Lexmark E460dn Troubleshooting & Maintenance Guide

In this guide we will discuss what should be done to troubleshoot and maintain the Lexmark E460dn laser printer.
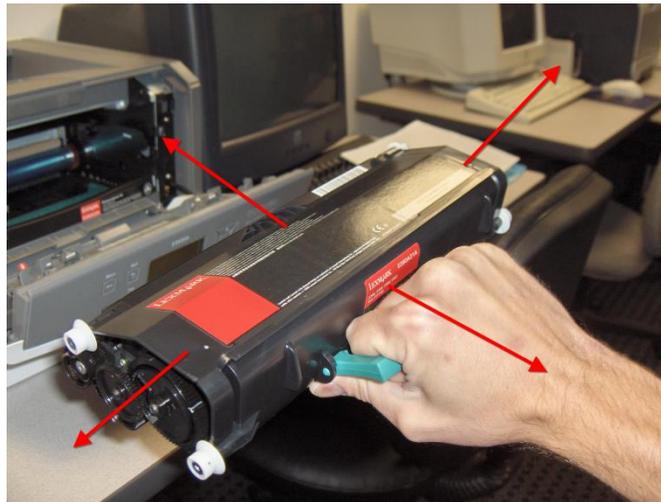
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Common Maintenance

Like many other kinds of printers, you need more than just the Lexmark E460dn laser printer itself to properly use the printer. You also need the toner cartridge, which supplies the printer with ink (a powder) and the Photoconductor Kit (PC Kit) which transfers the ink from the toner cartridge to the paper. Both of these units will need to be replaced as the printer notifies you. Frequency of replacing the toner and PC Kit varies depending on your printing volume.

Please note that the number of pages printed per toner cartridge is an estimate from Lexmark and meets with the ISO/IEC 19752 Standard. The printed page used in their estimate is a standard page with about 5% coverage, which is similar to our average invoice.

When to replace the toner?

Your printer will let you know when the toner needs to be replaced, however just because it says replace toner, doesn't necessarily mean it has to be done immediately. Since the toner is a powder, it can easily stick to the sides and top of the cartridge. When your printer says you are low and/or out of toner, take the toner out and shake it from side to side and top to bottom, loosening any residual toner stuck to the sides/top of the cartridge. **Be careful not to hit or drop the cartridge when shaking it.**

When to replace the Photoconductor Kit?

The Lexmark E460dn contains a page counter and it will warn you when it's time to replace the photoconductor kit. If your printed page still looks fine, it has no light spots, dark spots or missing words, you can reset the counter and continue to use the existing PC Kit for a little while longer. If the printed page is too light, dark or missing words, you should replace the PC Kit as soon as possible. Whether you choose the replace the PC Kit immediately or not, **you will need to reset the Photoconductor Counter.**

How to install toner

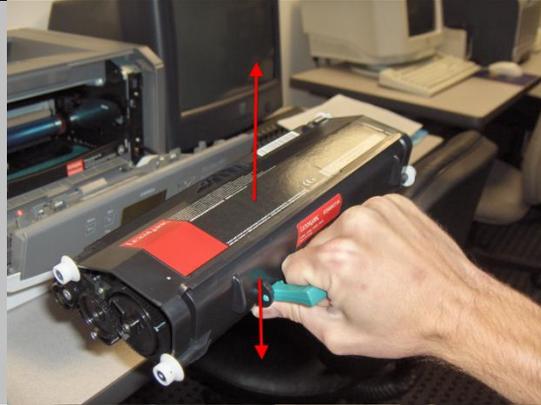|	
1. **Turn off power; switch is located on the back of the printer.**	
2. **Press button on left side of printer to open the front door.**	
3. **Press the release button at base of cartridge with thumb. Grasp the handle and pull up and out to remove the toner cartridge.** **Note: Photoconductor Kit will remain in printer**	

4. Unwrap the new toner cartridge. Lightly shake the new toner up and down to evenly distribute the toner.

5. Lightly shake the new toner from side to side to evenly distribute the toner.

6. Install the new toner by aligning the white rollers on the cartridge with the white arrows on the tracks of the photoconductor kit. Push in the toner cartridge as far as it will go (you should hear a click).

7. Close the front door of the printer.

8. Power the printer back on.
9. The printer LED Panel should read "Ready" if correctly installed.

How to Install Photoconductor Kit

1. **Turn off power; switch is located on the back of the printer.**

2. **Press button on left side of printer to open the front door.**

3. **Grasp the handle and pull up and out to remove toner cartridge and photoconductor kit.**

4. **Separate the toner cartridge and photoconductor kit by pressing the release button on the PC Kit (circled) and pulling up and out.**
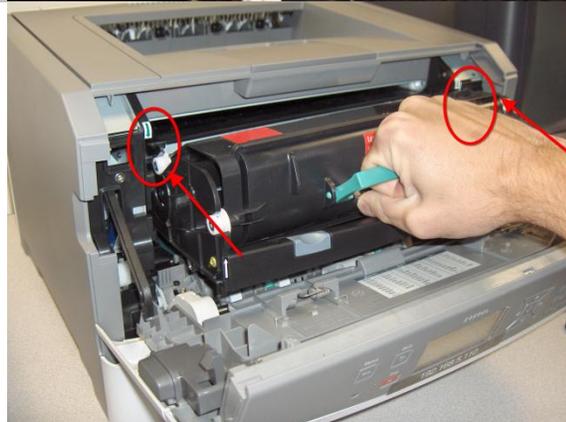
5. **Unwrap the new photoconductor kit. Do not touch the roller because it will affect the quality of future print jobs.**

6. **Install the toner cartridge back into the photoconductor kit. You should hear a click when the cartridge is completely pushed in.**

7. **Insert the toner and photoconductor kit back into the printer.**

8. **Close the front door of the printer.**

9. **Power the printer back on and**
10. **The printer LED Panel should read "Ready." Reset the PC Counter.**

How to Reset PC Counter

After you replace the photoconductor kit, reset the photoconductor counter.

To reset the photoconductor counter, open the front door of the printer (while still powered on), press and hold X until 'Resetting PC Counter' appears. The power light will blink and the printer will beep when the PC counter is finished resetting.

<u>Hardware/Accessory Part Numbers and Pricing (from Lexmark.com):</u>

Hardware

- ☐ Lexmark E460dn #: 34S0700

Accessories

- ☐ 250-Sheet Drawer #: 34S0250 ($129)
- ☐ 550-Sheet Drawer #: 34S0550 ($199)

Toner/Photoconductor Kit

- ☐ Regular Toner #: E260A11A ($100.99 with Return) Note: Yields 3,500 Pages
  - ○ 2.88 ¢/page
- ☐ High Yield #: E360H11A ($202.99 with Return) Note: Yields 9,000 Pages
  - ○ 2.25 ¢/page
- ☐ Extra High Yield #: E460X11A ($262.99 with Return) Note: Yields 15,000 Pages
  - ○ 1.75 ¢/page
    *Sage's recommended best buy
- ☐ Photoconductor Kit #: E260X22G ($26.99) Note: Yields 30,000 Pages