

HP, Canon, Epson & Brother printers | Medium | 2 min read

Brother printer says Replace Toner but it is not empty

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 can show Replace Toner even when the toner cartridge still has plenty left. The printer counts or senses toner use, and sometimes gets it wrong or the cartridge has not seated properly.

First, check what the message means

Brother printers can show a warning such as Toner Low before Replace Toner. Replace Toner usually means the printer thinks the cartridge has reached its limit. Check your manual, as wording differs between models.

Safety first

The fuser inside a laser printer gets very hot. Switch the printer off and let it cool for at least 10 minutes before opening it. Do not touch anything except the parts the manual says to handle. Toner is a fine powder, so avoid breathing it in, and wipe spills with a damp cloth, not a vacuum.

Reseat the toner

1. Switch off the printer, and open the front cover.
2. Take out the drum unit and toner cartridge together.
3. Press the lock lever and lift the toner cartridge out of the drum.
4. Put the cartridge back in until it clicks.
5. Slide the green tab on the drum a few times, left to right, to clean the corona wire, and return it to its home position. This is the tab Brother's guidance describes.
6. Put the unit back in and close the cover.

If the message remains

- Check you are using the correct toner for your exact model.
- Check the front cover is fully closed.
- If you fitted a new cartridge, check you removed all packaging.
- Check for firmware updates on Brother's UK support website.

The toner reset

Some models have a way to override or reset the toner message, but the steps vary. Your model may differ; check the display or the maker's manual. Only use it if the cartridge is genuinely fine, because it can mean you print with a nearly empty cartridge and see poor results.

When to get more help

Get help if print quality is poor, if the message remains with a new cartridge, or if you cannot find the reset in the manual. Do not open any panel beyond the covers meant for users.

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.