MFC-L8690CDW

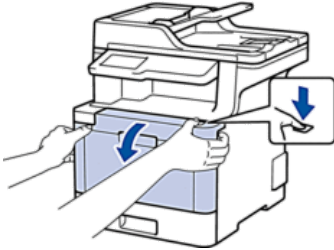# ❓ FAQs & Troubleshooting

Replace Drum

The Brother machine has separate consumables - the toner cartridges and the drum unit. Verify you replace only the drum unit and not the toner cartridges. If you want to know their difference, refer to "What is the difference between the toner cartridge and the drum unit?"
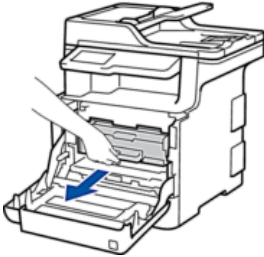
Replace the drum following the steps below:

- Replacing the drum unit
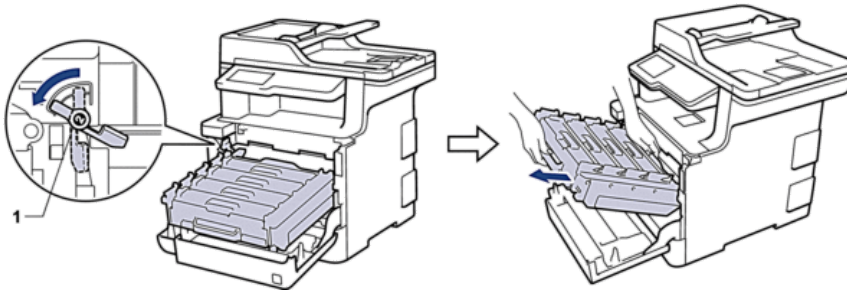- Reset the drum counter

Replacing the drum unit

1. Make sure the machine is turned on.
2. Press the front cover release button and pull open the front cover.
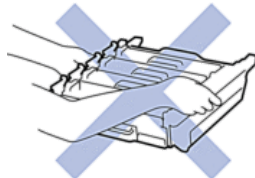

3. Hold the drum unit's green handle. Pull the drum unit out of the machine until it stops.

4. Turn the green lock lever (1) counterclockwise until it locks in the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.
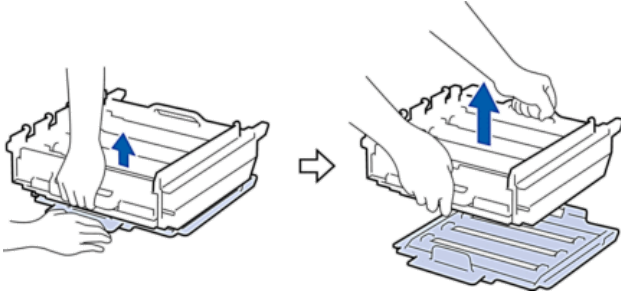

Hold the green handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.
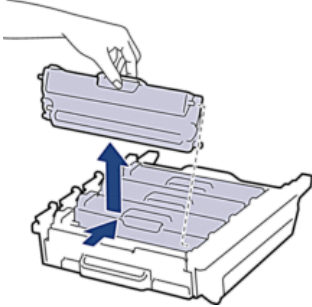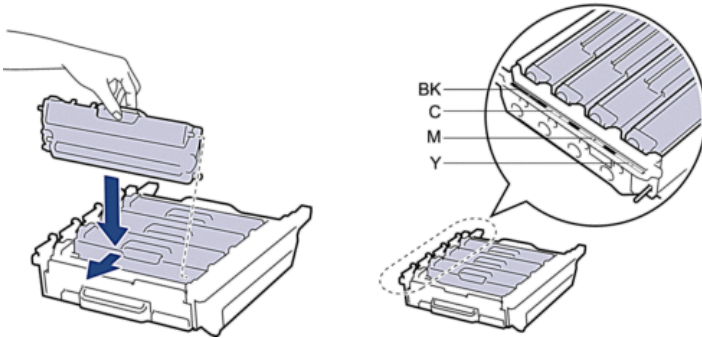

5. Unpack the new drum unit.

6. Remove the protective cover.

7. Hold the handle of the toner cartridge and gently push it away from you to unlock it. Pull it up and out of the drum unit. Repeat this for all toner cartridges.
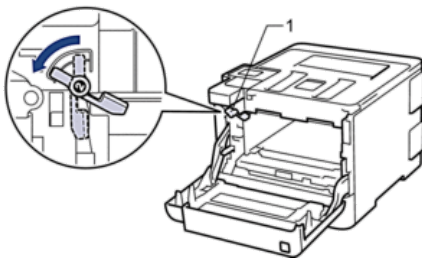

8. Reinsert the toner cartridge into the new drum unit and gently pull it toward you until you hear it lock into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all toner cartridges.
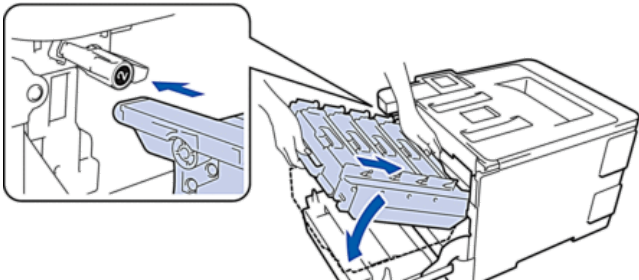

> Make sure you put the toner cartridge in correctly or it may separate from the drum unit.

9. Make sure the green lock lever (1) is in the release position, as shown in the illustration.

10. Gently slide the drum unit into the machine until it stops at the green lock lever.
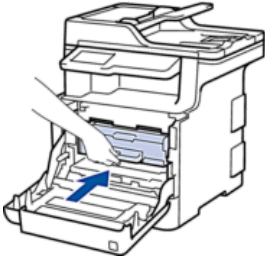
11. Turn the green lock lever clockwise to the lock position.

12. Using the green handle, push the drum unit back into the machine until it locks in place.

13. Close the machine's front cover.

Reset the drum counter

When you replace the drum unit with a new one, you must reset the drum counter by completing the following steps:

1. Make sure the machine is **turned on**.

2. Press (**Settings**) > **All Settings** > **Machine Info.** > **Parts Life**.

> If your machine displays the **All Settings** menu on the Home screen, skip the **Settings** menu.

3. Press and hold **Drum** until the machine's display message changes.
4. Press **Yes**.
5. Press (**Home**).

If your question was not answered, have you checked other FAQs?

Go to the Top page in the FAQs & Troubleshooting section
See other FAQs in this category

Have you checked the manuals?

Go to the Manuals section

If you need further assistance, please contact Brother customer service:

Go to the Contact Us section

Related Models

DCP-L8410CDW, MFC-L8690CDW, MFC-L8900CDW, MFC-L9570CDW(T), MFC-L9577CDW

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