



C950

Maintenance Guide

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Maintaining the printer

Periodically, certain tasks are required to maintain optimum performance of your printer.

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.

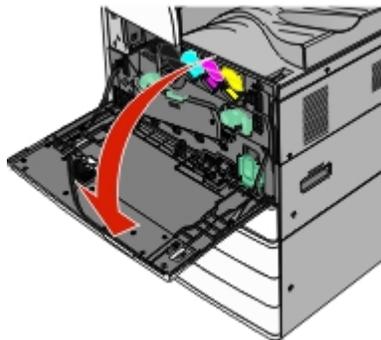
Warning—Potential Damage: Using a damp cloth to clean the interior may cause damage to your printer.

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

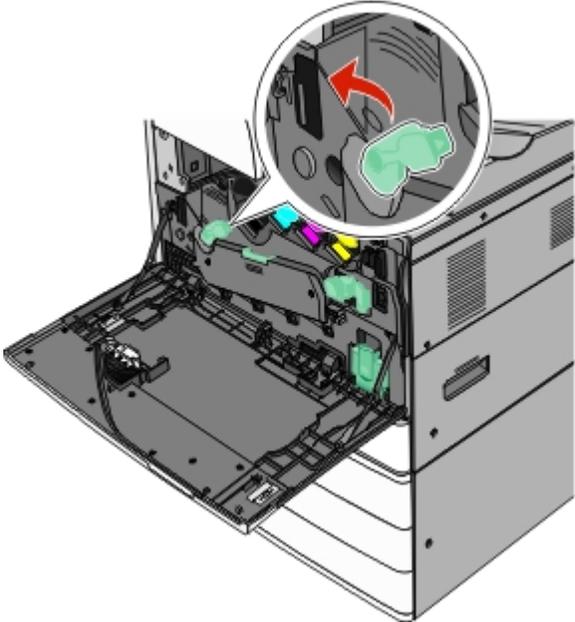
Cleaning the printhead lenses

Clean the printhead lenses when you encounter print quality problems.

- 1 Open the front door.

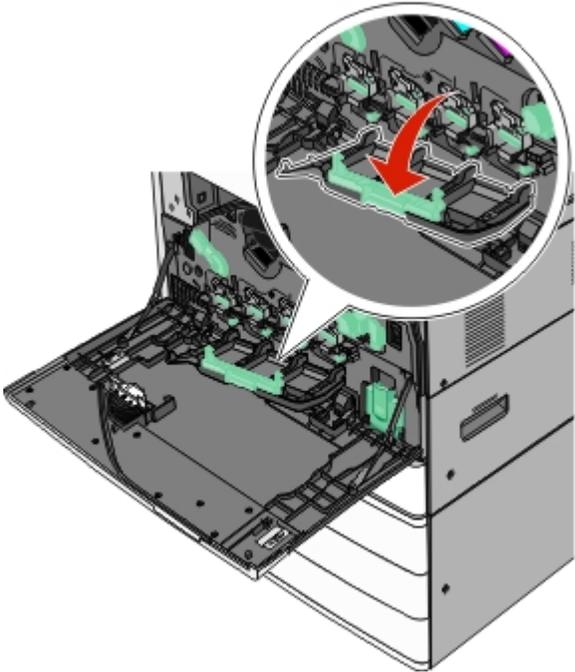


2 Slide the release lever to the left to unlock the cover.

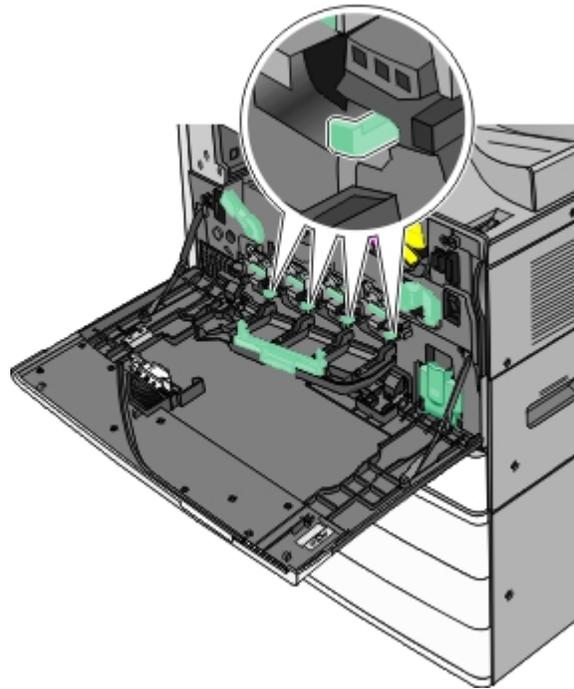


3 Open the cover.

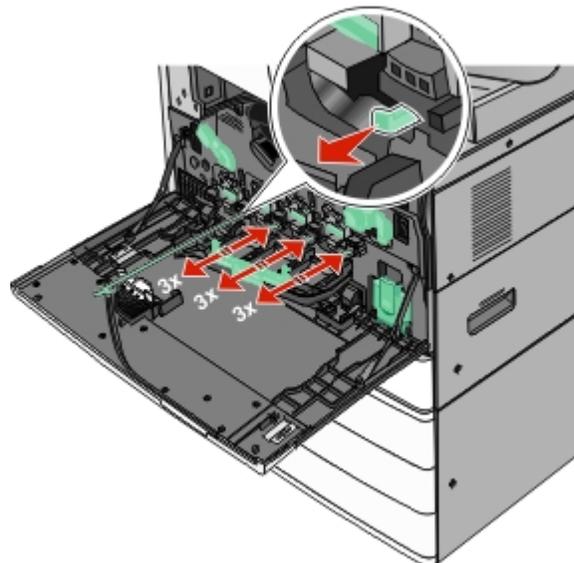
Warning—Potential Damage: To avoid overexposing the photoconductor unit, do not leave the cover open for more than 10 minutes.



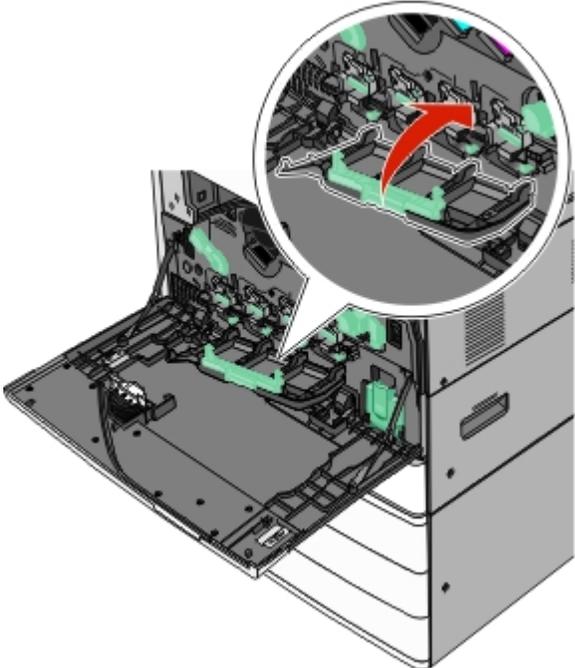
4 Locate the printhead wipers.



