



X940e, X945e

Maintenance Guide

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Maintaining the printer

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

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 control panel

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

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

Printing a menu settings page

Print a menu settings page to review the current menu settings and to verify printer options are installed correctly.

- 1 Make sure the printer is on and **Ready** appears.
- 2 On the home screen, touch .
- 3 Touch **Reports**.
- 4 Touch **Menu Settings Page**.

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.

Conserving supplies

There are some settings you can change from the control panel that will help you conserve toner and paper. For more information, see “Supplies menu,” “Quality menu,” and “Finishing menu.”

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.

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

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

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

The recommended toner cartridges specifically designed for the printer are:

Part name	Part number
Cyan High Yield Toner Cartridge	C930H2CG
Magenta High Yield Toner Cartridge	C930H2MG
Yellow High Yield Toner Cartridge	C930H2YG
Black High Yield Toner Cartridge	C930H2KG

Ordering photoconductors

When **84 Black pc unit life warning** or **84 color pc unit life warning** appears, order replacement photoconductor(s).

Part name	Part number
Single PC Unit	C930X72G
3 Pack of PC Units	C930X73G

Ordering staple cartridges

When **Staples <x> low** or **missing** appears, order the specified staple cartridge. When **Staples <x> empty** or **misfed** or **Load staples <x>** appears, replace the specified staple cartridge.

See the illustrations inside the stapler finisher door for more information.

Part name	Part number
Staple Cartridges—3 pack (Staples G5)	25A0013
Advanced Booklet Staples (Staples G11 and Staples G12)	21Z0357

Ordering a waste toner box

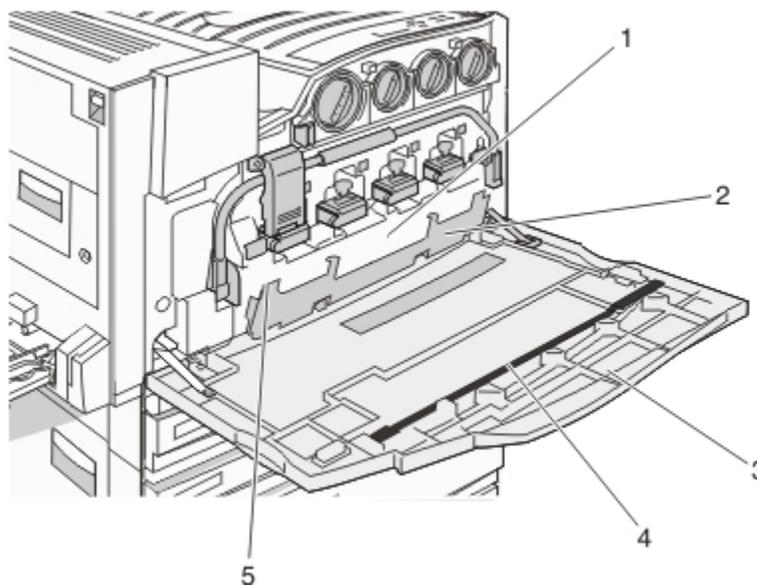
When **82 Waste toner box nearly full** appears, order a replacement waste toner box. The waste toner box *must* be replaced when **82 Replace waste toner box** appears.

Part name	Part number
Waste Toner Box	C930X76G

Replacing supplies

Replacing the waste toner box

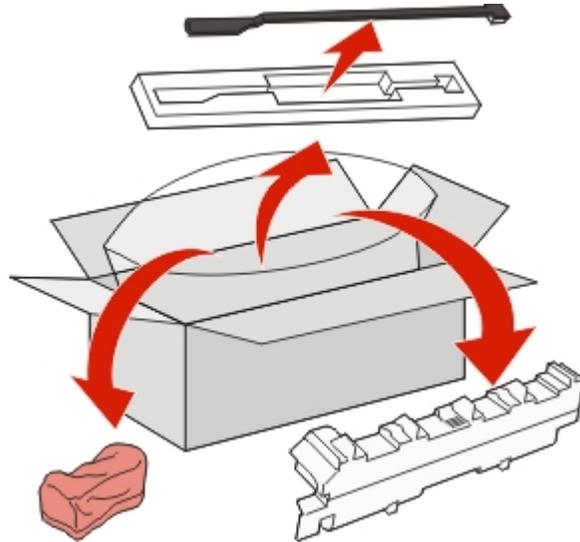
Replace the waste toner box when **82 Replace waste toner box** appears. The printer will not continue printing until the waste toner box is replaced.



