

REFLEX COPY PAPER TROUBLESHOOTING GUIDE

Reflex is manufactured and tested to deliver outstanding performance in all types of printers, copiers and plain paper faxes. The following guide provides a list to look out for if your printer or copier is giving you trouble.



GENERAL OFFICE PAPER HANDLING AND STORAGE

- Keep office paper in its complete ream wrapper until ready to be used. This will ensure the paper's moisture content does not vary. The paper should be low in moisture as paper with high moisture content is more likely to curl, crease or jam in the printer.
- Never leave paper either partially or fully outside of its protective wrapper on a shelf.
- The paper needs to be flat, without wavy edges or curl before use.
- Acclimatise your paper by storing it in the area where it will be used.



PRINTING CONSIDERATIONS

- Inkjet printed paper must be allowed to 'dry out' so that water and solvents from the printer ink have dissipated.
- Office paper should have sufficient opacity so that an image on the back does not 'show through' to the front. Especially important for double-sided printing.
- Over time, the rubber rollers in machines can become polished preventing consistent 'pick-up' and feed. Routine machine servicing will assist in keeping the machine running smoothly.
- The machine user-manual will indicate the side of the page which should be printed first.
- The face of the paper when the ream is first opened along its closure seam should be the side which is printed first.
- Dust may accumulate in machines as most fine papers are made using a filler to improve paper's opacity and sometimes to increase the brightness of the sheet. In modern printers, this does not affect the printing process however removing this dust as part of the routine servicing of the machine is recommended.



MACHINE MAINTENANCE

Some issues that may affect paper performing through a printer or copier may not be related to the paper at all. Here are some common printer machine maintenance issues to look out for:

- Skewing or misaligned rollers
- Old toner or old / damaged cartridges
- Dust collection in the machine
- Worn or malfunctioning rollers and belts edges or curl before use



THE PAPER WON'T FEED

- The paper may be too thick or too thin for a tray – try using the 'bypass' tray.
- The paper may be a high gloss sheet which the printer cannot 'pick-up'.
- The 'pick-up' rollers need servicing.
- There may be a paper jam obstructing the paper path.
- The sheets may be stuck together – try fanning the paper before use.
- Paper tray may be overloaded or operator has selected an empty tray.



MULTIPLE SHEETS FEEDING

- May be a pre-printed job and the ink is still wet.
- The sheets may be stuck together – try fanning the paper before use.
- If the paper is stored next to a window move it to more ambient conditions, away from heat and cold.

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IF THE PAPER IS CREASING OR CURLING OR HAS WAVY EDGES

- Paper may be damp prior to use; ensure paper is stored and properly conditioned to environment.
- Ensure the correct side of the sheet is being printed – turn paper in tray over, use a new/ unopened ream.
- Feed or fuser rollers may not be set correctly on the machine.
- Printing onto a pre-printed sheet which is still wet from the printing process.
- Paper weight may be too light, check the printer or copier user guide.
- Generally, the slower the printer machine the greater the resulting curl in the paper. This is because the paper moves slower through the heat and rollers allowing for more time to create a 'memory' in the sheet. With improvements in technology, larger, leading printer and copier machines today have in-built automatic de-curler bar.



IMAGE OR TEXT HAS PARTS MISSING

- The paper may have an embossed pattern or uneven surface.
- Check the machine paper path for obstructions.
- Paper may have wet patches prior to printing, review where it is being stored.
- Check the machine's developer unit for blockages.
- Check that the machine is sitting level.
- Check that the toner is not low.
- Check that the copier cover is completely closed stopping light affecting the imaging process.



IMAGE IS MISSING

- Check the image is not facing the wrong side 'down' on the copier.
- Image not fusing to the paper; check the fuser.
- Check that the sealing tape has been removed from toner cartridge.
- Toner cartridge may be empty.



IMAGE IS LIGHT COMPARED TO THE ORIGINAL

- Check toner settings.
- Toner cartridge may need replacing/refilling.



SKEWED IMAGE

- Paper may not be loaded correctly – check that the paper is under the corner tabs in the paper tray.
- Check that the correct paper tray has been loaded with that size paper, the guides on the 'by-pass' may need adjusting.
- If you have an issue that is not covered here, please let us know via the **contact us** form.

reflex.com.au/contact-us/