



Services Marketing Bulletin

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

End of Service Life for the period 2021 through 2026

November 2021

End of Service Life on Select Products for the Period 2021-2026

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 2021 through 2026.

Providing a 5-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, firmware support and spare parts.

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 will be discontinued on the machine types and models listed as of the EOMS effective date.

Firmware Support

Firmware Support will be discontinued on the machine types and models listed as of the Firmware effective date. Firmware Support includes Security Fixes, Bug Fixes and Call Support.

Lexmark may have a limited Firmware Support prior to the discontinuation of Firmware Support. Limited Firmware Support includes only Security Fixes.

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 2021 Announcement

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

Firmware Support: Security Fixes, Bug Fixes, Call Support

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

Key:

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

Machine Type	Machine Model	Printer Name	Support	2021	2022	2023	2024	2025	2026
7013	23x, 43x	X26x / X36x	Services						
			Firmware						
			Parts						
7014	43x, 63x	X46x	Services						
			Firmware						
			Parts						
4513	2xx, 4xx, 6xx	E260 / E360 / E46x	Services						
			Firmware						
			Parts						
7500	xxx	X85x	Services						
			Firmware						
			Parts						
25xx	1xx	25xx	Services						
			Firmware						
			Parts						

Machine Type	Machine Model	Printer Name	Support	2021	2022	2023	2024	2025	2026
4061	0xx, 2xx, 4xx	T64x	Services						
			Firmware						
			Parts						
7002	0xx, 1xx	X64x	Services						
			Firmware						
			Parts						
7500	4xx, 6xx, 8xx	X86x	Services						
			Firmware						
			Parts						

Machine Type	Machine Model	Printer Name	Support	2021	2022	2023	2024	2025	2026
4062	0xx, 2xx, 4xx	T65x	Services						
			Firmware						
			Parts						
4062	6xx	T656	Services						
			Firmware						
			Parts						
7462	0xx, 2xx, 4xx, 6xx	X65x	Services						
			Firmware						
			Parts						
5026	3xx, 5xx	C74x	Services						
			Firmware						
			Parts						
7526	5xx, 7xx	X74x	Services						
			Firmware						
			Parts						
5041	0xx	C925	Services						
			Firmware						
			Parts						
7541	03x	X925	Services						
			Firmware						
			Parts						
4036	31x	MX6500e	Services						
			Firmware						
			Parts						
25xx	5xx	25xx+	Services						
			Firmware						
			Parts						

Machine Type	Machine Model	Printer Name	Support	2021	2022	2023	2024	2025	2026
5062	2xx	C792	Services						
			Firmware						
			Parts						
7562	4xx	X792	Services						
			Firmware						
			Parts						
5058	03x	C950	Services						
			Firmware						
			Parts						
7558	0xx, 2xx, 4xx	X95x	Services						
			Firmware						
			Parts						

Machine Type	Machine Model	Printer Name	Support	2021	2022	2023	2024	2025	2026
5027	2XX, 4XX, 6XX	CS31x/CS41x/CS51x	Services						
			Firmware						
			Parts						
7527	2XX, 4XX, 6XX	CX31x/CX41x/CX51x	Services						
			Firmware						
			Parts						

Administrative information

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