



# **C734 and C736 Series**

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## **Maintenance Guide**

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# 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.

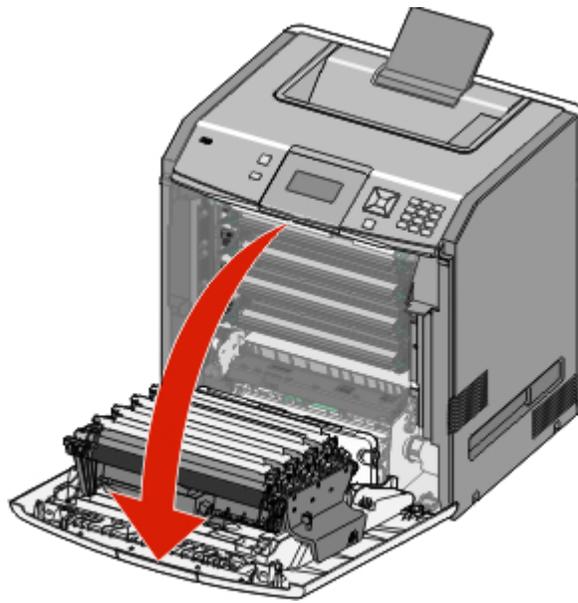
- 5 Make sure the paper support and standard exit bin are dry before beginning a new print job.

## Cleaning the printhead lenses

Clean the printhead lenses when you encounter print quality problems.

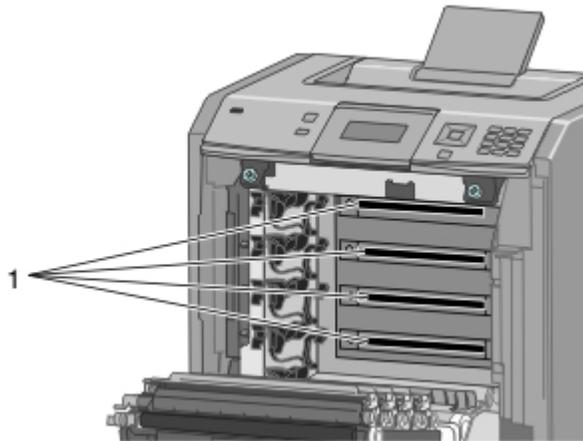
- 1 Open the front door.





**Warning—Potential Damage:** To avoid overexposing the photoconductor units, do not leave the front door open for more than 10 minutes.

- 2 Remove all four toner cartridges. Do not remove the photoconductor units for this procedure.
- 3 Locate the four printhead lenses.

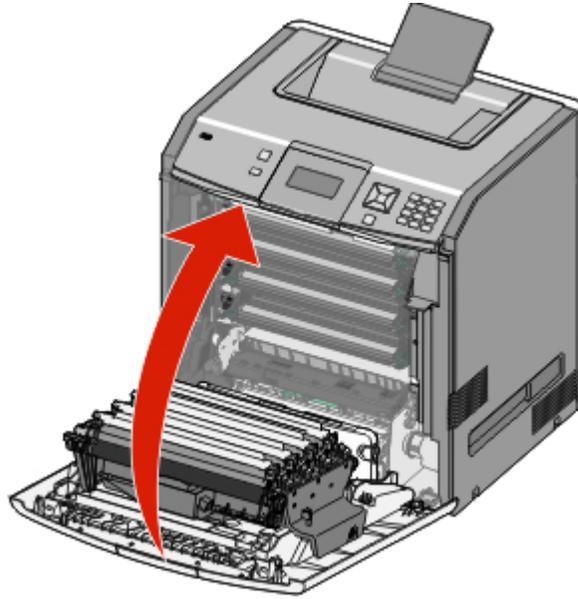


- 4 Clean the lenses using a can of compressed air.

**Warning—Potential Damage:** Do not touch the printhead lenses.

- 5 Reinstall the four toner cartridges.