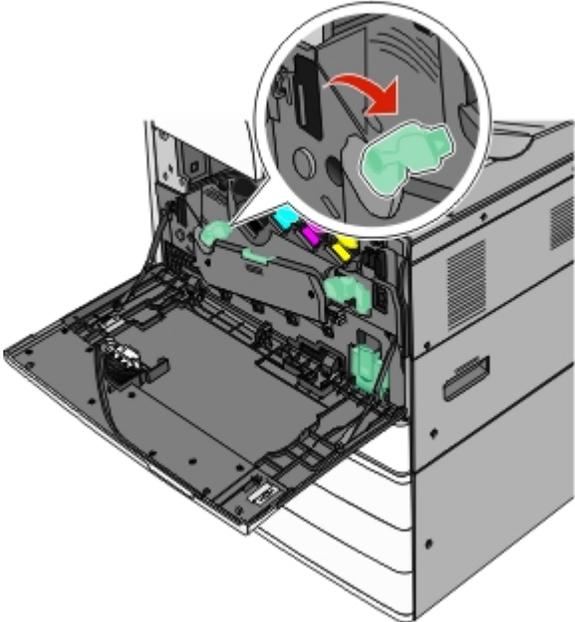
5 Gently pull the printhead wipers out until it stops, and then slowly slide them back into place.



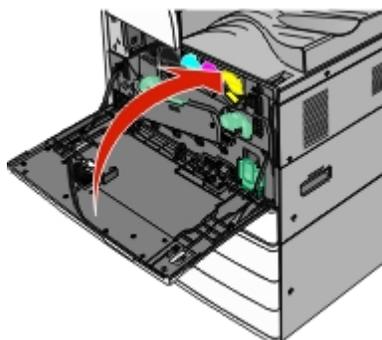
6 Close the cover.



7 Slide the release lever to the right to lock the cover.

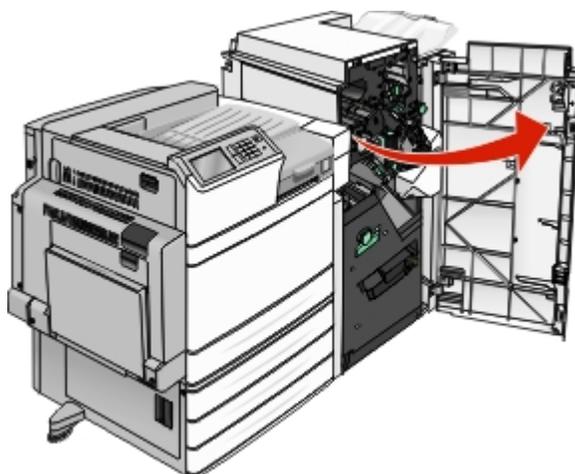


8 Close the front door.

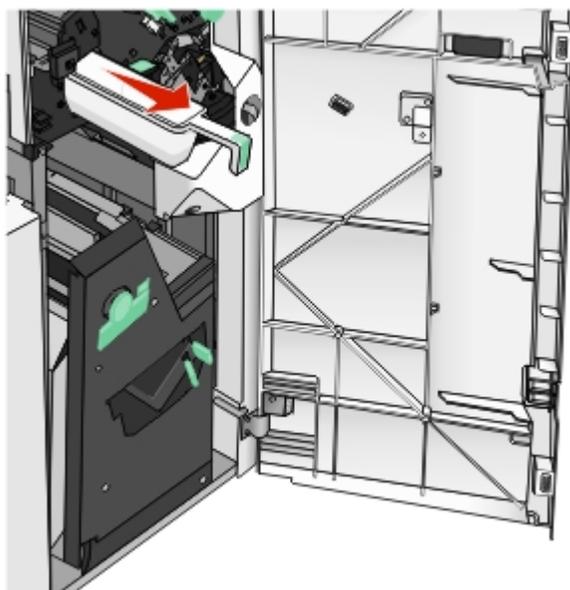


Emptying the hole punch box

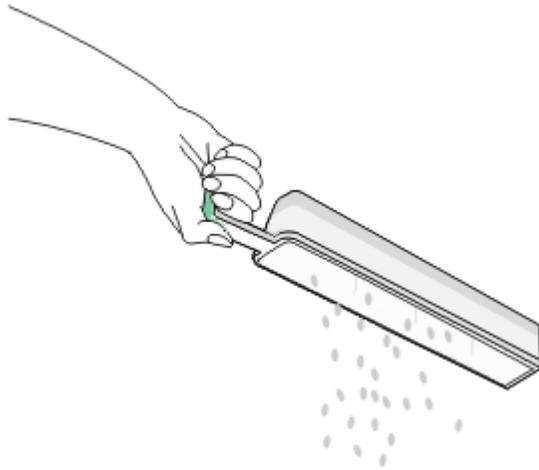
1 Open door G.



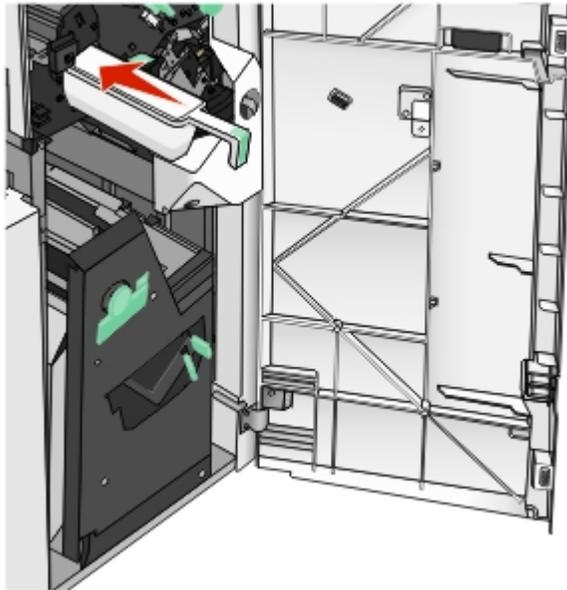
2 Pull out the hole punch box.



3 Empty the container.



4 Insert the emptied hole punch box back into the finisher until it stops.



5 Close door G.

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 parts and supplies

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

Checking the status of parts and supplies on the printer control panel

From the home screen, touch **Status/Supplies > View Supplies**.

Checking the status of parts and supplies from a network computer

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

- 1 Open a Web browser, and then type the printer IP address in the address field.

Note: View the printer IP address on the printer control panel home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

- 2 Click **Device Status**.

Ordering parts and supplies

To order parts and 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.

Notes:

- The gauges displayed are an estimate of the life left for the supply or part indicated next to each gauge.
- All page life estimates for supplies assume printing on a single side of letter- or A4-size plain paper.

Ordering toner cartridges

When **88.xx [color] cartridge low** or **88.xx [color] cartridge nearly low** appears, order a new cartridge.

When **88 Replace [color] cartridge** appears, 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.

Recommended toner cartridges and part numbers

Part name	Part number
Black high-yield toner cartridge	C950X2KG
Yellow high-yield toner cartridge	C950X2YG

Part name	Part number
Magenta high-yield toner cartridge	C950X2MG
Cyan high-yield toner cartridge	C950X2CG

Ordering a photoconductor unit

When **84.xx [Color] photoconductor low** or **84.xx [Color] photoconductor nearly low** appears, order a replacement photoconductor unit.

When **84.xx Replace [color] photoconductor** appears, replace the specified photoconductor.

Recommended photoconductor units and part numbers

Part name	Part number
Photoconductor unit <ul style="list-style-type: none"> • Black • Cyan • Magenta • Yellow 	C950X71G
CMY (Cyan, Magenta, Yellow) Photoconductor Kit Note: CMY photoconductor units may reach end of life all at the same time.	C950X73G

Ordering a waste toner bottle

When **82.xx Waste toner bottle nearly full** appears, order a replacement waste toner bottle.

