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TROUBLESHOOTING GUIDE

Honeywell PD45S troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PX240S/PD45S user guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell PD45S product page →

In brief. The Honeywell PD45S is a 4-inch industrial thermal transfer and direct thermal printer, available with a 2.36-inch LCD display (PD45SOC), a 3.5-inch touch screen (PD45SOF) and in an RFID version (PD45SR). The Honeywell PX240S/PD45S guide, shared with the PX240S, links most stoppages to a lifted printhead or front arm, missing media or ribbon, an incorrectly set print mode or a dirty printhead. This guide covers all the documented messages, the official calibration, cleaning and printhead replacement procedures, as well as connection, RFID and firmware. Click a question to open its entry.

- **A message is displayed** (Printhead Lifted, Out of Media, Ribbon Installed...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with [calibration](#), then see the [faded print](#) and [printhead cleaning](#), [white lines](#) and [ribbon wrinkling](#) entries.

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which message is my Honeywell PD45S displaying? Lookup by message

The PD45S reports its stoppages with messages in English, which the Honeywell guide groups in the “Error Alerts and Solutions” table; these alerts can also be sent by email or SNMP trap. The table links each message to its cause and to the troubleshooting entry.

Message or state	Lights (Honeywell guide)	Likely cause	Entry
Printhead Lifted	—	Printhead lifted	Printhead Lifted
Front Arm Lifted	—	Front arm lifted	Front Arm Lifted
Out of Media	—	No media loaded	Out of Media
Out of Ribbon	—	No ribbon loaded	Out of Ribbon
Ribbon Low	—	Remaining diameter below the Ribbon Low Diameter threshold	Ribbon Low
Ribbon Installed	—	Ribbon loaded while the printer is set to direct thermal	Ribbon Installed

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Printhead Too Hot	—	Printhead overheating, automatic resumption after cooling	<u>Printhead Too Hot</u>
Printhead Not Detected	—	Printhead missing or cable incorrectly connected	<u>Printhead Not Detected</u>
Faulty Dot	—	Faulty dot threshold reached, printhead may need replacing	<u>Faulty Dot</u>
Replace Printhead	—	Media length set for printhead replacement reached	<u>Replace Printhead</u>
Clean Printhead	—	Media length set for printhead cleaning reached	<u>Clean Printhead</u>
Odometer (Printer)	—	Printer counter limit reached	<u>Odometer alerts</u>
Odometer (Printhead)	—	Printhead counter limit reached	<u>Odometer alerts</u>
Odometer (User Resettable)	—	User-resettable counter limit reached	<u>Odometer alerts</u>
Label Not Taken	—	Label in front of the label taken sensor	<u>Label Not Taken</u>
Printer in Pause Mode	—	Job paused from the front panel	<u>Pause and menu</u>

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Printer in Menu Mode	—	Menu opened from the front panel	<u>Pause and menu</u>
Application Break	—	Fingerprint only: application stopped unexpectedly	<u>Information messages</u>
Print Job Complete	—	Job finished, no action	<u>Information messages</u>
Started	—	Start-up in progress, no action	<u>Information messages</u>
Upgrading Firmware	—	Firmware update in progress	<u>Firmware update</u>
Printer is Rebooting	—	Restart in progress	<u>Firmware update</u>
No RFID Tag Found	—	Non-RFID media, chip position to be adjusted or faulty chip	<u>No RFID Tag Found</u>
VOID (printed on the label)	—	Media not recognised, chip position or antenna power to be adjusted	<u>VOID labels</u>
RFID Not Installed	—	RFID write requested without an RFID module	<u>RFID Not Installed</u>

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Tag format error	—	Unsuitable TAGFORMAT parameters (Fingerprint)	Tag format error

The messages come from the “Error Alerts and Solutions” table and the “RFID Problems” table of the Honeywell PX240S/PD45S user guide. This guide names a “Ready to Work” light without describing its colours or states: the dash indicates that the consulted page does not specify the state of the lights.

Honeywell PD45S error messages: causes and solutions

Seven entries cover the most frequent stop messages documented by Honeywell for the PD45S. For each one: the short answer, the cause, the steps to follow and the safety instructions from the guide.

Why does my Honeywell PD45S display “Printhead Lifted” or “Front Arm Lifted”?

Messages: Printhead Lifted , Front Arm Lifted .

Short answer: The printhead or the front arm is lifted. According to the Honeywell guide, you just need to lower the printhead (“Printhead Lifted”) or the front arm (“Front Arm Lifted”) to resume printing.

LIKELY CAUSE

The “Error Alerts and Solutions” table associates “Printhead Lifted” with a lifted printhead and “Front Arm Lifted” with a lifted front arm. During loading, the lift lever raises both the printhead and the front arm.

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Caution: Keep your fingers out of the print mechanism when the printer is powered on. With the cover open, moving parts are exposed: Honeywell asks you to close it before using the printer.

WHAT TO DO

1. Open the media cover and check that the media passes correctly through the print mechanism and the front arm.
2. Lower the front arm.
3. Turn the printhead lift lever clockwise until it clicks.
4. Close the cover before restarting printing.

By default, lowering the printhead triggers a smart calibration: the **Head Down Action** setting is **Smart Calibration** in the guide's default settings.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell PX240S/PD45S user guide (official documentation).

Why does my Honeywell PD45S display “Out of Media” when labels are loaded?

Message: **Out of Media**.

Short answer: The Honeywell guide asks you to load media into the printer. If a roll is already in place, reload it following the official procedure, check that the front sensor is clean, then recalibrate the sensors.