6 Close the front door.



## 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

## 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 From the printer control panel, press the down arrow button until **✓ Status / Supplies** appears, and then press **✓**.
- 3 Press the down arrow button until **✓ View supplies** appears, and then press **✓**.  
The status of each supply appears.

## Checking the status of supplies from a network computer

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

- 1 Open a Web browser.
- 2 In the address bar, type the IP address of the network printer (for example, 192.264.263.17).
- 3 Press **Enter**.

The Device Status Page appears. A summary of supply levels is displayed.

## 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](http://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

When **88 Cyan cartridge low**, **88 Magenta cartridge low**, **88 Yellow cartridge low**, or **88 Black cartridge low** appears, order a new cartridge.

When **88 Replace Cyan cartridge**, **88 Replace Magenta cartridge**, **88 Replace Yellow cartridge**, or **88 Replace Black cartridge** appears, you *must* replace the specified cartridge.

Estimated cartridge yield is based on the ISO / IEC 19798 standard (with about 5% coverage per color). Extremely low print coverage (less than 1.25% for a color) for extended periods of time may negatively affect actual yield for that color and may cause cartridge parts to fail prior to exhaustion of toner.

### Ordering photoconductors

When **84 photoconductor low**, or **84 <color> photoconductor nearly low** appears, order a replacement photoconductor.

When **84 Replace <color> photoconductor** appears, you *must* replace the specified photoconductor.

Part name	Part number
Photoconductor	C734X20G
Photoconductor, Multi-Pack	C734X24G

### Ordering a fuser or a transfer module

When **80 Fuser Life Warning** or **83 Transfer Module Life Warning** appears, order a replacement fuser or a transfer module.

When **80 Replace Fuser** or **83 Replace Transfer Module** appears, install the new fuser or the new transfer module. For installation information, see the documentation that came with the part.

Part name	Part number
Fuser	40X5095 (100 volt) 40X5093 (115 volt) 40X5094 (230 volt)
Transfer Module	40X5096

## Ordering a waste toner box

When **82 Waste toner box nearly full** appears, order a replacement waste toner box. When **82 Replace waste toner box** appears, you *must* replace the waste toner box.

**Note:** Waste toner box reuse is not recommended.

Part name	Part number
Waste Toner Box	C734X77G

# Replacing Supplies

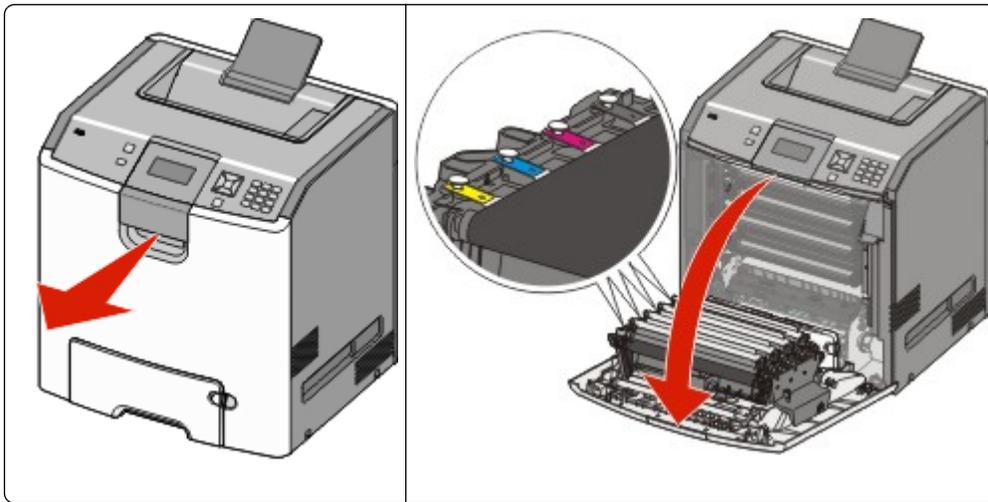
## Replacing a photoconductor

There are three different display messages which may appear when a photoconductor replacement is necessary: **84 Replace <color> photoconductor**, **84 <color> photoconductor nearly low**, or **84 <color> photoconductor low**.