When **82.xx Replace waste toner bottle** appears, replace the waste toner bottle.

Note: Waste toner bottle reuse is not recommended.

Part name	Part number
Waste toner bottle	C950X76G

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 (Staples G5)	25A0013
Advanced Booklet Staples (Staples G11 and Staples G12)	21Z0357

Ordering a maintenance kit

When **[x] Maintenance Kit** appears on the printer display, order the indicated maintenance kit to replace the worn parts. All maintenance kit parts except that in the 480K maintenance kit are designed to be user-replaceable. The kits come with instructions.

Recommended maintenance kits and part numbers

Maintenance kit	Service part number
160K Maintenance Kit	40X7540
320K (100 V) Maintenance Kit	40X7568
320K (110 V) Maintenance Kit	40X7550
320K (220 V) Maintenance Kit	40X7569
480K Maintenance Kit	40X7560

Replacing parts and supplies

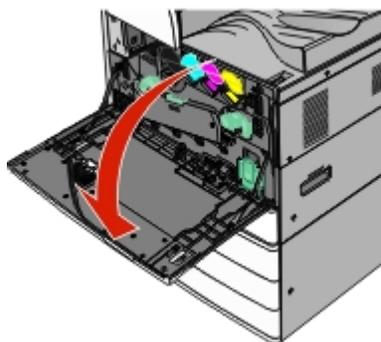
Replacing a maintenance kit

- 1 Replace the maintenance kit.
- 2 Reset the maintenance count to zero to clear the **80 scheduled maintenance [x]** message.

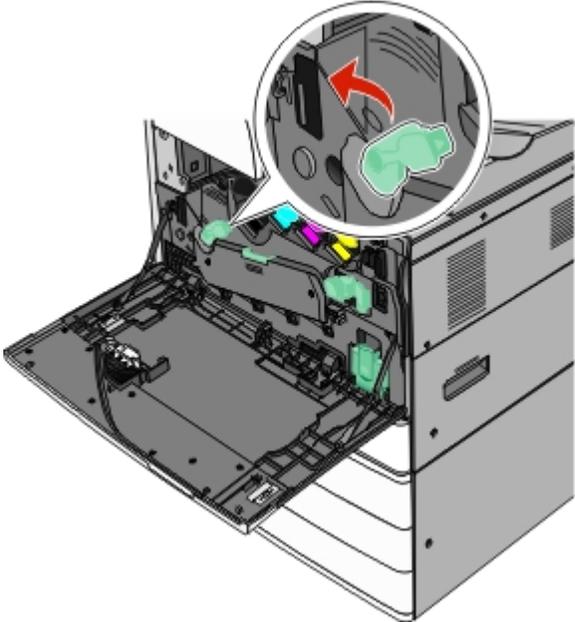
Note: For more information on replacing the maintenance kit and resetting the maintenance count, see the instruction sheets that came with the maintenance kit.

Replacing a photoconductor unit

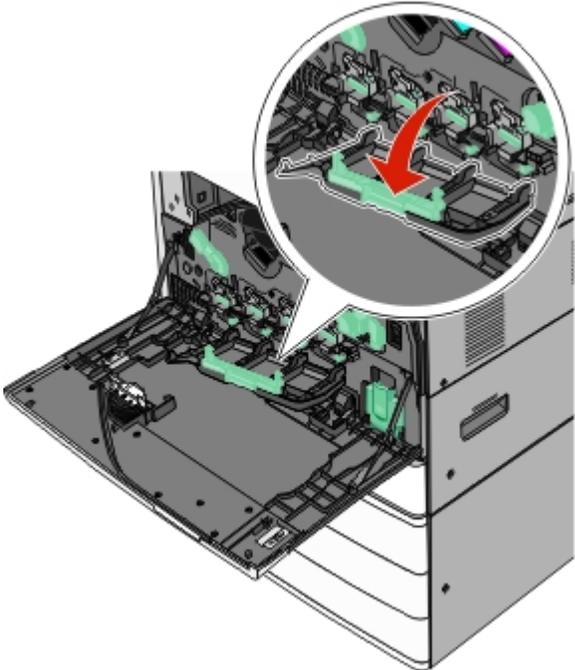
- 1 Open the front door.



2 Rotate the release lever counterclockwise to open the cover.

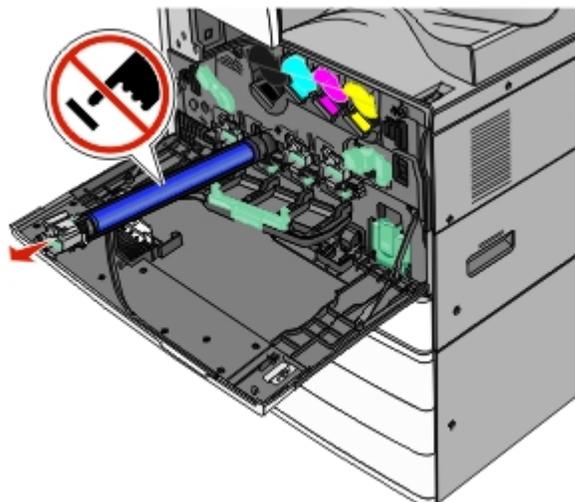


3 Lower the cover.



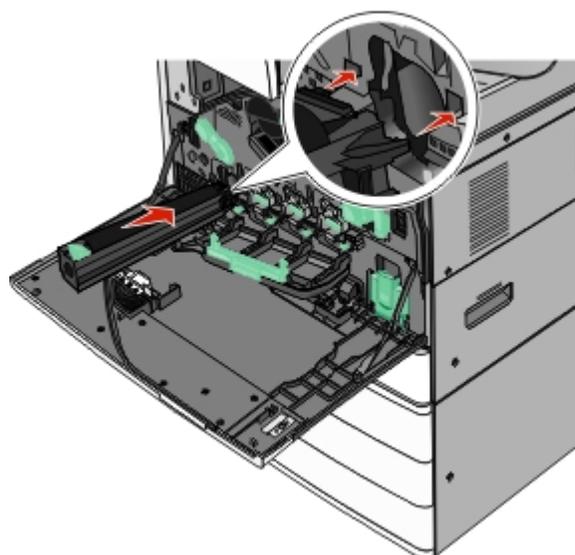
Warning—Potential Damage: To avoid overexposing the photoconductor unit, do not leave the door open for more than 10 minutes.

4 Grasp the handle of the photoconductor unit and pull it out of the machine.

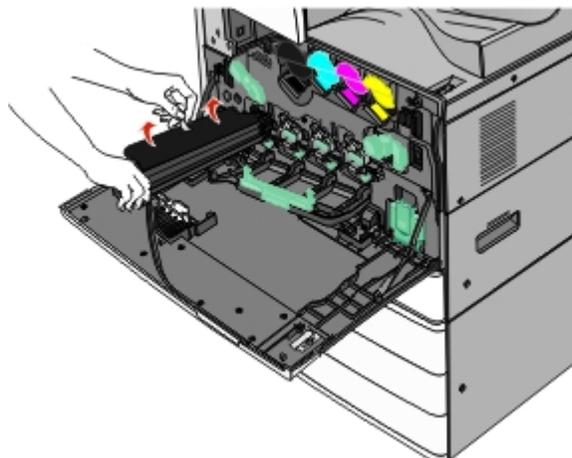


5 Unpack the replacement photoconductor unit.

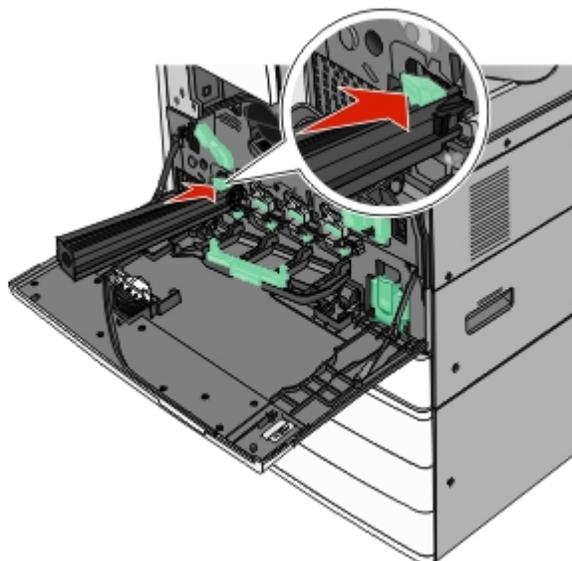
6 Align and insert the end of photoconductor unit.



