

Maintenance

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For safety information, see [Appendix A](#) of this guide.

Your system needs little maintenance to keep it producing quality prints. Besides adding ink, you will eventually need to replace the maintenance kit. Order an extra maintenance kit (standard capacity or extended capacity) when the control panel displays a warning that the maintenance kit is nearing the end of its life. You must replace the kit when the control panel displays an error message to replace the maintenance kit.

To view the life remaining and installation date of the maintenance kit:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Information**, then press the **Enter** button.
3. Select **Supplies Info**, then press the **Enter** button.
4. Select **Maintenance Kit Life**, then press the **Enter** button.

For information about supplies, go to www.xerox.com/office/c2424supplies. Each supply includes installation instructions with the packaging.

Adding Ink

You can load ink any time the system is idle, or when the control panel displays the **Ink low** or **Add Ink** message.



Videos are available with instructions for adding ink. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Note

To minimize waste ink and optimize performance, leave the printer on all the time.

- Keep ink in its packaging until you are ready to use it.
- Identify ink by shape, not color.
- To avoid ink jams, never insert broken ink sticks into the ink-loading bins.

Caution

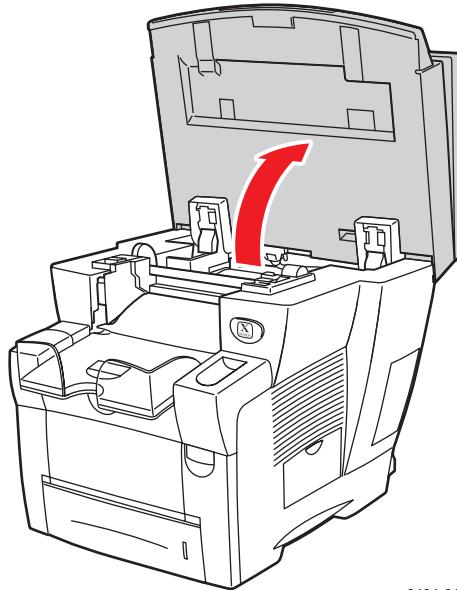
Use of other than Genuine Xerox WorkCentre C2424 Solid Ink may affect print quality and system reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this system. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this system.

Note

The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

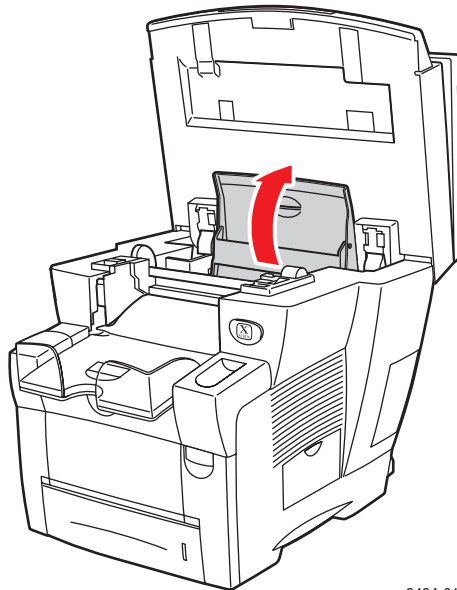
Follow these steps to load ink.

1. Lift the control panel.



2424-012

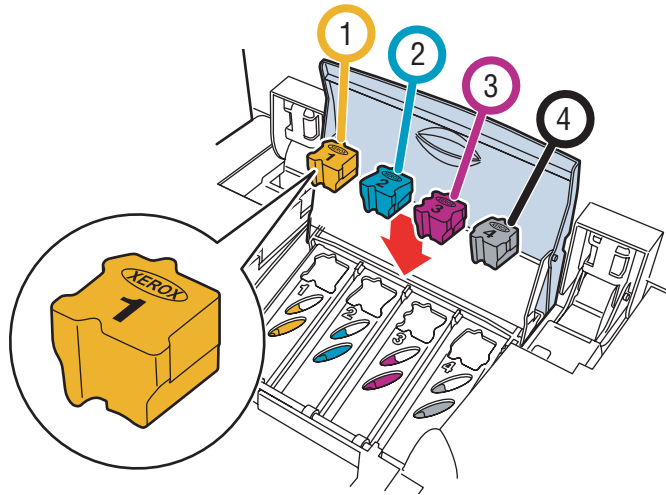
2. Open the ink cover.