**Note:** A replacement photoconductor can be used with any color.

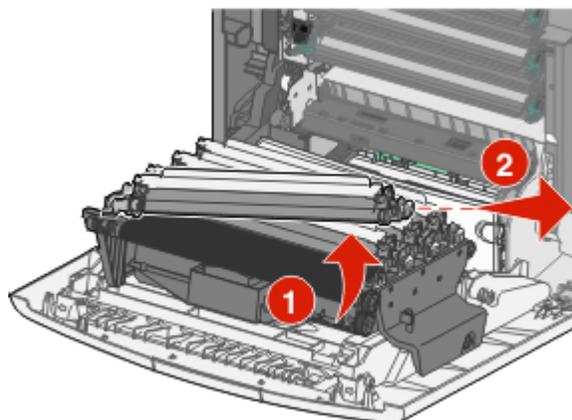
Replacing a photoconductor is a two-part process. First, complete the illustrated steps to replace the photoconductor, and then reset the life count and clear printer messages.

- 1 Open the front door.

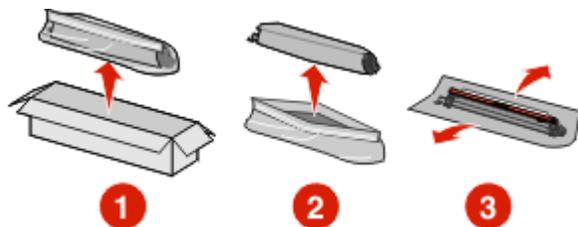


**Warning—Potential Damage:** To avoid overexposing the photoconductors, do not leave the door open for more than 10 minutes.

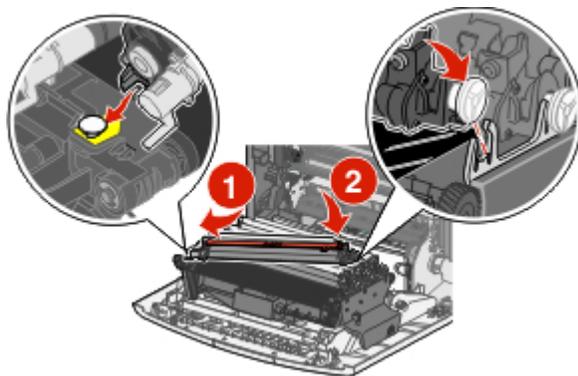
- 2 Pull the specified photoconductor up, and then slide it to the right to remove it from the printer.



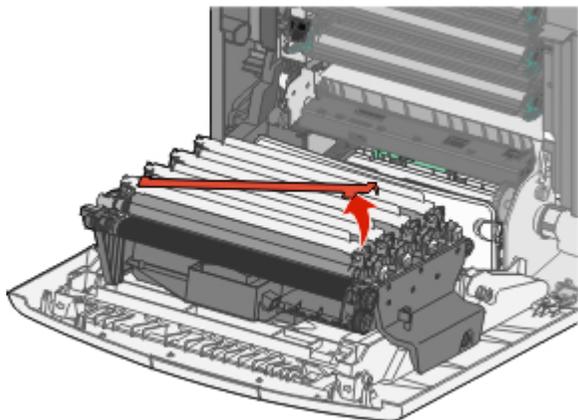
3 Unpack the replacement photoconductor.



