



FAQs & Troubleshooting

Date: 02/03/2023 ID: faq00100214_012

Reset the Drum Counter

When you replace the drum unit with a new one, you must reset the drum counter by completing the following steps:



- To avoid print quality issues or damage to the machine, **DO NOT** reset the drum counter unless you are replacing the drum unit.
- If you reset the drum counter without replacing the drum unit, the machine will not be able to correctly calculate the remaining drum life.

1. Make sure the machine is **turned on**.
2. Press and hold  (**Toner**) for about five seconds.
3. Press **Drum**.
4. Select the toner color for the drum unit you just replaced.
5. Press **Yes**.

Related FAQs

- ▶ [Replace the Drum Unit](#)
- ▶ [I still receive the error message "Replace Drum", "Drum End Soon" or "Drum Stop" after I replace the drum unit with a new one.](#)

If your question was not answered, have you checked other FAQs?

- ▶ [Go to the Top page in the FAQs & Troubleshooting section](#)
- ▶ [See other FAQs in this category](#)

Have you checked the manuals?

- ▶ [Go to the Manuals section](#)

Do you need any further assistance?

- ▶ [Go to the Contact Us section](#)

- Related Models

HL-L3280CDW, HL-L3295CDW, HL-L8245CDW, MFC-L3720CDW, MFC-L3765CDW, MFC-L3780CDW, MFC-L8395CDW

Content Feedback

To help us improve our support, please provide your feedback below.

Step 1: How does the information on this page help you?

- ☐ Very helpful
- ☐ Helpful
- ☐ Not helpful

Step 2: Are there any comments you would like to add?

Please note this form is used for feedback only.

Please do not include any personal information, such as your name, email address, phone number, or any other information that can identify you, in your feedback.

Any personal information submitted inadvertently will not be used for identification purposes and will be deleted in accordance with our data retention practices.

 [Clear](#)

Submit