

When to Replace Lexmark Printer Toner

Article ID: KB0024565

Created: 2025-04-22 10:05:16

Updated: 2025-04-22 11:55:14

Author: {'link':

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Introduction

Title

When to Replace Lexmark Printer Toner

Purpose:

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Process

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Step 1.

Notifications you will see on your printer's screen as the toner cartridge goes through its lifecycle:

Supply Warnings (No need to place helpdesk ticket):

Low – Contact receives an automated email notification; printer continues to function.

Toner ships automatically upon this notification.

Near End of Life -Warning display on the LCD, printer will continue to run until toner cartridge is depleted. End of Life – Printer will stop and prompt the user for a new cartridge.

Please refrain from changing toner until 3rd notification. Why?

Changing before end-of-life leaves 10 to 20% unused toner in the cartridge. Changing toner out before the end-of-life message will result in the replacement not being ordered by the system. Essentially early replacement is the primary reason toner doesn't ship on the next cycle.

Misconceptions:

1. Print jobs will not be lost when the printer stops, it will continue where it left off, once the new cartridge is inserted.
2. Print quality will not diminish. Even though the cartridge is empty, there is a residual amount of toner left in the machine to maintain print quality.

VERY IMPORTANT:

Proactive Consumable Management performs at 100% accuracy when the devices are networked, powered up and consumables are not removed. Lexmark works daily on missing devices due to shut-off's and network issues. Please report network issues promptly by submitting a ServiceNow

ticket, to ensure timely delivery of toner.

DO NOT remove, shake, or switch consumables from device to device!!!!By doing this you will reset the system, and your device will not alert consumables and will not be ordered through the system. All consumable notifications are visible on the device panel.

If you have lost or did not receive your replacement toner, please contact the Help Desk or Submit a ServiceNow incident. Lexmark will investigate the order and process accordingly.

Additional Assistance

Need additional assistance?

Contact the Help Desk or submit a service now incident. Please let them know the steps you followed and the title of the article as well as any errors that may have occurred. The Help Desk is your partner in resolving this issue.

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DTI-EUX-Unified Services Lexmark Toner - L3