

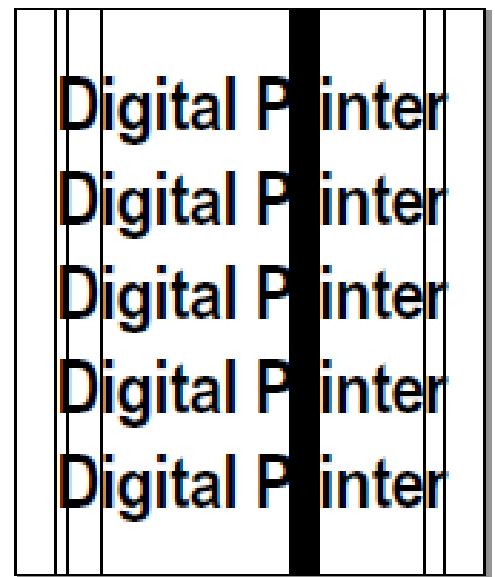


## Lines On The Page and How To Clean Your Glass

We get calls for lines on customers pages virtually every week. It is very common for all brands and models of copiers, fax machines and multi-function printers to begin making lines on the copied or scanned pages, as shown in the example below.

This is caused by the ADF (automatic document feeder) pulling the pages across the slit-glass. Over time, dirt, paper lint, white out and/or other foreign debris collects on the scanners slit glass, thereby causing a line(s) on the pages.

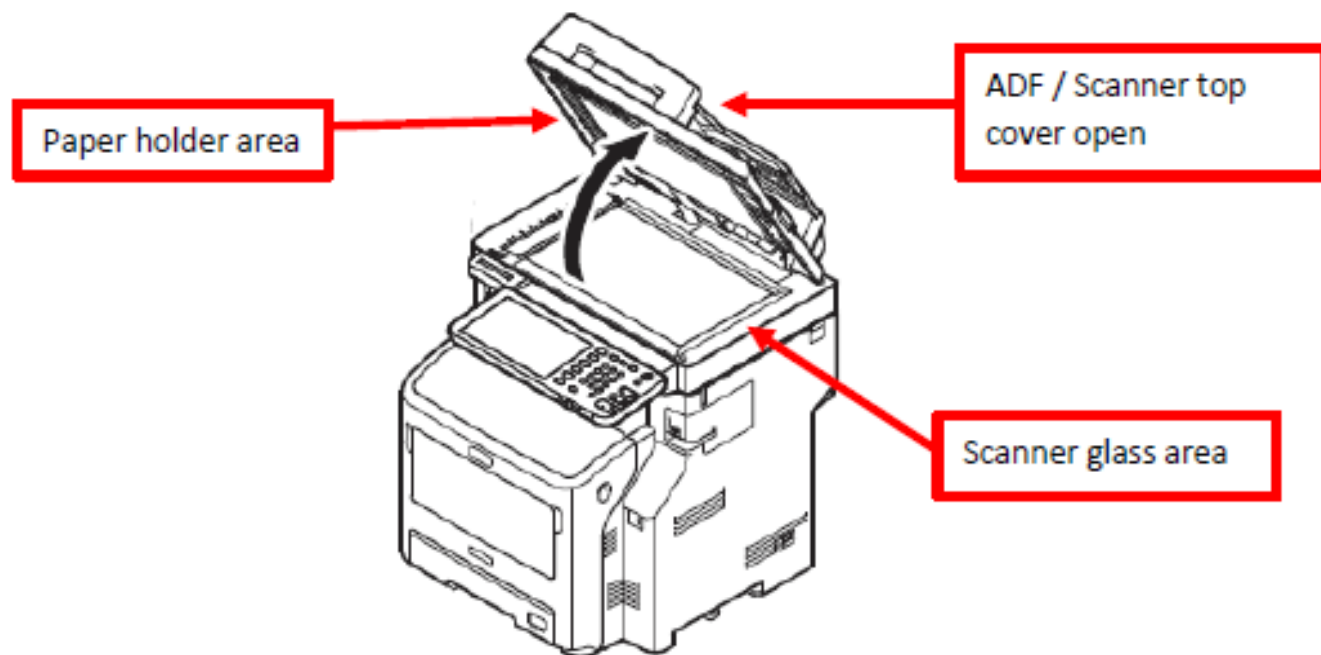
The simplest way to test this is to make a copy or scan from the flatbed glass and then again from the ADF. If the line is not present from the flatbed but is present from the ADF, it is being caused by something on the slit glass.



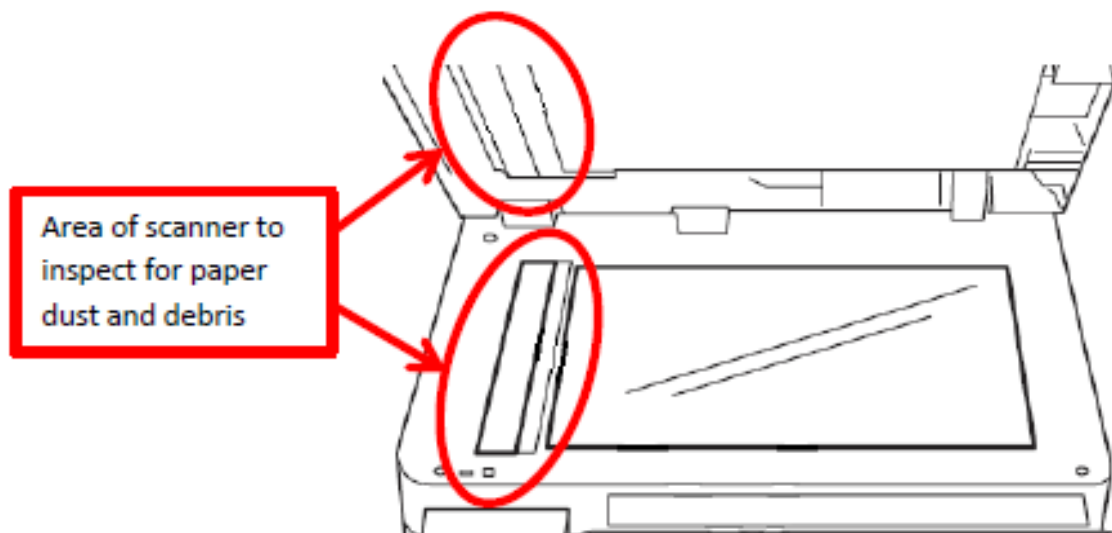
Sometimes the spec can be very hard to see visibly or is not removed with a light cleaning. Simply make sure to clean the glass thoroughly and your lines will go away.

