



X860de, X862de, X864de

Maintenance Guide

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Contents

Maintaining the printer.....	3
Cleaning the exterior of the printer.....	3
Cleaning the scanner glass.....	4
Adjusting scanner registration.....	4
Storing supplies.....	5
Conserving supplies.....	5
Checking the status of supplies.....	5
Checking the status of supplies from the printer control panel	5
Checking the status of supplies from a network computer	5
Ordering supplies.....	6
Ordering toner cartridges	6
Ordering a photoconductor kit	6
Ordering a maintenance kit	6
Ordering staple cartridges	7
Ordering a cleaning kit.....	7
Replacing supplies.....	7
Replacing the toner cartridge	7
Replacing the photoconductor	9
Moving the printer.....	14
Before moving the printer	14
Moving the printer to another location.....	18
Shipping the printer	18

Maintaining the printer

Periodically, certain tasks are required to maintain optimum print quality.

Cleaning the exterior of the printer

- 1 Make sure that the printer is turned off and unplugged from the wall outlet.



CAUTION—SHOCK HAZARD: To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the wall outlet and disconnect all cables to the printer before proceeding.

- 2 Remove paper from the standard exit bin.

- 3 Dampen a clean, lint-free cloth with water.

Warning—Potential Damage: Do not use household cleaners or detergents, as they may damage the finish of the printer.

- 4 Wipe only the outside of the printer, making sure to include the standard exit bin.

Warning—Potential Damage: Using a damp cloth to clean the interior may cause damage to your printer.

- 5 Make sure the standard exit bin is dry before beginning a new print job.

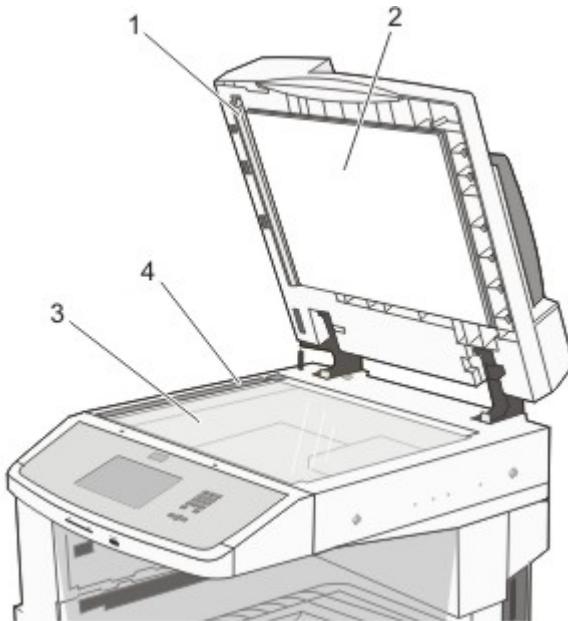
Note: A cleaning kit consisting of wipes for the touch screen and scanner glass is available:

Part name	Part number
Cleaning kit (wet and dry wipes)	40X0392

Cleaning the scanner glass

Clean the scanner glass if you encounter print quality problems, such as streaks on copied or scanned images.

- 1 Slightly dampen a soft, lint-free cloth or paper towel with water.
- 2 Open the scanner cover.



1	White underside of the ADF cover
2	White underside of the scanner cover
3	Scanner glass
4	ADF glass

- 3 Wipe the areas shown and let them dry.

- 4 Close the scanner cover.

Adjusting scanner registration

Scanner Registration is a process to align the scan area with the paper location. To manually adjust the scanner registration:

- 1 Turn the printer off.
- 2 Clean the scanner glass and backing material.
- 3 Hold down **③** and **6 WPS** until the progress bar appears.
- 4 Release the buttons.
The printer performs a power-on sequence, and then the Diagnostic menu appears.
- 5 Touch the up or down arrow until **Scanner Test** appears.
- 6 Touch **Scanner Test**.