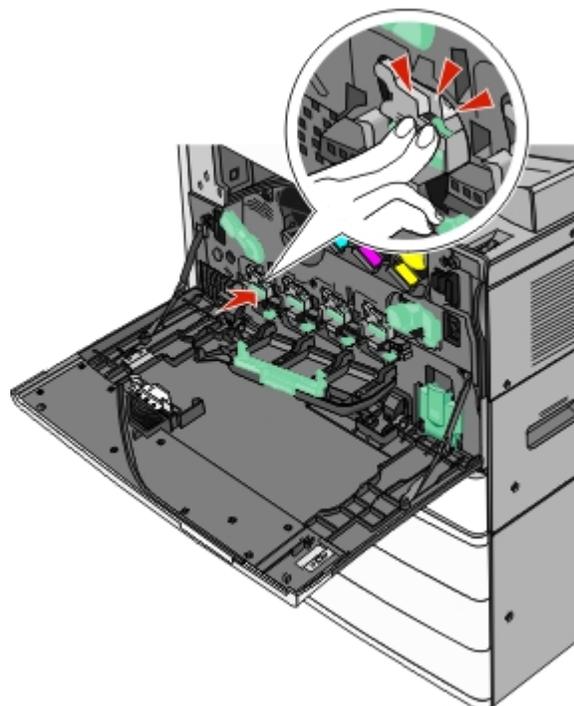
7 Remove the tape from the top of the photoconductor unit.



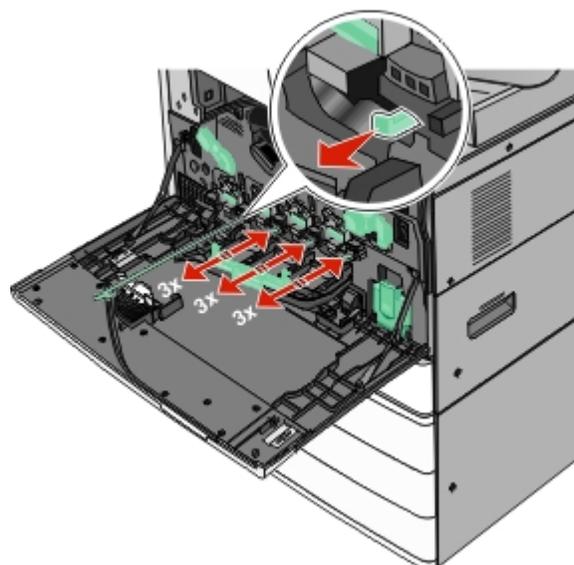
8 Push the tab forward to insert the photoconductor unit.



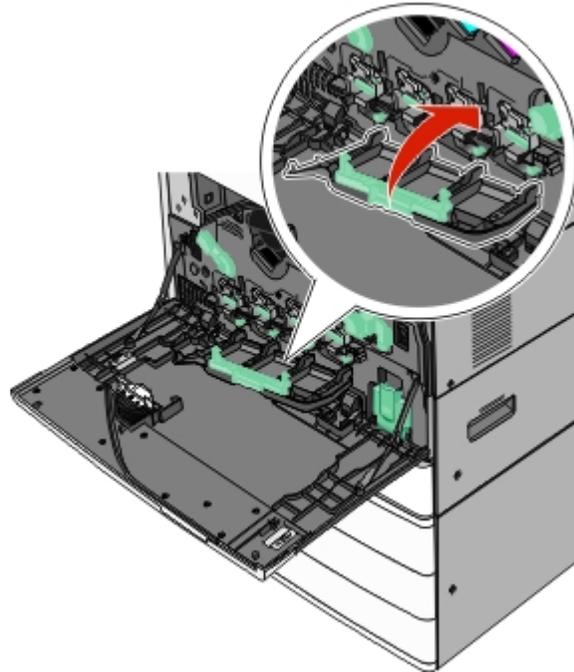
9 Push the photoconductor unit until it *clicks* into place



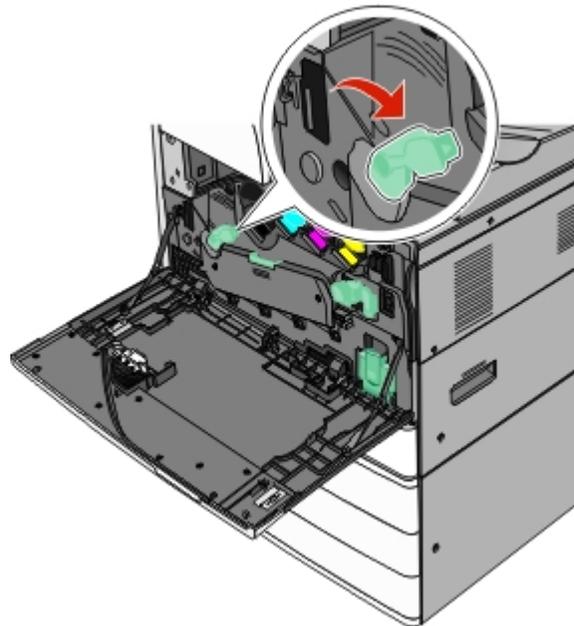
10 Gently pull the printhead wipers out until it stops, and then slowly slide them back into place.



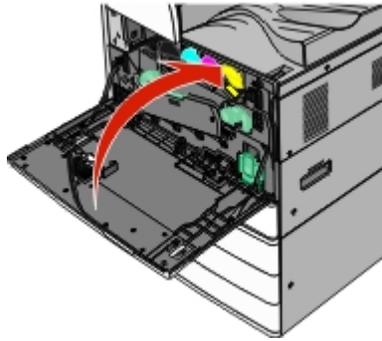
11 Close the cover.