2424-013

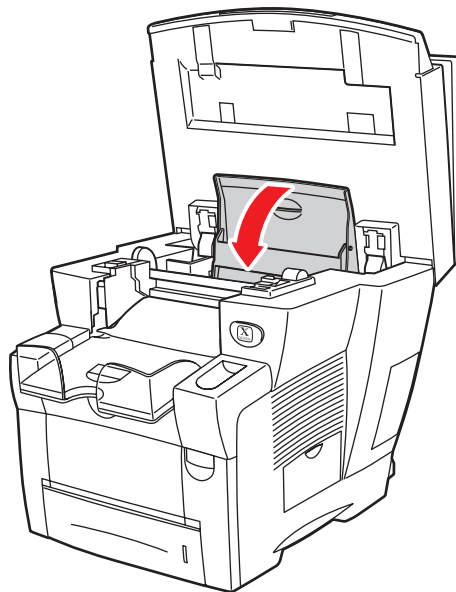
3. Determine which ink-loading bin appears low. A label above each bin indicates the color of ink in that bin.
4. Remove the ink stick from its packaging.

5. Place the ink stick into the opening of the appropriate ink-loading bin. Each ink stick is uniquely shaped to fit into the correct ink-loading bin. Do not force the ink stick into the ink-loading bin.



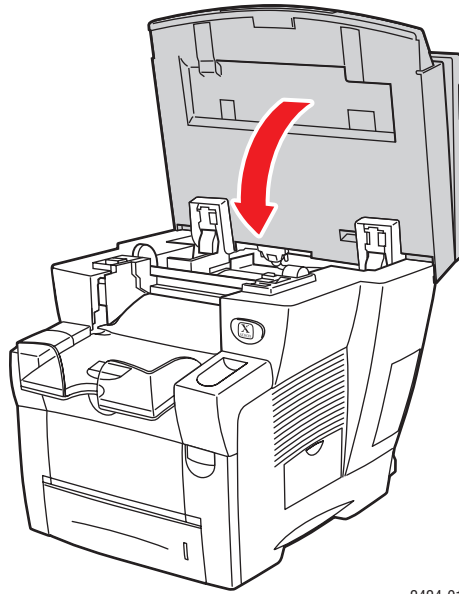
2424-014

6. Close the ink cover.



2424-015

7. Close the control panel.

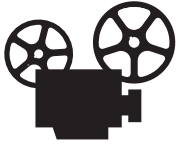


2424-016

To order ink, contact your local reseller or visit the Xerox web site at www.xerox.com/office/c2424supplies. Instructions are included on the package.

Emptying the Waste Tray

Empty the green waste tray (labeled B) when the control panel displays a message stating that the waste tray is full.

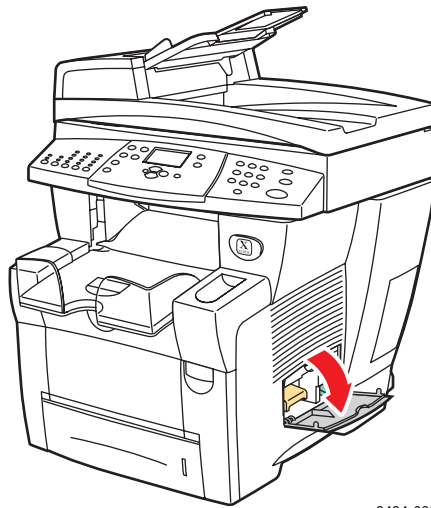


Videos are available with instructions for emptying the waste tray. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Caution

The system's interior may be hot. Do not touch the hot surfaces!

1. Open the side door.



2424-035

2. Pull the green waste tray (labeled B) completely out of the system.

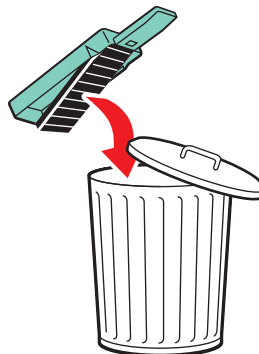
Caution

The waste tray may be hot; handle it carefully!