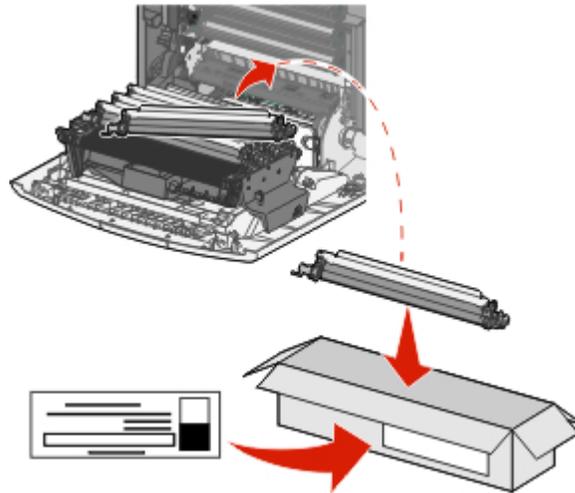
4 Align and insert the left end of the photoconductor, and then *snap* the right end into place.



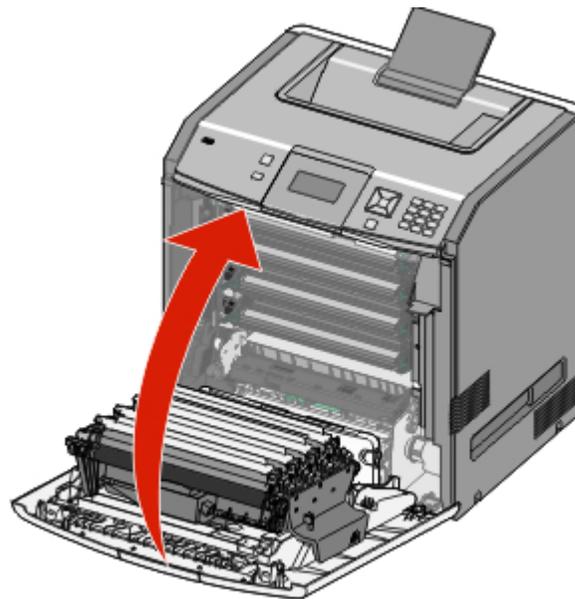
5 Remove the red packing strip from the top of the photoconductor.



- 6 Place the old photoconductor into the replacement photoconductor box, and then place the return label on the box for shipping to Lexmark for recycling.



- 7 Close the front door.



- 8 If you see **84 Replace <color> photoconductor**, **84 <color> photoconductor nearly low**, or **84 <color> photoconductor low** on the printer control panel, press the down arrow button until **√ Supply Replaced** appears, and then press .

**Note:** Failure to reset the life count may result in degraded print quality.

**Replaced <color> photoconductor** appears.

**√Yes** appears.

- 9 Press  to clear the message.

If you are prompted to replace only one photoconductor, then the **Ready** screen will appear, and the task is complete. If you are prompted to replace additional photoconductors, repeat Steps 8 and 9 for each additional photoconductor. After all photoconductors have been replaced, **Ready** appears, and the task is complete.

If you see **Ready** on the printer display screen after you have replaced a photoconductor, follow Steps 1 through 7 below.

