

# TonerCharge

106 Sweetwater Road  
North Augusta, SC 29860-9004  
(803) 278-1066 Fax (803) 278-6595  
www.tonercharge.com



# UPDATE

INFORMATION FOR GETTING THE BEST OUT OF YOUR LASER PRINTER

WINTER 2000

## Your Printer's Fuser Assembly Is One of Its Most Vulnerable Parts

### How to Help Prevent Premature Fuser Failures

The fuser assembly in your printer uses heat and pressure to fuse toner onto the printed page. They account for many printer breakdowns. There's a good reason why; the constant heat needed to fuse the toner to the paper and the pressure created by the thermistor, thermoprotector or separation claws can cause the upper fuser roller to wear out.

The thermistor is used to regulate the fuser's temperature. The thermoprotector is used as a thermal fuse to shut the assembly down in the event of thermal overload. These sensors can cause trouble in a number of ways.

First, excess toner can accumulate on them if their protective coating is scratched or torn. As a result, toner hardens on the surface and comes in contact with the upper roller, causing wear and tear.

Second, the sensor's alignment can be skewed. As a result, the sensor may

not be able to come in full contact with the upper roller, causing additional wear at the pressure point. By design, the thermoprotector shuts off the printer when the upper roller's temperature exceeds 210° C. If it's out of alignment or not in contact with the roller and either the AC power supply or DC controller fails, it could cause the fuser assembly to melt down.




The separation claws may also pose some problems. These little "picker fingers" are designed to prevent heated paper from curling around the upper roller after toner on the paper has fused. Excess toner can accumulate on the tips of the claws and grow like an icicle until it comes in contact with the upper roller, eventually destroying the roller.

### How can you help prevent premature fuser failure?

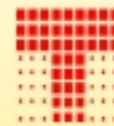
First- If you have access, clean the separation claws on a regular basis,

maybe once per week. Simply remove excess toner from the claws with your fingernail.

Second - Have your printer periodically cleaned by professionals. We suggest users have their printers cleaned once per year or more often if they operate under dirty conditions. During a **Total Laser Care** cleaning, our technicians disassemble the fuser assembly and clean excess toner build-up from rolling surfaces. During the cleaning, we inspect for abnormal wear. If the fuser passes inspection, we feel confident to warrant your fuser for a full year. 

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### TonerCharge

For More Information, Call Us Today:  
**Phone: (803) 278-1066**  
**Toll Free (888) 278-1066**  
**Fax: (803) 278-6595**  
**Internet: www.tonercharge.com**



## Eliminate Paper Jams From Your Laser Printer

*Try these tips if you've been having problems with paper jams or curls*

**1.** Fan out the paper. Because newly opened paper has a tendency to stick together, it's a good idea to break it up. Make sure you re-square the stack before loading it into your printer.

**2.** Monitor humidity. You should always store your paper in relative humidity of 45 to 55 percent. If your storage area is too dry, static charge on the paper will build up, causing the paper to stick together. If the area is too humid, the paper will also stick together and curl.

**3.** Store your paper in the same room as your printer for 24 hours before printing. Because paper is a natural fiber, it's sensitive to the environment. Giving the paper enough time to acclimate to the room in which you're printing can help prevent paper jams.



**4.** Stack your paper packages horizontally, on top of each other. This can prevent the sheets from curling. We also recommend that you don't open the sealed package of paper until you're ready to use it. Opening the package will allow it to accumulate dust, which in turn will get into the printer.

**5.** Load only one paper type in the tray at one time. The various textures and thickness of different paper types may cause the paper to jam in the printer's rollers.

**6.** Turn the paper over in the paper tray if the pages curl after you print. Sometimes a natural curl is induced during the printing process. Turning the paper over in the paper tray can reduce the curl because one side of the paper may have more of a tendency to curl than the other side. Some paper manufacturers print an arrow on the paper package to indicate which side of the paper should be printed on first.