LIKELY CAUSE

The “Error Alerts and Solutions” table associates this message with missing media. The guide also points out that the front sensor surfaces must stay free of dust, stuck labels and adhesive residue, because the light passes through them to reach the gap and mark sensors.

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Caution: According to Honeywell, the tear bar has sharp edges: keep your fingers away from it. Close the cover before using the printer, because moving parts are exposed when it is open.

WHAT TO DO

1. Open the media cover, lower the roll holder lever, push the roll fully against the inner wall, then raise the lever again.
2. Turn the lift lever anticlockwise to raise the printhead and the front arm, then route the media through the print mechanism and the front arm.
3. Adjust the media guides, lower the front arm and turn the printhead lever clockwise until it clicks.
4. Press the Print button to feed the media, then close the cover.
5. If the message returns, clean the front sensor and recalibrate (see [sensor adjustment and calibration](#)).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Why does my Honeywell PD45S display “Out of Ribbon” or “Ribbon Low”?

Messages: `Out of Ribbon`, `Ribbon Low`.

Short answer: “Out of Ribbon” indicates that you need to load ribbon. “Ribbon Low” appears when the remaining diameter of the roll falls below the value set in `Ribbon Low Diameter`: Honeywell then advises replacing the ribbon.

LIKELY CAUSE

The guide associates “Out of Ribbon” with missing ribbon. “Ribbon Low” depends on the `Ribbon Low Diameter` threshold in the maintenance alerts (0 mm by default, adjustable from 0 to 200 mm).

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Caution: Do not touch the ribbon hub or the rewind hub with bare hands, according to the safety instructions in the Honeywell guide.

WHAT TO DO

1. Open the media cover and lift the printhead.
2. Slide an empty core onto the ribbon rewind hub.
3. Route the ribbon through the mechanism, pulling out about 20 cm of leader, then attach it to the core: clockwise for a ribbon with the ink on the outside (ink out), anticlockwise for a ribbon with the ink on the inside (ink in).
4. Turn the rewind hub anticlockwise until the ribbon is taut and free of wrinkles.
5. Lower the front arm, close the printhead, then the cover.
6. To remove a used ribbon, tear it before the rewind hub, then slide it off: do not cut it on the hub, as this could damage it.

The **Ribbon Low Diameter** threshold is in the maintenance alerts (System Settings > Maintenance Alerts). If the ribbon is narrower than the printhead, Honeywell advises removing the used ribbon with each new roll of media.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Why does my Honeywell PD45S display “Ribbon Installed”?

Message: **Ribbon Installed** .

Short answer: The printer is set to direct thermal while a thermal transfer ribbon is loaded. Remove the ribbon, or set **Print Method** to **Ribbon (TTR)** if you are printing in thermal transfer.

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LIKELY CAUSE

According to the Honeywell table, this message appears when the printer is configured for direct thermal media and a ribbon is in place. The setting concerned is **Print Method** (Settings > Printing > Media): **Ribbon (TTR)** for thermal transfer, **No Ribbon (DT)** for direct thermal.

WHAT TO DO

1. If your labels are direct thermal, remove the ribbon.
2. If you are printing in thermal transfer, open Main Menu > Settings > Printing > Media and select **Ribbon (TTR)** in **Print Method**.
3. You can also run the Wizards > Printing > Media Setup wizard, which sets the media type and the print type.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell
PX240S/PD45S user guide (official documentation).

Why does my Honeywell PD45S stop with “Printhead Too Hot”?

Message: **Printhead Too Hot**.

Short answer: The printhead has overheated and needs to cool down. According to Honeywell, printing resumes automatically as soon as the printhead has cooled down enough: you just need to wait.

LIKELY CAUSE

The guide indicates that the printhead has overheated. No action is required: the printer resumes on its own after cooling.

Caution: The printhead and the motor may be hot: let them cool down before any work (instruction from the Honeywell guide).



WHAT TO DO

1. Let the printer cool down: printing resumes by itself.
2. Do not open the mechanism to touch the printhead in the meantime: the guide states that the printhead and the motor may be hot.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

What should I do when my Honeywell PD45S displays “Printhead Not Detected”?

Message: Printhead Not Detected .

Short answer: The printer does not detect the printhead. With the printer off and unplugged, check that the printhead is properly installed and that its cables are firmly connected, then restart.

LIKELY CAUSE

According to Honeywell, the printer does not detect the printhead: the guide asks you to check that the printhead is installed and that its cable is firmly connected. The printhead is connected by two cables, and the firmware detects the printhead on restart.

Caution: Unplug the power cord before working on a user-replaceable part, and let the printhead and the motor cool down (instructions from the Honeywell guide).

WHAT TO DO

1. Switch the printer off and unplug the power cord.
2. Open the cover, remove the media and the ribbon, then lift the printhead by turning the lever anticlockwise.
3. Check that the printhead is in place in its bracket and that its two cables are correctly connected (access is described in the [printhead replacement](#) entry).

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4. Close the printhead, reload media and ribbon, close the cover, plug the printer back in and turn it on.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Why has my Honeywell PD45S stopped printing, with the message “Printer in Pause Mode” or “Printer in Menu Mode”?

Messages: `Printer in Pause Mode` , `Printer in Menu Mode` .

Short answer: A job has been paused from the front panel, or a menu has been left open. Press the Print button to resume, or return to the Ready screen: the PD45S cannot print while the main menu is displayed.

LIKELY CAUSE

The Honeywell guide associates “Printer in Pause Mode” with pausing from the front panel: pressing Print during printing stops the printer after the current label. “Printer in Menu Mode” indicates that a user has opened a menu.