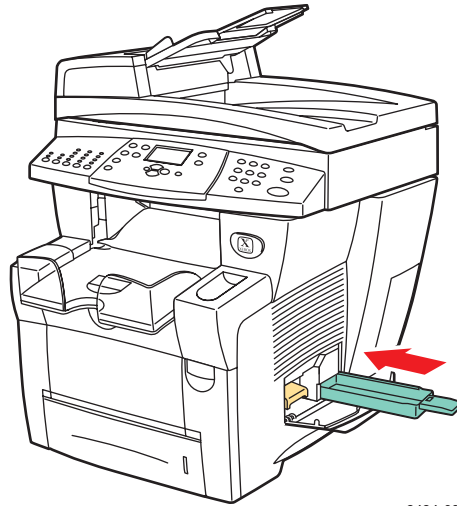
2424-036

3. Empty the waste tray into a waste container. Waste ink can be discarded as normal office waste.



2424-037

4. Insert the waste tray and push it completely into the system.

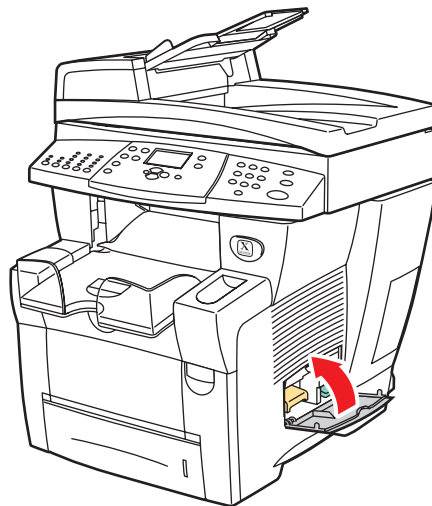


2424-038

Note

The waste tray must be out of the system for more than 5 seconds or you will continue to receive a **Empty Waste Tray** message on the control panel.

5. Close the side door.



2424-039

Caution

Do not attempt to reuse the waste ink in the printer; it may damage the printer. This damage is not covered under the printer warranty.

Replacing the Maintenance Kit

The orange maintenance kit (labeled A) contains a maintenance roller that keeps the surface of the imaging drum clean and oiled.



Videos are available with instructions for replacing the maintenance kit. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Note

Order a new maintenance kit when the control panel displays a message telling you that the maintenance kit is nearing the end of its life. To order a new maintenance kit, contact your local reseller or visit the Xerox web site at www.xerox.com/office/c2424supplies. Instructions are included with the new maintenance kit.

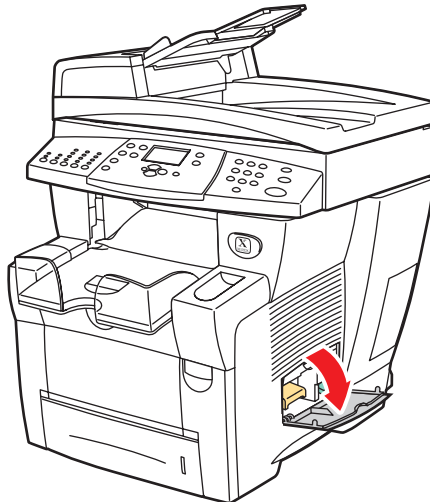
Caution

The system's interior may be hot. Do not touch the hot surfaces!

The system stops printing and displays an error message when the maintenance kit needs replacement.

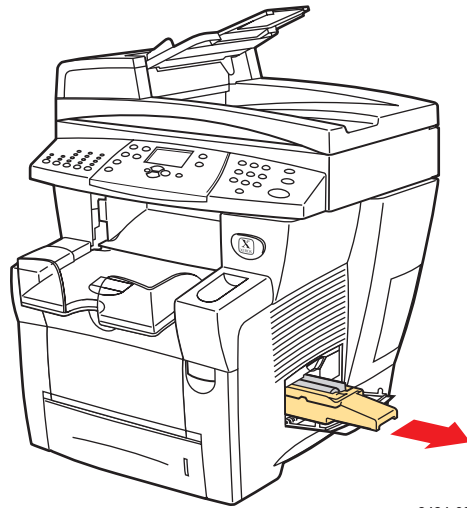
To replace the maintenance kit:

1. Open the side door.



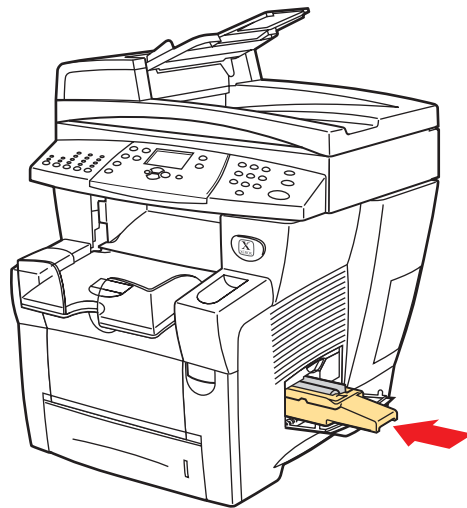
2424-035

2. Pull the orange maintenance kit (labeled A) completely out of the system.



2424-033

3. Insert a new maintenance kit.



2424-034

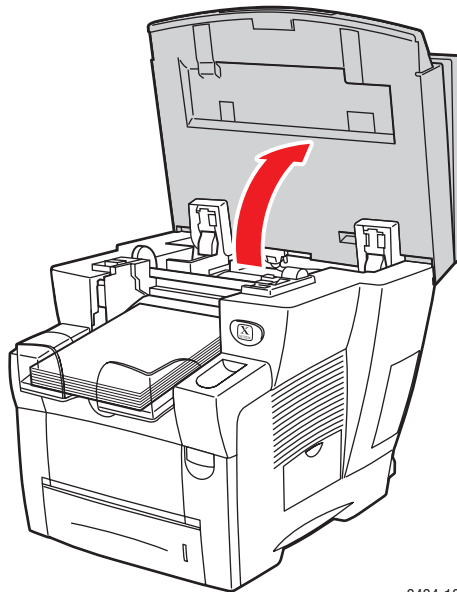
4. Close the side door.