**7.** If you have the option, open the rear output tray of your printer when printing labels, envelopes or transparencies. This allows heavier media to travel through a straight paper path, reducing the chance to curl.

**8.** Keep your printer clean! A major cause of paper jams is a dirty printer. Our **Total Laser Care** maintenance program can dramatically reduce the chances of jamming by cleaning the applicable parts of your printer. Call us for more information on the program or download a brochure from

[www.tonercharge.com](http://www.tonercharge.com). 



## MAINTENANCE TIP OF THE MONTH:

### *Avoid Wintertime Printing Problems*

As winter arrives, the dry air and temperature changes, that most offices experience, can cause paper jams and poor output quality. Humidity below 35% can affect the static charge distribution in laser printer, causing background gray problems, "ghosting," blurred print or print that's too dark.

Cold toner cartridges can produce output with random spotting or wavy, jagged backgrounds and halftones. Dry paper develops a static charge that makes pages stick together as they feed into your printer. You can also develop static that might seriously damage a computer or printer if you touch them before releasing the charge elsewhere.

Here's how to avoid winter-related printing problems:

- Test your office's air with a humidity gauge (under \$30 at Radio Shack). If necessary, install a humidifier to maintain humidity between 45% and 55%.
- If you move consumables from a storage room, allow them at least 24 hours to adjust to their new environment before use.
- Install anti-static mats near your computers and printers.

## LETTER FROM THE PRESIDENT

Welcome to the Winter issue of [Laser UPDATE](#). Now that [Laser UPDATE](#) is offered in both hardcopy and web formats, we can provide you with more frequent updates. We hope you can really use the information, as well as the cost savings through the specials we're running.

Speaking of specials, check out our new web presence on the internet at [www.tonercharge.com](http://www.tonercharge.com). The site has been redesigned from the ground-up to suit your needs. While you're browsing the home page, look at the scrolling marquee called [Site Spotlight](#). If you see an item you're interested in, simply click on it for more information.

The site is packed with goodies, supporting on-line ordering of products through VISA, MasterCard and Discover. Got a question? Go to the [Frequently Asked Questions](#) area. Looking for tips? Click on [Tips & Techniques](#). Want to know more about [TonerCharge](#)? Click on [About Us](#). There's also information about our policies, warranties and much more.

There's something even more special than this new issue of [Laser UPDATE](#) or our new website. It's more important than friends, family or even toner. It has nothing to do with buying gifts or eating fruitcake. It's more than



Merry Christmas from the Turners!

a holiday and more than some fat guy in a red suit. I'm talking about Christmas.


All the to-do about this special day can sometimes leave us with a feeling of frenzy. I hear folks say, "I hope you have a good Christmas." Well, I'm here to say we'll always have a good Christmas because Christmas is actually a time where everything has already been done for us.

Simply put, God gave us His son, Jesus Christ, in the flesh. His birth is celebrated on a day we call Christmas. Jesus spent His life glorifying His Father then was crucified on a cross as the ultimate payment for our sins. His birth and death marked a point in time,

so significant, they remain on our calendars forever!

Maybe you feel lonely during this season. Actually, we're never alone and this is the perfect time to remember that, "For God so loved the world, that He gave His only begotten Son, that whoever believes in Him, should not perish, but have eternal life." John 3:16.

Enjoy this Christmas-the gift that never rusts, needs batteries or can ever be taken away. Merry Christmas!


Bill Turner, President 



### TonerCharge Profile: Meet John Sykes

John Sykes is the Sales Manager for TonerCharge Corporation, orchestrating our sales and marketing efforts. He comes to us with a diverse background, drawing upon his experience ranging from military to management.

A recent, professional profile of John concludes, "...that he will enjoy breaking the ice when he meets new people. His eagerness to extend himself is apt to be evident and his ability to put himself in others' shoes and adapt his approach to reflect the subtleties of the situation will often be an asset in enabling him to maintain a network of positive relationships." So what does this mean for you?