WHAT TO DO

1. Paused: press the Print button to resume printing.
2. In menu mode: press the Home button (return to the Ready screen) to go back to the Ready screen.

The guide also lists information messages that require no action: `Print Job Complete` (job finished) and `Started` (start-up in progress). `Application Break` applies only to the Fingerprint language: an application has stopped unexpectedly, with no solution given by the guide.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).



Calibration problems: my Honeywell PD45S skips labels or does not detect the gap

Calibration sets the detection of gaps and black marks; the Honeywell guide provides for it via the Print button or the calibration wizard, and describes how to adjust the sensor.

How do I calibrate a Honeywell PD45S (label sensors)?

Symptoms: skipped labels, incorrectly positioned print, new type of media.

Short answer: With the Ready screen displayed, hold down the Print button: the PD45S calibrates its media sensors. You can also go through Main Menu > Wizards > Calibration > Media, which calibrates all the sensors and shows the print settings.

LIKELY CAUSE

The Honeywell guide offers two methods: a long press on the Print button in the Ready state and the calibration wizard. It also asks you to recalibrate the sensors after a firmware update. By default, the PD45S runs a smart calibration at power-on and when the printhead is lowered (**Power Up Action** and **Head Down Action** settings).

OFFICIAL CALIBRATION PROCEDURE

1. Load the media and, for thermal transfer, the ribbon.
2. If you change media, check its type and the print mode with the Wizards > Printing > Media Setup wizard.
3. Quick method: with the Ready screen displayed, hold down the Print button to calibrate the media sensors.
4. Wizard method: Main Menu > Wizards > Calibration > Media, then follow the screen; the wizard calibrates all the sensors and shows the current print settings.
5. Print a test label (Main Menu > Tools > Test Labels) to check the result.

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The calibration mode is set in **Media Calibration Mode** (Settings > Printing > Media): **Slow** by default, or **Fast**, **Fast with Retraction** and **Slow with Retraction**. At start-up, pressing Print puts the printer into calibration mode.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell PX240S/PD45S user guide (official documentation).

My Honeywell PD45S does not detect the gap between labels or the black mark: how do I adjust the sensor?

Symptoms: skipped labels, gap or black mark not detected.

Short answer: The gap sensor and the black mark sensor must be opposite the gap or the mark. Open the cover, move the sensor with its adjustment knob, using its blue light as a guide, clean the front sensor if needed, then recalibrate.

LIKELY CAUSE

According to Honeywell, the gap sensor is transmissive: it detects the gaps between labels and controls the media feed. The black mark sensor is reflective: it detects the black marks on continuous media. Their blue LED shines through the media and helps you find the right position. Dust, stuck labels and adhesive residue on the front sensor surfaces interfere with this detection.

Caution: Unplug the printer before cleaning. Isopropyl alcohol is highly flammable, moderately toxic and mildly irritating, according to the Honeywell guide.

WHAT TO DO

1. Open the media cover.
2. Move the sensor with the adjustment knob, towards the outside or the inside of the printer, until the blue light falls on the gap or the black mark.

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3. If needed, clean the front sensor: with the printer off and unplugged, lift the front sensor arm and wipe its upper and lower surfaces with a soft, lint-free cloth moistened with isopropyl alcohol; close it once dry.
4. Close the cover and recalibrate (see [calibration](#)).

According to the guide, the PD45S1F model has no front sensor, and on RFID models the front sensor also serves as the RFID antenna.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell PX240S/PD45S user guide (official documentation).

Ribbon problems on the Honeywell PD45S: blank labels, wrinkled or broken ribbon

These entries cover the causes the Honeywell guide gives for faults related to loading and tensioning the ribbon.

Why does my Honeywell PD45S produce blank labels in thermal transfer?

Symptoms: blank labels even though the ribbon is loaded.

Short answer: According to Honeywell, the inked side of the ribbon is not facing the media. Reload the ribbon the right way round, taking into account how it is wound: ink on the inside (ink in) or on the outside (ink out).

LIKELY CAUSE

The “Print Problems” table attributes the absence of print in thermal transfer to a ribbon whose inked side is not facing the media. The PD45S accepts both ribbon winding types.

Caution: Do not touch the ribbon hubs with bare hands (Honeywell safety instruction).

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WHAT TO DO

1. Identify the winding with the guide's test: rub the ribbon on a sheet of paper with a pen; if a mark appears, the ribbon has the ink on the outside (ink out).
2. Open the cover, lift the printhead and slide an empty core onto the rewind hub.
3. Route the ribbon through the mechanism (about 20 cm of leader) and attach the leader: clockwise for an ink out ribbon, anticlockwise for an ink in ribbon.
4. Turn the rewind hub anticlockwise until the ribbon is taut and free of wrinkles, lower the front arm, close the printhead and the cover.

The PD45S quick start guide illustrates both loading methods (Ink in and Ink out).

Sources: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide · [Quick Start Guide: PD45S Industrial Printer \(50178602-001 Rev B\)](#)  –
Honeywell PD45S quick start guide (official documentation).

Why does the ribbon on my Honeywell PD45S wrinkle or break?

Symptoms: ribbon wrinkled or broken during printing.

Short answer: For Honeywell, a ribbon that breaks is caused by an unsuitable media setting or a ribbon that is incorrectly fitted. A ribbon that wrinkles is corrected by lowering **Darkness**, then adjusting the guides, the printhead pressure and toggles, and finally the ribbon tension bar.

