

# Tips and Tricks

# Toner Cartridges

When manufacturing our products we place great emphasis on consistent high quality and functionality. Despite this, it can sometimes be the case that the printed image looks different from what you wanted it to. Here you will find a few tips which you can use to improve the printed image. We assume that you have already followed the instructions in the user manual.

## **General tips for using toner cartridges:**

### **Maintenance and cleaning:**

In order to maintain consistent printing quality, it is very important to ensure regular cleaning and maintenance of the printer. During printing, toner powder accumulates in the printer and can lead to contamination of the heater and the laser or spoilt printouts.

### **Firmware:**

Time after time, the original manufacturers are changing the firmware for printers and provide firmware-updates. After downloading and installing the software it can lead to cartridges which had previously worked fine suddenly no longer being accepted by the printer. KMP tries to counteract this by working closely with chip suppliers.

### **Combining original and KMP toners:**

It is possible to use both a mixture of original and KMP cartridges and to replace original cartridges with KMP products, or vice versa. In the case of colour toner there may be slight colour variations.

When using a mixture of cartridges from other alternative manufacturers there may be significant variations. These occur frequently with printers working with a separate developer. Waste toner from the last toner cartridge may remain in the developer and may be mixed with the toner from the new cartridge. If the characteristics of these toners differ too much, undesirable colour deviations may occur.

After several printouts (the number of which depends on the printer), the colour reproduction should improve, which means as soon as the amount of waste toner in the developer drops below a certain share and falls further. In this way, the colour fidelity of the KMP cartridge will attune over time.

### **Differences between various components and cartridges:**

**Drum:**

Some printers (e.g. by HP) are operated with cartridges which already have an integrated photoconductor (drum).

With other printers (e.g. by Brother) the toner tank and drum (drum, unit) are separate from each other. The drums have to be reset after replacement, usually by pressing a key combination on the printer. You will find directions for this in the manual for the printer and in the accompanying instructions.

### **Chip:**

Some cartridges have a chip. This is responsible for detection and page yield.

### **Colour toner:**

The toner powder for these cartridges is usually chemically produced. The shape is spherical and very fine. There are negatively and positively charged colour toners.

### **Monochrome toner:**

The toner powder has a crystalline form similar to sand.

### **Seal:**

The seal separates the toner tank from the rest of the cartridge. In the case of all cartridges with a seal, this must be removed before inserting. This is a plastic strip which sticks out from the side of the cartridge. If the seal is not removed, you will not be able to print.

### **Versions:**

**KMP Premium Quality** cartridges are high quality toner cartridges. All wearing parts are replaced, a new OPC is built in and high-quality toner is used. The KMP premium quality is also standard for the KMP HC and XXL versions.

**HC and XXL** are versions of toner cartridges with higher page yields. Some cartridges therefore have bigger toner tanks and look slightly

different. Please check the compatibility list to see whether your printer is suitable for these versions.

**Economy** is a very affordable option, in which only the toner is refilled. No other parts of the cartridge are replaced.

**XVantage** cartridges are another very affordable option. A new OPC is built in. For these cartridges we only guarantee text quality. For graphic printouts its suitability is limited.

### **There is no toner on the paper after changing the cartridge:**

>Please check whether the seal on the cartridge has been removed.

>Printers in which the toner tank and drum are separate must first be refilled with toner. Please refer to the instruction manual of your device.

>If there is no toner left in the drum, the printer automatically refills the drum. This takes some time. Some printers cannot print during this time. Other printers only provide an incomplete printout. Please be patient.

### **Ghost images on the printout:**

Ghost images are mirror-image text or graphic reflections on the printout. These are a result of contamination or a defect to the laser or the heater.

### **Cartridges are not accepted by the device after being inserted:**

>Please check whether the cartridge is suitable for your printer. You will find information about this on the KMP packaging and at [www.kmp.com](http://www.kmp.com) under product search.

>When using a colour printer, please check whether the correct colour cartridge has been inserted in the corresponding compartment.

>Please check whether the cartridge is properly engaged.

>For cartridges with a chip, a defect in this chip could be the reason. Please also check whether the contacts in the printer which come into contact with the chip are dirty.

## **Blotchy printouts:**

>The cartridge could be damaged. Toner comes out uncontrollably leading to blotches on the printout.

>For some printer models (e. g. Kyocera) the waste toner bottle is not on the cartridge, it is incorporated into the device separately. If this is full, the toner spreads around the device and can lead to spoilt printouts.

>The printer has not been serviced for a long time. This can lead to flawed printouts.

## **Recurring blotches or imprints on printouts:**

>The drum could be damaged. The imprints repeat with each rotation of the drum.

>There may be foreign objects (e.g. paper remnants) in the device.