Translated into English, this means John will listen closely to you and strive to meet your specific needs. At TonerCharge we want to meet or exceed your expectations, the first time, every time. Call John today at (803)278-1066. You'll be glad you did. 

## HP Unveils 2 New Laser Printers!

*Faster, Less Expensive Printers, Improve Your Bottom Line*



Hewlett Packard has done it again, rolling out 2 new printers to finish the year in style. HP has recently introduced the LaserJet 8150 (black and white laser) and Color LaserJet 4550 to its repertoire of work horse printers.

The LaserJet 8150 series printers are HP's fastest, most versatile, internet-enabled network printers in the monochrome LaserJet printer line-up. With its diverse paper handling options, 32 MB RAM and 250 MHz processor, the HP LaserJet 8150 Series printers are designed for department or workgroup printing environments. They combine 32 ppm high performance, high volume (150,000 pages-per-month), hassle free network printing with the ability to add copying and digital sending functionality into one printing and imaging system.

The LaserJet 8150 comes in 5 different configurations:

- 8150 basic model comes with a 32 page-per-minute print engine, fast 250 MHz processor, 32 MB RAM, (2) 500 sheet paper trays, 1200 dpi resolution, PCL5e/PCL 6 printer control language and PostScript 3 emulation.
- 8150N is the base model plus the HP 8150 web access DIMM and comes network ready.
- 8150DN is the 8150N with auto-duplex capability for 2-sided printing
- 8150HN is the 8150DN plus a 2000-sheet input tray and a 3000-sheet stacker
- 8150MFP brings copying, printing and digital sending together in one scalable, upgradeable network device.

Looking for a **COLOR laser**? The Color LaserJet 4550 series printers are designed for business professionals who want to communicate more effectively using high-quality, professional-looking **COLOR** documents.

The Color LaserJet 4550 comes in 4 different configurations:

- 4550 basic model 16 pages-per-minute (black) and 4 ppm (color), fast 233 MHz processor, 64 MB RAM, 150-sheet and 250-sheet input trays, 600 dpi with HP ImageREt 2400 resolution, PCL5c/PCL 6 printer control language and PostScript 3 emulation.
- 4550N is the base model plus it comes network ready with HP's JetDirect 610N EIO 10-100Base-TX
- 4550DN is the 4550N plus it has 128 MB memory, an additional 500-sheet paper tray and an automatic duplex unit for 2-sided printing
- 4550HDN is the 4550DN with an additional 5GB hard disk drive.



## Winter Specials

Note: If you order by phone, be sure to mention the special newsletter pricing.



### Refurbished Machines

*(while quantities last)*

**HP LaserJet III ..... \$225.00**  
300 dpi, 8 ppm, workhorse!

**Apple LaserWriter II NT ..... \$225.00**  
300 dpi, 8ppm, PostScript

**HP LaserJet IIIP ..... \$199.00**  
300 dpi, 4 ppm, small footprint

**Apple Personal LaserWriter NT ..... \$199.00**  
300 dpi, 4ppm, PostScript

\*All units are reconditioned with a starter toner cartridge and a 90-day warranty.

### New Machines

**HP LaserJet 8150 ..... \$1950.00**  
1200 dpi, 32 ppm, free shipping!

**HP LaserJet 8150N ..... \$2399.00**  
Network ready, free shipping!

**HP Color LaserJet 4550 ..... \$1975.00**  
600 dpi **COLOR laser**, free shipping!

**HP Color LaserJet 4550N ..... \$2325.00**  
Network ready, free shipping!

For more information, specifications and pricing on the LaserJet 8150 or Color LaserJet 4550 series printers, go to the [www.tonercharge.com](http://www.tonercharge.com) home page and click in the *Machines* section. You can also request a color brochure in .pdf format by emailing [info@tonercharge.com](mailto:info@tonercharge.com). 