LIKELY CAUSE

For breakage, the guide cites a media setting unsuited to the media used or a poorly adjusted ribbon. For wrinkles: **Darkness** too high, edge guide or roll holder incorrectly set, incorrect or uneven printhead pressure or toggle position, ribbon tension.

WHAT TO DO

1. Broken ribbon: check that the media setting matches the loaded media, then reload the ribbon correctly.

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2. Wrinkled ribbon: reduce **Darkness** if it is too high (Settings > Printing > Print Quality; 55 by default on a scale of 1 to 100).
3. Adjust the media edge guide and use or adjust the roll holder.
4. Set the printhead pressure and the toggle position (see [pressure and toggles](#)).
5. Adjust the ribbon tension bar: turning its screw clockwise lowers the bar and reduces the tension; anticlockwise, the bar rises and the tension increases.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell PX240S/PD45S user guide (official documentation).

Several of these faults involve the ribbon or labels used. TIMCOD, [Honeywell reseller](#), supplies [labels](#), [thermal transfer ribbons and printheads](#) for thermal printers (pages in French).

Honeywell PD45S print quality: faded print, dark print, white lines

The “Print Problems” table in the Honeywell guide offers, for each fault, solutions to try in order: settings, printhead pressure, cleaning, then printhead replacement.

Why is the print on my Honeywell PD45S faded, and how do I clean the printhead?

Symptoms: weak or washed-out print, faded areas.

Short answer: First check that the print quality setting matches the media, then increase the contrast or the printhead pressure if they are too low. Clean the printhead with a cleaning card: Honeywell recommends doing so at every roll change. If the print stays faded, the printhead needs replacing.



LIKELY CAUSE

The “Print Problems” table gives, in order: print quality setting unsuited to the media, **Contrast** too low, printhead pressure too low, printhead to be replaced. For isolated faded areas, it cites particles on the media, incompatible or poor-quality media and ribbon, or contrast too low.

Caution: The printhead and the motor may be hot: let them cool down. Read the warning printed on the cleaning card envelope. Never use a sharp tool to remove a stuck label. Isopropyl alcohol is highly flammable. Use only the cleaning products specified by Honeywell and never spray water on the printer.

WHAT TO DO, THEN THE OFFICIAL PRINthead CLEANING PROCEDURE

1. Check the print quality setting (Settings > Printing > Print Quality) or run the Wizards > Printing > Print Quality wizard, which prints a series of labels to find the best setting.
2. Increase **Contrast** (from -10% to +10% in 2% steps) or the printhead pressure (pressure knob clockwise) if they are too low.
3. Printhead cleaning: turn the printer off, unplug it, open the cover and remove the media and the ribbon.
4. Slide most of the cleaning card under the printhead, lower the printhead, then remove the card and lift the printhead.
5. Wait about 30 seconds for the liquid to dissolve the residue; repeat if necessary.
6. If needed, clean the platen roller or the tear bar with a cotton swab moistened with isopropyl alcohol.
7. Once the parts are dry, reload media and ribbon, close the cover, plug the printer back in and turn it on.
8. If the print stays faded, Honeywell says to replace the printhead (see [printhead replacement](#)).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

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Why does my Honeywell PD45S print lighter on one side or make the media drift?

Symptoms: one side of the label fainter, media or ribbon slipping, wrinkled ribbon, media shifting sideways.

Short answer: The printhead pressure is unbalanced. The PD45S is factory-set for full-width media (4 inches, 102 mm): with narrower media, or if one side prints lighter, reposition the toggles and adjust the pressure.

LIKELY CAUSE

According to the Honeywell guide, an unbalanced printhead results in one side being lighter, media or ribbon slipping, ribbon wrinkles or media shifting. For a weaker side, the “Print Problems” table says to adjust the printhead balance.

OFFICIAL TOGGLE SETTINGS

1. Left side faded: increase the pressure of the left toggle. Right side faded: increase that of the right toggle.
2. Media drifting from left to right: increase the left toggle or decrease the right one. From right to left: increase the right toggle or decrease the left one.
3. Thin media, direct thermal or media requiring little pressure: decrease the pressure of both toggles. Thick media: increase it.
4. Narrow media (less than 2 inches): place the left toggle at the centre of the media and decrease the pressure of the right toggle.
5. Media or ribbon slipping in retraction mode: increase the pressure of both toggles.
6. For the overall pressure, turn the pressure knob with your finger: clockwise for more pressure and darker print, anticlockwise for less pressure. Then print a test label.

On the toggle markings, the highest corresponds to light pressure, the middle one to medium pressure and the lowest to heavy pressure. Honeywell advises against excessive pressure, which wears the printhead faster.

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Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Why do white vertical lines appear on the labels from my Honeywell PD45S?

Symptoms: white vertical lines, dark lines along the media path, part of a dotted line missing.

Short answer: A dirty printhead causes white vertical lines or dark lines: clean it. If dots are missing or part of a dotted line disappears, Honeywell states that the printhead is faulty and must be replaced.

LIKELY CAUSE

The Honeywell guide attributes dark lines along the media path and white vertical lines to a dirty printhead. If printhead dots are missing, or a section of dotted line disappears, the printhead is at fault.

WHAT TO DO

1. Clean the printhead following the official procedure (see [printhead cleaning](#)).
2. Print a test label (Main Menu > Tools > Test Labels).
3. If the white lines persist or a dotted line remains incomplete, replace the printhead (see [printhead replacement](#)).

The **Faulty Dot** alert can warn you when the number of faulty dots reaches a threshold (see [Faulty Dot](#)).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

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Why is the print on my Honeywell PD45S too dark or smudged?

Symptoms: print too dark, ink bleeding onto the media.

