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TROUBLESHOOTING GUIDE

Honeywell PM43 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PM23c, PM43 and PM43c Mid-Range Printer user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell PM43 Series product page →

In brief. The Honeywell PM43 is a mid-range industrial label printer that originated with Intermec, printing in direct thermal or thermal transfer at 203, 300 or 406 dpi, with a colour touch screen or an icon panel; the same manual covers the PM43c. Honeywell states that it has not been sold since 30 April 2022 and that its service and support end on 31 December 2026. On the icon model, the most common alerts are the Media icon, the Ribbon icon and the Printhead Lifted icon; by default, the printer recalibrates itself at power-up and when the printhead is closed. The entries cover the manual's procedures for the icons, calibration, loading, connection, drivers, firmware, reset and RFID. Click a question to open its entry.

- **A red or orange icon is lit** (Media, Ribbon, Printhead Lifted, Maintenance...): find it in the [lookup table](#) and open the matching entry.
- **No icon, but incorrect printing or feeding**: start with [calibration](#), the [ribbon setting](#) and [print quality](#).

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

Which icon is lit on my Honeywell PM43? Lookup by icon and light

On the PM43 with an icon panel, each alert lights a red, white or orange icon; the blue Ready-to-Work light shows whether the printer is ready. The table links each state described in the Honeywell manual to its cause and to the entry that resolves it.

Message or state	Icon or light (Honeywell manual)	Likely cause	Entry
Media	● Red Media icon	Out of media, jam or incorrect loading	Media icon
Media (label taken sensor enabled)	● Red Media icon	Printed label not yet removed	Peeler
Ribbon	● Red Ribbon icon	Ribbon out or ribbon problem	Ribbon icon
Printhead Lifted	● Red Printhead Lifted icon	Printhead lifted	Printhead lifted
Printhead Hot	● Red Printhead Hot icon	Printhead too hot	Printhead Hot
Configuration Error	● Red Configuration Error icon	Configuration problem	Light and icons
General Error	● Red General Error icon	Problem not covered by the other icons	Light and icons

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Message or state	Icon or light (Honeywell manual)	Likely cause	Entry
Pause	White Pause icon	Printer paused	<u>Pause</u>
Maintenance	● Maintenance icon solid orange	Maintenance required, life counter threshold reached	<u>Maintena nce icon</u>
Maintenance (flashing)	● Maintenance icon flashing orange	Firmware update or restore, or calibration, in progress	<u>Maintena nce icon</u>
Wi-Fi	○ Wi-Fi icon off	Radio disabled or not installed	<u>Wi-Fi</u>
Bluetooth	○ Bluetooth icon off	Bluetooth disabled or not installed	<u>Bluetooth</u>
Ready-to-Work	Ready-to-Work flashing blue	Printer not ready: a condition is preventing printing	<u>Light and icons</u>

The icons and their colours come from the “About the Icon Front Panel” section of the Honeywell manual (2016 edition), the Ready-to-Work light from “About the Front Panel”. The Maintenance icon is orange (yellow dot); the white Pause icon and the blue Ready-to-Work light have no dot.

Red and white icons on the Honeywell PM43: what do they mean and what should I do?

For the PM43 with icons, the Honeywell manual describes the meaning of each icon and the state of the Ready-to-Work light. Each entry gives the meaning, the cause and the actions to take.

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Why does the Printhead Lifted icon on my Honeywell PM43 stay red?

Lights: Printhead Lifted icon red (icon model).

Short answer: According to the Honeywell manual, a red Printhead Lifted icon means that the printhead is raised. Turn the printhead lever clockwise to lower it: the printer then performs the action set for when the printhead is closed (Head Down Action), by default smart calibration.

LIKELY CAUSE

On the PM43, the printhead is raised by turning the printhead lever anticlockwise, for example to load media or ribbon, and lowered by turning it clockwise. The icon goes out when the printhead is lowered. The printer's Alerts menu also includes a "Printhead Lifted" alert.

