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Brother printer says Replace Drum: what it means and what to do

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Brother laser printers use two parts that wear out separately: the toner cartridge and the drum unit. If you see Replace Drum, or a similar message such as Drum End Soon, it is about the drum, not the toner.

What the drum does

The drum unit transfers toner onto the paper. It wears out over time, usually after many thousands of pages. Some Brother models have the drum and toner as a single cartridge, while others keep them separate. Check your manual to see which you have.

Safety first

Switch off the printer and let it cool for at least 10 minutes. The fuser inside is very hot. Handle the drum by its edges only, and keep it out of bright light, as light can damage it.

Check before replacing

- Check the print quality. Black marks, dark patches or grey backgrounds may suggest a worn drum.
- Try cleaning the corona wire by sliding the green tab on the drum side to side, then returning it to its home position.
- Reseat the drum and toner unit, then close the cover firmly.

Replacing the drum

1. Switch the printer off and wait until it is cool.
2. Open the front cover and take out the drum and toner unit.
3. Remove the toner cartridge from the old drum.
4. Unpack the new drum, remove its protective parts and fit the toner into it.
5. Slide the complete unit back and close the cover.

Resetting the drum counter

After fitting a new drum, many Brother printers need the drum counter reset so the message clears. How you do this depends on the model, so your model may differ; check the display or the maker's manual. Do not reset the counter on an old drum just to hide the message. It will not repair a worn drum.

Compatible drums can be cheaper but quality can vary. Brother's warranty terms differ by country and product, so check them if you are unsure.

When to get more help

Get help if the message stays after a new drum, if prints are poor, or if the counter reset is not in your manual. Do not open the printer beyond user covers.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.