

P09 Brother HL-2370DW Replacing Cartridge/Drum Procedure

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 01/04/2023

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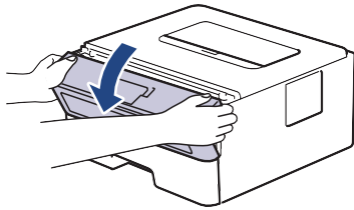
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Summary

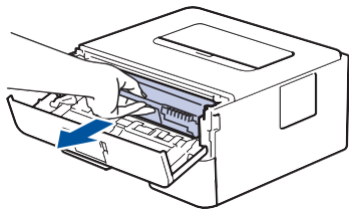
This document can be used to assist the volunteer on changing the printer cartridge and/or drum unit in the Brother HL-2370DW printer..

Replacing the Toner Cartridge

1. Make sure the machine is turned on.
2. Open the front cover.



3. Remove the toner cartridge and drum unit assembly from the machine.

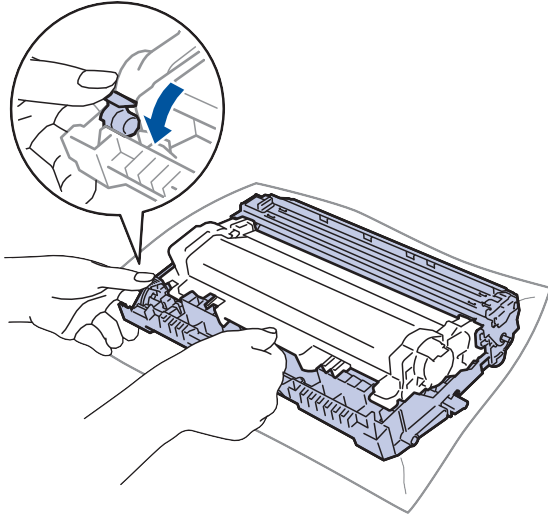


4. Push down the green lock lever and take the toner cartridge out of the drum unit.

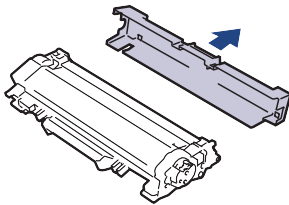
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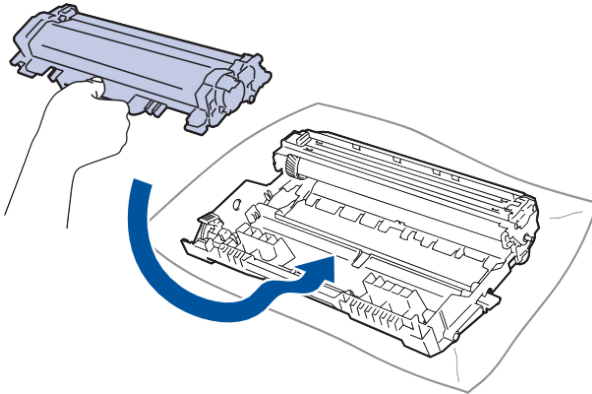
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5. Unpack the new toner cartridge.
6. Remove the protective cover.



7. Push the new toner cartridge firmly into the drum unit until you hear it lock into place.



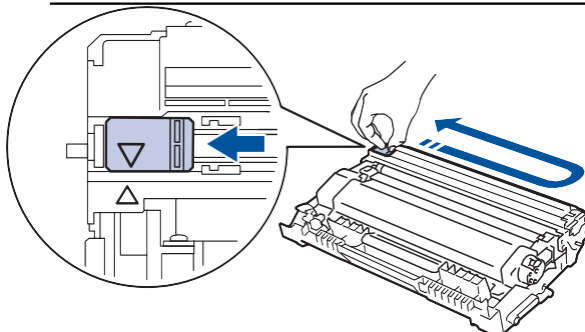
Make sure you put the toner cartridge incorrectly or it may separate from the drum unit.

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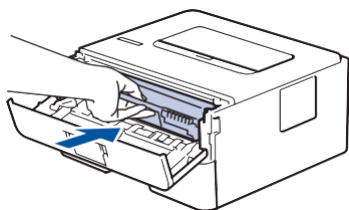
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8. Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Be sure to return the tab to the Home position (a). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

9. Install the toner cartridge and drum unit assembly back into the machine.



10. Close the front cover of the machine.

Note

- Do not turn off the machine or open the front cover until the machine returns to Ready Mode.
- The toner cartridge that comes with your Brother machine is a Starter toner cartridge.
- It is a good idea to keep a new toner cartridge ready for use when you see the Toner Low warning.
- To ensure high quality printing, we recommend using only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, contact Brother Customer Service.
- DO NOT unpack the new toner cartridge until you are ready to install it.