2424-039

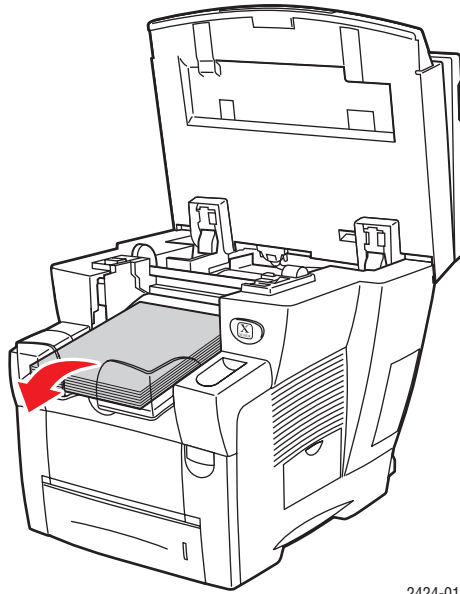
Cleaning the Paper Release Blade

1. Lift the control panel.



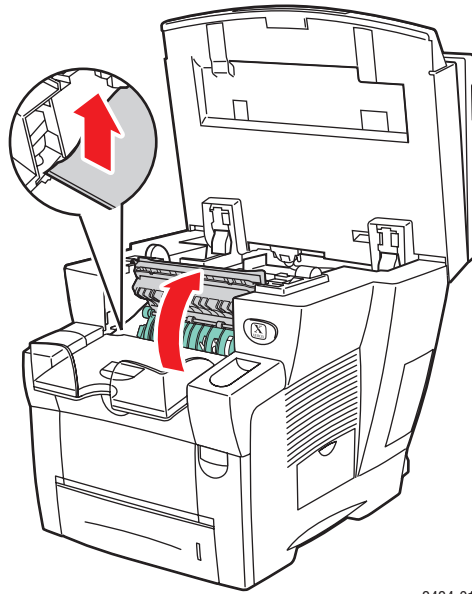
2424-189

2. Remove paper from the output tray.



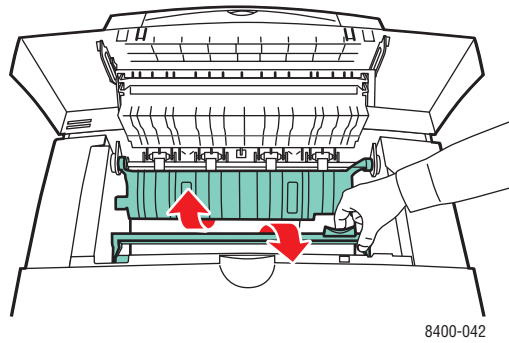
2424-018

3. Open the exit cover.

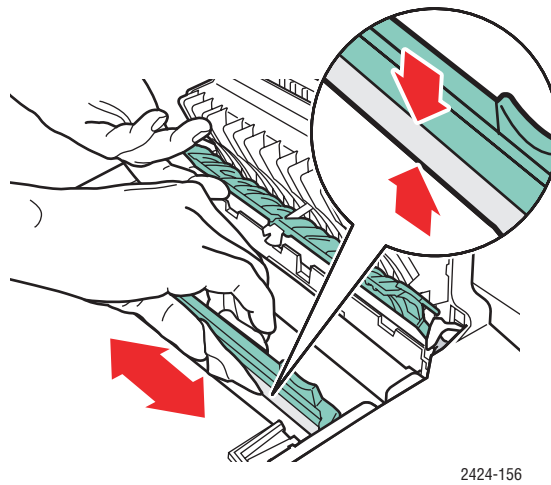


2424-019

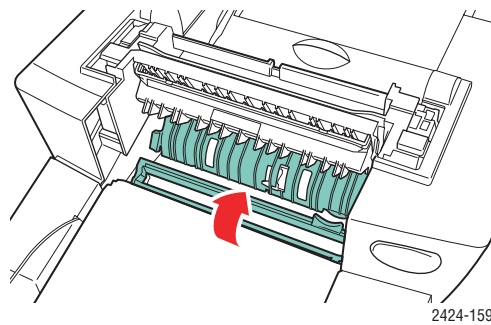
4. Tilt up the green paper guide toward the front of the system.



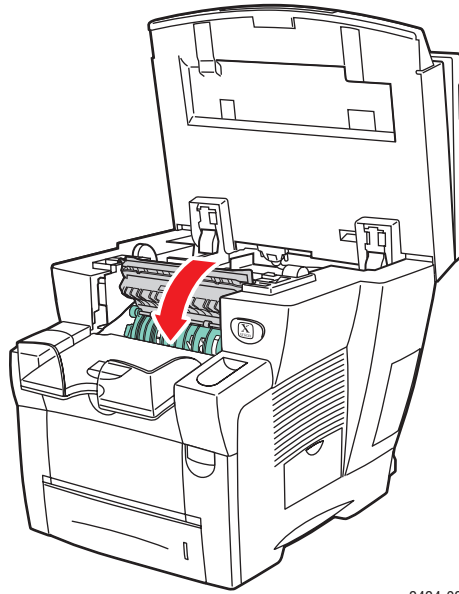
5. Clean the white plastic paper release blade on the green paper guide by wiping it with a pre-soaked alcohol cloth (using 90 percent isopropyl alcohol).