- 7** Touch the up or down arrow until **Scanner Manual Registration** appears.
- 8** Touch **Scanner Manual Registration**.
- 9** Touch the left and right arrows to change the settings.
- 10** Touch **Submit**.

Storing supplies

Choose a cool, clean storage area for the printer supplies. Store supplies right side up in their original packing until you are ready to use them.

Do not expose supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)
- High humidity above 80%
- Salty air
- Corrosive gases
- Heavy dust

Conserving supplies

There are some settings you can change from the printer control panel that will help you conserve toner and paper.

If you need to print several copies, you can conserve supplies by printing the first copy and checking it for accuracy before printing the remaining copies.

Checking the status of supplies

A message appears on the display when a replacement supply item is needed or when maintenance is required.

Checking the status of supplies from the printer control panel

- 1** Make sure the printer is on and **Ready** appears.
- 2** On the home screen, touch **Status/Supplies**.

Note: If **Status/Supplies** is not on the home screen, then print a menu settings page to review the status of the supplies.

Checking the status of supplies from a network computer

Note: The computer must be connected to the same network as the printer.

1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, print a network setup page and locate the IP address in the TCP/IP section.

2 Click **Device Status**. The Device Status page appears, displaying a summary of supply levels.

Ordering supplies

To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, visit the Lexmark Web Site at www.lexmark.com or contact the place where you purchased the printer.

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Ordering toner cartridges

Recommended toner cartridge and part number

Part name	Part number	For printer(s)
High Yield Toner Cartridge	X860H21G	X860, X862, X864

Ordering a photoconductor kit

When **Replace Photoconductor** message appears, order a new photoconductor kit.

Part name	Part number	For printer(s)
Photoconductor Kit	X860H22G	X860, X862, X864

Ordering a maintenance kit

When **80 Routine maintenance needed** appears, order a maintenance kit. The maintenance kit contains all the items necessary to replace the pick rollers, the charge roll, the transfer roller, and the fuser.

Note: Using certain types of paper may require more frequent replacement of the maintenance kit. The pick rollers, charge roll, transfer roller, and fuser can also be individually ordered and replaced as necessary.

Part name	Part number	For printer(s)
Maintenance kit (low voltage)	40X2375	X860, X862, X864
Maintenance kit (high voltage)	40X2376	X860, X862, X864
Maintenance kit (100 volt)	40X2377	X860, X862, X864
Maintenance kit (for the ADF)	40X2734.	X860, X862, X864

Ordering staple cartridges

When **Staples Low** or **Staples Empty** appears, order the specified staple cartridge.

For more information, see the illustrations inside the stapler door.

Part name	Part number
Staple Cartridges—3 pack	25A0013

Ordering a cleaning kit

Use the wet and dry wipes from the cleaning kit to clean the scanner glass and touch screen.

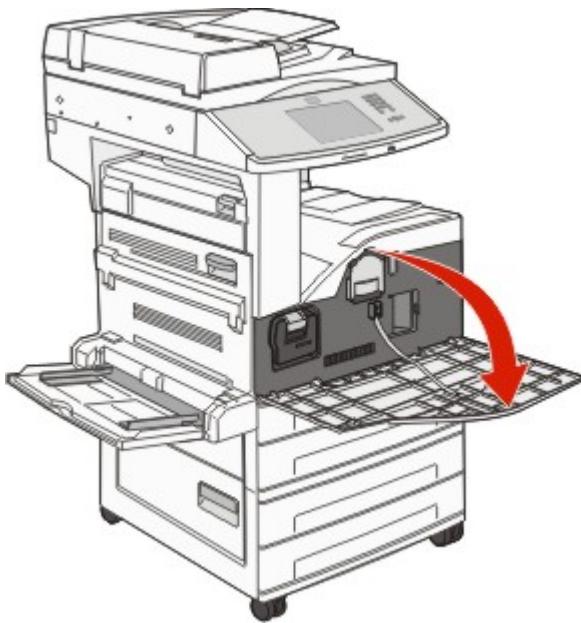
Part name	Part number
Cleaning kit (wet and dry wipes)	40X0392