Short answer: Check that the print quality setting matches the media, then lower the contrast or the printhead pressure if they are too high.

LIKELY CAUSE

Honeywell gives three causes: print quality setting unsuited to the media type, **Contrast** too high, printhead pressure too high.

WHAT TO DO

1. Check the print quality setting (Settings > Printing > Print Quality): **Darkness** works there together with **Media Sensitivity**.
2. Reduce **Contrast** if it is too high.
3. Reduce the printhead pressure by turning the pressure knob anticlockwise, then print a test label.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Why is the inner edge of my labels cut off or the content compressed on my Honeywell PD45S?

Symptoms: inner edge of the print missing, compressed content.

Short answer: A missing inner edge comes from media that is incorrectly loaded or misaligned, or a margin that is too small: reload the media or increase **Media Margin (X)**. Compressed content comes from a speed that is too high: lower the speed or adjust the printhead pressure.

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LIKELY CAUSE

For the missing edge, the Honeywell guide cites media that is incorrectly installed or misaligned, or a margin (X-start) that is too low. For compressed content, it cites a print speed that is too high.

WHAT TO DO

1. Reload the media: roll pushed fully against the inner wall of the hub, media guides adjusted.
2. Increase the margin: **Media Margin (X)** , in Settings > Printing > Media, sets the offset of the left edge of the printable area.
3. Compressed content: reduce **Print Speed** (Settings > Printing > Print Quality) or adjust the printhead pressure.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell
PX240S/PD45S user guide (official documentation).

Honeywell PD45S printhead and roller: alerts, cleaning and replacement

The PD45S can warn you when the printhead needs cleaning or replacing; the Honeywell guide describes how the user can replace the printhead and the platen roller.

What does the “Faulty Dot” alert mean on my Honeywell PD45S?

Message: **Faulty Dot** .

Short answer: The printhead has reached the number of faulty dots set in the **Faulty Dot** maintenance alert. According to Honeywell, the printhead may need to be replaced.



LIKELY CAUSE

The threshold is set in the maintenance alerts (Settings > System Settings > Maintenance Alerts). It is 0 by default: the alert is then not active.

WHAT TO DO

1. Print a test label and look for white vertical lines or missing sections of lines.
2. First clean the printhead (see [cleaning](#)): the guide also attributes white lines to a dirty printhead.
3. If dots are still missing, replace the printhead (see [printhead replacement](#)).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell
PX240S/PD45S user guide (official documentation).

How do I replace the printhead on a Honeywell PD45S (“Replace Printhead” alert)?

Message: `Replace Printhead` .

Short answer: “Replace Printhead” indicates that the printhead has reached the media length set in the maintenance alert. The Honeywell guide describes a replacement by the user: printhead lifted, two screws loosened, two cables to reconnect to the new printhead.

LIKELY CAUSE

The printhead wears through heating and cooling cycles. Its life depends on the images printed, the media and ribbon, the energy applied, the speed and the ambient temperature. The firmware detects the new printhead on restart.

Caution: Unplug the power cord before installing a user-replaceable part. The printhead and the motor may be hot: let them cool down.

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OFFICIAL REPLACEMENT PROCEDURE

1. Turn the printer off, unplug it, open the cover and remove the media and the ribbon.
2. Turn the lift lever anticlockwise to raise the printhead, then lower the front sensor.
3. Move the inner and outer toggles back to the centre of the printhead.
4. Loosen the left and right screws with a long screwdriver, going through the guide holes.
5. Turn the lever anticlockwise and pull the printhead towards you, disconnecting its two cables.
6. Connect the two cables to the new printhead and insert it into its bracket.
7. Turn the lever clockwise to close the printhead, then tighten the left and right screws again.
8. Lock the front sensor module back in place, reload media and ribbon, close the cover, plug the printer back in and turn it on.

The **Replace Printhead** threshold is a media length in metres, set in the maintenance alerts (0 by default, alert inactive).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Why does my Honeywell PD45S display “Clean Printhead” or an “Odometer” alert?

Messages: **Clean Printhead** , **Odometer (Printer)** , **Odometer (Printhead)** , **Odometer (User Resettable)** .

Short answer: These are scheduled maintenance alerts: the length of media printed has reached the set threshold. “Clean Printhead” asks you to clean the printhead; the “Odometer” alerts indicate that a counter has reached its limit.

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LIKELY CAUSE

The Honeywell guide describes three counters: **Odometer (Printer)** for the printer, **Odometer (Printhead)** for the printhead and **Odometer (User Resettable)** for the media printed since the last reset. The thresholds are set on the printer's web page (Configure > System Settings > Maintenance Alerts); a value of 0 means the alert is not enabled.

WHAT TO DO

1. "Clean Printhead": clean the printhead following the official procedure (see [printhead cleaning](#)).
2. "Odometer" alert: the guide only states that the set limit has been reached; adjust the threshold in the maintenance alerts if needed.
3. To receive these alerts remotely, choose sending by email, by SNMP trap or both (System Settings > General > Alert Notification Method).

Each alert can be enabled or disabled, repeated, and its text changed from the web page.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell
PX240S/PD45S user guide (official documentation).

How do I replace the platen roller on a Honeywell PD45S?

Symptoms: platen roller damaged or worn.

Short answer: Honeywell says to replace the platen roller when it is damaged or worn. With the printer off and unplugged, lift the printhead, fold down the front sensor, turn the roller latch clockwise and remove the roller.

Caution: Unplug the power cord before installing a user-replaceable part (Honeywell instruction).