Caution: If the printhead is raised during start-up, pressing the Print button restores the default settings instead of starting calibration mode (see [reset](#)). According to Honeywell, moving parts are exposed when the cover is open: close it before using the printer and never put your fingers into the print mechanism while it is switched on.

WHAT TO DO

1. Open the media cover and check that the media, and the ribbon if there is one, pass correctly through the print mechanism.
2. Turn the printhead lever clockwise to lower the printhead.
3. Let the printer perform Head Down Action: by default, smart calibration detects the media type, whether a ribbon is used and the label length.
4. Press the Print button to feed the media, then close the cover.

Sources: About the Icon Front Panel · Load Media for Tear-Off Printing · About Smart Calibration and Media · About the Print Button · Safety Precautions and Product Identification – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Why is the Media icon on my Honeywell PM43 red when there are still labels left?

Lights: Media icon red (icon model).

Short answer: According to Honeywell, a red Media icon signals that the media has run out or a media problem, such as a jam or incorrect loading. With the label taken sensor enabled, it also indicates that a printed label is waiting to be removed. Otherwise, reload the roll following the official procedure and recalibrate.

LIKELY CAUSE

The manual associates the red Media icon with media that has run out, jammed or been loaded incorrectly, and, when the label taken sensor is enabled, with a printed label that has not been removed. The icon goes out when media is available and correctly loaded. The Alerts menu includes an “Out of Media” alert.

Caution: According to Honeywell, moving parts are exposed when the cover is open: close it before using the printer and never put your fingers into the print mechanism while it is switched on.

WHAT TO DO

1. If the peeler or the label taken sensor is in use, remove the label presented at the front of the printer.
2. Otherwise, open the cover and turn the printhead lever anticlockwise to raise the printhead.
3. Place the roll on the supply hub, pushing it all the way against the inner wall, then adjust the edge guide and the “dancer” guide; feed the media through the print mechanism.
4. Adjust the gap and black mark sensor so that its indicator is centred on the media.
5. Lower the printhead (lever clockwise): the printer performs Head Down Action. Press Print to feed the media, then close the cover.

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6. Check the media type (labels with gaps, black mark, fixed-length or variable-length continuous) and calibrate the sensors (see [calibration](#)).

Sources: About the Icon Front Panel · Load Media for Tear-Off Printing · Safety Precautions and Product Identification – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

Why does the Ribbon icon on my Honeywell PM43 light up red?

Lights: Ribbon icon red (icon model).

Short answer: According to the Honeywell manual, a red Ribbon icon indicates that the ribbon has run out or has a problem. Put a ribbon back on the supply hub in the direction that matches its ink side, tension it with the take-up hub, then lower the printhead.

LIKELY CAUSE

Honeywell distinguishes between the ribbon running out and a ribbon problem. The icon stays off if there is no ribbon problem or if the printer is not configured to use a ribbon. The Alerts menu includes an “Out of Ribbon” alert.

Caution: According to Honeywell, moving parts are exposed when the cover is open: close it before using the printer and never put your fingers into the print mechanism while it is switched on.

WHAT TO DO

1. Open the cover and lift the printhead (lever anticlockwise).
2. Identify the ink side: place the ribbon on a sheet of paper and scratch it with a pen. A mark on the paper indicates a ribbon inked on the outside (ink out); otherwise, it is inked on the inside (ink in).
3. Slide the roll onto the supply hub (wound clockwise for an ink-out ribbon, anticlockwise for an ink-in ribbon) and an empty core onto the take-up hub.

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4. Feed the ribbon through the print mechanism, pulling out about 20 cm of leader, then turn the take-up hub anticlockwise until the ribbon is taut and free of creases.
5. Load the media, lower the printhead (the printer performs Head Down Action), press Print to feed the media and close the cover.
6. Check that the printer is configured for thermal transfer (see [print method](#)).