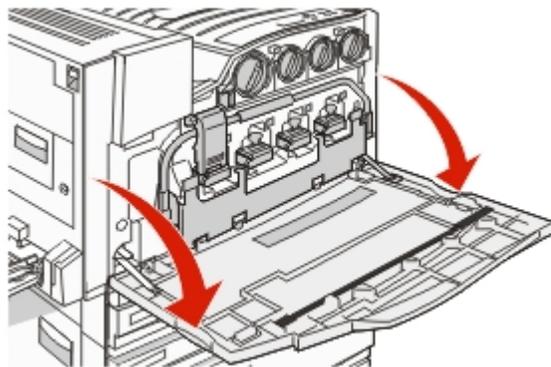
1	Waste toner box
2	Door E6

3	Door E
4	Printhead lens cleaner
5	E6 Door tab

1 Unpack the replacement waste toner box and accessories.

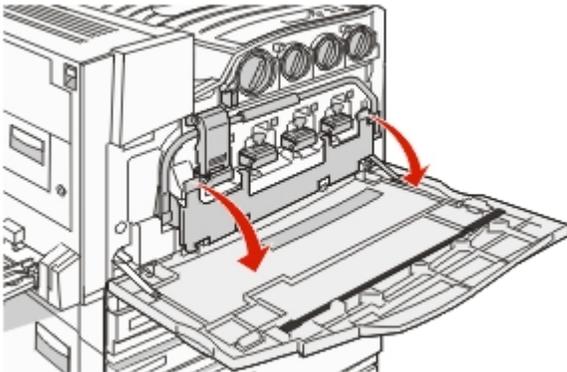


2 Open Door E (front printer door).

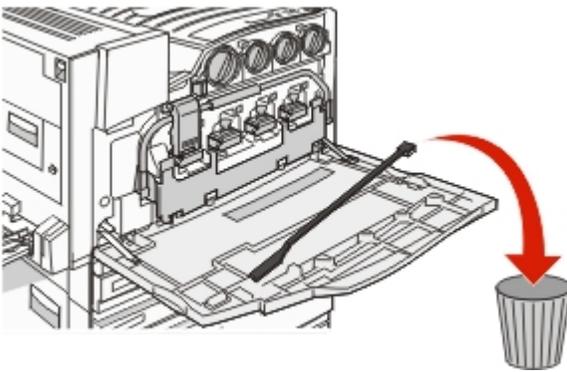


Warning—Potential Damage: To avoid overexposing the photoconductors, do not leave the door open for more than 10 minutes.

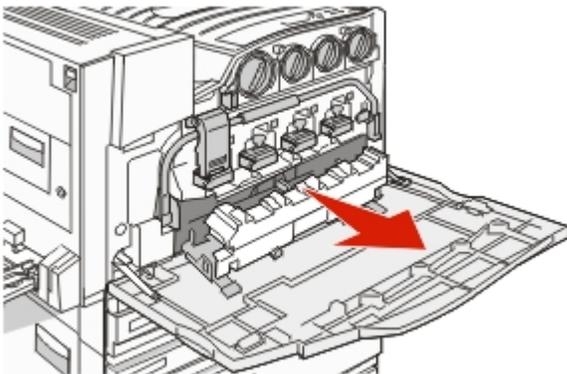
3 Grasp the E6 Door tab, and then push the door down.



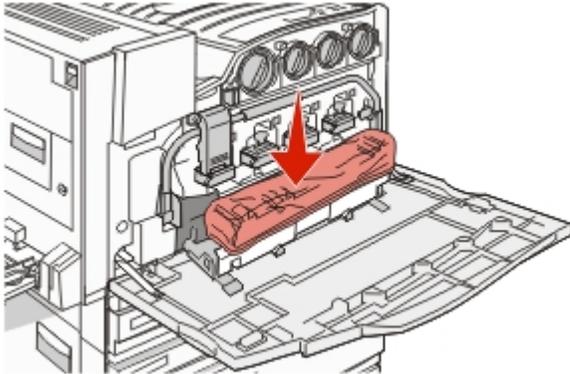
4 Remove the old printhead lens cleaner from Door E, and then discard it.



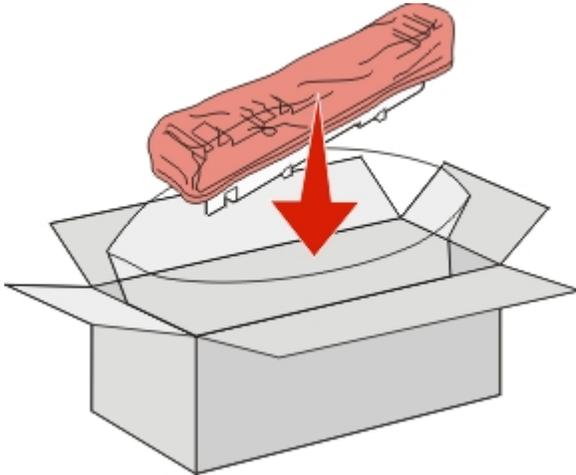
5 Remove the waste toner box.



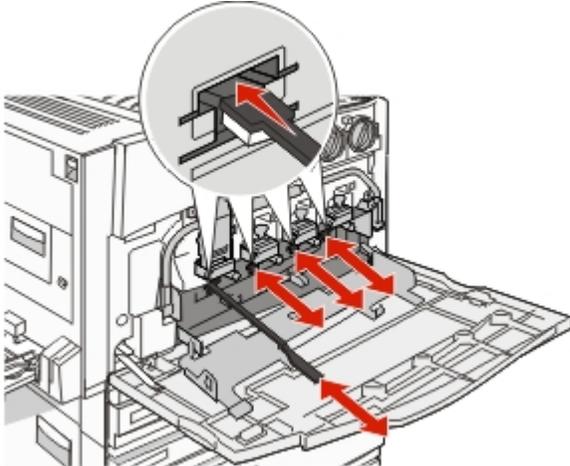
6 Place the plastic cover over the waste toner box.



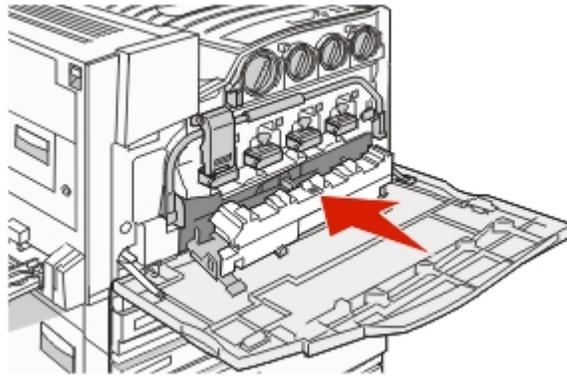
7 Place the waste toner box in the recycling bag.