12 Rotate the release lever clockwise to lock the cover.

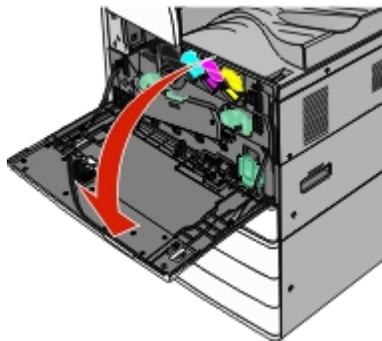


13 Close the front door.

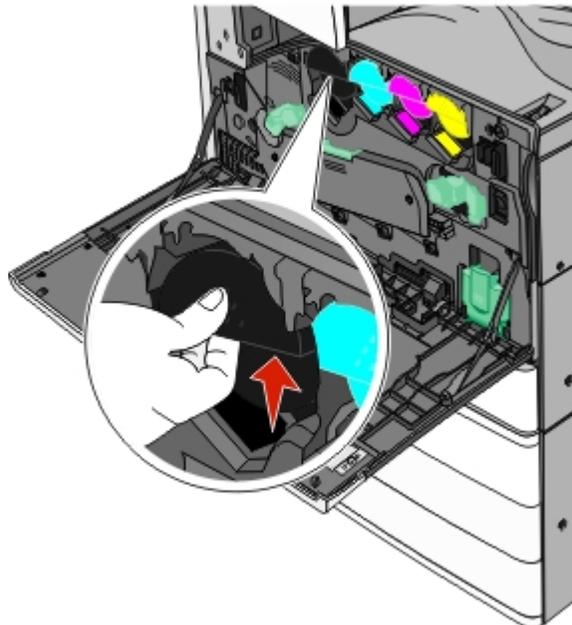


Replacing a toner cartridge

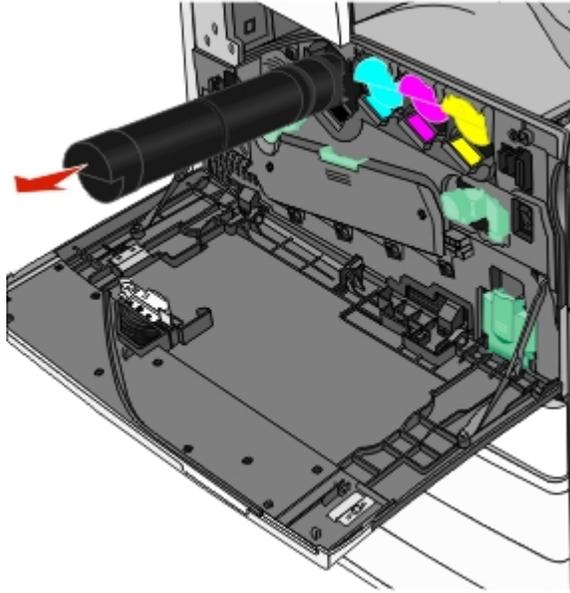
1 Open the front door.



2 Put your hand under the dent of the toner cartridge, and then slightly lift up the cartridge.



3 Pull out the toner cartridge.

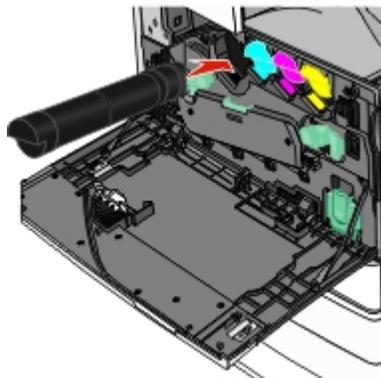


4 Unpack the replacement toner cartridge, and then shake it front-to-back and side-to-side to evenly distribute the toner.

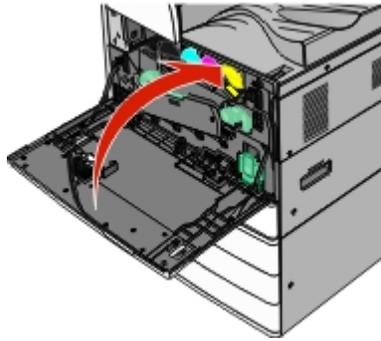


5 Remove the red packing strip from the new cartridge.

6 Insert the new cartridge into the printer.

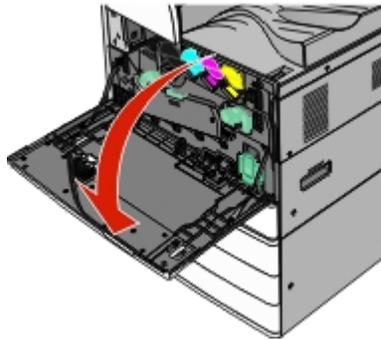


7 Close the front door.

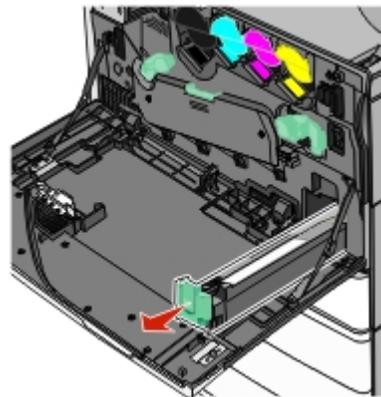


Replacing the waste toner bottle

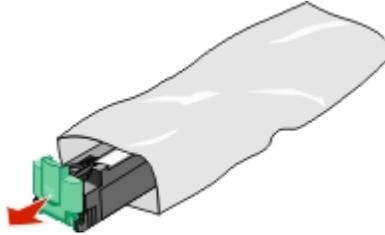
- 1** Turn the printer off.
- 2** Open the front door.



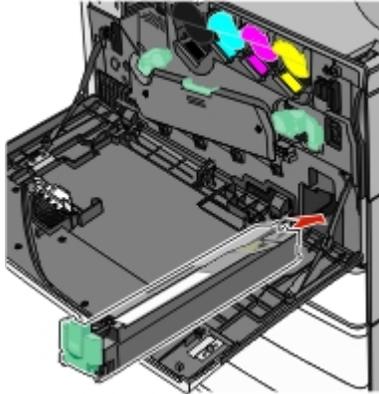
3 Remove the used waste toner bottle.



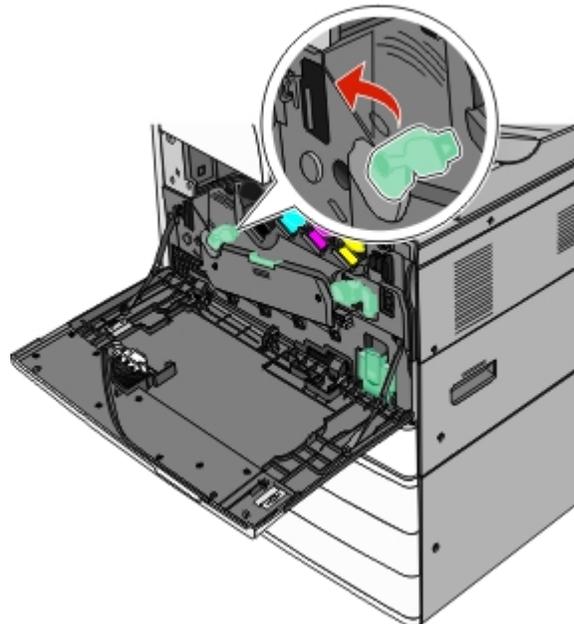
4 Unpack the new waste toner bottle.



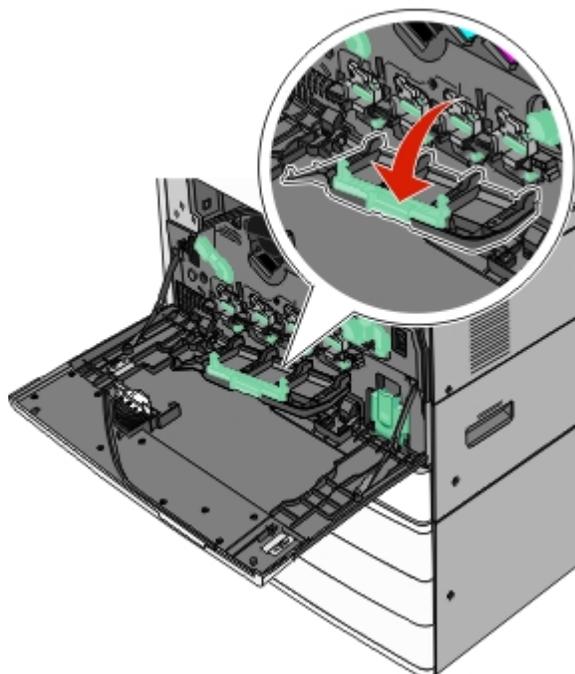
5 Insert the new waste toner bottle into the printer until it *clicks* into place.



