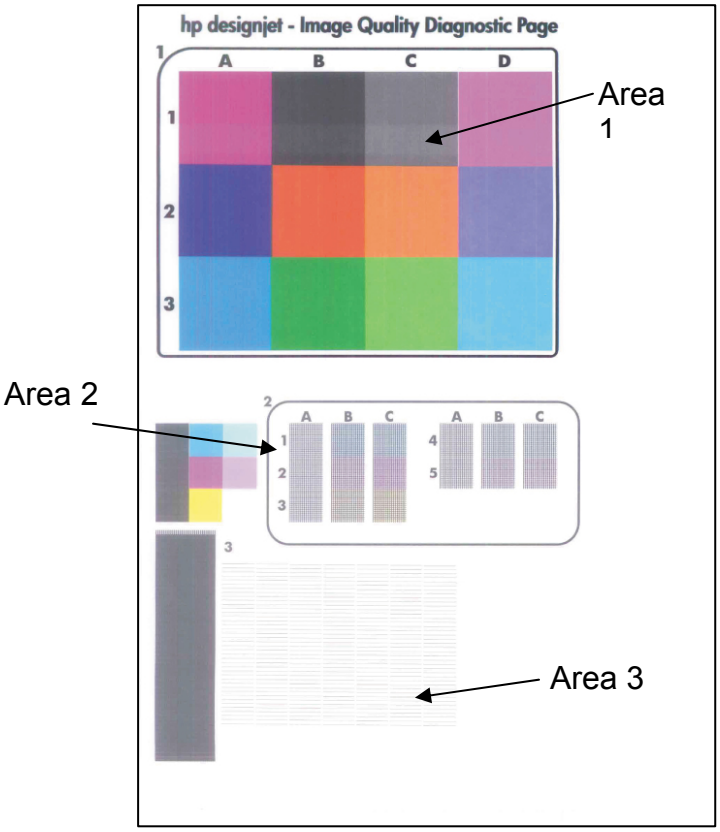
1. Check that the print quality settings are correctly chosen:

   - Media "Type": Check that the paper type that you are using or the most similar to it is selected.
   - Quality: Check that "Best" image quality is selected.



2. Print the Image Quality page and check the following areas:

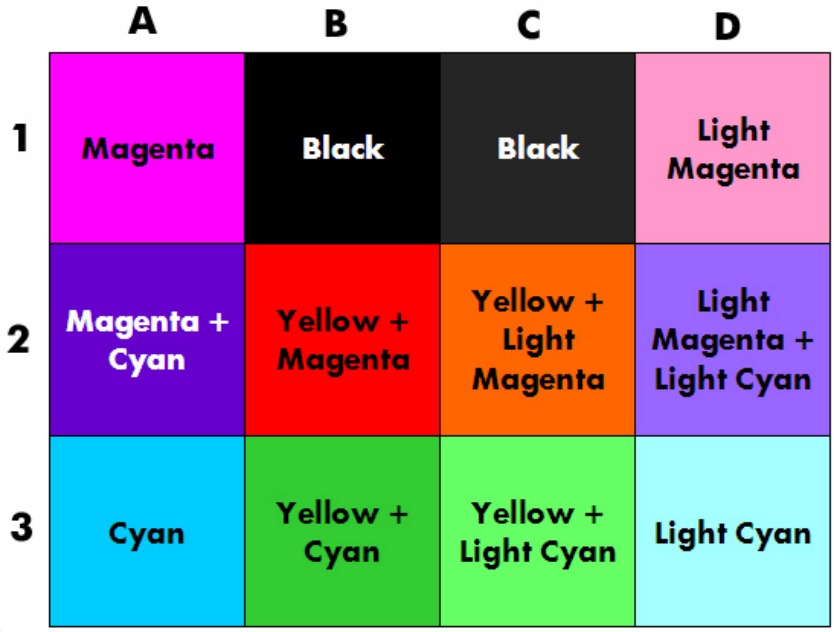
    Area 1. Printhead health area
    Area 2. Printhead alignment area
    Area 3. Paper advance area



