

Brother HL-2370DW Cartridge and Drum Replacement Guide

Summary

This guide provides step-by-step instructions to assist volunteers in replacing the toner cartridge and/or drum unit in the Brother HL-2370DW printer.

Replacing the Toner Cartridge

1.	Ensure the printer is powered on
2.	Open the front cover
3.	Remove the toner cartridge and drum unit assembly from the device
4.	Depress the green lock lever and separate the toner cartridge from the drum unit
5.	Unpack the new toner cartridge
6.	Remove its protective cover
7.	Push the new toner cartridge firmly into the drum unit until you hear it lock into place

***Note:** Correct placement is essential to prevent separation from the drum unit. *

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.
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***Note:** Be sure to return the tab to the “Home” position, ensuring the arrow on the tab aligns with that on the drum unit. If it is not, printed pages may have a vertical stripe. *

9.	Install the toner cartridge and drum unit assembly into the machine
10.	Close the front cover of the machine

Notes:

Do not power off the printer or open the front cover until the device returns to Ready Mode
The included toner cartridge is a starter unit
It is recommended to keep a replacement toner cartridge available when the “Toner Low” warning appears
Order replacement cartridges via AARP Tax-Aide consumables supplier, Graceworkz. Contact your LC or DC for procurement; one person per split state is typically authorized for orders
Only unpack a new toner cartridge immediately prior to installation to avoid shortened lifespan.
Refilling toner cartridges is not endorsed; replacements must be purchased through Graceworkz
The printer will automatically reset the toner counter with each new cartridge. Manual resets are unnecessary. Each cartridge contains a chip tracking page count, and a warning display when near maximum yield. Printing can continue until output fades, which generally occurs after several hundred additional pages

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
4.	Press 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 in place
7.	Install the toner cartridge and drum unit assembly back into the machine
8.	Close the front cover of the machine

***After installing a new drum unit, reset the drum counter. ***

Resetting the Drum Counter

When installing a new drum unit, complete the following to reset the drum counter:

***Do not perform this procedure unless you replace the drum unit ***

1.	Confirm the printer is powered on
2.	Close the front cover
3.	Simultaneously press OK and the Up-arrow key
4.	Press OK to select “ Drum ”
5.	Press the Down arrow to reset the counter

Notes:

Drum wear results from regular usage and contact with paper, toner, and other materials; drum life is measured by rotations. When the predefined limit is reached, an LCD message will prompt replacement. While the printer will continue to operate, print quality may decline.
Exposure of the unpacked drum to sunlight or prolonged room light may cause damage
Drum lifespan is variable, affected by environmental conditions, media type, and usage; average is approximately 12,000 single-sided pages under ideal conditions but is not guaranteed
Procure all consumables exclusively through Graceworkz. Contact your LC or DC for orders; only designated personnel may submit requests
Operate the machine in a clean, dust-free environment with sufficient ventilation
Use of non-Brother drum units may compromise print and product quality. Warranty does not cover issues resulting from non-Brother products

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.

Procedure:

1.	Place the old cartridge and/or drum in packaging from the new one
2.	Put the packaged item in the box from the new product
3.	Label the box “USED” with either a sticker or written note
4.	Coordinate with your TC or LC to arrange delivery to a recycling facility

For further detailed information see [P09 Brother HL-L2370DW Printer Replacing Cartridge Drum Procedure](#)