



## Services Marketing Bulletin

Announcing Discontinuance of Maintenance Services,  
Spare Parts Availability, Training Options, and Call Support  
on Selected Products

Lexmark International Inc. is announcing discontinuance of maintenance services, spare parts, training, and call support on selected products that are no longer manufactured or marketed.

End of Service Life on Selected Products for the period  
2019 through 2021

**June 26, 2019**

## End of Service Life on selected products for the period 2019-2021

### Description

This announcement provides notification of Lexmark's plans to discontinue services on selected products that are no longer manufactured or marketed for the period 2019 through 2021.

Providing a 3-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. During this period, orders for spare parts are subject to availability.

To confirm service parts availability after EOMS and before EOPS, call or send an email to the Lexmark Parts Store. Lexmark reserves the right to limit order quantities and to adjust requested shipment dates for spare parts on affected products included in this announcement. If any additional information is required, please contact your Lexmark Account Executive or the Lexmark Parts Store.

## Lexmark Machine Types and Models Affected by this Announcement

**SERVICES:** maintenance, spare parts, service training, call support

**PARTS:** spare parts (FRU, CRU, Maintenance Kits)

**Key**

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

Machine Type	Machine Model	Printer Name	Support	2019	2020	2021
4024	000, 010, 110, 190, FIN, HC1, HC2, HC3	W840, W850, WS850	Services			
			Parts			
4036	307, 308, 309	4600 option, X4600 option, XL option	Services			
			Parts			
5025	210, 230, 410, 430, 439, 43W	C540, C543, C544, C546	Services			
			Parts			
5057	030, 230	C935	Services			
			Parts			
7510	030, 230, 03C, 23C, FNB, FNS, SCN	X940, X945, XC940, XC945	Services			
			Parts			
7525	131, 133, 332, 333, 336, 337, 339, 352, 356, 382, 383, 386, 387, 392, 393, 396, 397, 630, 631, 632, 636, 639	X543, X544, X546, X548, XS544, XS548	Services			
			Parts			
4513	200, 220, 230, 420, 430, 439, 630, 63G, 63S, 63W, 6EW	E260, E360, E460, EG460, ES460	Services			
			Parts			
7013	231, 235, 432, 436, 439, 23d, 23V, 23W, 43V, 43W, 4T6	X264, X363, X364, XS364	Services			
			Parts			
7014	431, 491, 492, 636, 637, 639, 63W	X463, X464, X466, XS463, XS464, XS466	Services			
			Parts			

Machine Type	Machine Model	Printer Name	Support	2019	2020	2021
5026	2xx, 4xx	C734, C736	Services			
			Parts			
7526	2xx, 4xx, 6xx	X734, X736, X738	Services			
			Parts			

Machine Type	Machine Model	Printer Name	Support	2019	2020	2021	2022
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				

Maintenance services have been previously discontinued for the following printers. However, a limited number of spare parts are available for these affected models.

Machine Type	Machine Model	Printer Name	Support	2019	2020	2021
4061	0xx, 2xx, 4xx	T640, T642, T644	Services			
			Parts			
7002	0xx, 1xx	X644, X646	Services			
			Parts			

## Administrative information

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