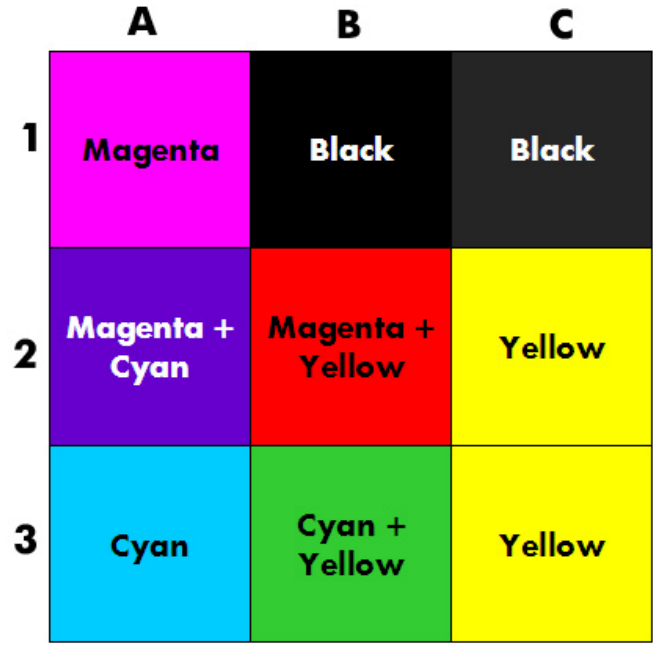
For Area 1, check the following:

1. If you see any white lines in Area 1, such as the example shown here, identify which printhead is failing.

For example, if the white lines can be seen in the colored boxes Magenta (A1), Magenta & Cyan (A2) and Yellow & Magenta (B2), this would indicate that the printhead causing the white lines is the Magenta printhead, as the white lines appear whenever the Magenta printhead is used to print a square.



HP Designjet 30/130/120/90



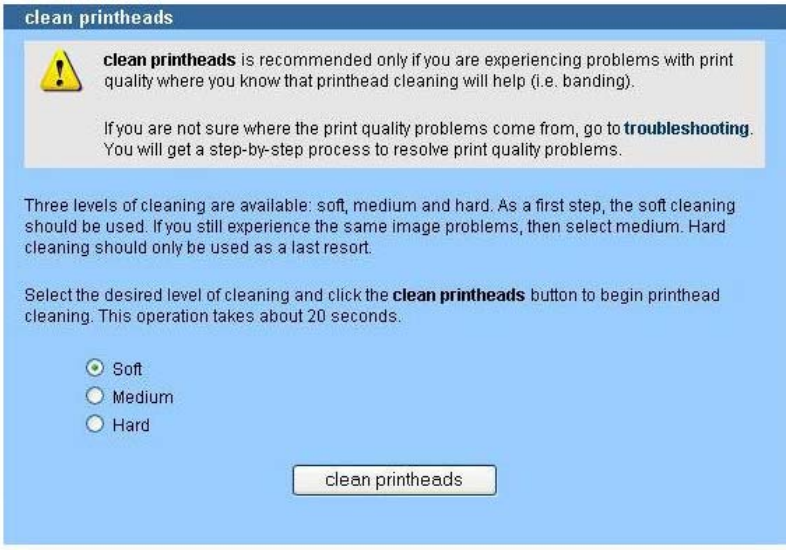
HP Designjet 70/100/110/110 plus

Notes: It should be noted that the colors shown here will differ from the printed colors on the diagnostic print.
When printing the Image Quality print on Glossy paper, the black areas may look uneven due to the characteristics of the media. This is normal and no action is required.