Replacing supplies

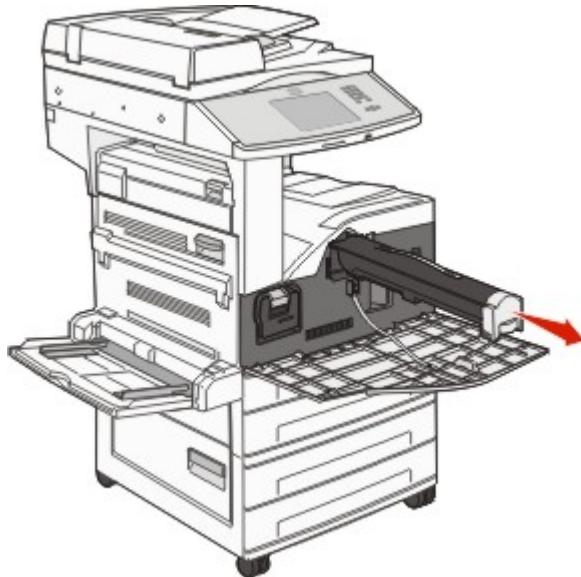
Replacing the toner cartridge

When **88 Cartridge low**, **88.yy Replace cartridge**, or **88 Replace cartridge to continue** appears, or when print becomes faded:

- 1 Turn the printer off.
- 2 Open the front door.



3 Grasp the handle and pull out the cartridge.

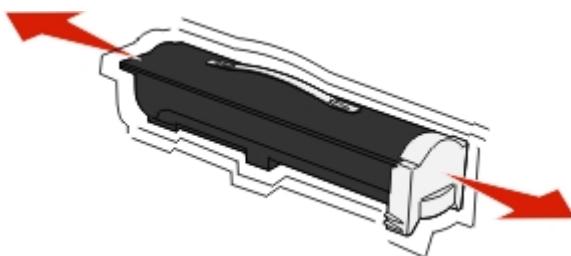


4 Unpack a new cartridge.

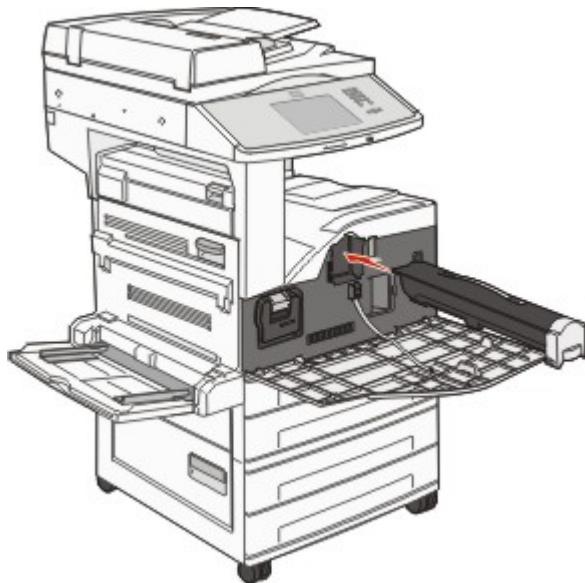


Warning—Potential Damage: When replacing a toner cartridge, do not leave the new cartridge exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems.