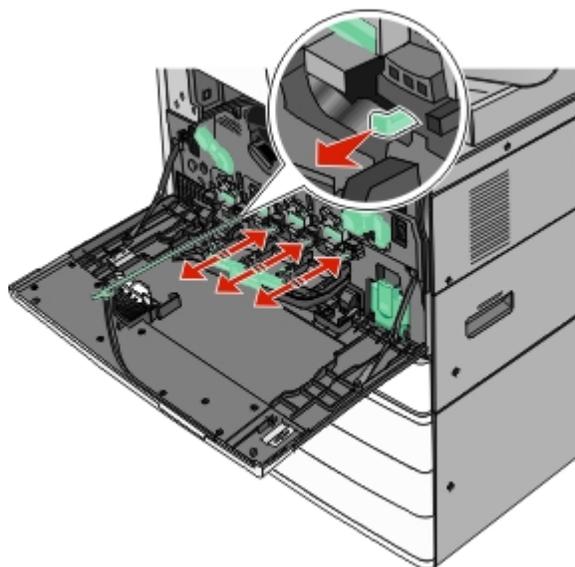
6 Rotate the release lever counterclockwise to open the cover.



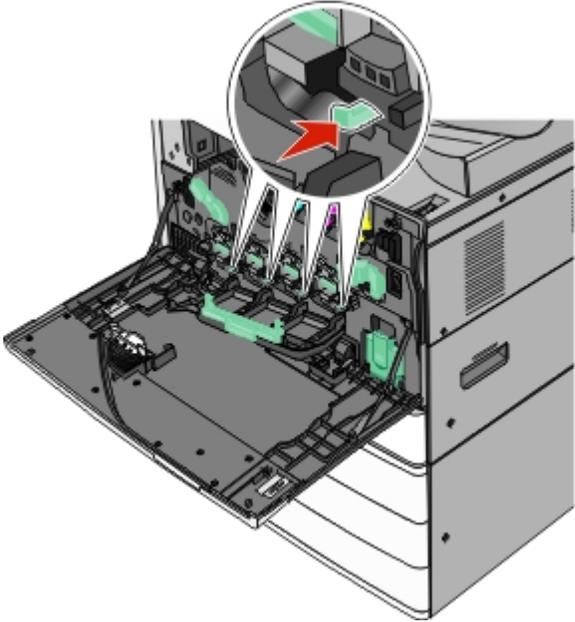
7 Lower the cover.



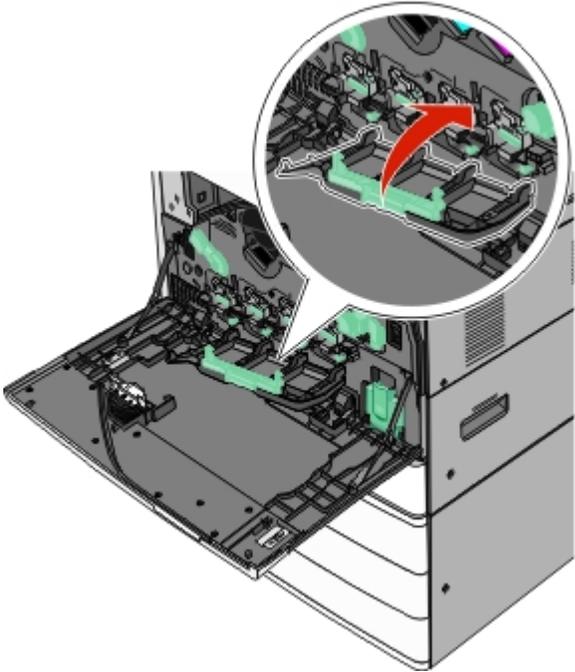
8 Slide out the printhead wipers.



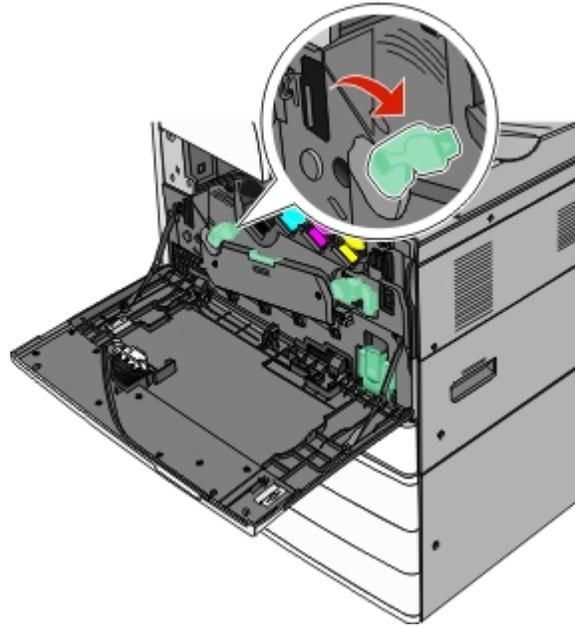
9 Slide the printhead wipers back into place.



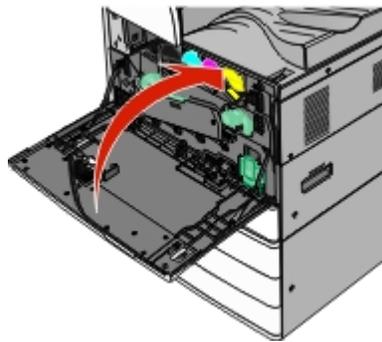
10 Close the cover.



11 Rotate the release lever clockwise to lock the cover.



12 Close the front door.



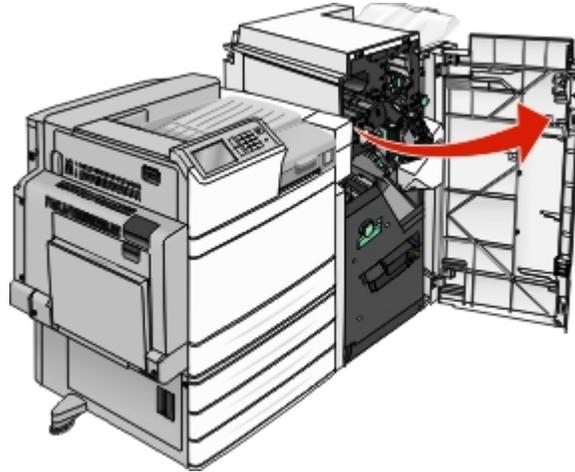
13 Turn the printer back on.

Replacing a staple cartridge

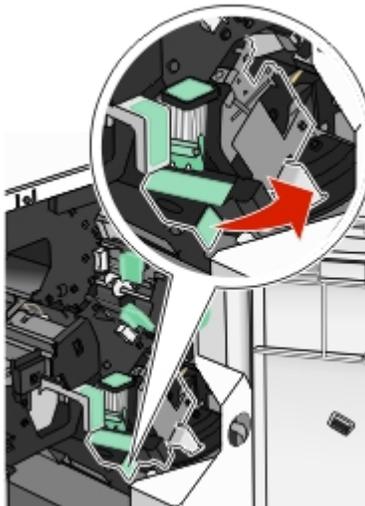
Note: A message on the printer display indicates which staple cartridge needs to be replaced.