Sources: About the Icon Front Panel · About Ribbon and Load Ribbon · Safety Precautions and Product Identification – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

Why is the Printhead Hot icon on my Honeywell PM43 red?

Lights: Printhead Hot icon red (icon model).

Short answer: According to the Honeywell manual, a red Printhead Hot icon means that the printhead is too hot. It goes out when the printhead temperature returns to normal.

LIKELY CAUSE

Printhead overheating. The printer's Alerts menu includes the “Printhead Too Hot” and “Motor Too Hot” alerts.

WHAT TO DO

1. Wait for the printhead to cool: the Printhead Hot icon goes out when its temperature returns to normal.
2. Do not put your fingers into the print mechanism while the printer is powered on.
3. If the icon stays on, note down the information support will need (see [light and icons](#)).

Sources: About the Icon Front Panel · Safety Precautions and Product Identification – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Why is my Honeywell PM43 paused and no longer printing?

Lights: Pause icon white (icon model).

Short answer: On the icon model, a white Pause icon indicates that the printer is paused: press the Print button to resume. On the touch screen model, the printer cannot print while the main menu is open: return to the Ready screen.

LIKELY CAUSE

During printing, pressing the Print button stops or pauses printing: the printer finishes the current label and then stops. When paused, pressing it again resumes printing.

WHAT TO DO

1. Check the Pause icon (icon model) or the screen displayed (touch screen model).
2. When paused: press the Print button once to resume printing.
3. Touch screen model: exit the main menu; according to Honeywell, the printer does not print while it is open.

Sources: About the Icon Front Panel · About the Print Button · About the Main Menu – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

Calibrating the Honeywell PM43: Smart Calibration, Media wizard and web page

The PM43 calibrates itself by default; calibration can also be started from the Media wizard, from the web page or with the Print button at start-up.

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How do I calibrate my Honeywell PM43 after changing labels?

Symptoms: new roll, different media type, ribbon added or removed.

Short answer: By default, the PM43 calibrates itself at power-up and when the printhead is closed (Smart Calibration). To force a calibration: main menu Wizards > Calibration > Media on the touch screen model, Services > Media Calibration on the web page, or press Print during start-up.

LIKELY CAUSE

Smart calibration detects the media type (gaps, black mark or continuous) and the print method (with or without a ribbon), and calibrates the label length, which reduces the media used during setup. It is available for Power Up Action and Head Down Action (default settings) and for Hold Feed Button Action. The Media wizard calibrates the gap sensor and displays the current print settings.

OFFICIAL CALIBRATION PROCEDURE

1. Load the media (and the ribbon), then adjust the gap and black mark sensor so that its indicator is centred on the media.
2. Lower the printhead: the printer performs Head Down Action (smart calibration by default). Press Print to feed the media and close the cover.
3. Set the media type: labels with gaps, black mark, fixed-length continuous or variable-length continuous.
4. Calibrate the sensors: on the touch screen model, main menu > Wizards > Calibration > Media; on all models, printer web page > Services > Media Calibration.
5. Another method: press Print during start-up to enter calibration mode (printhead lowered; with the printhead raised, the same press restores the default settings).
6. Finally, set the start and stop offsets (Start Adjust, Stop Adjust) if necessary.

In the Ready state, pressing Print for more than two seconds performs the action set in Hold Feed Button Action. The media parameters are in the Printing menu (Media Type, Print Method, Media Calibration Mode, Start Adjust, Stop Adjust...).

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Sources: About Smart Calibration and Media · Load Media for Tear-Off Printing · About the Print Button · About the Printer Wizards · About the Printer Configuration Menus – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

Honeywell PM43 ribbon: thermal transfer or direct thermal

The Print Method setting and the Media Setup wizard tell the PM43 whether it is working with a ribbon; smart calibration also detects this.

How do I set up my Honeywell PM43 for thermal transfer or direct thermal?

