

# Trouble-shooting Care Sheet

HL-5240/50N/70

HL-5340/50/70

## Consumables



**Toner  
Empty**

**When the Toner is Empty replace using the following instructions:**



1. Hold the cover release button and pull the front cover open. (Fig 1)
2. Pull out the drum & toner assembly towards yourself. (Fig 2)
3. Pull down the blue lever on the right hand side to unlock and lift out the toner (Fig 3)
4. Remove all packing material and install new toner into drum unit. Replace drum & toner assembly into main body of machine

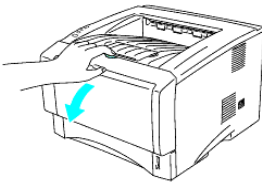


Fig 1

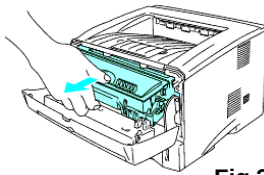


Fig 2

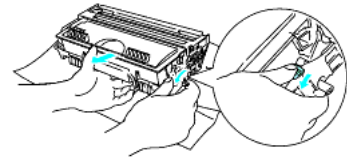


Fig 3

- Do not swap drums or toners between printers – this corrupts vital page count information.
- Never reset the drum counter unless replacing with a new drum unit

### Drum replacement:



1. Hold the cover release button and pull the front cover open. (Fig 1)
2. Pull out the drum & toner assembly towards yourself. (Fig 2)
3. Pull down the blue lever on the right hand side to unlock and lift out the toner (Fig 3)
4. Insert toner into new drum, replace drum/toner assembly into machine.
5. Reset drum life (Open front cover press and hold GO until all lights lit, let go off GO, close front cover)



**Drum  
Life End**

# Paper Feed Problems



**Paper Jam /  
Out of Paper**

## Paper Jam/Out of Paper

- Check machine has paper in paper tray (Fig 1)
- Always try turning the machine OFF/ON if the error light clears then it is commonly “something” external to the machine that has caused the problem and would suggest the machine is ok.
- If the error clears try a Test Print – Press GO 3 times quickly

## How to check for Jams:

- Remove paper tray and check paper is sat straight and in order (Fig 1)
- Open front cover of machine to access main body, remove drum & toner check for paper jams/obstructions here (Fig 2a & b)
- Separate drum & toner check for paper jams within drum
- Check for paper jams behind rear cover of machine (Fig 3)

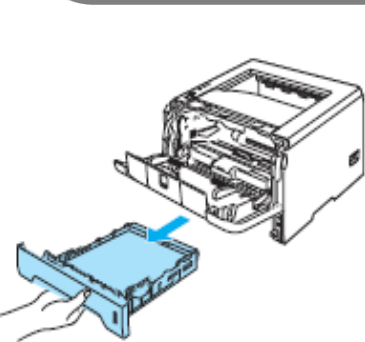


Fig 1

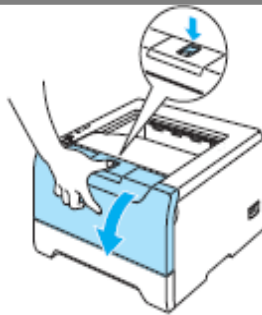


Fig 2a

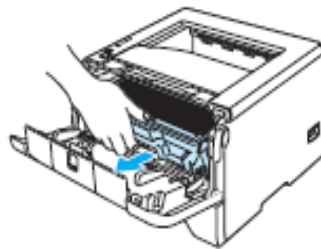


Fig 2b

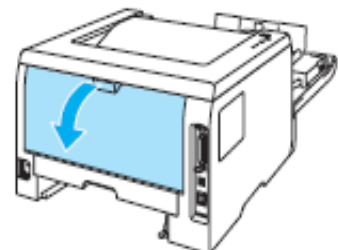
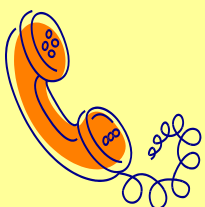


Fig 3



The red roller at the rear will be very hot when the machine has been in use. If the paper is jammed here, turn off power for at least 45 minutes to cool down before removing paper.