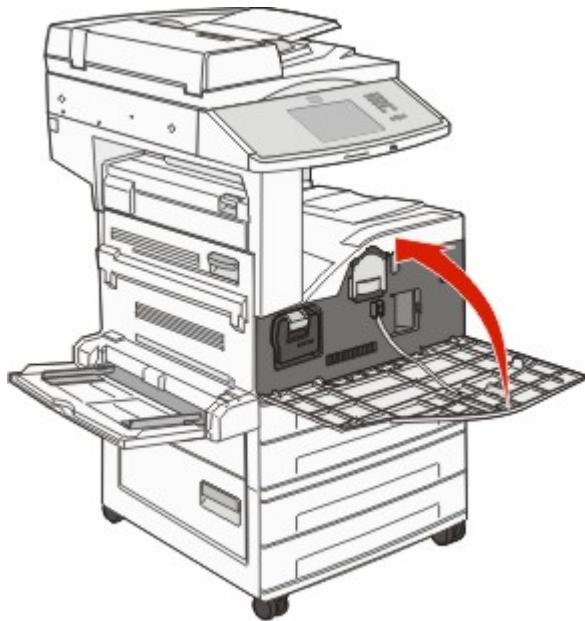
5 Firmly shake the cartridge side-to-side several times to redistribute the toner.



- 6** Insert the new cartridge into the printer. Push the toner cartridge in as far as it will go. The cartridge *clicks* into place when correctly installed.



- 7** Close the front door.

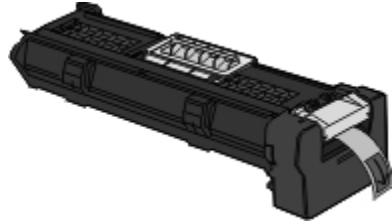


Replacing the photoconductor

You can determine approximately how full the photoconductor is by printing the printer settings configuration sheet. This helps you decide when you might need to order replacement supplies.

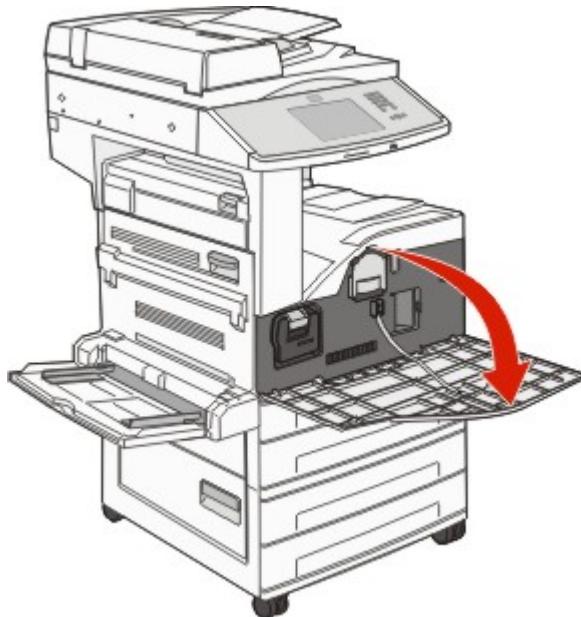
To ensure print quality and to avoid damage to the printer, the printer stops operating after the photoconductor has reached a maximum of 60,000 pages. The printer automatically notifies you before the photoconductor reaches this point.

When **84 Replace photoconductor** or **84 Photoconductor low** appears, order a new photoconductor immediately. While the printer may continue to function properly after the photoconductor has reached its official end-of-life, print quality significantly decreases.



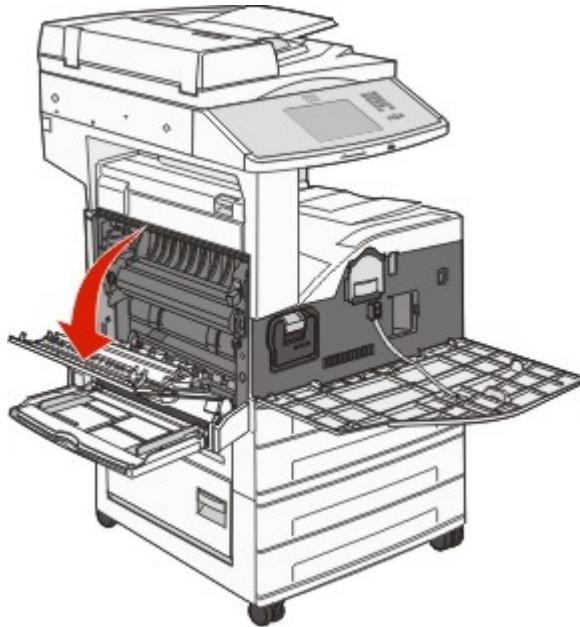
To replace the photoconductor:

- 1** Turn the printer off.
- 2** Open the front door.