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OFFICIAL REPLACEMENT PROCEDURE

1. Turn the printer off, unplug it, open the cover and remove the media.
2. Turn the lift lever anticlockwise to raise the printhead.
3. Pull the front sensor knob outwards, then fold the front sensor down towards the front of the printer.
4. Turn the roller latch clockwise to release it and remove the roller.
5. Insert the new roller, slide it into place, then lock it by turning the latch anticlockwise.

Cleaning the platen roller is part of the printhead cleaning procedure: cotton swab moistened with isopropyl alcohol (see [cleaning](#)).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

Honeywell PD45S connection problems: Ethernet, Wi-Fi, USB and serial

These entries follow the “Connect the Printer” and “Networking Problems” chapters of the Honeywell guide.

Why can my Honeywell PD45S not be reached on the Ethernet or Wi-Fi network?

Symptoms: printer not found on the network, web page inaccessible.

Short answer: Check that the network cable is properly connected and that it is a straight-through cable, not a crossover cable. Then check the network configuration of the PC and the printer: by default, the PD45S requests an IP address from a DHCP server and displays it at the bottom left of the screen.

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LIKELY CAUSE

The “Networking Problems” table in the Honeywell guide cites a cable that is incorrectly connected or a crossover cable, a PC not configured for the network or not connected, or a printer incorrectly configured for the network.

WHAT TO DO

1. Turn the printer off, connect the Ethernet cable to the rear port and to the network, then turn it back on.
2. Check that the cable is a straight-through cable (pin to pin) and not a crossover cable.
3. Note the IP address shown at the bottom left of the screen: it is assigned by DHCP by default.
4. Without a DHCP server, enter the IP settings in Main Menu > Settings > Communications > Ethernet (IPv4 or IPv6).
5. Check that the PC is configured for this network and connected to it, then open the printer's web page by entering its IP address in a browser.

The web page login details are given in the Honeywell user guide; at first login, the printer asks you to change the password.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell PX240S/PD45S user guide (official documentation).

How do I connect my Honeywell PD45S to Wi-Fi?

Symptoms: no wireless connection, Wi-Fi icon missing.

Short answer: Wi-Fi requires the optional Wi-Fi module: the Wi-Fi status icon only appears if it is installed. Configure the network in Main Menu > Settings > Communications > Wireless 802.11, or from the web page (Configure > Communications > Wireless 802.11), then save.

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LIKELY CAUSE

According to Honeywell, the Wi-Fi module is optional and uses DHCP by default. On a network without DHCP, configuration is done through PrintSet 6 over USB, serial commands or the printer's wizards and menus. Some secure networks require certificates to be installed.

WHAT TO DO

1. Check that the Wi-Fi module is installed: the Wi-Fi icon on the Ready screen only appears with this module.
2. From the printer: Main Menu > Settings > Communications > Wireless 802.11, enter your network settings and tap Save.
3. From the web page: log in, open the Configure > Communications > Wireless 802.11 tab, change the settings and click Save. The same page lets you restore the default Wi-Fi settings.
4. If your Wi-Fi security requires certificates: first set the printer's date and time, transfer the certificate by FTP/SFTP to /home/user/certificates/public, install it via Telnet with the certinstall.sh script, then select the .pem file from the web page, the menu or PrintSet 6.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

My Honeywell PD45S connected to the PC via USB or serial does not print: what should I check?

Symptoms: nothing prints over USB, printing stops without an error via a virtual COM port, serial port silent.

Short answer: For USB, install the Honeywell driver before connecting the cable and connect only one printer to the PC. If printing stops without an error via a virtual COM port, disable bidirectional support. For serial, check the port settings and the cable.

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LIKELY CAUSE

For the virtual COM port, the Honeywell guide cites bidirectional support being enabled; for the serial port, incorrect port settings, a damaged or incorrectly wired cable, or a Windows RS-232 printer driver installed on the PC.

WHAT TO DO

1. USB: download the Honeywell Windows Driver from the [honeywell.com/PSSsoftware-downloads](https://www.honeywell.com/PSSsoftware-downloads) portal (with Honeywell Software Download Manager), run the installation, then connect the USB cable when the installer asks you to.
2. Connect only one printer to the PC, directly or through a hub. Even if Windows detects the printer over USB, the driver is still required.
3. Printing interrupted without an error via a virtual COM port: in the printer properties, Ports tab, untick “Enable bidirectional support”.
4. Serial: use a DB9-DB9 RS-232 cable, check the serial port settings and the cable wiring, and uninstall any Windows RS-232 printer driver from the PC.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell PX240S/PD45S user guide (official documentation).

Honeywell PD45S peeler: “Label Not Taken” message

With the label taken sensor or the dispenser, the PD45S waits for the label to be removed before printing the next one.

Why does my Honeywell PD45S stop with “Label Not Taken”?

Message: `Label Not Taken` .

Short answer: A label is blocking the label taken sensor: printing waits for it to be removed. Remove the label; if the error persists, recalibrate the sensor via Wizards

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> Calibration > Label Taken Sensor.

LIKELY CAUSE

According to Honeywell, printing stops because a label is blocking the label taken sensor, which is available as an option or built into the label dispenser.

WHAT TO DO

1. Remove the presented label to resume printing.
2. If the message persists, load media and ribbon, then run Main Menu > Wizards > Calibration > Label Taken Sensor and follow the on-screen instructions.
3. Recalibrate this sensor with each new media and after any move of the printer to a different environment, as the guide recommends.

The wizard is only available if the label taken sensor is installed. The **LTS Sensitivity Level** setting is in Settings > Printing > Media.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Honeywell PD45S firmware and reset

The Honeywell guide describes updating the firmware via USB flash drive or web page, and three ways to restore the default settings.