6. After the paper release blade is clean, put the green paper guide back in its original position.

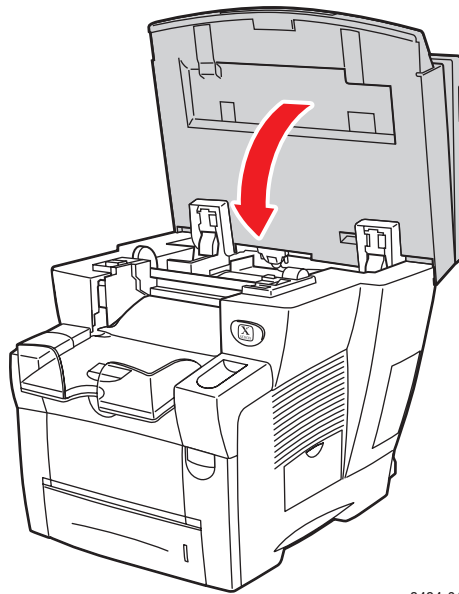


7. Close the exit cover.



2424-022

8. Close the control panel.



2424-016

Cleaning the Maintenance Kit Wiper Blade

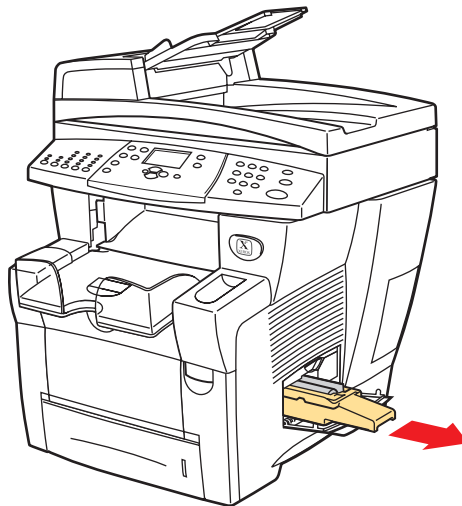
The maintenance kit contains a wiper blade that removes excess ink.

1. Open the side door.



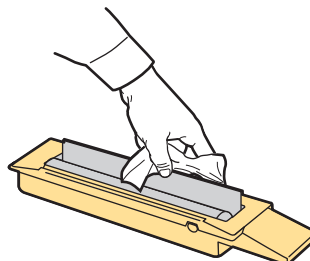
2424-035

2. Pull the orange maintenance kit (labeled A) completely out of the system.



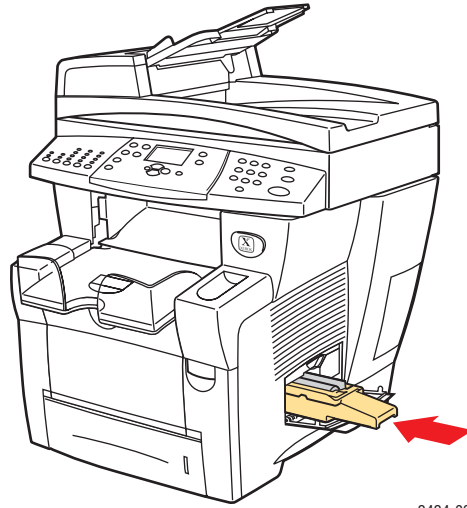
2424-033

3. Use a lint-free cloth to clean the top and upper edges of the flexible plastic wiper blade located next to the roller.



2424-160

4. Reinstall the maintenance kit.



2424-034

5. Close the side door.



2424-039

Cleaning the Outside of the System

You can clean the outside of the system with a soft, damp, cloth. You can use a cloth moistened with a mild neutral detergent to remove stains; do not spray detergent directly onto the system.

Warning

To prevent electric shock, turn the system off and unplug the power cord from the electrical outlet before cleaning the system.

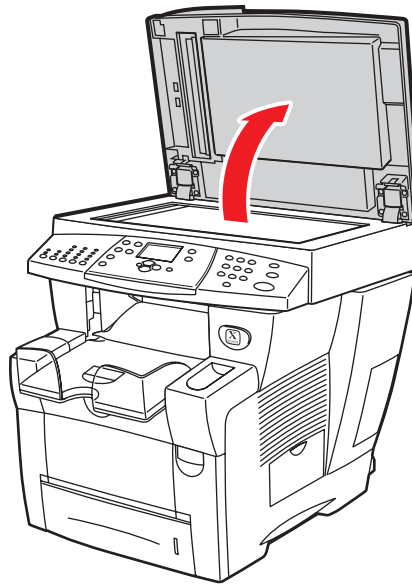
Do not use a vacuum cleaner to clean the system. Do not lubricate the system with oil.

Cleaning the Document Glass and Document Feeder

Periodically clean the document glass and document feeder to remove debris or paper residue, which may affect the quality of your copies and scanned images.