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- If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- Brother strongly recommends you DO NOT refill the toner cartridge provided with your machine. We also strongly recommend you continue to use only Genuine Brother Brand replacement toner cartridges which may be ordered from Tax-Aide's consumables supplier.

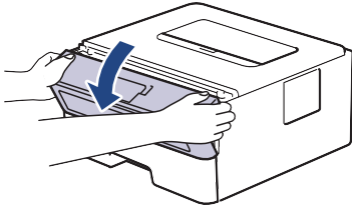
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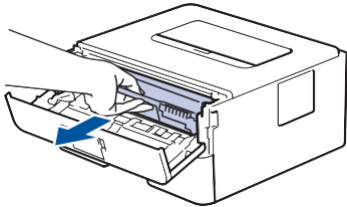
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Replacing the Drum Unit

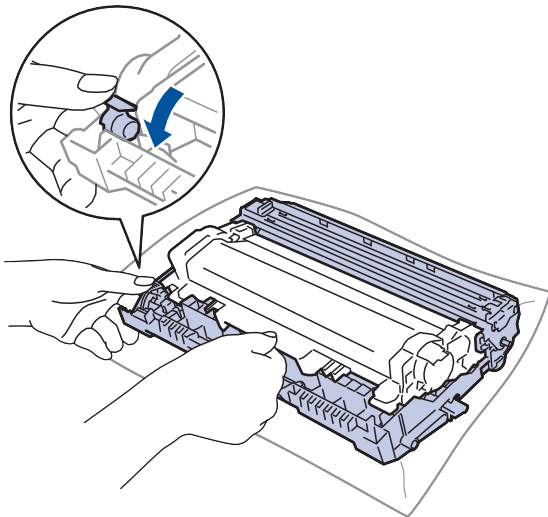
1. Make sure the machine is turned on.
2. Open the front cover.



3. Remove the toner cartridge and drum unit assembly from the machine.



4. Push down the green lock lever and take the toner cartridge out of the drum unit.

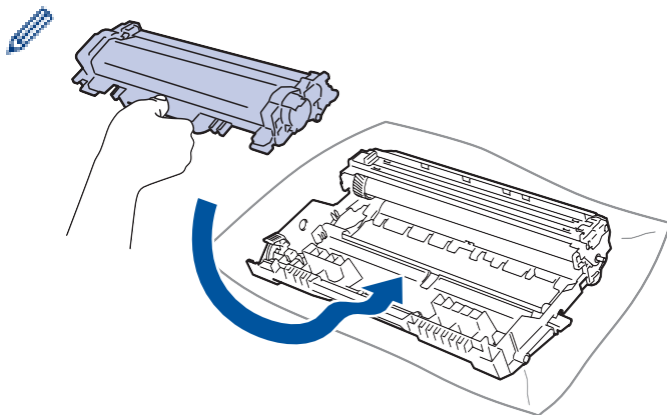


5. Unpack the new drum unit.
6. Push the toner cartridge firmly into the new drum unit until you hear it lock into place.

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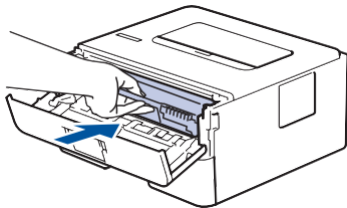
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Make sure you put the toner cartridge in correctly or it may separate from the drum unit.

7. Install the toner cartridge and drum unit assembly back into the machine.



8. Close the front cover of the machine.

After installing the new drum unit, you must reset the drum counter. See *Related Information: Reset the Drum Counter*.

Note

- Drum wear and tear occurs due to use and rotation of the drum and interaction with paper, toner and other materials in the paper path. In designing this product, Brother decided to use the number of rotations of the drum as a reasonable determinant of the drum life. When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product's LCD will advise you to replace the drum. The product will continue to function; however, print quality may not be optimal.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.

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- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 12,000 pages (based on 1 page per job [A4/Letter single-sided pages]). The number of pages may be affected due to a variety of factors including but not limited to media type and media size.

Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.

- For best performance, use only genuine Brother toner.
- The machine should be used only in a clean, dust-free environment with adequate ventilation.
- Printing with a non-Brother drum unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage does not apply to problems caused by the use of a non-Brother drum unit.

Recycle used printer Cartridges and Drums

Many stores such as Staples will recycle used printer cartridges and drums and in some cases, will set up an account so you can earn store credit for the return. There may be other options in your area. **We strongly urge you to recycle!**

Procedure:

- 1) Place the old cartridge and/or drum in packaging from the new one.
- 2) Put the old cartridge/drum in the box from the new one.
- 3) Place a "USED" sticker on the box or write on it "USED".
- 4) Arrange with your TC or LC to have them taken to the recycling center.

Revision History

Version #	Date	Initials	Comments
1	1/5/2023	JB	Initial Release