Symptoms: switching from direct thermal labels to a ribbon, or the other way round.

Short answer: The setting is called Print Method, in the media parameters. On the touch screen model, the Media Setup wizard lets you choose direct thermal (DT) or thermal transfer (TTR). Smart calibration also automatically detects whether a ribbon is being used.

LIKELY CAUSE

Thermal transfer gives a more durable print than direct thermal, more resistant to chemicals, heat and sunlight. The printer must be configured for the method used.

WHAT TO DO

1. Touch screen model: main menu > Wizards > Printing > Media Setup; choose DT or TTR, then the width, length, X margin, Start and Stop offsets and print speed.
2. Or set Print Method directly in the media parameters (Settings > Printing menu).
3. Web page: Configure tab, Printing section, then Save.
4. Icon model: use PrintSet 5, connected via serial, USB or the network.

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5. Choose a ribbon suited to the media: Honeywell asks you to match the ribbon to the media and to configure the printer for thermal transfer.

Sources: About Ribbon and Load Ribbon · About the Printer Wizards · About the Printer Configuration Menus · About Smart Calibration and Media · Configure the Printer from the Web Page · Configure the Printer with PrintSet 5 – PM23c, PM43, & PM43c Mid-Range Printer User Manual (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 PM43 print quality: test label and Print Quality wizard

Honeywell refers you to the test label and the print quality wizard to check the installation and choose the best setting.

How do I improve the print quality of my Honeywell PM43?

Symptoms: weak or uneven print, or print to be checked after changing consumables.

Short answer: Print a test label (Tools > Test Labels on the touch screen model); if the quality is poor, Honeywell refers you to the Wizards > Printing > Print Quality wizard, which prints a series of labels so that you can choose the best setting.

LIKELY CAUSE

The test label confirms that the media and ribbon are correctly installed. The Print Quality wizard is used to determine the best print quality setting.

WHAT TO DO

1. Print a test label (see [test label](#)).
2. If the quality is poor, run Wizards > Printing > Print Quality and keep the best result.

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3. Check that the media type and print method match the roll loaded (see [print method](#)).
4. If necessary, adjust the quality settings in the Printing menu: Contrast, Darkness, Media Sensitivity, Print Speed.
5. With RFID media, avoid printing on the thickest part of the label if possible.

Sources: About Test Labels · About the Printer Wizards · About the Printer Configuration Menus · How to Print on RFID Media – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

Honeywell PM43 printhead maintenance: Maintenance icon and alert thresholds

The Maintenance icon and the maintenance thresholds in System Settings signal when to clean or replace the printhead.

What does the orange Maintenance icon mean on my Honeywell PM43?

Lights: Maintenance icon solid or flashing orange (icon model).

Short answer: When solid, the orange Maintenance icon signals that maintenance is required: a life counter (odometer) threshold has been reached. When flashing, it indicates that a firmware update, recovery or restore, or a calibration, is in progress; it goes out when the operation is complete.

LIKELY CAUSE

The maintenance parameters in System Settings include counters and the Replace Printhead, Clean Printhead and Faulty Dot thresholds; the Alerts menu includes the corresponding alerts, and the notification method is set in System Settings (Alert Notification).

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WHAT TO DO

1. Flashing icon: wait until the update, restore or calibration is complete.
2. Solid icon: check the maintenance counters and thresholds in System Settings (web page, Configure tab, or Settings > System Settings on the touch screen model): counters (odometer), Replace Printhead, Clean Printhead, Faulty Dot.
3. Schedule the maintenance required (cleaning or replacing the printhead) according to the Honeywell manual; before using a cleaning card, read the warning printed on its envelope.

Sources: About the Icon Front Panel · About the Printer Configuration Menus · Safety Precautions and Product Identification – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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

Honeywell PM43 cannot be reached: Ethernet, Wi-Fi, Bluetooth, USB and serial

The PM43 comes as standard with USB, RS-232 and Ethernet; Wi-Fi and Bluetooth require the optional module. These entries cover the connection procedures in the manual.

