Redefining MFP Serviceability



Lexmark's 9-Series A3 MFPs are helping dealers deliver faster, simpler, and more cost-effective service in a competitive market.

But don't take our word for it.

Global tech analyst IDC did the research*, spoke with independent dealers in the U.S. and Europe to hear their firsthand experiences with the new 9-Series.

IDC findings

How Lexmark's 9-Series Simplifies Service and Repair

Solve service technician shortage

61% of decision-makers list talent/skills shortages as a top risk factor impacting their organization. As dealers face challenges in hiring and retaining skilled technicians, partnering with vendors who redesign MFPs for easier serviceability can reduce complexity and improve support efficiency.

> There is just a general shortage of IT service skills out there. Getting new people into the business is probably one of the hardest things we face.

> Any technician can service this system. It is easy to diagnose the problem and very simple to replace the part.

Faster service time

Dealers say service times are reduced by as much as **50%** for Lexmark 9-Series MFPs compared with similar competitive devices. Customers appreciate quick service. Every serviceable item in the 9-Series can be replaced in 15 minutes or less, thanks to fewer parts, a single-layer design, and easy access.

> It can typically take 30–40 minutes to replace a fuser on an MFP. With the Lexmark 9-Series, there are just two thumb screws. It is just **5 minutes** to replace the fuser.

> I see it as a game changer because it is simple for the customer and easy for our service people to maintain.

Reduce the need for costly service calls

With rising costs and shrinking margins, dealers must adopt low-touch service models and partner with vendors offering next-gen MFPs that drive service efficiency and profitability. Technicians need only a couple of tools to service the 9-Series. This can lead to fewer service calls, faster training, and more repairs per day.

> We are making **fewer service calls per device** because the components last much longer and because of the reliable design of the hardware.

> It is fair to say we can **double the number of service repairs per day** because we are in and out of the customer site so quickly.

> Probably **6 out of 10 service calls** can be resolved without sending a technician onsite.

Drive service excellence and high customer satisfaction

Demonstrating superior service is critical to stand out in a crowded field. Utilizing reliable and simple devices, like the Lexmark 9-Series, can set dealers apart by:

- Reducing service time
- Simplifying technician training
- Enhancing technician efficiency

> Innovative design architecture ensures easy access to the most frequently replaced service parts, speeding time to resolution for the most common A3 MFP service tasks.

> There is no need to return to the customer several times in order to fix one problem. This is great because you can make fewer service calls and increase customer calls and customer satisfaction.

Lexmark's 9-Series MFPs are redefining what serviceability means in today's competitive landscape — making fast, low-touch, and technician-friendly support the new standard. With proven results from dealers and validation by IDC, the 9-Series delivers the kind of service innovation that drives efficiency, satisfaction, and profitability.

Contact us

Discover how Lexmark is driving service innovation at Lexmark.com or contact your Lexmark representative.

*IDC InfoBrief, sponsored by Lexmark, "Optimizing Service Efficiencies: Transforming the A3-Size Office MFP Service Model," August 2025, IDC #US53721025

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