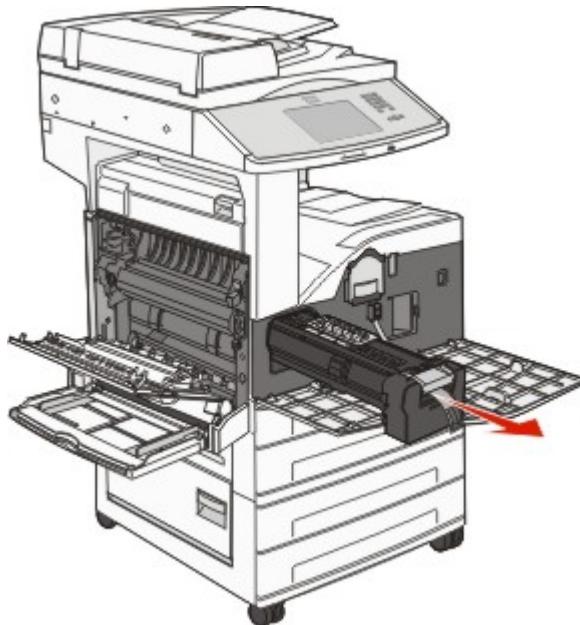


Note: The photoconductor cannot be pulled out if Side Door A is closed.

3 Lower Side Door A.



4 Pull the photoconductor out of the printer.



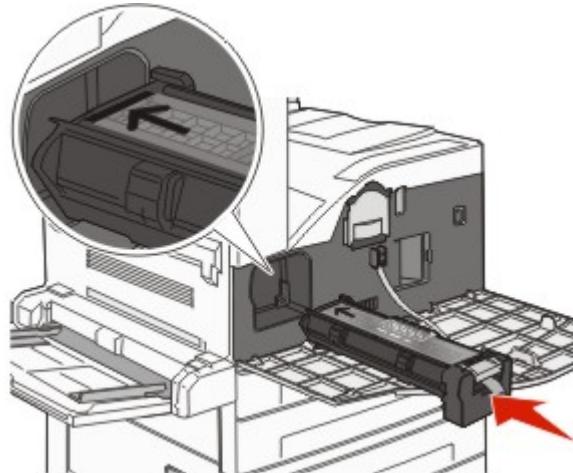
Place the photoconductor on a flat, clean surface.