How do I update the firmware of a Honeywell PD45S?

Messages: **Upgrading Firmware**, **Printer is Rebooting**.

Short answer: Copy the update file to the root of a USB flash drive, turn the printer off, insert the drive and turn it back on: an update message appears during loading, which can take a few minutes. Afterwards, Honeywell advises restoring the

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default settings and recalibrating the sensors.

LIKELY CAUSE

The guide describes two methods: USB flash drive or web page, the latter only if the DDR memory is 256 MB. During **Upgrading Firmware**, do not send anything to the printer; **Printer is Rebooting** indicates a restart that you must wait for before communicating with it.

OFFICIAL UPDATE PROCEDURE

1. Via USB flash drive: copy the file to the root of a drive, preferably with no other files, formatted in FAT16 or FAT32 with a single partition.
2. Turn the printer off, insert the drive into a USB host port (front or back), then turn it back on. Loading can take a few minutes; then remove the drive.
3. Via the web page (256 MB DDR only): enter the printer's IP address in a browser, log in, open Services > Firmware Upgrade, click Browse, select the file, then click Upgrade.
4. Do not send anything to the printer during **Upgrading Firmware** and wait for **Printer is Rebooting** to finish.
5. Then restore the default settings (see [reset](#)) and recalibrate the sensors (see [calibration](#)).

The Services > Firmware Upgrade page shows the installed firmware version.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell
PX240S/PD45S user guide (official documentation).

How do I reset a Honeywell PD45S to factory settings?

Short answer: From the printer: Main Menu > Tools > Restore Defaults. Without access to the menu, perform a hardware reset: with the printhead lifted, turn the printer on while holding down the Feed button and release it when the status bar is

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almost full.

LIKELY CAUSE

The Honeywell guide offers three methods: web page, main menu and hardware reset. The first two let you restore only some of the settings: Network settings, User files or System Settings.

OFFICIAL PROCEDURES

1. Via the menu: Ready screen > Main Menu > Tools > Restore Defaults. All the items are ticked: untick those you want to keep, tap the right arrow, then Yes to restore and restart.
2. Via the web page: log in, open Services > Restore Defaults, tick the items to restore, click Restore, then OK to restart.
3. Hardware reset: turn the printer off, open the cover and lift the printhead (lever anticlockwise).
4. Turn it back on while holding down the Feed button; release it when the status bar is almost full: the settings are restored.
5. Lower the printhead (lever clockwise) and close the cover.

Ticking “Network settings” also restores the factory network settings.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

Honeywell PD45S RFID problems: VOID labels, chip not found

These entries concern the RFID version (PD45SR) and follow the “RFID Problems” table in the Honeywell guide.

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Why does my Honeywell PD45S RFID print “VOID” or display “No RFID Tag Found”?

Message: **No RFID Tag Found** · Symptoms: labels printed “VOID”, chips not encoded.

Short answer: The media type is not recognised or the chip position is incorrectly set. Restart the printer or run the Wizards > Calibration > RFID wizard again, then adjust **RFID Tag Position** and, if needed, the antenna power.

LIKELY CAUSE

For “VOID” labels, the Honeywell guide cites an unrecognised media type, a chip position (**RFID Tag Position**) to be changed or an antenna output power to be adjusted. For “No RFID tag found”: non-RFID media, chip position to be changed or faulty chip. When the printer does not write to the chips, it must identify the RFID media type, on restart or with the wizard.

WHAT TO DO

1. Check that the loaded media is indeed RFID media.
2. Check the media type and length, then run Main Menu > Wizards > Calibration > RFID, select Enable, load the RFID media and tap OK.
3. The wizard displays the chip position, the window size and the read and write powers: save them in a printer profile to reuse this media.
4. If needed, adjust **RFID Tag Position** . For an estimate, set Label Top and Label Rest to 0 and measure the distance between the top of the label and the chip.
5. If “VOID” labels persist, adjust the antenna's output power (field strength), or try another label: the chip may be faulty.

Honeywell recommends avoiding printing on the thickest part of the label, where the chip is, and using a quality ribbon for thermal transfer labels.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

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Why do the RFID commands on my Honeywell PD45S not work (“RFID Not Installed”, “Tag format error”)?

Messages: RFID Not Installed , Tag format error .

Short answer: “RFID Not Installed” indicates an RFID write requested from a printer without an RFID module. If the module is present but no RFID command works, enable RFID in System Settings > Manage I/O. “Tag format error” is corrected by changing TAGFORMAT.

LIKELY CAUSE

According to Honeywell: write attempted without RFID support (module to be installed), RFID disabled in the settings, or TAGFORMAT parameters unsuited to a TAGREAD or TAGWRITE command (Fingerprint language).

WHAT TO DO

1. “RFID Not Installed”: writing to the chips requires the RFID module.
2. RFID commands have no effect: enable RFID from the web page or the main menu, in System Settings > Manage I/O.
3. “Tag format error” after TAGREAD or TAGWRITE: change TAGFORMAT, which sets the parameters of the operation (see the Fingerprint command reference guide).
4. Slow printing, with stops between labels, on non-RFID media: disable RFID from the web page or the main menu.

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

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Other Honeywell PD45S problems: touch screen, slow start-up

Two cases documented by Honeywell that do not fall into the previous categories.

The touch screen on my Honeywell PD45S responds poorly: how do I calibrate it?

Symptoms: the keys do not respond where you touch.

