If you are having issues with printer quality, such as:

- Bands, streaks, splotches, or spots on paper
- Colours faded, overly dark, or missing entirely
- Text difficult to read, or printed content (such as shapes) misaligned

Please try the following maintenance steps to hopefully alleviate the problem:

1. Remove each toner drum and slide the **green cleaning tab** (*corona wire*) back and forth across the entire cartridge several times
   a. Be careful not to touch the roller on the bottom of the cartridge or drum
   b. Move cleaning tab back to default position before reinserting cartridge into drum (*arrow on cartridge and arrow on tab should line up*)
   c. Guide: https://support.brother.com/g/b/faqend.aspx?c=au&lang=en&prod=mfcl3770cdw_us_eu_as&faqid=faq00000208_513
2. Remove cartridge from each drum and clean the **drum roller surface**
   a. Essentially, remove the toner cartridge from the drum and use the white gear on the side to rotate the roller while removing toner/debris from the roller with a **clean, dry cloth**
   b. Guide: https://support.brother.com/g/b/faqend.aspx?c=au&lang=en&prod=mfcl3770cdw_us_eu_as&faqid=faq00002256_513#unique_632
3. Turn on the printer and tap the **Toner Supplies button** in the *bottom right*
4. Tap **Calibration** > **Calibrate** and wait for it to finish
   a. Guide: https://support.brother.com/g/b/faqend.aspx?c=au&lang=en&prod=mfcl3770cdw_us_eu_as&faqid=faq00002477_500#unique_635
5. Tap **Registration** > **Yes** and wait for it to finish
   a. Guide: https://support.brother.com/g/b/faqend.aspx?c=us_ot&lang=en&prod=hll3290cdw_us&faqid=faq00000023_501#unique_639
6. Turn the printer off by holding the power button until it powers down, switch it off at the wall, wait a couple of minutes, and turn it back on
7. Try printing some documents
   a. You may need to print several pages before the issue gradually alleviates

If the issues persist, the toner cartridge(s) and/or drum(s) might be faulty. Please note the colour you are having trouble with and report it to SOTA.

Please also disable firmware auto update, as future updates may disable the toner cartridges we use:

1. Turn on the printer and wait for it to finish starting up
2. Using the touch screen, tap the **Settings button** (*wrench and screwdriver*)
3. Tap **All Settings** in the bottom right
4. Scroll down and tap **Machine Info**
5. Tap **Firmware Auto Check** and tap **Off**
6. Press the **Home Button** to return to the home screen