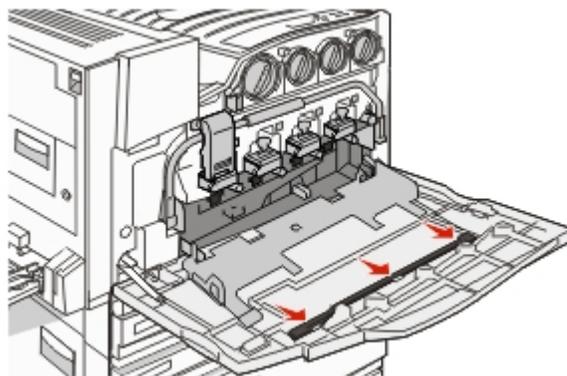
8 Use the new printhead lens cleaner to clean the printhead lenses.



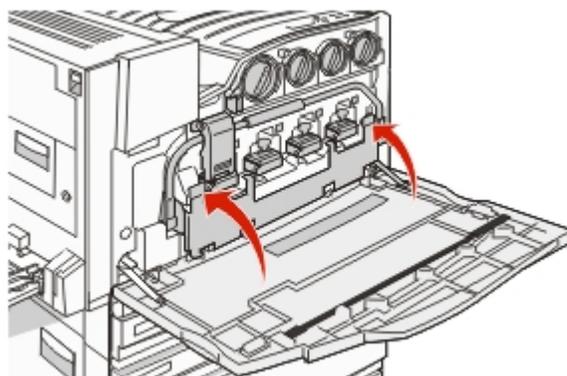
9 Insert the new waste toner box.



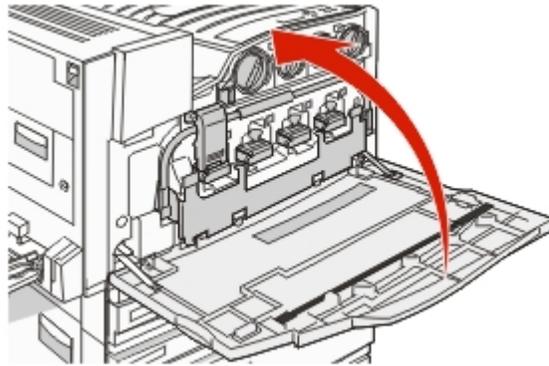
10 Place the new printhead lens cleaner in the notches of Door E.



11 Close Door E6.



12 Close Door E.

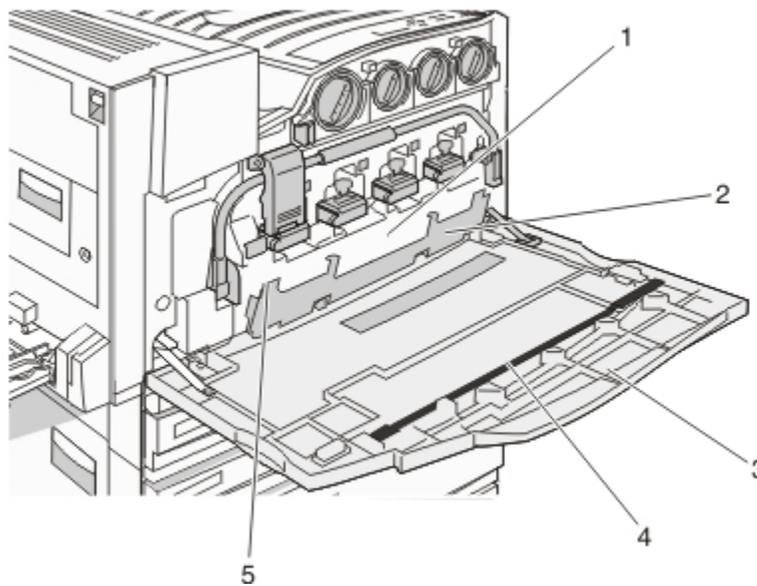


13 Remove all paper from the printer paper path.

Visit www.lexmark.com/recycling to learn how to recycle the waste toner box.

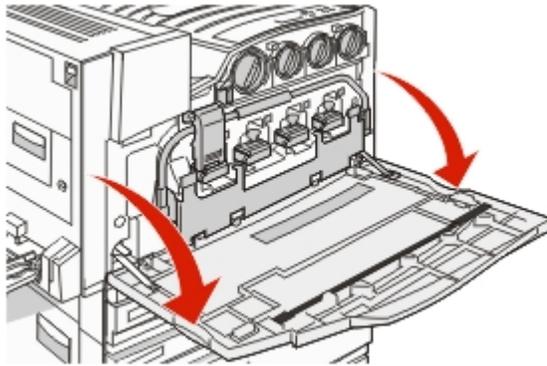
Cleaning the printhead lenses

Clean the printhead lenses when you replace the waste toner box or when you encounter print quality problems.



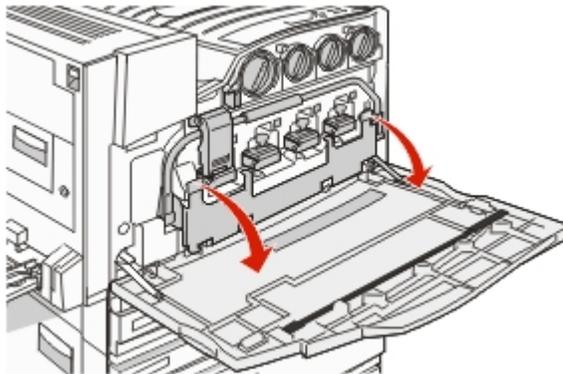
1	Waste toner box
2	Door E6
3	Door E (front door)
4	Printhead lens cleaner
5	E6 Door tab

1 Open Door E (front door).

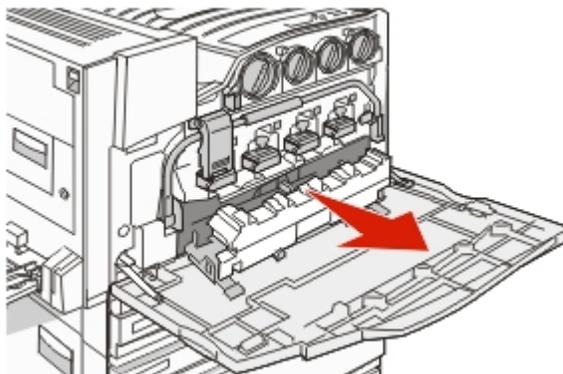


Warning—Potential Damage: To avoid overexposing the photoconductors, do not leave the door open for more than 10 minutes.