Short answer: Run the screen calibration: Main Menu > Wizards > Calibration > Screen, or from the web page, Services > Screen Calibration. Then touch the small square that appears, usually five times: the four corners and the centre.

OFFICIAL PROCEDURE

1. From the printer: Main Menu > Wizards > Calibration > Screen.
2. From a PC on the same network: enter the printer's IP address in a browser, open Services > Screen Calibration (log in if prompted), then click the blue Screen Calibration button.
3. Touch the small square shown on the screen each time it appears: each corner, then the centre.
4. The printer returns to the Ready screen at the end of calibration.

Applies to models with a 3.5-inch touch screen. According to the guide, the PD45SOC has a 2.36-inch LCD display.

Sources: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide · [PD45S Industrial Printer | Honeywell](#)  – Honeywell PD45S/PD45 product page (official documentation).

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Why does my Honeywell PD45S start up more slowly than before?

Symptoms: start-up takes longer than usual.

Short answer: According to Honeywell, a connected USB device can slow down start-up: remove it or use a new, empty USB flash drive. If part of a dotted line is missing from the print, the printhead is failing and must be replaced.

LIKELY CAUSE

The guide cites two causes: a connected USB device, or a failing printhead.

WHAT TO DO

1. Remove the connected USB device, or replace the flash drive with a new, empty one.
2. Print a test label: if a section of dotted line is missing, replace the printhead (see [printhead replacement](#)).

Source: [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#)  – Honeywell
PX240S/PD45S user guide (official documentation).

When should you call a technician for a Honeywell PD45S?

The entries above first suggest reloading, adjusting, cleaning or replacing a part yourself. The Honeywell PD45S guide does not refer you to a technician for any particular message; it directs you to the manufacturer's support in the following case:

- **Fault persisting after the checks in the guide:** the Honeywell guide refers you to its technical support and its repair service (Customer Support, Product Service and Repair).

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Avoiding recurring faults on the Honeywell PD45S: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO). TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a PD45S fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Honeywell technicians

Support from teams who know your equipment.

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In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Honeywell PD45S troubleshooting: frequently asked questions

How do I calibrate a Honeywell PD45S?

With the Ready screen displayed, hold down the Print button: the PD45S calibrates its media sensors. You can also go through Main Menu > Wizards > Calibration > Media, which calibrates all the sensors and shows the print settings. Then print a test label to check the result. [See the detailed entry.](#)

What does “Printhead Lifted” mean on a Honeywell PD45S?

The printhead is lifted. According to the Honeywell guide, you just need to lower the printhead by turning the lift lever clockwise until it clicks. The message “Front Arm Lifted” likewise indicates a lifted front arm. [See the detailed entry.](#)

How do I clean the printhead of a Honeywell PD45S?

Turn off and unplug the printer, remove the media and the ribbon, slide a cleaning card under the printhead, lower the printhead, then remove the card. Wait about 30 seconds for the liquid to dissolve the residue and repeat if necessary. Honeywell recommends cleaning the printhead at every roll change. [See the detailed entry.](#)

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Why does my Honeywell PD45S display “Ribbon Installed”?

The printer is set to direct thermal while a thermal transfer ribbon is loaded. Remove the ribbon, or set Print Method to Ribbon (TTR) if you are printing in thermal transfer. [See the detailed entry.](#)

How do I reset a Honeywell PD45S?

From the printer: Main Menu > Tools > Restore Defaults. Without access to the menu, perform a hardware reset: with the printhead lifted, turn the printer on while holding down the Feed button and release it when the status bar is almost full. [See the detailed entry.](#)

How do I update the firmware of a Honeywell PD45S?

Copy the update file to the root of a USB flash drive, turn the printer off, insert the drive and turn it back on: loading can take a few minutes. The update is also possible via the web page if the DDR memory is 256 MB. Afterwards, Honeywell advises restoring the default settings and recalibrating the sensors. [See the detailed entry.](#)

How do I find the IP address of a Honeywell PD45S?

By default, the PD45S requests an IP address from a DHCP server and displays it at the bottom left of the screen. Without a DHCP server, enter the IP settings in Main Menu > Settings > Communications > Ethernet. [See the detailed entry.](#)

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What is the difference between the Honeywell PD45S and the PD45?

According to Honeywell, the PD45S has a 3.5-inch colour touch screen and a vertical accuracy of 0.5 mm, compared with a 2.36-inch LCD display with keypad, a Feed button with a light and 0.75 mm for the PD45. The PD45S also offers more accessories, including wireless network cards, the peeler, the rewinder and the cutter.

Sources consulted

All the causes, procedures and messages in this guide come from the pages below from the official Honeywell documentation, consulted on 20 October 2026.

- [User Guide: PX240S/PD45S Industrial Printer \(PX240S-PD45S-EN-UG Rev B\)](#) [↗](#) – Honeywell PX240S/PD45S user guide **official**
- [Quick Start Guide: PD45S Industrial Printer \(50178602-001 Rev B\)](#) [↗](#) – Honeywell PD45S quick start guide **official**
- [PD45S Industrial Printer | Honeywell](#) [↗](#) – Honeywell PD45S/PD45 product page **official**

The Fingerprint command reference guide (FP-EN-CR Rev D) and the Honeywell printer safety guide (NS-PR-EN-SG-01 Rev D), listed on the product page, were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Honeywell PD45S](#)
- All Honeywell printer troubleshooting guides (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD43, PM23c, PM45 and PM45c, PX45 and PX65, PX940, RP2 and RP4)
- [Maintenance and repair of Honeywell printers](#)
- [All printer troubleshooting guides, all brands](#)

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- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Honeywell reseller](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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