



Services Marketing Bulletin

Announcing the discontinuance of Maintenance Services, Spare Parts, Training, and Call Support for Select Products

End of Service Life for the period 2020 through 2023

September 2020

End of Service Life on Select Products for the Period 2020-2023

Description

This announcement provides notification of Lexmark's plans to discontinue services on select products that are no longer manufactured or marketed for the period 2020 through 2023.

Providing a 4-year outlook is intended to ensure ample time for customers and Lexmark personnel to anticipate and prepare for discontinuance of services on affected products, including maintenance services, spare parts, service training, and call support.

End of Maintenance Services (EOMS)

Maintenance Services will be discontinued on the machine types and models listed as of the EOMS effective date. Maintenance services include all Lexmark service offerings and per incident repair.

Sales and/or renewals of Lexmark Extended Warranty or other service agreements on affected products will be prorated such that the agreement expiration occurs on or before the EOMS effective date. New agreements which obligate Lexmark for maintenance services beyond the EOMS effective date will not be accepted.

If discontinuance of maintenance services occurs prior to expiration of an existing Lexmark agreement, advance notification of cancellation of the agreement as of the EOMS effective date must be provided to customers consistent with the terms of the service agreement.

Training services will be discontinued on the machine types and models listed as of the EOMS effective date. Training services include instructor led and/or Computer Based Service Training, service training exams for warranty certification, exam results, and exam reporting. Based on product availability and training platform, Instructor Led or Computer Based Service Training on affected products may be available for a fee upon customer request.

Call support, as well as updates for firmware, security, and software will be discontinued on the machine types and models listed as of the EOMS effective date.

End of Parts Support (EOPS)

Spare parts will be obsolete and parts will no longer be available from Lexmark on affected products as of the EOPS effective date.

Lexmark may have a limited number of parts available for products with limited parts support after the End of Maintenance Service date. Although there is a high probability that consumable service parts (i.e. Fusers, Maintenance Kits and ITU's) will be available, all orders for spare parts are subject to availability.

Lexmark Machine Types and Machine Models Affected by 2020 Announcement

Services: Maintenance, Spare Parts, Service Training, Call Support

Parts: Spare Parts (Customer Replaceable Unit, Field Replaceable Unit, Maintenance Kits)

Key:

	Support Available (through year end)
	Limited Parts Availability (through year end)
	Support Discontinued (start of year)

Machine Type	Machine Model	Printer Name	Support	2020	2021	2022	2023	2024
5026	2xx, 4xx	C734, C736	Services					
			Parts					
7526	2xx, 4xx, 6xx	X734, X736, X738	Services					
			Parts					

Machine Type	Machine Model	Printer Name	Support	2020	2021	2022	2023	2024
7500	0xx, 1xx, 2xx	X850, X852, X854, XM850, XM852, XM854	Services					
			Parts					
7500	4xx, 6xx, 8xx	X860, X862, X864, XS860, XS862, XS864	Services					
			Parts					
4062	01x, 2xx, 4xx, 630	T650, T652, T654, T656, T652	Services					
			Parts					
7462	0xx, 2xx, 4xx	X651, X652, X654, X656, X658, XS651, XS652, XS654, XS658	Services					
			Parts					
258x, 259x	100, 110	2580, 2581, 2590, 2591	Services					
			Parts					

Machine Type	Machine Model	Printer Name	Support	2020	2021	2022	2023	2024
5026	3xx, 5xx	C746, C748, CS748	Services					
			Parts					
7526	57x, 77x	X746, X748, XS748	Services					
			Parts					

Machine Type	Machine Model	Printer Name	Support	2020	2021	2022	2023	2024
5062	2xx	C792	Services					
			Parts					
7562	4xx	X792	Services					
			Parts					



Administrative information

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