

Action	Yes	No
Step 5 Check the ADF separator roller for improper installation, wear, and damage. Is the ADF roller properly installed and free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Reinstall or replace the separator roller. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the ADF rollers for improper installation, wear, and damage. Are the ADF rollers properly installed and free of wear and damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall or replace the ADF roller. See “ADF roller removal” on page 289 . Does the problem remain?	Contact the next level of support.	The problem is solved.

User attendance messages (0–99.99)

User attendance messages

Error code	Description	Action
31.40	The toner cartridge is missing or unresponsive.	See “Unsupported or unresponsive toner cartridge service check” on page 122 .
31.60	The imaging unit is missing or unresponsive.	See “Unsupported or unresponsive imaging unit service check” on page 124 .
32.40	The toner cartridge is unsupported.	See “Unsupported or unresponsive toner cartridge service check” on page 122 .
32.60	The imaging unit is unsupported.	See “Unsupported or unresponsive imaging unit service check” on page 124 .
41.40	The imaging unit and toner cartridge are mismatched or incompatible.	See “Mismatched supplies error service check” on page 125 .
42.xx	The toner cartridge is incompatible due to printer region mismatch.	
43.40	A toner cartridge shutter error was detected.	
44.40	The toner cartridge and printer are mismatched.	
44.60	The imaging unit and printer are mismatched.	

Error code	Description	Action
80.0x	The remaining life of the fuser is nearly low.	See “Maintenance kit low service check” on page 125.
80.1x	The remaining life of the fuser is low.	
80.2x	The remaining life of the fuser is very low.	
80.3x	The fuser life has ended.	
80.4x	The fuser life has ended. The printer forces a hard stop on the fuser.	
84.0x	The remaining life of the imaging unit is nearly low.	
84.1x	The remaining life of the imaging unit is low.	
84.2x	The remaining life of the imaging unit is very low.	
84.3x	The imaging unit life has ended.	
84.4x	The imaging unit life has ended. The printer forces a hard stop on the imaging unit.	
88.0x	The remaining life of the toner cartridge is nearly low.	
88.1x	The remaining life of the toner cartridge is low.	
88.2x	The remaining life of the toner cartridge is very low.	
88.3x	The toner cartridge life has ended.	
88.4x	The toner cartridge life has ended. The printer forces a hard stop on the toner cartridge.	

Unsupported or unresponsive toner cartridge service check

Action	Yes	No
Step 1 Check whether the toner cartridge installed is genuine. Is the cartridge a genuine and supported Lexmark unit?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported Lexmark toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the toner cartridge contacts for contamination. b Check the toner cartridge for leaks and damage. Are the toner cartridge and its contacts free of contamination and damage?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Clean or replace the toner cartridge. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Check the toner cartridge smart chip contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 7.	Go to step 6.
Step 6 Clean, repair, or replace the smart chip contact. See “Toner cartridge smart chip contact removal” on page 233 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Reseat the smart chip contact cable on the controller board. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the sensor (cartridge barrel) and its actuator for damage and misalignment. Are the sensor and its actuator properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Replace the sensor. See “Cartridge barrel shutter sensor kit removal” on page 236 . Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Reseat sensor cable from the controller board. Does the problem remain?	Contact the next level of support.	The problem is solved.

Unsupported or unresponsive imaging unit service check

Action	Yes	No
Step 1 Check whether the imaging unit installed is genuine. Is the imaging unit a genuine and supported Lexmark unit?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported Lexmark imaging unit. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the imaging unit contacts for contamination. b Check the imaging unit for leaks and damage. Are the imaging unit and its contacts free of contamination and damage?	Go to step 5.	Go to step 4.
Step 4 Clean or replace the imaging unit. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Check the imaging unit smart chip contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 7.	Go to step 6.
Step 6 Clean or repair the smart chip contact. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Reseat the smart chip contact cable on the controller board. Does the problem remain?	Contact the next level of support.	The problem is solved.

Mismatched supplies error service check

Action	Yes	No
Step 1 Check whether the supplies installed are genuine. Are the supplies genuine and supported Lexmark units?	Go to step 3.	Go to step 2.
Step 2 Install genuine and supported Lexmark units. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the following: • Check if the supplies have matching types. Do not install MICR supplies together with non-MICR supplies. • Check if the supply is supported by the region. • Check if the supply is supported by the specific printer model. Is the affected supply the correct or matching unit?	Contact the next level of support.	Go to step 4.
Step 4 Replace the affected supply with the correct unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

Maintenance kit low service check

Action	Yes	No
Step 1 Print a test page using paper from a newly opened package, and then check the result. Are there print quality defects on the test page?	Go to step 2.	Go to step 3.
Step 2 Identify, and then resolve the print quality defect. See “Fixing print quality issues” on page 30 . Note: If a supply was replaced, then make sure that the maintenance kit count is reset. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check if the printer has feed problems by doing a feed test. Does the printer have a problem feeding during the test?	Go to step 4.	Go to step 5.