How do I find or set the IP address of my Honeywell PM43 on Ethernet?

Symptoms: printer missing from the network, IP address unknown, web page inaccessible.

Short answer: By default, the PM43 requests its IP address from a DHCP server at power-up. On the touch screen model, the address is shown at the bottom left of the screen; on the icon model, use PrintSet. Without DHCP, set the address in Settings > Communications > Ethernet (touch screen) or with PrintSet (icons).

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LIKELY CAUSE

Without a DHCP server, the printer does not obtain an address and must be set manually. On the touch screen model, the information bar shows the IP address when the printer is on an Ethernet or wireless network, otherwise the serial port information.

WHAT TO DO

1. Switch off the printer, connect the Ethernet cable to the port at the back and to the network, then switch it back on.
2. With a DHCP server, note the IP address at the bottom left of the screen (touch screen) or with PrintSet (icons).
3. Without a DHCP server: on the touch screen model, Settings > Communications > Ethernet > IPv4 or IPv6; on the icon model, Ethernet settings in PrintSet.
4. Default values: IPv4 on DHCP (address, subnet mask and router at 0.0.0.0, DHCP response set to Broadcast), IPv6 on automatic.
5. Then enter the IP address in a browser to open the printer's web page.

The login credentials for the web page are given in the Honeywell manual; they are not reproduced here.

Sources: Connect the Printer to an Ethernet Network · About the Ready Screen · Configure the Printer from the Web Page – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

How do I connect my Honeywell PM43 over Wi-Fi?

Symptoms: printer missing from the wireless network, Wi-Fi icon off.

Short answer: Wi-Fi requires the optional Wi-Fi/Bluetooth module. Set it up from the web page (Configure > Communications > Wireless 802.11), from the main menu on the touch screen model (Settings > Communications > Wireless 802.11) or with the Wireless 802.11 wizard.

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LIKELY CAUSE

Without the Wi-Fi/Bluetooth module, the PM43 has no radio. The Default Settings button on the Wireless 802.11 page restores the default wireless settings. On the touch screen model, the wireless icon shows the signal strength or that 802.11 is disabled.

WHAT TO DO

1. Check that the module is installed: on the icon model, a Wi-Fi icon that is off signals a disabled or missing radio; on the touch screen model, the wireless icon only appears with the module.
2. Web page (printer switched on and already connected via Ethernet or Wi-Fi): enter the IP address, click Login, log in, then Configure > Communications > Wireless 802.11; make your changes and click Save.
3. Touch screen model: main menu > Settings > Communications > Wireless 802.11, or Wizards > Communications > Wireless 802.11.
4. Network without DHCP: configure Wi-Fi with PrintSet over USB, with commands over a serial link, or with the wizards and menus on the touch screen model.
5. If wireless security requires certificates, install them (printer date and time correct, FTP transfer then installation script via Telnet, according to the manual) and specify the .pem file.

The login credentials for the web page are given in the Honeywell manual; they are not reproduced here.

Sources: About Wireless Communications · Install Authentication Certificates · About the Icon Front Panel · About the Ready Screen · About the Printer Wizards – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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How do I connect a Bluetooth device to my Honeywell PM43?

Symptoms: Bluetooth scanner or keyboard not recognised, Bluetooth icon off.

Short answer: Bluetooth requires the optional Wi-Fi+Bluetooth module. On the touch screen model, the Wizards > Communications > Bluetooth wizard searches for the device (keyboard or scanner in HID mode) and connects to it; if the connection fails, change the printer's Bluetooth settings.

LIKELY CAUSE

When enabled, Bluetooth allows, for example, a barcode scanner to send its data to a Fingerprint application; the printer can also be made discoverable and secured. On the icon model, a Bluetooth icon that is off signals that Bluetooth is disabled or missing.