2 Grasp the E6 Door tab, and then push the door down.

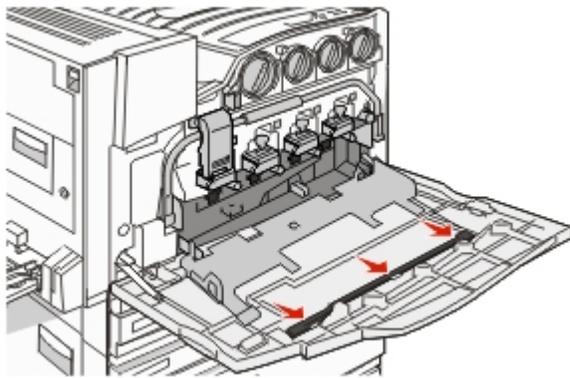


3 Remove the waste toner box.

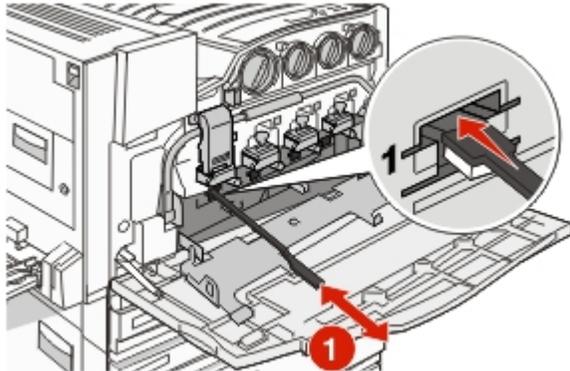


4 Locate and remove the printhead lens cleaner from Door E.

Note: If you are replacing the waste toner box, use the printhead lens cleaner that shipped with it.

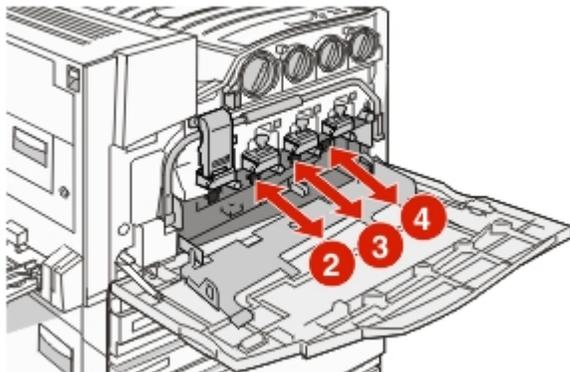


5 Insert the padded tip of the printhead lens cleaner into the first printhead lens opening.

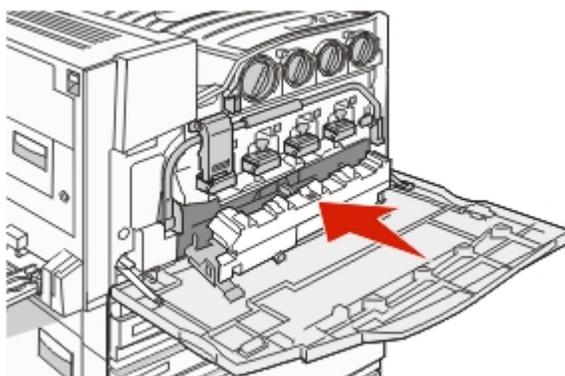


6 Push the printhead lens cleaner all the way to the back of the lens, and then pull it out.

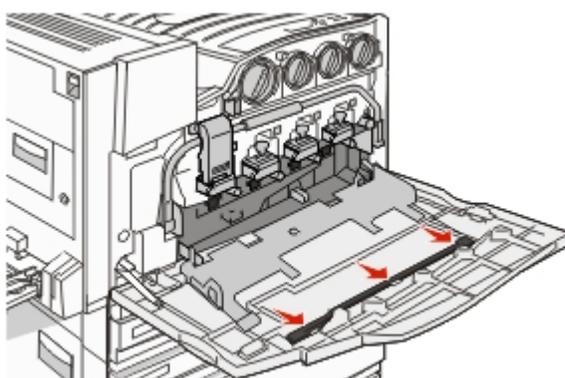
7 Clean the remaining three printhead lenses.



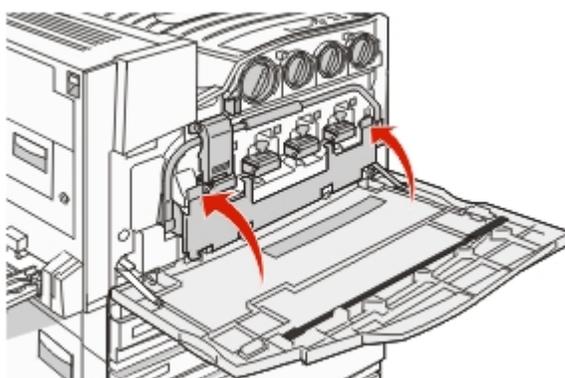
8 Insert the waste toner box.