While your specific machine may be different than the following examples, the same principals apply to all machines.

### How to check if your scanner needs to be cleaned:



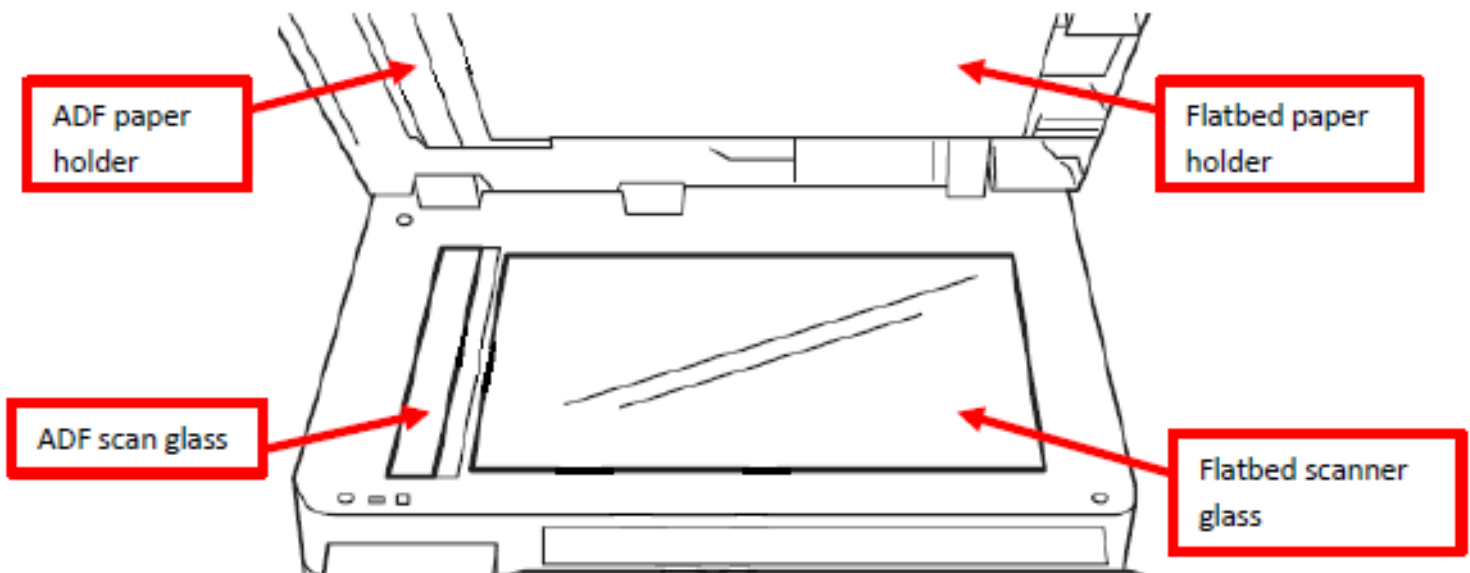
1. Periodically open the ADF/Scanner cover and inspect the scanner. If you see paper dust on the glass or on the plastic frame around the glass you should clean that area with a soft lint free cloth. (This should be done monthly under normal usage or weekly if your ADF usage is high.)
2. If you find a loose staple or paper clip carefully remove it from the scanner so you do not scratch the scanner glass.
3. While you have the cover open also check the ADF paper holder and the flatbed paper holder on the underside of the cover. If you see dust on either of these you should clean them with a soft lint free cloth.



## After cleaning away the loose dust check for debris stuck to the glass:

You can confirm this by the following methods for both the ADF scan glass and the flatbed scanner glass.

- 1 Place a blank piece of paper in the proper position on the flatbed scanner glass. Close the ADF/Scanner cover and make a copy of the blank page. If you see any dark lines or streaks you need to clean the flatbed scanner glass.
- 2 Open the ADF/Scanner cover and remove the blank paper from the flatbed scanner glass. Close the ADF/Scanner cover and make a copy using a blank piece of paper in the Automatic Document Feeder (ADF). If you see any dark lines or streaks on the copy output you need to clean the ADF scan glass.



## How to clean debris stuck to the glass using cleaning fluids:



1. Use a soft - lint free cloth moistened with clean water to clean the scanner glass and the plastic frame around the glass.
2. You should also clean the ADF paper holder and the flatbed paper holder on the underside of the ADF/Scanner cover.

### Notes:

If the soft cloth moistened with water does not remove the debris you may use a lens cleaning solution, a nonabrasive glass cleaner, or a small amount of a neutral detergent.

**DO NOT** use benzene or paint thinners as they may cause damage.

**DO NOT** spray water or cleaning solution directly onto the scanner glass. This fluid could seep under the glass and possibly damage the scanning mechanism underneath.

**DO NOT** use a paper towel, abrasive cleaning cloth, or scrubbing device to clean the scanner parts.