WHAT TO DO

1. Switch on the Bluetooth device, make it discoverable and place it within range of the printer.
2. From the Ready screen, open the main menu > Wizards > Communications > Bluetooth and follow the instructions.
3. If it fails, change the settings: main menu > Settings > Communications > Bluetooth, or web page > Configure > Communications > Bluetooth (Default Settings button to return to the default values), or PrintSet 5 over USB.

Sources: About Bluetooth Communications · About the Printer Wizards · About the Icon Front Panel – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Why won't my PC print to my Honeywell PM43 over USB or serial?

Symptoms: printer detected by Windows but not printing, no response over the serial link.

Short answer: Honeywell points out that Windows can detect the PM43 over USB without the drivers being installed: install InterDriver for correct operation. Over USB, no parameters need setting and it is recommended to connect only one printer per PC; over serial, the PC port settings must match those of the printer.

LIKELY CAUSE

Drivers missing, different serial port settings on the PC and the printer, or several printers on the same PC over USB.

WHAT TO DO

1. Install the InterDriver drivers on the PC (see [driver installation](#)).
2. USB: connect a USB type A cable between the back of the printer and the PC when the installation asks you to; connect only one printer per PC, directly or through a hub.
3. Serial: connect the printer to the PC's COM port with a DB9-DB9 RS-232 cable and, if necessary, match the PC's serial port settings to those of the printer.
4. IEEE 1284 parallel port (option): first configure the printer from the main menu, the web page or PrintSet 5 over USB, before using the parallel link.

Sources: Install Printer Drivers · How to Connect the Printer to Your PC – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Honeywell PM43 cutter and peeler: loading and adjustment

The peeler with label taken sensor and the cutter are options on the PM43; the manual describes how to load and adjust them.

Why does my Honeywell PM43 wait for me to remove the label before printing the next one?

Message: **Label Not Taken** · Lights: Media icon red (icon model, label taken sensor enabled).

Short answer: This is what the label taken sensor, supplied with the peeler, does: the printer waits for the label to be removed before printing the next one. Remove it; if the sensor does not respond correctly, run the Wizards > Calibration > Label Taken Sensor wizard.

LIKELY CAUSE

The peeler separates self-adhesive labels from their liner during printing; the label is removed by hand. On the icon model, with the sensor enabled, a red Media icon indicates that a printed label has not been removed. The printer's Alerts menu includes the "Label Not Taken" alert.

WHAT TO DO

1. Remove by hand the label presented at the front of the printer.
2. If the sensor does not respond correctly, run the calibration wizard: main menu > Wizards > Calibration > Label Taken Sensor (sensor installed).
3. Check the loading: peeler lever lowered, media fed between the peeler and the platen roller, liner coming out at the bottom (or wound onto the internal rewinder), liner taut, peeler lever closed, printhead lowered, cover closed.
4. Press Print, set the media type and calibrate (see [calibration](#)), then set the feed parameters (feed adjust).

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Sources: Load Media for the Label Dispenser – PM23c, PM43, & PM43c Mid-Range Printer User Manual · About the Printer Wizards – PM23c, PM43, & PM43c Mid-Range Printer User Manual · About the Icon Front Panel – PM23c, PM43, & PM43c Mid-Range Printer User Manual · About the Printer Configuration Menus (Alert Menu) – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I load and configure the cutter on my Honeywell PM43?

Symptoms: cutter to be loaded or configured, cutting to be enabled.

Short answer: The cutter is available on the PM43 and PM43c. Feed the media through the cutter slot, close it, then, on the touch screen model, set Settings > Printing > Cutter, Cutter Control to “Automatic”. Never cut adhesive: Honeywell prohibits it.

LIKELY CAUSE

Labels are cut immediately after printing; the optional collection tray holds up to 20 labels or tickets. According to the data sheet and the manual, the cutter is only available on the PM43 and PM43c.

Caution: The manual prohibits cutting any type of adhesive or soft material, which can damage the cutter.