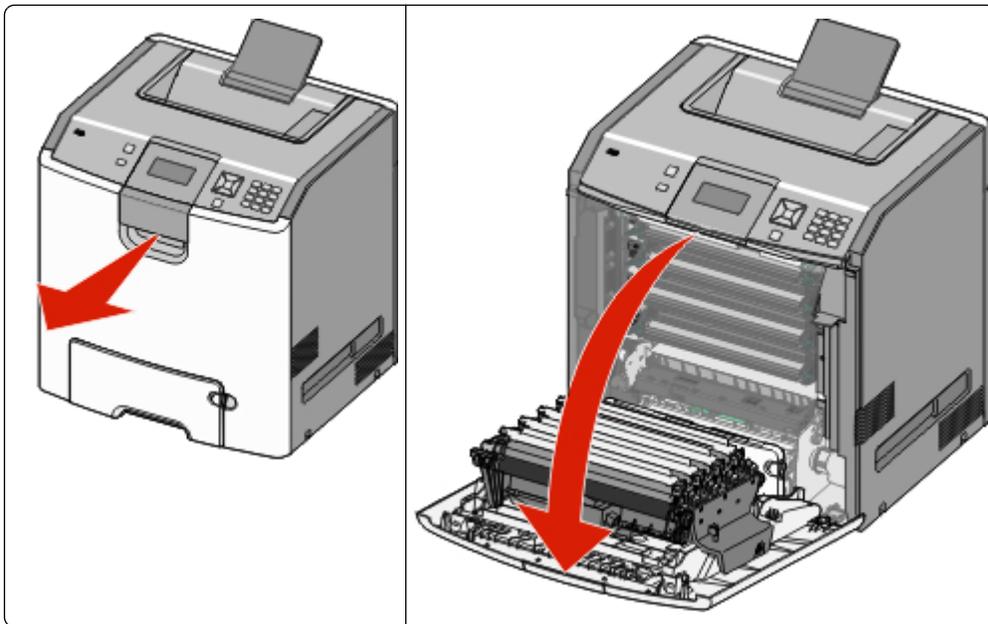
- 1 To specify the replaced photoconductor, press .  
✓**Supplies Menu** appears.
- 2 Press .  
✓**Replace Supply** appears.
- 3 Press .
- 4 Press the down arrow button until ✓**All**, ✓**Cyan photoconductor**, ✓**Magenta photoconductor**, ✓**Yellow photoconductor**, or ✓**Black photoconductor** appears, depending on the photoconductor you just replaced.
- 5 Press .  
<color> **photoconductor replaced** appears.  
✓**Yes** appears.
- 6 Press .
- 7 Press  until **Ready** appears.  
The task is complete.

## Replacing a toner cartridge

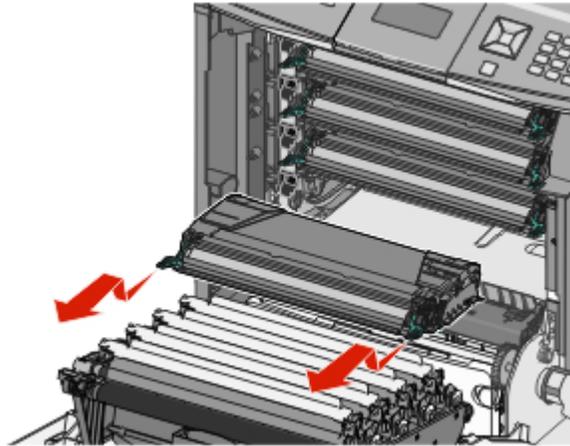
When **88 Replace <color> cartridge**, **88 <color> cartridge nearly low**, or **88 <color> cartridge low** appears on the printer control panel, or when print becomes faded, try to extend the life of the specified cartridge.

- 1 Open the front door.

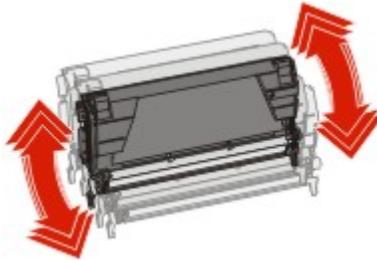
**Warning—Potential Damage:** Make sure the printer is not open for 10 minutes or more to avoid overexposing the photoconductor units to light.



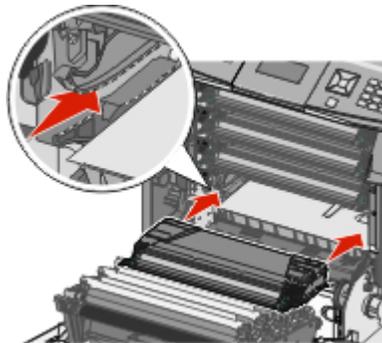
**2** Pull up and out on the green tabs of the specified cartridge to remove it from the printer.