Replacing staple cartridge in the standard stapler unit

- 1 Open door G.

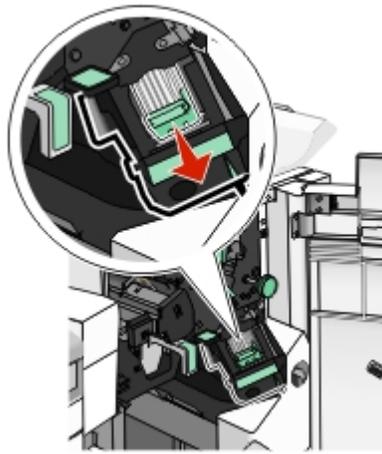


- 2 Grasp the handle of the staple cartridge holder, and then pull out the holder to the right.

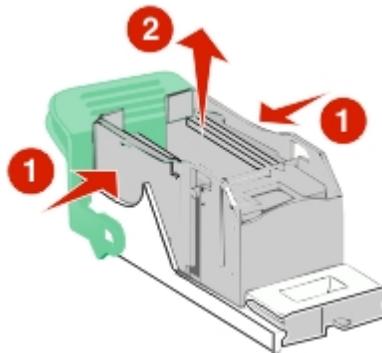


- 3 Pull the staple cartridge out of the finisher.

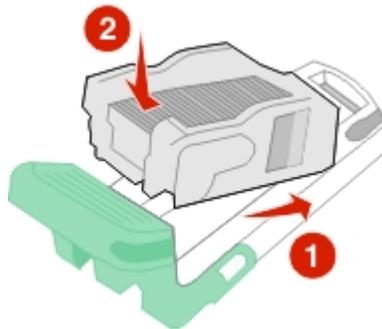
Note: Use just a slight force when removing the staple cartridge.



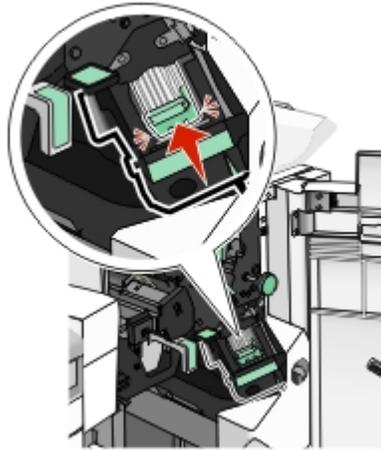
4 Squeeze both sides of the empty staple case with your fingers, and then remove the staple case from the cartridge.



5 Insert the front side of the new staple case into the staple cartridge, and then push the rear side into the cartridge.



6 Push the staple cartridge into the finisher until it *clicks* into place.

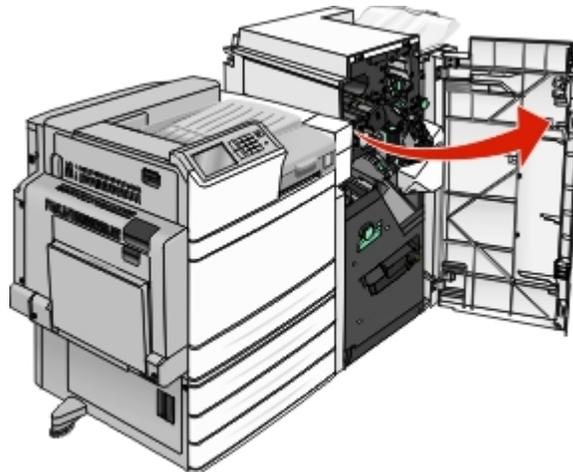


7 Close door G.

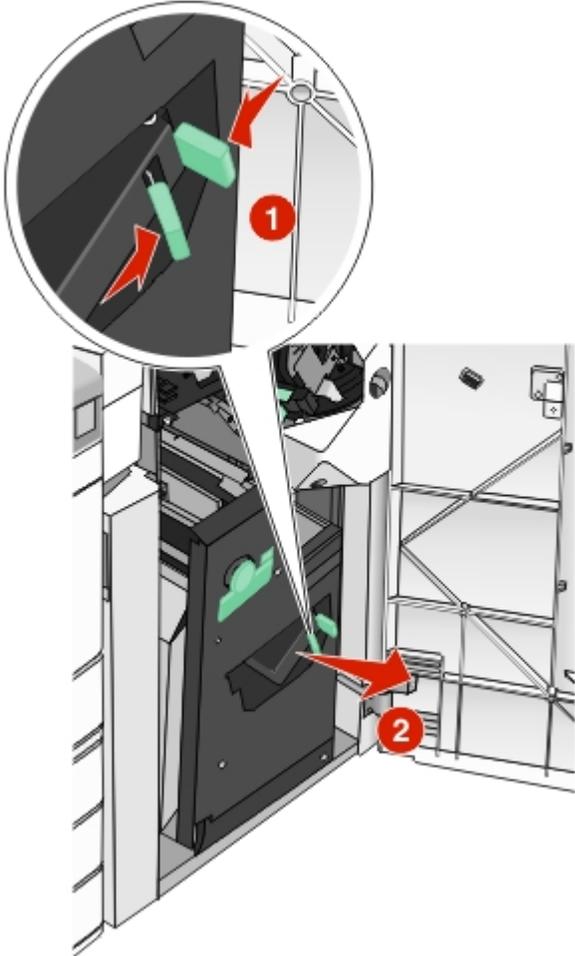
Replacing staple cartridge in the booklet stapler unit

Note: This task is applicable only when a booklet finisher is installed.

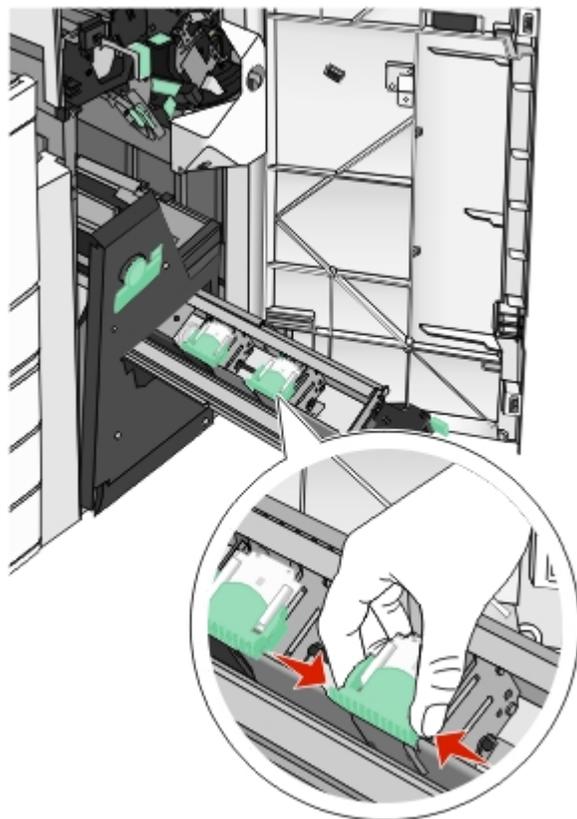
1 Open door G.