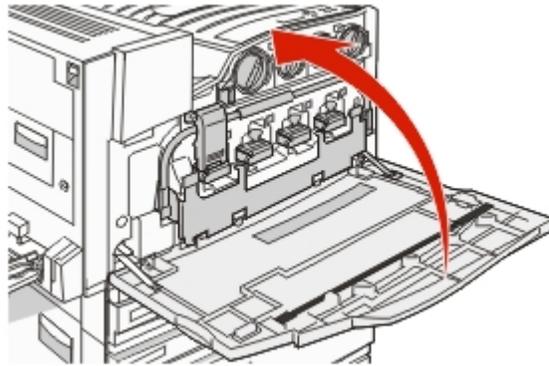
9 Place the printhead lens cleaner in the notches of Door E.



10 Close Door E6.



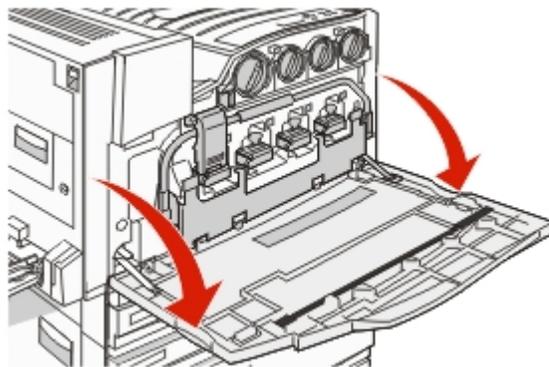
11 Close Door E.



Replacing a photoconductor

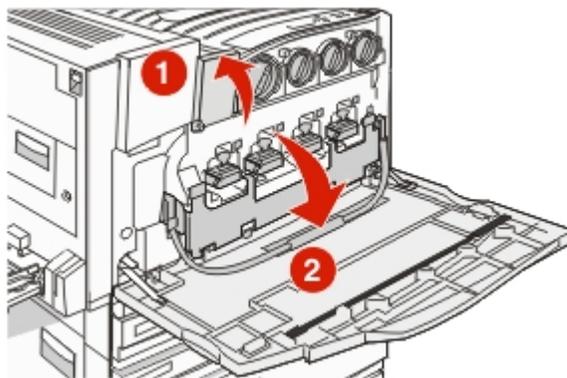
Replace the black photoconductor when **84 Replace black pc unit** appears. Replace the cyan, magenta, and yellow photoconductors when **84 Replace color pc units** appears.

- 1 Open Door E (front printer door).



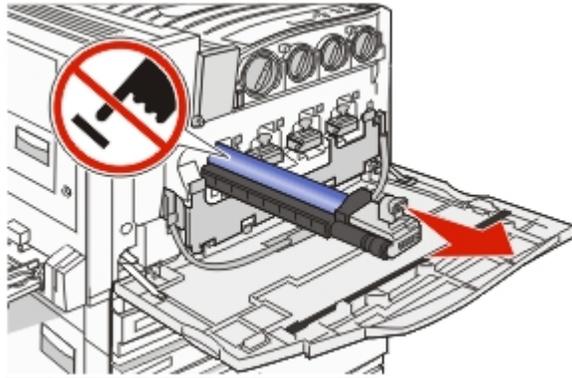
Warning—Potential Damage: To avoid overexposing the photoconductors, do not leave the door open for more than 10 minutes.

- 2 Release the bar by pressing the E5 button located on the bottom of the E5 latch, lift the E5 latch, and then press the bar down.



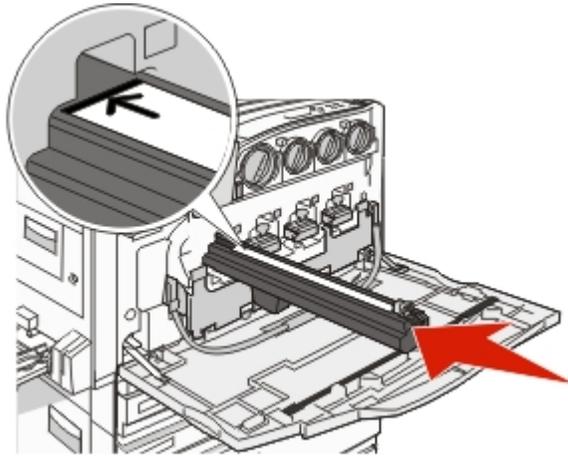
3 Remove the photoconductor(s) specified on the display.

Photoconductor color	Opening name
Black	E1
Cyan	E2
Magenta	E3
Yellow	E4

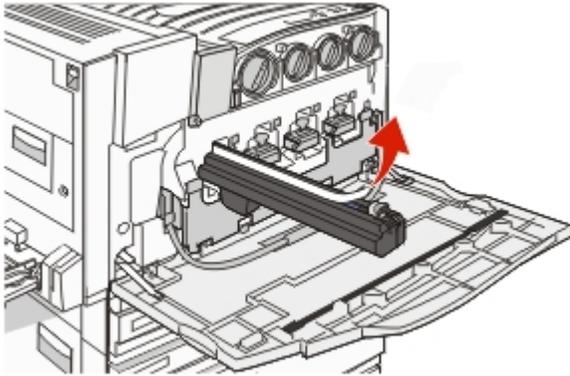


4 Unpack the replacement photoconductor.

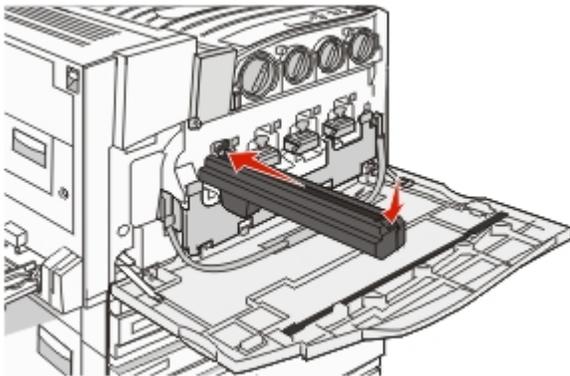
5 Align and insert the end of the photoconductor.