**3** Shake the cartridge front to back and side to side to redistribute the toner.



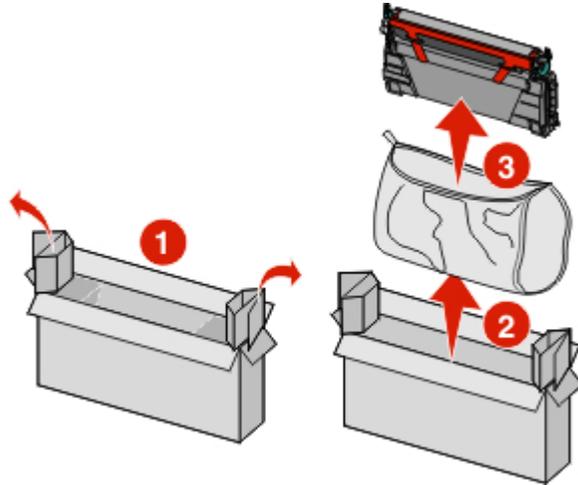
**4** Reinsert the cartridge to continue printing.



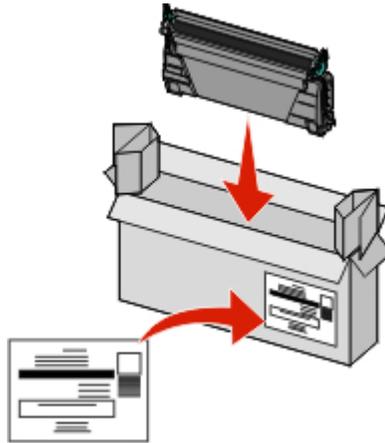
**5** Repeat this process multiple times until printed text and graphics remain faded.

When printed text and graphics remain faded, replace the specified cartridge. Repeat steps 1 and 2, and then follow the steps below.

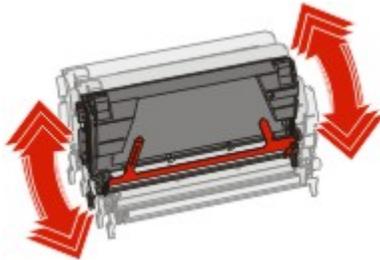
**6** Unpack a new cartridge.



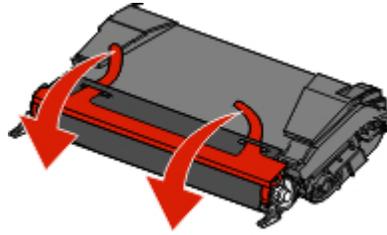
**7** Place the old cartridge in the replacement cartridge shipping box, and then attach the return label to the box for shipping.



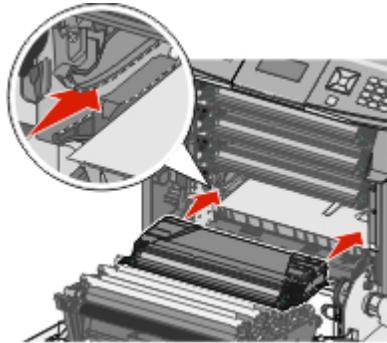
**8** Shake the new cartridge front to back and side to side to evenly distribute the toner.



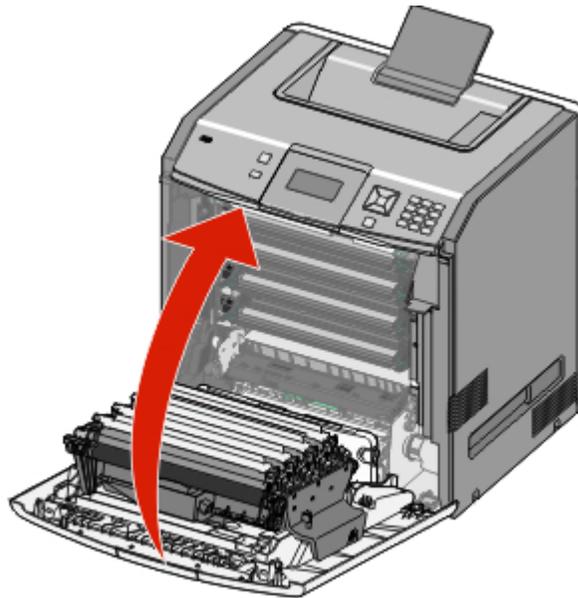
9 Remove the red packing strips from the new cartridge.



