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Tech Tips: Colour Shift/Poor Colour Plane Registration/Misaligned Colours HP LaserJet 4730, CP4005n, 4730mfp and CM4730mfp

Are you or your customers seeing one or more of the color planes out of alignment with the others?

Here's what that would look like:

Figure 1: Yellow color plane out of alignment



Figure 2: Cyan color plane out of alignment



Figure 3: Cyan and Yellow color plane out of alignment



To remedy the problem, follow these steps:

1. Provide instructions to the customer to perform a full calibration from the product control panel.
2. Run PQ Troubleshooting pages again to see if the issue remains.

If the issue is resolved, case closed.

If the issue remains, do not replace any parts. Instead:

1. Ask the customer what occurred just prior to the colour shift showing up:
 - Did the problem develop just after the printer was unboxed (making it an out-of-the-box failure)
 - Was the printer recently repaired? If so, what parts were affected? Were cartridges replaced? Was firmware upgraded?
 - Was an NVRAM Init performed?
2. Collect the following pages from the customer :
 - Event Log
 - Configuration Page
 - Supplies Status Page
 - Engine Test Page
 - Print Quality Troubleshooting Pages
 - Diagnostics Page
 - Usage Page
4. Repeat the following reset procedure five times:
 - Open the front door (on the 4730mfp and CM4730mfp, open the right-side door).
 - Hold down "engine test" button for three seconds (count slowly to five).
 - Close the front door. (Close the right door on the 4730mfp and CM4730mfp)
 - Allow device to come to "Ready."
 - Perform full calibration.
 - Run PQ Troubleshooting pages again to see if issue remains.

If the issue is resolved, case closed.

If the issue remains, do not replace any parts. Seek advice on next steps from HP's Technical Marketing department.

Again, do not replace any parts unless advised to do so by HP's Technical Marketing.

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