To clean the document glass:

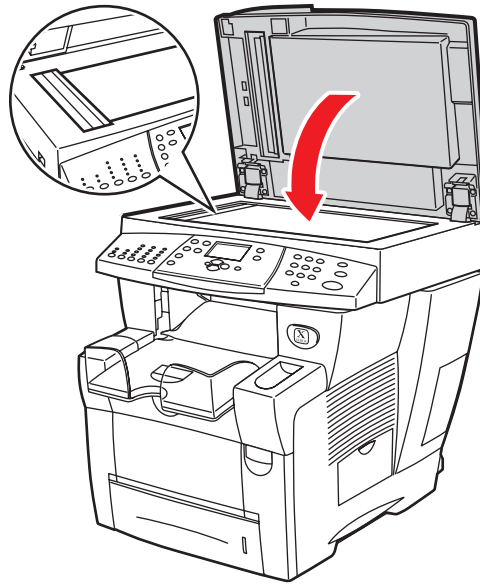
1. Lift the document feeder.



2424-048

2. Dampen a soft cloth or cotton swab with isopropyl alcohol (using 90 percent isopropyl alcohol).

3. Wipe the document glass with the cloth or cotton swab.

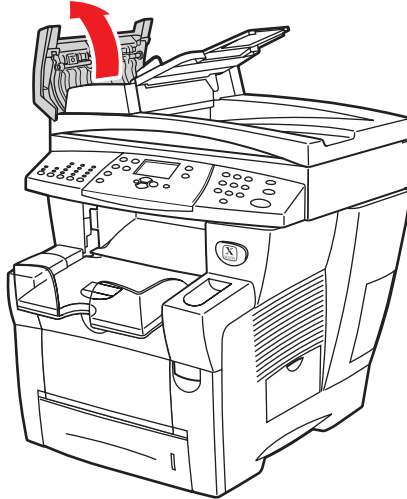


2424-050

4. Close the document feeder.

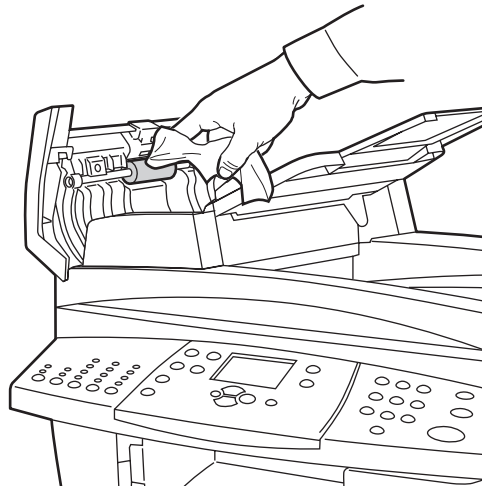
To clean the document feeder:

1. Dampen a soft cloth or cotton swab with isopropyl alcohol (using 90 percent isopropyl alcohol).
2. Open the jam access door on the document feeder.



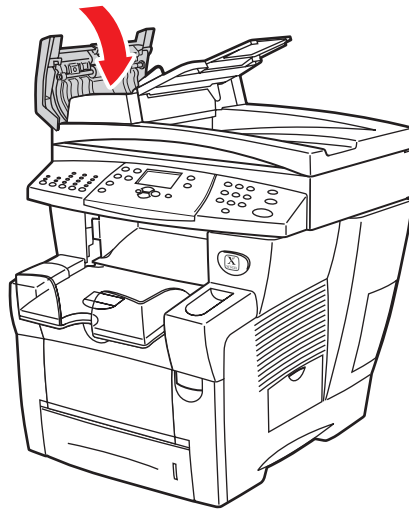
2424-045

3. Wipe the feeding roller and inside the document feeder with the cloth or cotton swab.



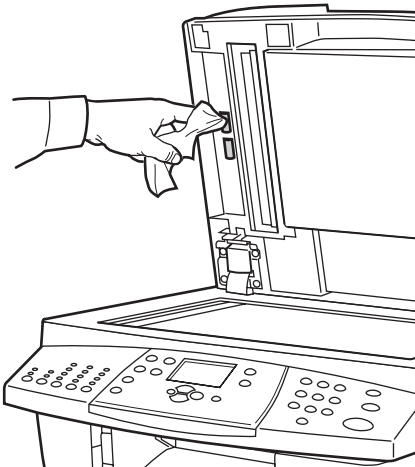
2424-161

4. Close the jam access door.



2424-047

5. Lift the document feeder.
6. Wipe the underside of the document feeder with the cloth or cotton swab.



2424-162

7. Close the document feeder.