5 Unpack the new photoconductor.

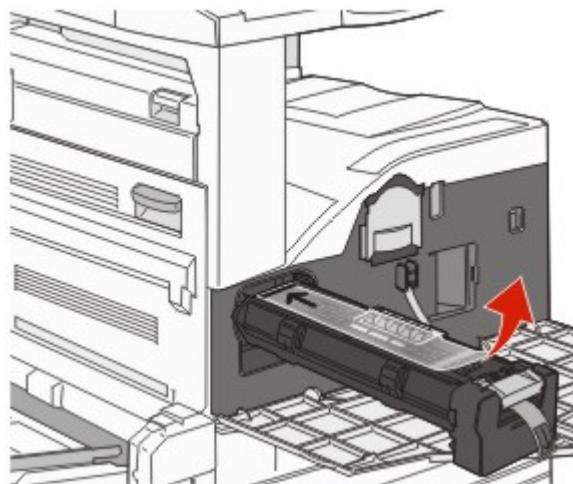


Maintaining the printer

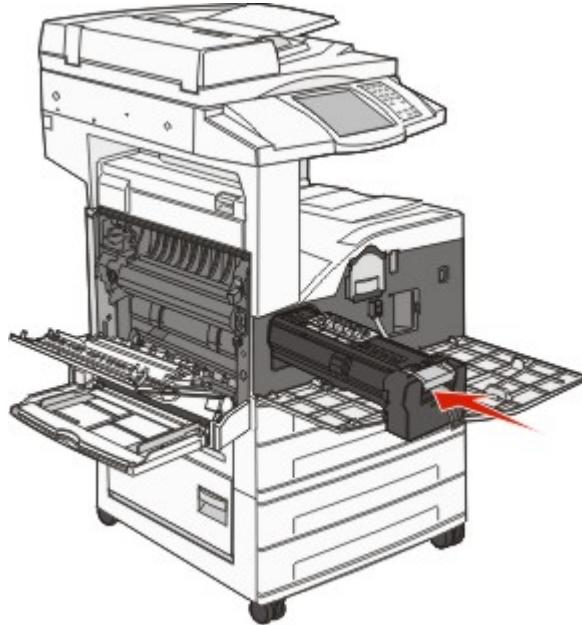
6 Align and insert the end of the photoconductor.



7 Remove the tape from the top of the photoconductor.

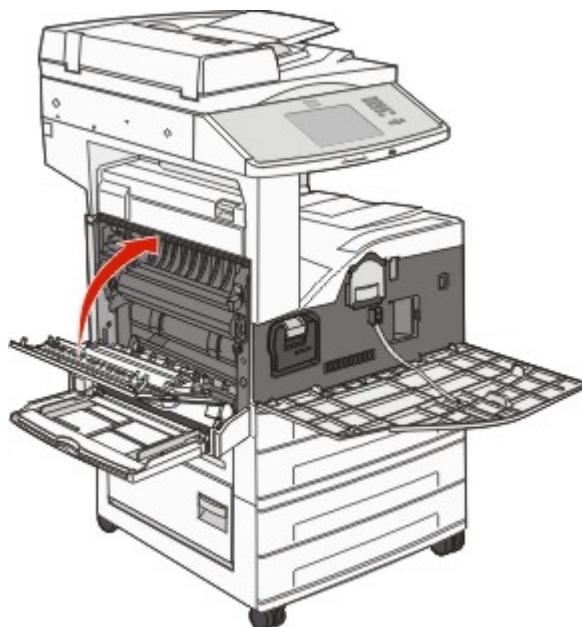


8 Push the photoconductor as far as it will go.

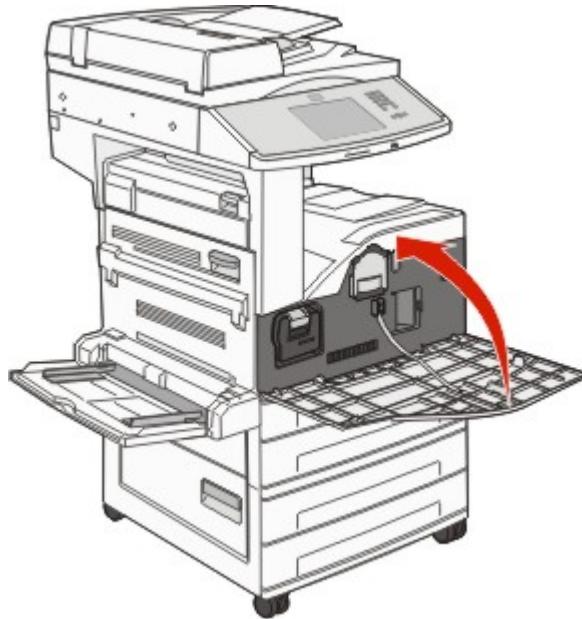


The photoconductor clicks into place when correctly installed.