**If the error is still in place after trying:**

- Check for jams (using above instructions)
- Turning power off/on
- (OR) Jammed paper can not be removed

**Contact the Brother Helpline 0870 830 4000**

# Print Quality Issues (Part 1)



Always try an internal test page if print quality is poor.

**Test Print – Press GO 3 times quickly**  
*Does this print ok?*

**Yes – The problem is not specific to the machine and will likely be a pc setting, speak to the Network Administrator.**

**No – If this shows poor print quality see below**



Gray background

**Replace Toner Cartridge (See care sheet consumables)**



Faint

**Try replacing the Toner cartridge (See care sheet consumables)**

**Clean the drum unit (see instructions overleaf)**

**Replace drum unit (See care sheet consumables)**



White lines down the page

**Clean Scanner Glass**

**Open front cover of machine remove drum & toner assembly**

**Locate thin piece of glass (width of A4 paper) on roof of machine (Fig 1 & 2)**

**Clean with dry cloth**

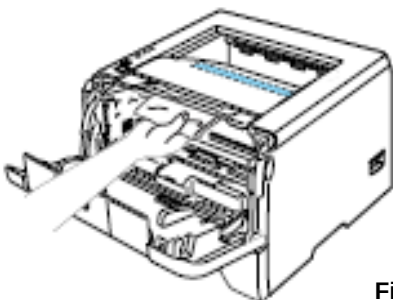


Fig 1



Fig 2

## Print Quality Issues (Part 2)



Black toner marks across the page



Black lines down the page



Lines across the page

### Lines/marks on page

- Clean Drum (Below)
- Clean Corona Wire (Below)
- Replace drum if cleaning does not resolve

### Cleaning Drum Unit

- Open front cover of machine & remove drum and toner assembly
- Separate drum & toner apart
- Looking inside the grey drum unit, you should be able to locate the Metallic Brown roller
- Using the cog to the left hand side rotate this around to turn the roller, locate any marks/dirt/damage etc on the drum (*Fig1*)
- Clean with a dry cotton swab or cloth until the drum is clean (*Fig 2*)

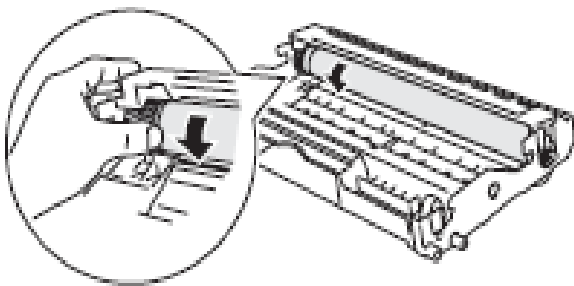


Fig 1

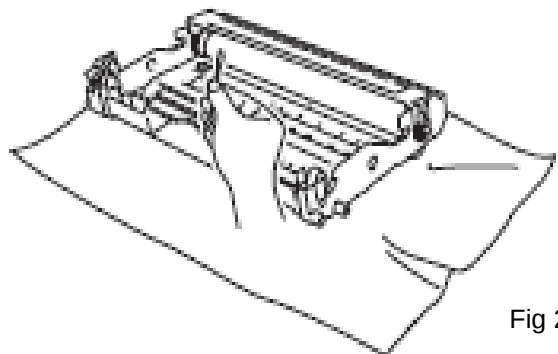


Fig 2



Avoid touching the surface of the roller inside the drum as this is photo sensitive and can easily become damaged. Do not clean with any solution or water. Avoid touching the surface with any sharp objects

### Cleaning Corona Wire

- Open front cover of machine & remove drum and toner assembly
- Locate blue clip and wire on top of grey drum unit
- Slide blue clip slowly from left to right approx 8-10 times
- Clip back into original start position over to side located with arrow