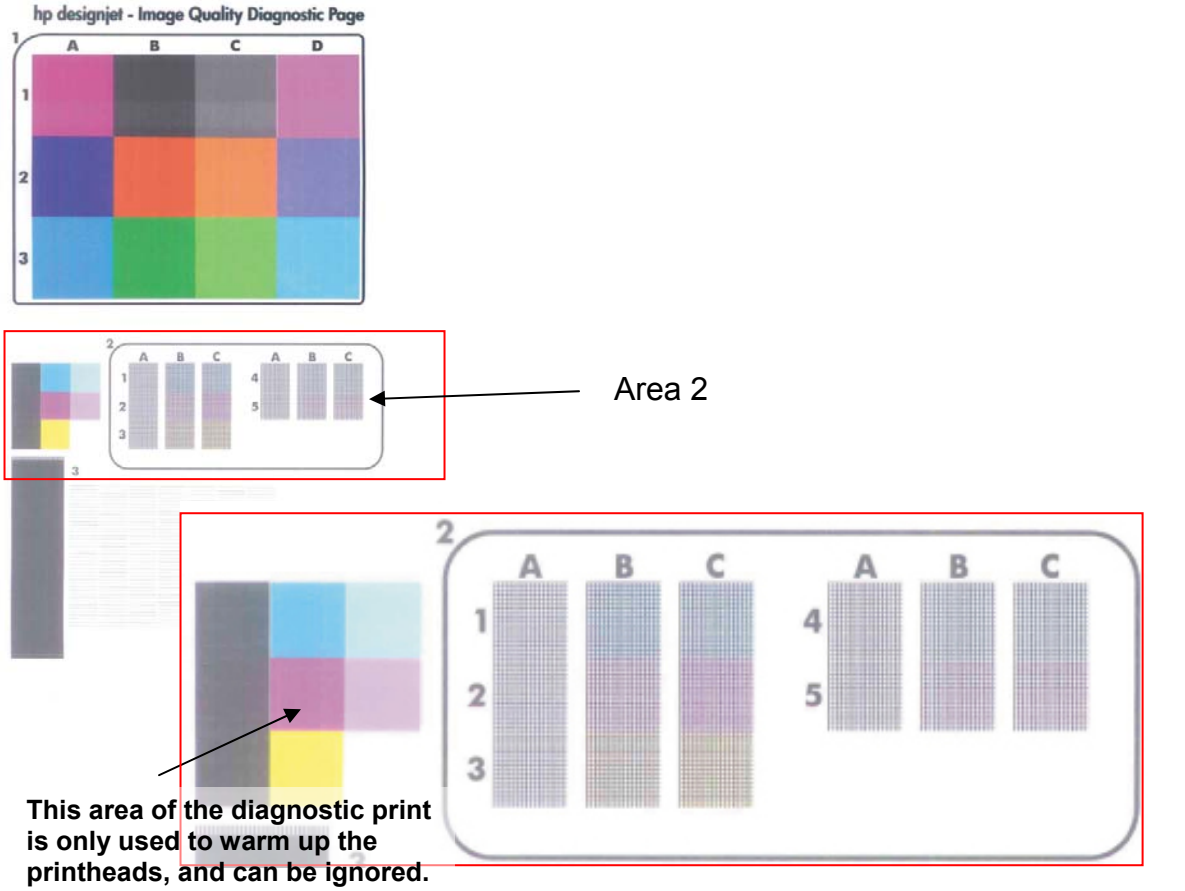
Solution

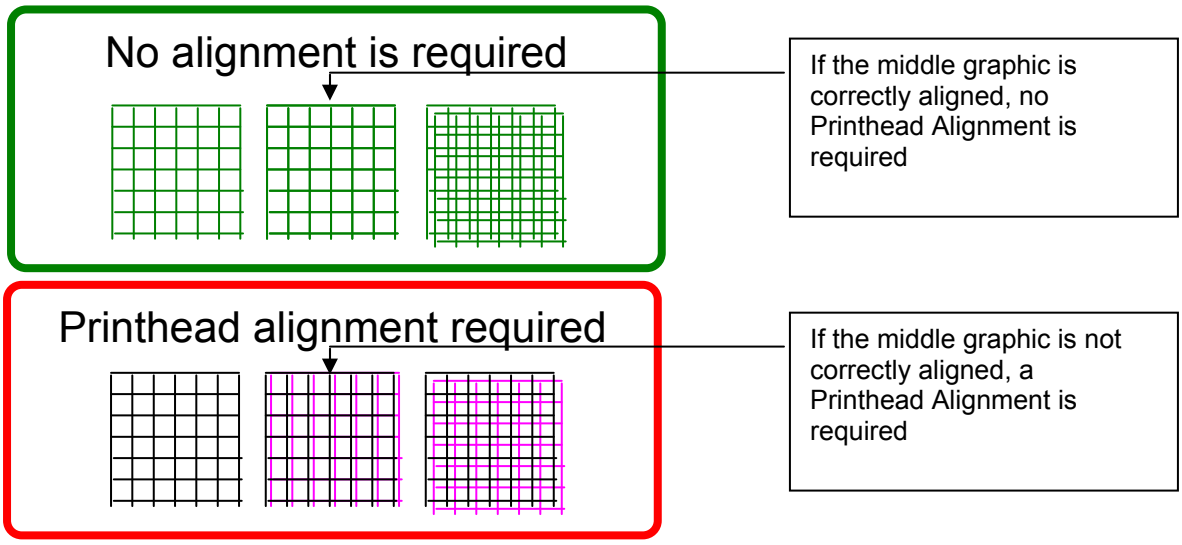
Perform the following actions for the failing printhead. After each Printhead cleaning, print again the Image Quality print to check if the cleaning has fixed the error of the white lines:

1. Clean Printheads Soft.
2. Clean Printheads Medium.
3. Clean Printheads Hard.
4. If the lines can still be seen replace the Printhead.