9 Close Side Door A.



10 Close the front door.



Note: After you insert the photoconductor and close all the doors, the printer performs a motor cycle and clears the Replace Photoconductor warnings.

The printer returns to the **Ready** state.

Moving the printer

Before moving the printer

⚠ CAUTION—POTENTIAL INJURY: The printer weight is greater than 55kg (121 lbs), and requires at least four persons or a properly rated mechanical handling system to move it safely.



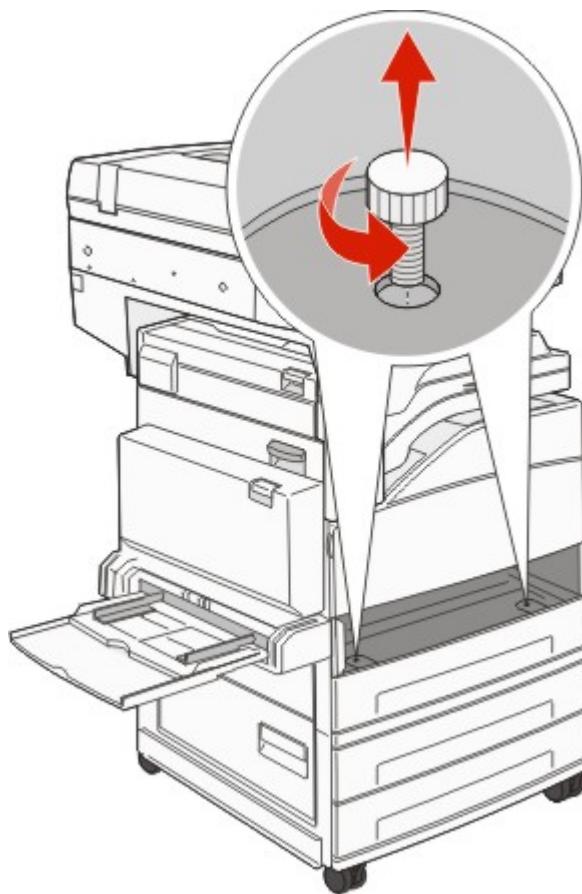
Follow these guidelines to avoid personal injury or printer damage:

- Use at least four people or a properly rated mechanical handling system to lift the printer.
- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.
- Remove all printer options before moving the printer.

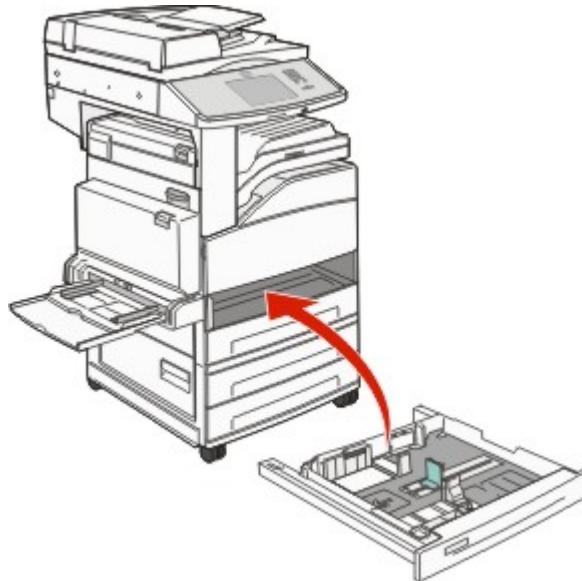
Warning—Potential Damage: Damage to the printer caused by improper moving is not covered by the printer warranty.