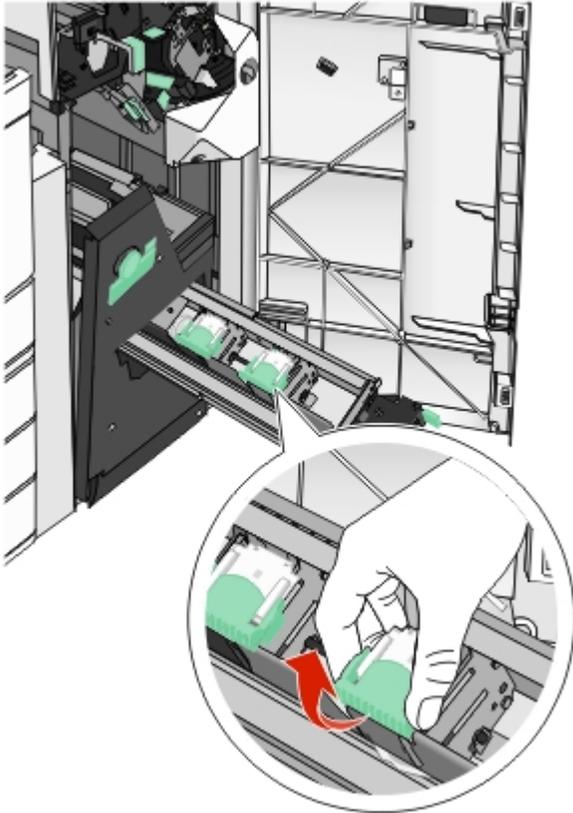
2 Press the handles of the staple cartridge to the right, and then take the staple cartridge unit out of the finisher.



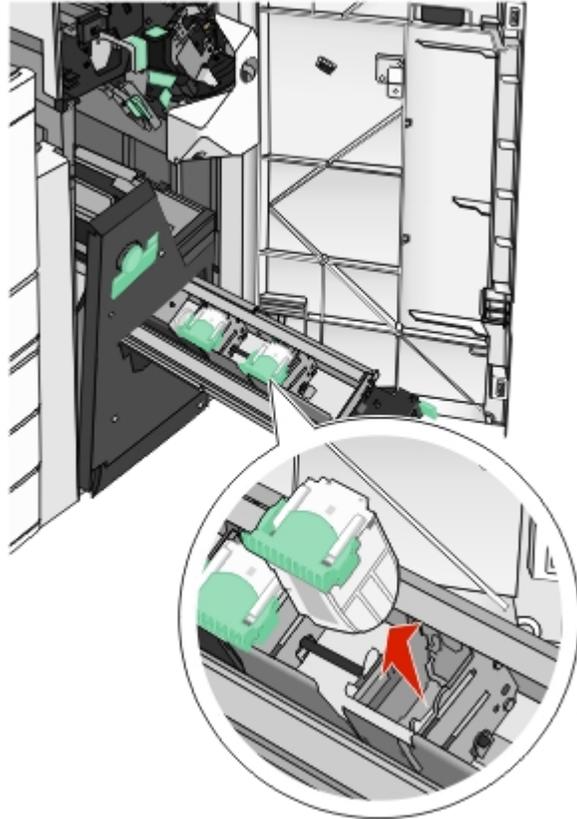
3 Hold the tabs on both sides of the staple cartridge.



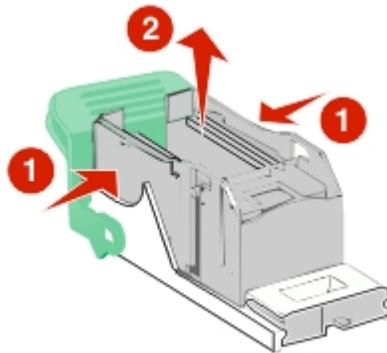
4 Rotate the booklet staple cartridge at an angle.



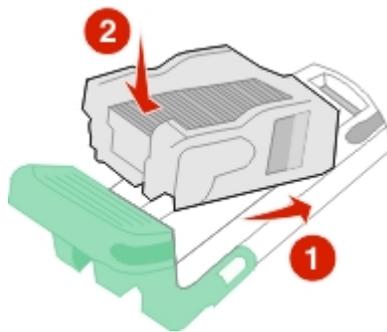
5 Lift the booklet staple cartridge out of the unit.



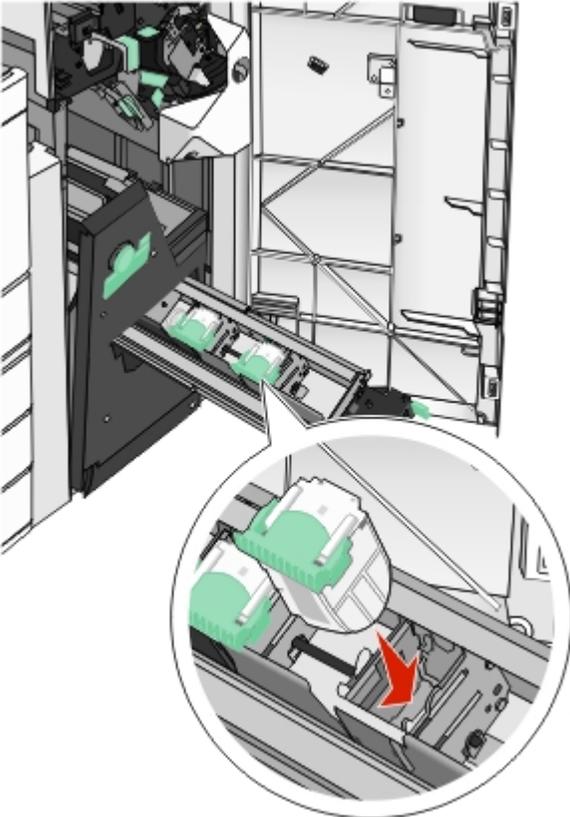
6 Squeeze both sides of the empty staple case with your fingers, and then remove the staple case from the cartridge.



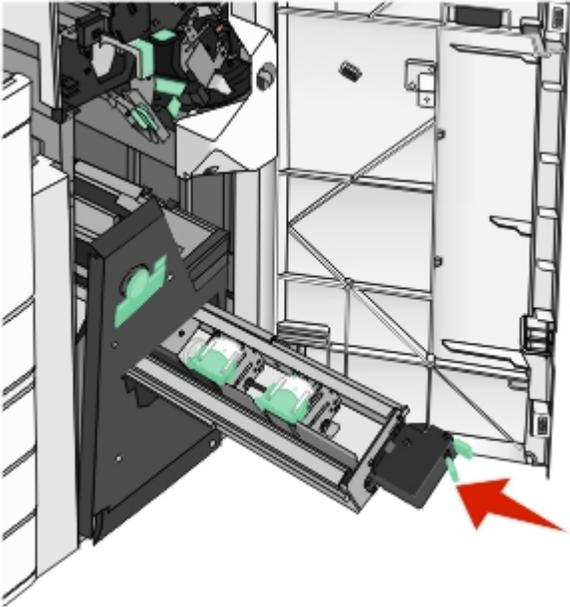
7 Insert the front side of the new staple case into the staple cartridge, and then push the rear side into the cartridge.



8 Return the cartridge to its original position, and then gently push the cartridge in until it *clicks* into place.



9 Return the unit to its original position.



10 Close door G.

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.



CAUTION—POTENTIAL INJURY: Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- 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.
- Lift the printer off of the optional drawer and set it aside instead of trying to lift the drawer and printer at the same time.

Note: Use the handholds located on both sides of the printer to lift it off the optional drawer.

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:

- 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.