CLEANING THE DRUM UNIT

DCP9040CN, DCP9045CDN, HL4040CN, HL4040CDN, HL4070CDW, MFC9440CN, MFC9450CDN & MFC9840CDW

The following is a procedure for cleaning the drum unit using either a medical alcohol swab (available at local retail pharmacy or drugstore) or a cotton swab that has been moistened with Isopropyl alcohol. **Warning:** *Isopropyl alcohol is flammable and should be kept away from fire or flame.*

Please note that this cleaning process may have to be repeated several times to remove certain kinds of foreign material from the drum unit surface.

In some cases, the foreign material can not be removed and the drum unit will require replacement.

1. Turn off the machine’s power switch.
2. Unplug the telephone line cord first (if applicable), disconnect all cables, and then unplug the power cord from the AC power outlet.
3. Press the front cover release button and then fully open the front cover.
4. Grasp the green handle of the drum unit. Lift the drum unit up slightly and then pull it out until it stops.
5. Release the gray lock lever (1) that is on the left side of the machine. Lift the front of the drum unit and pull the drum unit completely out of the machine using the green handles on the drum unit.

**CAUTION**

Hold the handles of drum unit when you carry it. DO NOT hold the sides of the drum unit.

**CAUTION**

We recommend that you place the drum unit on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.
6. Hold the handle of the toner cartridge and pull it out of the drum unit. Repeat this for all of the toner cartridges.

**CAUTION**

We recommend that you place the toner cartridges on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.

HANDLE THE TONER CARTRIDGE CAREFULLY. IF TONER SCATTERS ON YOUR HANDS OR CLOTHES, Wipe or wash it off with cold water immediately.

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.
7. Turn the drum unit over by holding the green handles. Make sure that the drum unit gears (1) are on the left hand side.

8. Look at a print sample to identify the color causing the problem. The color of the spots or print defect is the color of the drum you should clean. For example, if the spots or print defect is cyan, you should clean the drum for cyan. Put the print sample in front of the drum, and the find the exact position of the poor print.

**NOTE**

_The Cyan drum will be closest to you then further out will be Magenta, then Yellow and Black will be the farthest from you._

9. Turn the drum unit gear toward you by hand while looking at the surface of the drum (1).

10. When you have found the mark on the drum that matches the print sample, wipe the surface of the drum gently with a prep pad or cotton swab until the dust or paper powder on the surface comes off.

**CAUTION**

_The drum is photosensitive and should not be touched directly with your fingers or hand as it will result in body oils being applied to the drum unit._

_DO NOT attempt to clean the surface of the photosensitive drum with any sharp object._

11. Allow the alcohol to evaporate from the drum surface before continuing. In some cases there maybe several areas on a drum that require cleaning.
12. Turn the drum gear towards you enough times to inspect the entire drum surface. Use the numbers next to the drum gear as a reference to ensure the drum has been rotated completely.

13. Turn the drum unit over by holding the green handles.

14. Reinstall the toner cartridges by holding the handle of the toner cartridge and slide the toner cartridge into the drum unit. Make sure that you match the toner cartridge color to the same color label on the drum unit, and make sure that you fold down the toner cartridge handle (A) once the toner cartridge is in place. Repeat this for all the toner cartridges.

1  C - Cyan
2  M - Magenta
3  Y - Yellow
4  K - Black
15. Put the drum unit back in the machine as follows.
   a. Make sure that the gray lock lever (1) is in the up position and put the drum unit in the machine.
      Push down the gray lock lever (1).

**NOTE**

When you put the drum unit in the machine, match the green guides (1) of the drum unit handle to the green arrows (2) on both sides of the machine.
b. Push the drum unit in until it stops.

17. Reconnect all cables and the telephone line cord (if applicable).

18. Plug the AC power cord into an AC outlet, and then turn on the machine’s power switch.

19. Test the machine by printing a document. Compare this print result to prior prints to see if the quality has been improved.

**NOTE**

*In some cases it maybe necessary to repeat the cleaning process. If the issue can not be resolved, the drum unit will have to be replaced.*

16. Close the front cover of the machine.