Removing the optional trays

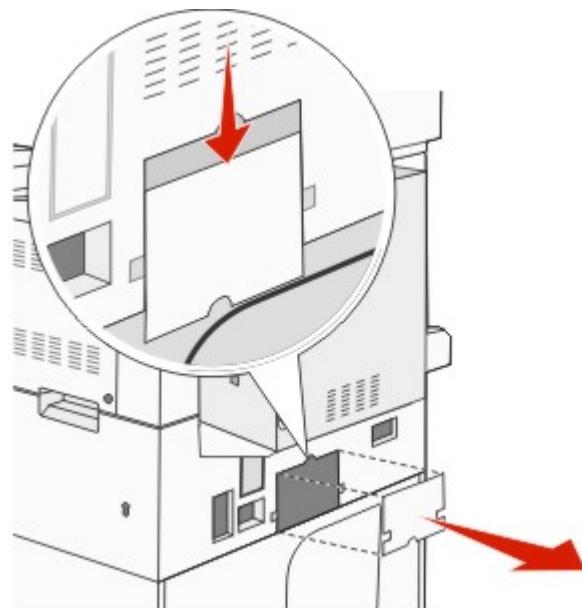
- 1 Remove the printer tray.
- 2 Remove the two thumbscrews and save them.



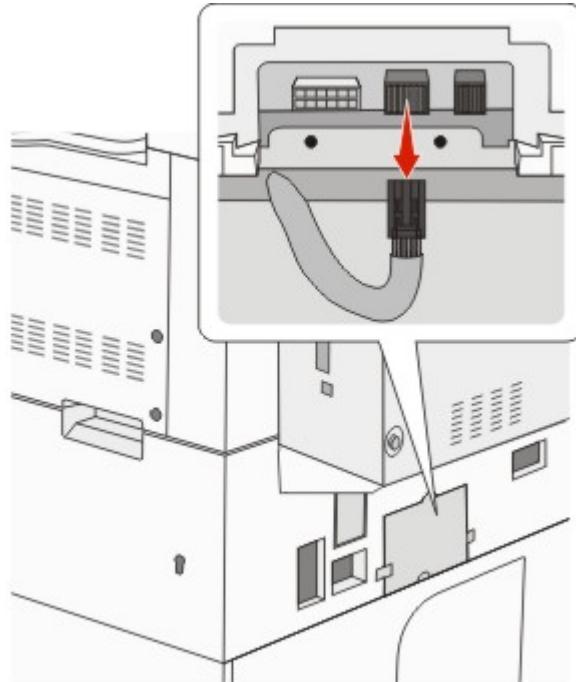
3 Place the tray into the printer.



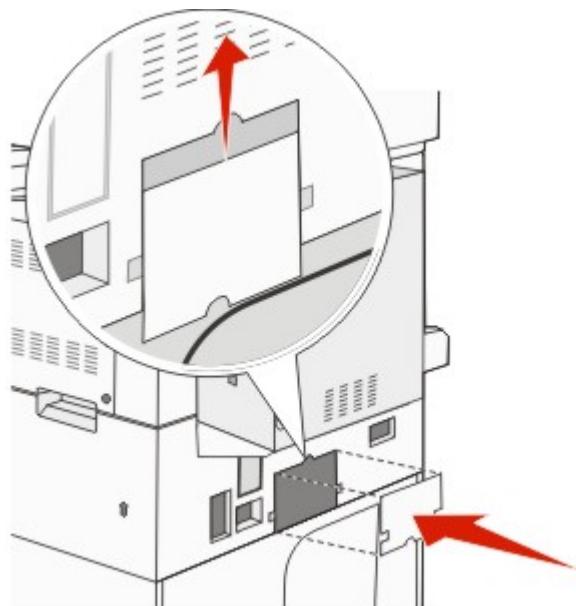
4 Remove the cable cover.



5 Disconnect the optional drawer connector.



6 Attach the cable cover.



7 Lift the printer off the trays.

Moving the printer to another location

The printer and options can be safely moved to another location by following these precautions:

- Any cart used to move the printer must have a surface able to support the full footprint of the printer. Any cart used to move the options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.

Shipping the printer

When shipping the printer, use the original packaging or call the place of purchase for a relocation kit.