For Area 2, check the following:

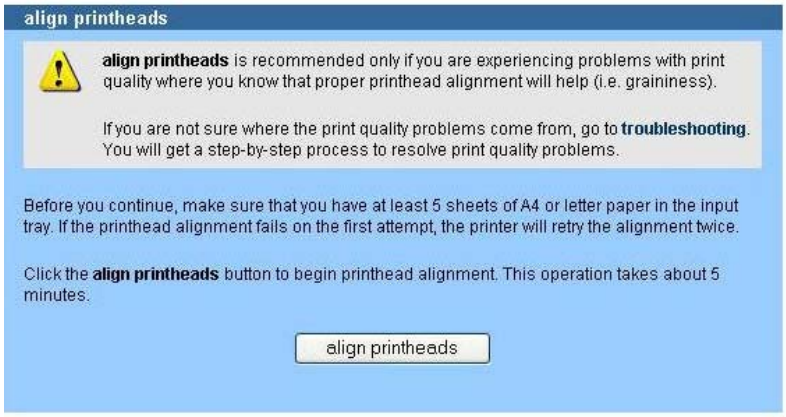




If there is a error in area 2, this will show up as unexpected shadows, as shown here:

Solution

Perform the Printhead Alignment procedure



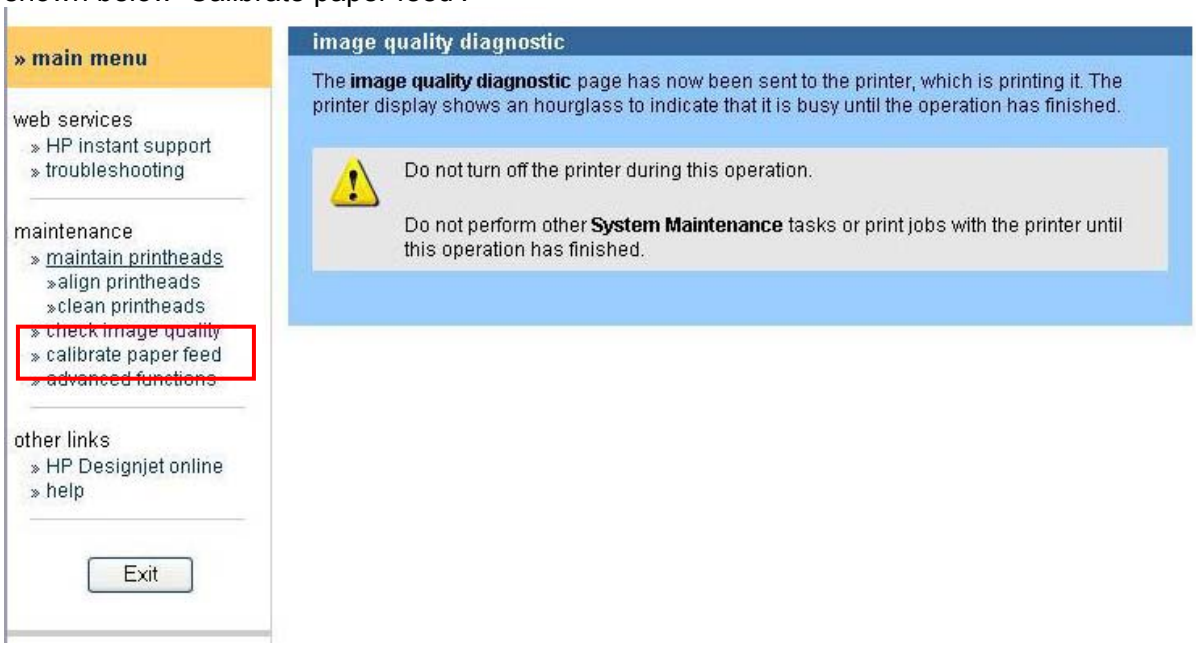
For Area 3, check the following:

3. If you are experiencing a banding defect, check the results in Area 3:

If you see a defect in Area 3, you might also see banding in all the color squares of area 1.

Solution

If you are using non-HP media, perform a paper advance calibration. Select the option shown below ‘Calibrate paper feed’.



If the banding persisits, contact your HP support representative.

© 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.