10 Insert the new cartridge into the printer.



11 Close the front door.



**Note:** Make sure each cartridge is fully pushed in. If a cartridge is not installed correctly, the printer may issue a **<color> Cartridge Missing** message, where **<color>** is **Black, Cyan, Magenta,** or **Yellow**. The printer may also issue the message **Close front door**.

If either of these messages appears, follow the steps below to clear the printer control panel message and continue printing.

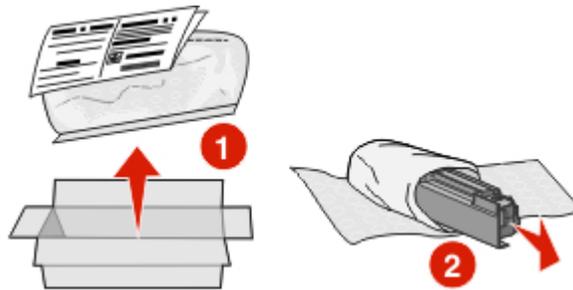
- 1 Open the front door.
- 2 Remove the specified cartridge.

- 3 Reinstall the specified cartridge.
- 4 Close the front door.
- 5 Check the printer control panel to see if it is clear of messages.
- 6 Repeat as needed for additional toner cartridge replacement.

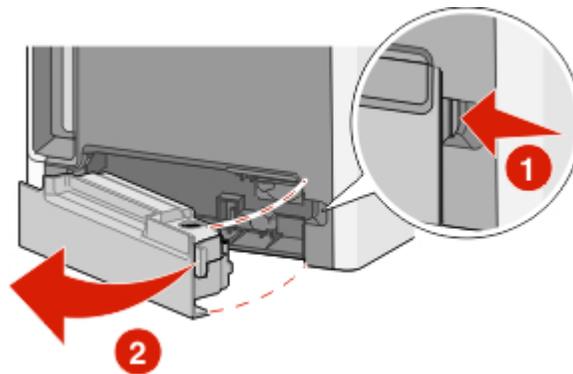
## Replacing the waste toner box

Replace the waste toner box when **82 Replace waste toner box** or **82 Waste toner box nearly full** appears. The printer will not continue printing until the waste toner box is replaced.

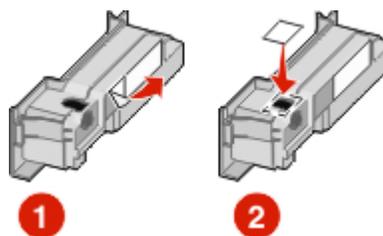
- 1 Unpack the replacement waste toner box, and remove it from its shipping box.



- 2 Locate the waste toner box release button on the left side of the printer.
- 3 Press the release button to the left, and pull the waste toner box out to remove it from the printer.

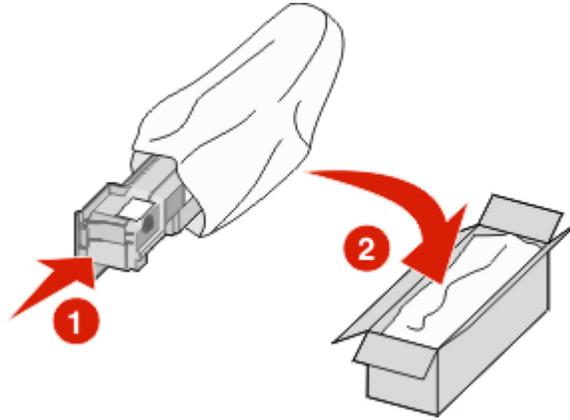


- 4 Peel the seal from the side of the full waste toner box as shown, and then place it over the hole to seal off the waste toner box.