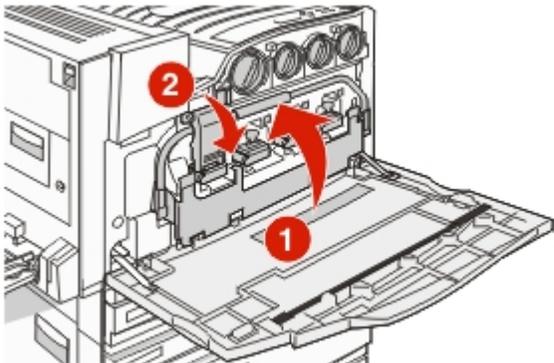
6 Remove the tape from the top of the photoconductor.



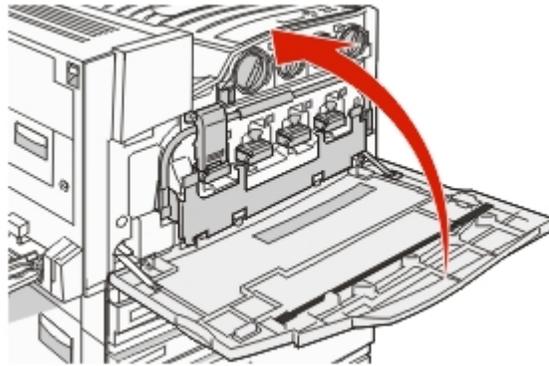
7 Press the button forward to insert the photoconductor while removing the casing.



8 Lift the bar up, and then press latch E5 down so that it holds the bar in position.



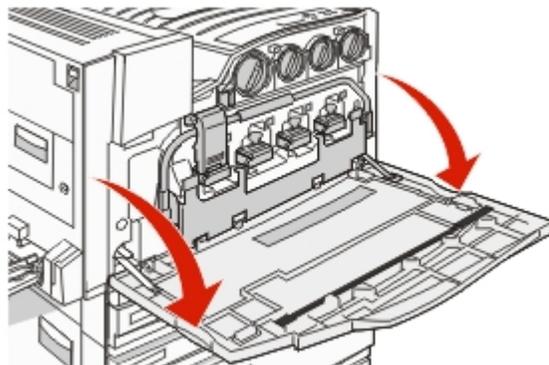
9 Close Door E.



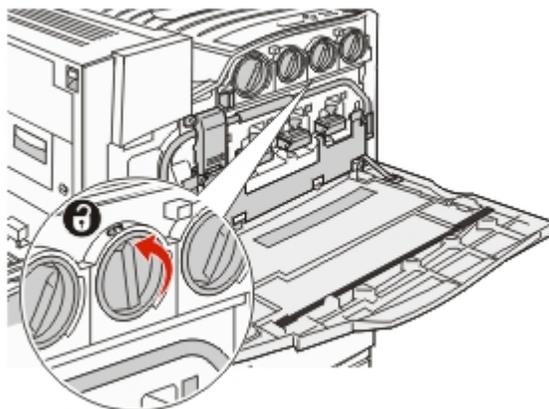
Replacing a toner cartridge

Replace the specified toner cartridge (cyan, magenta, yellow, or black) when **88 Replace <color> toner** appears. The printer will not continue printing until the specified cartridge is replaced.

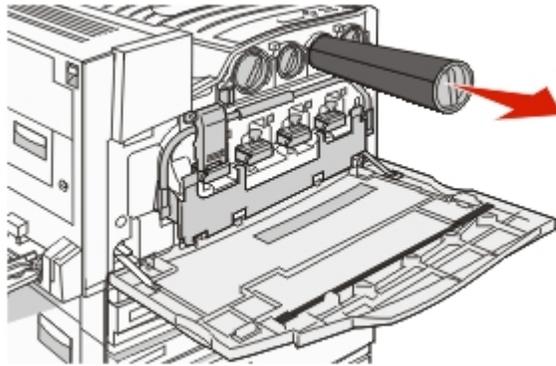
- 1 Make sure the printer is on and **Ready** or **88 Replace <color> toner** appears.
- 2 Unpack the new cartridge, and set it near the printer.
- 3 Open Door E (front printer door).



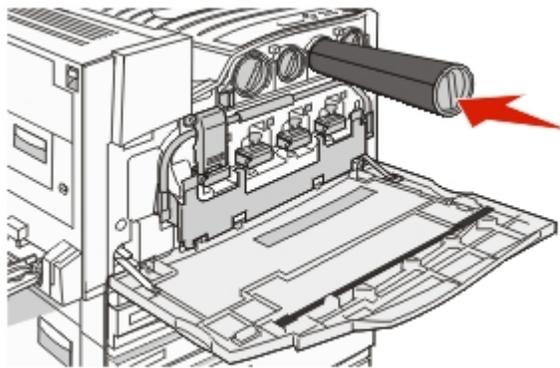
- 4 Unlock the specified cartridge by turning the cartridge counterclockwise until the arrow-shaped handle points toward the unlock symbol.



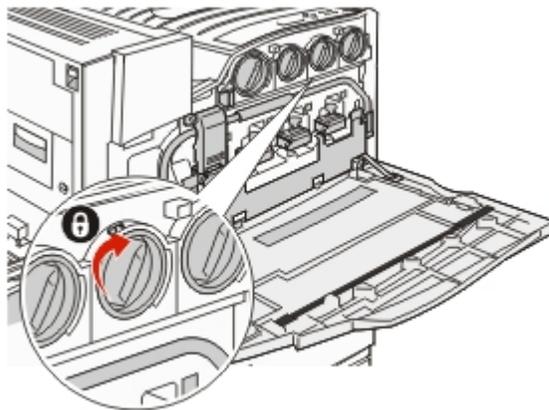
5 Remove the cartridge by gently pulling it away from the printer.



