



Product Support Marketing Bulletin

Plans for the Discontinuance of Maintenance Services,
Firmware Support, Spare Parts, and Supplies
for Select Products

For the Period 2022-2029

December 2022

Planned End of Support on Select Products for the Period 2022-2029

Description

Lexmark is announcing End of Product Support plans for select products during the 2022-2029 timeframe.

We are providing a 7-year outlook to give our customers, partners and representatives ample time to prepare for the transition.

This document covers maintenance services, firmware support, spare parts, and supplies.

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 repairs.

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 offer 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.

Supplies Discontinuation

Supplies for the machine types and models listed will be discontinued during the second half of the year of the Supplies effective date. Lexmark will publish separate Supplies Marketing Bulletins for the affected Supplies.

Lexmark Machine Types and Machine Models Affected (2022-2029)

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)

Supplies: Toner Cartridges, Imaging Units, PC Units, Waste Toner Bottles, Ribbons

Key:

	Available (through year end)
	Limited Support Availability (through year end)
	Discontinued (start of year)
	Supplies Discontinued (2nd half of year)

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
5022	0xx, 1xx, 2xx, 3xx, 4xx, 5xx	C52/53X	Services								
			Firmware								
			Parts								
			Supplies								
5057 7510	230 030, 230	C935/X94x	Services								
			Firmware								
			Parts								
			Supplies								
4506	1xx	E120	Services								
			Firmware								
			Parts								
			Supplies								
4505 4511 7011	1xx, 2xx, 3xx, 4xx 0xx, 1xx, 4xx, 6xx 2xx, 3xx	E23/33/24/34/X20x	Services								
			Firmware								
			Parts								
			Supplies								

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029	
5025 7525	2xx, 4xx	C54/X54	Services									
			Firmware									
	13x, 3xx, 63x		Parts									
			Supplies									
5061	2xx, 4xx	C78x	Services									
			Firmware									
			Parts									
			Supplies									
4512	2xx, 4xx, 6xx	E25/35/45x	Services									
			Firmware									
			Parts									
			Supplies									
4024	110	W85	Services									
			Firmware									
			Parts									
			Supplies									

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029	
7013	23x, 43x	X26x / X36x	Services									
			Firmware									
			Parts									
			Supplies									
7014	43x, 63x	X46x	Services									
			Firmware									
			Parts									
			Supplies									
4513	2xx, 4xx, 6xx	E260 / E360 / E46x	Services									
			Firmware									
			Parts									
			Supplies									
7500	xxx	X85x	Services									
			Firmware									
			Parts									
			Supplies									
25xx	1xx	25xx	Services									
			Firmware									
			Parts									
			Supplies									

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
4069	52x, 72x	T62x	Services								
			Firmware								
			Parts								
			Supplies								
4060	0xx, 2xx, 4xx	T63x	Services								
			Firmware								
			Parts								
			Supplies								
4061	0xx, 2xx, 4xx	T64x	Services								
			Firmware								
			Parts								
			Supplies								
7002	0xx, 1xx	X64x	Services								
			Firmware								
			Parts								
			Supplies								
7500	4xx, 6xx, 8xx	X86x	Services								
			Firmware								
			Parts								
			Supplies								

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
4062	0xx, 2xx, 4xx	T65x	Services								
			Firmware								
			Parts								
			Supplies								
4062	6xx	T656	Services								
			Firmware								
			Parts								
			Supplies								
7462	0xx, 2xx, 4xx, 6xx	X65x	Services								
			Firmware								
			Parts								
			Supplies								
5026	3xx, 5xx	C74x	Services								
			Firmware								
			Parts								
			Supplies								
7526	5xx, 7xx	X74x	Services								
			Firmware								
			Parts								
			Supplies								
5041	0xx	C925	Services								
			Firmware								
			Parts								
			Supplies								
7541	03x	X925	Services								
			Firmware								
			Parts								
			Supplies								
4036	31x	MX6500e	Services								
			Firmware								
			Parts								
			Supplies								
25xx	5xx	25xx+	Services								
			Firmware								
			Parts								
			Supplies								

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
5062	2xx	C792	Services								
			Firmware								
			Parts								
			Supplies								
7562	4xx	X792	Services								
			Firmware								
			Parts								
			Supplies								
5058	03x	C950	Services								
			Firmware								
			Parts								
			Supplies								
7558	0xx, 2xx, 4xx	X95x	Services								
			Firmware								
			Parts								
			Supplies								

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
5027	2XX, 4XX, 6XX	CS31x / CS41x	Services								
			Firmware								
			Parts								
			Supplies								
5027	2XX, 4XX, 6XX	CS51x	Services								
			Firmware								
			Parts								
			Supplies								
7527	2XX, 4XX, 6XX	CX310/CX317	Services								
			Firmware								
			Parts								
			Supplies								
7527	2XX, 4XX, 6XX	CX41x / CX51x	Services								
			Firmware								
			Parts								
			Supplies								

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
4514	2XX, 3XX 4XX, 5XX, 6XX	MS310/MS312/MS410	Services								
			Firmware								
			Parts								
			Supplies								
4514	2XX, 3XX 4XX, 5XX, 6XX	MS315/MS317/MS415/MS417/MS51x/MS61x	Services								
			Firmware								
			Parts								
			Supplies								
7015 7016	2XX, 4XX, 6XX 6XX	MX31x	Services								
			Firmware								
			Parts								
			Supplies								
7015 7016	2XX, 4XX, 6XX 6XX	MX41x/MX51x/MX61x	Services								
			Firmware								
			Parts								
			Supplies								

Machine Type	Machine Model	Printer Name	Support	2022	2023	2024	2025	2026	2027	2028	2029
4021	230	MS91x	Services								
			Firmware								
			Parts								
			Supplies								
7421	036, 236, 436	MX91x	Services								
			Firmware								
			Parts								
			Supplies								

Administrative information

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