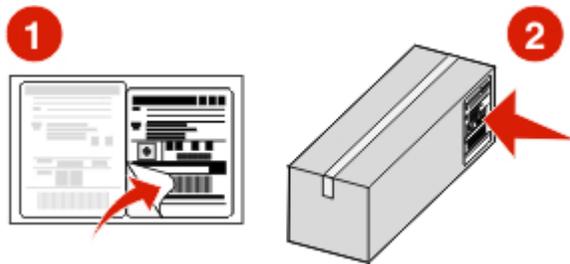


- 5 Place the sealed waste toner box in the recycling bag.

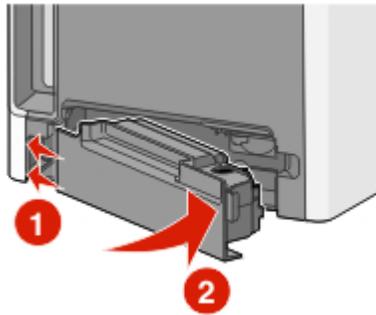
6 Place the bag into the shipping box you just removed the replacement part from.



7 Peel the recycling label off, and place it on the shipping box.



8 Insert the new waste toner box into the printer.



## Moving the printer

### Before moving the printer

 **CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.



Follow these guidelines to avoid personal injury or printer damage:

- Always use at least two people to lift the printer.
- Always turn off the printer using the power switch before moving it.
- Disconnect all cords and cables from the printer before moving it.
- Remove the printer from the options before moving it.

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

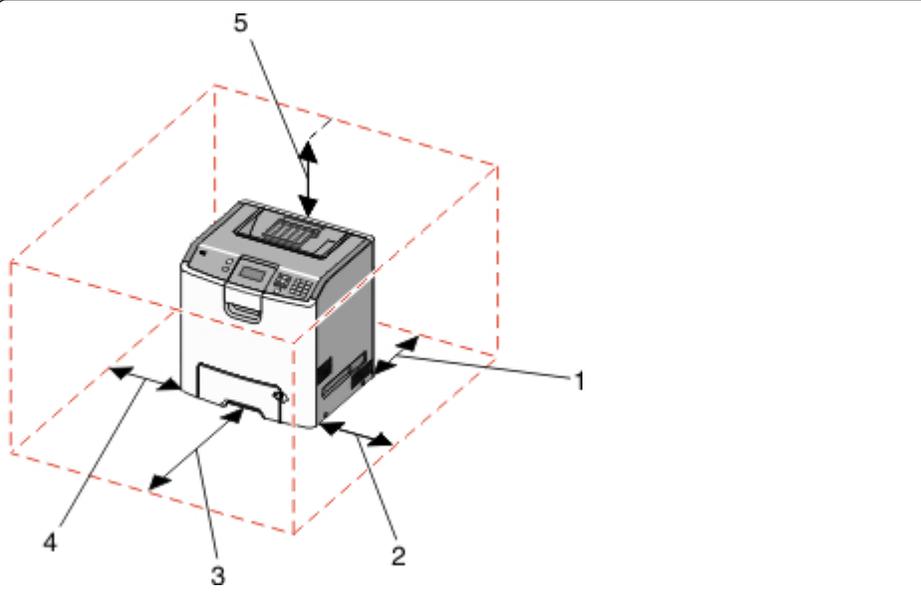
## Moving the printer to another location

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

- Remove the printer from the options before moving it.
- 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.

## Setting the printer up in a new location

When the printer is set up, allow clearance around it as shown.

	1	152.4 mm (6.0 in.)
	2	101.6 mm (4.0 in.)
	3	609.6 mm (24.0 in.)
	4	101.6 mm (4.0 in.)
	5	304.8 mm (12.0 in.)

## Shipping the printer

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