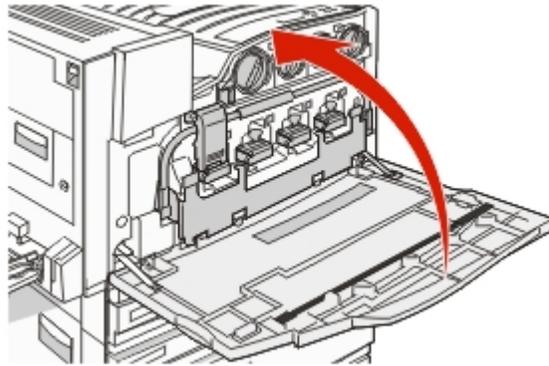
6 Align the arrow-shaped handle with the unlock symbol, and then insert the toner cartridge all the way into the opening.



7 Lock the cartridge by turning the arrow-shaped cartridge handle clockwise until it points toward the lock symbol.



- 8 Close Door E.



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, unplug the power cord from the wall outlet and disconnect all cables to the printer before proceeding.

- 2 Remove paper from the paper support and paper exit tray.

- 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 remove any ink residue that has accumulated on the paper exit tray.

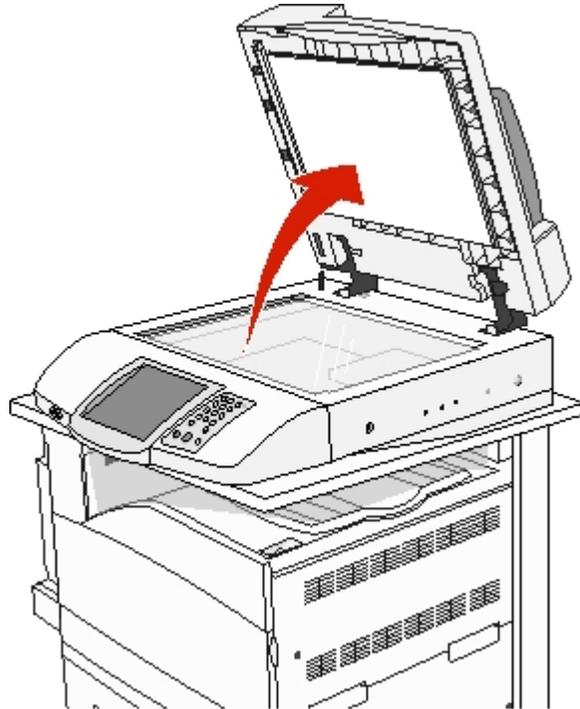
Warning—Potential Damage: Using a damp cloth to clean the interior may cause damage to your printer.

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

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.



- 3 Wipe the scanner glass until it is clean and dry.
- 4 Wipe the white underside of the scanner cover until it is clean and dry.
- 5 Close the scanner cover.

Recycling Lexmark products

To return Lexmark products to Lexmark for recycling:

- 1 Visit our Web site at www.lexmark.com/recycle.
- 2 Follow the instructions on the computer screen.

Moving the printer

If the printer location needs to change, or the printer and media handling options, like trays or finishers, need to be shipped to a new location, all media handling options must be removed from the printer. For shipping, pack the printer and media handling options securely to avoid damage.

Before moving the printer



CAUTION—TIPPING HAZARD: The base printer weighs 91.2 kg (201 lb); therefore, it requires two people to roll it safely. The scanner weighs 25 kg (55 lb); therefore, it requires two people to roll it safely while it is on its scanner shelf.

Follow these guidelines to avoid personal injury or printer damage:

- Use two people to roll the printer.
- Use two people to roll the scanner while it is on its scanner shelf.
- Before moving the printer:
 - Turn off the printer using the power switch, and then unplug the power cord from the wall outlet.
 - Disconnect all cords the cables from the printer.
 - Disconnect the connector bracket.
 - Remove all printer options.

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

Moving the printer and options to another location within the office

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

- Keep the printer in an upright position.
- Move the printer using a cart that has a surface able to support the full footprint of the printer. Move the options using a cart that has a surface able to support the dimensions of the options.
- Avoid severe jarring movements that may cause damage to the printer and options.

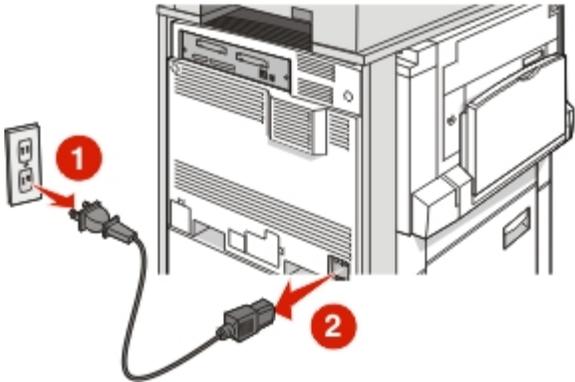
Disassemble the printer, scanner, and scanner shelf before moving items on any cart. For more information, see “Disassembling the printer from the scanner shelf prior to the move” on page 22.

Disassembling the printer from the scanner shelf prior to the move

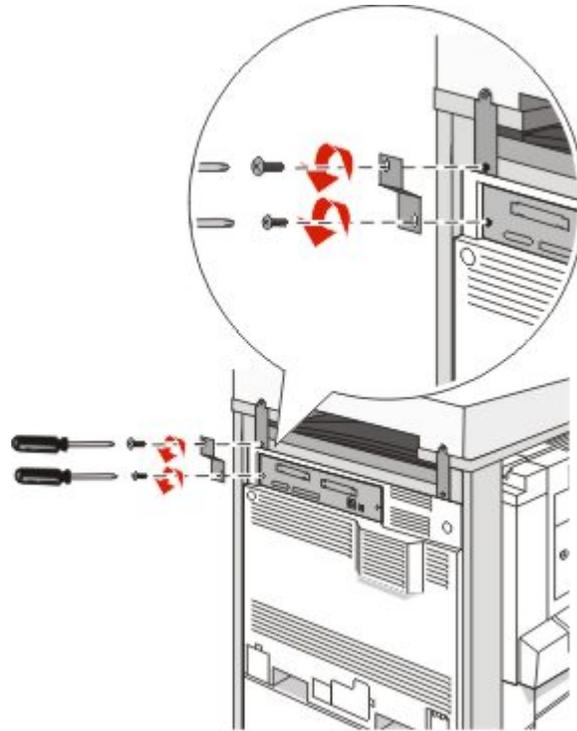
1 Turn the printer off.



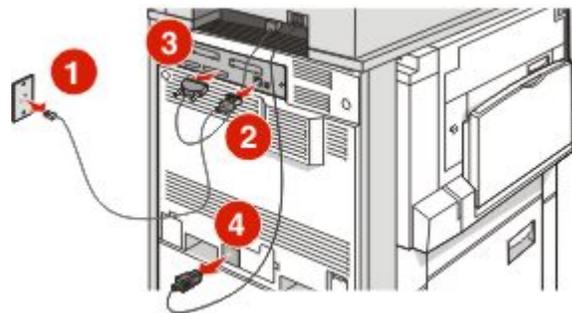
2 Unplug the printer power cord.



3 Remove the connector bracket.



4 Disconnect all cables from the back of the printer and scanner.

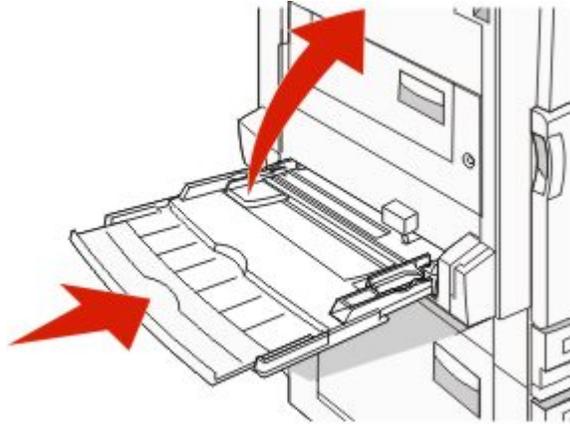


5 Remove any paper or specialty media from the standard exit bin.

6 Remove any paper or specialty media from the multipurpose feeder.

7 Grasp the extension on the multipurpose feeder, and then fully collapse it.

8 Push the multipurpose feeder up to close it.



9 Move the printer from under the scanner shelf.

 **CAUTION—TIPPING HAZARD:** The printer weighs 91.2 kg (201 lb); therefore, it requires two people to roll it safely.

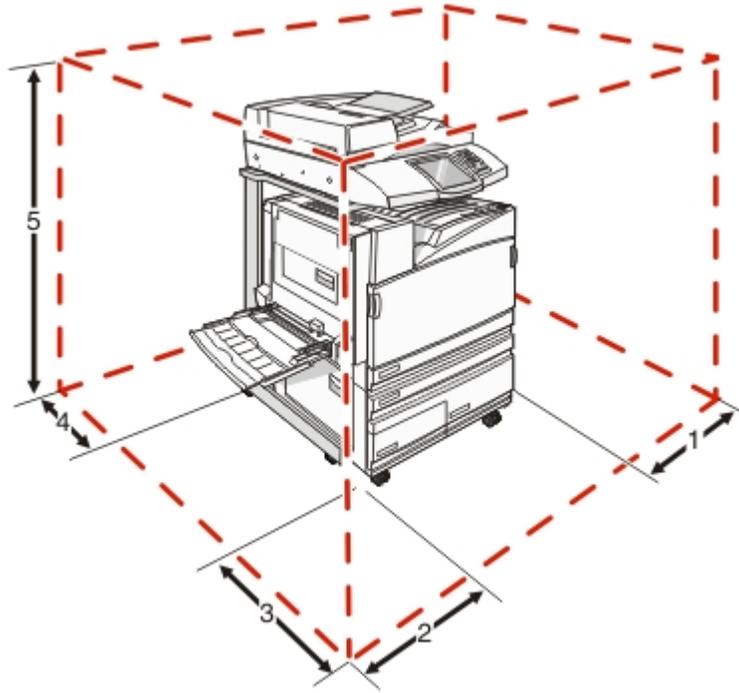


 **CAUTION—TIPPING HAZARD:** If you need to roll the scanner and its shelf elsewhere, the scanner weighs 25 kg (55 lb); therefore, it requires two people to roll it safely.

Setting the printer up in a new location

To set up your printer configuration again:

- 1 Unpack all items.
- 2 Select a proper location for the printer. For a basic printer, or a printer with an optional finisher, allow the following *recommended* amount of space around the printer:



1	50 mm (2 in.)
2	825 mm (2.7 ft)
3	418 mm (1.4 ft)
4	100 mm (4 in.)
5	1750 mm (5.8 ft)

- 3 Complete the setup of the printer and scanner by completing the “Setting up the printer” chapter in the *Setup Guide*.
- 4 Verify that the printer and scanner are functioning properly by printing a menu settings page.

Shipping the printer

If shipping the printer, the scanner, and any options, save the original packaging or call the place of purchase for a relocation kit. Disassemble all the items before packing. For more information, see “Disassembling the printer from the scanner shelf prior to the move” on page 22.