WHAT TO DO

1. Open the cover, raise the printhead (lever anticlockwise) and open the cutter door.
2. Load the roll against the inner wall, adjust the guides and feed the media through the print mechanism and then through the cutter slot; close the cutter.
3. Switch on the printer and close the cover.
4. Touch screen model: Settings > Printing > Cutter, Cutter Control set to “Automatic”; partial cut is enabled with Partial Cut. Save. Icon model: PrintSet 5 or command language.
5. Then set the Start Adjust and Stop Adjust offsets.

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Sources: Load Media for Cut-Off Printing – PM23c, PM43, & PM43c Mid-Range Printer User Manual · Printer Options and Accessories – PM23c, PM43, & PM43c Mid-Range Printer User Manual · [PM43/43c/23c Data Sheet](#)  – Honeywell data sheet (Rev I, 05/20) (official documentation).

Driver, language, firmware and reset for the Honeywell PM43

Installing InterDriver, choosing the command language, loading from a USB stick, profiles and returning to default settings, according to the Honeywell manual.

How do I install the Windows driver for my Honeywell PM43?

Symptoms: printer detected by Windows over USB but printing incorrectly or not at all.

Short answer: Honeywell supplies the InterDriver driver. Download it from the PM43 page, run it, let the InterDriver wizard install the driver (Plug and Play option), then choose the model, the printhead resolution and the print language.

LIKELY CAUSE

According to the manual, Windows applications and PrintSet 5 need the drivers to communicate with the printer, even when Windows detects it automatically over USB.

WHAT TO DO

1. Download InterDriver (Windows version) from the printer's download page.
2. Accept the licence; InterDriver extracts its files and launches its wizard.
3. Keep “Install printer drivers” and “Install a driver for a Plug and Play printer”, then choose the model, the printhead resolution (203 or 300 dpi), the print language and the options.
4. If needed, rename the printer, set it as default or share it, then click Finish and Close.

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Source: Install Printer Drivers – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

How do I change the print language (Fingerprint, IPL, ZSim) on my Honeywell PM43?

Symptoms: application or driver designed for another language, Programs menu missing.

Short answer: On the web page, open Configure > System Settings > General, choose Command Language, save, then restart the printer from the Services tab.
On the touch screen model: Settings > System Settings > General > Command Language, then switch the printer off and on again.

LIKELY CAUSE

The PM43 supports Fingerprint (default language), Direct Protocol, IPL, ZSim, DSim and Smart Printing. The Programs menu only appears when the language is Fingerprint or Direct Protocol.

WHAT TO DO

1. Check that the media, and the ribbon if needed, are installed.
2. Web page: enter the IP address, log in, go to the Configure tab > System Settings > General, choose the language in Command Language, save, then restart the printer from the Services tab.
3. Touch screen model: main menu > Settings > System Settings > General, scroll down to Command Language, choose the language, save, then switch the printer off and on again.

The login credentials for the web page are given in the Honeywell manual; they are not reproduced here.

Sources: About Printer Command Languages · How to Set the Printer Command Language · About the Main Menu – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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How do I load firmware or files onto my Honeywell PM43 with a USB stick?

Symptoms: firmware update or file loading needed.

Short answer: According to the Honeywell manual, a single-partition USB stick formatted in FAT16 or FAT32 is used to load applications, configurations, fonts and images, and to update the firmware. Copy each file into the designated folder on the stick, then insert it into a USB host port.

LIKELY CAUSE

The USB host port accepts a keyboard, a barcode scanner and a storage stick. Files can also be loaded from the Manage tab of the web page (Applications, Fonts, Images, Label Formats, Web Forms).

WHAT TO DO

1. Prepare a stick with a single partition, formatted in FAT16 or FAT32.
2. Copy the files into the recognised folders: /apps, /config, /profiles, /display, /scripts, /firmware, /fonts, /forms, /images, /webforms; installation packages (UFF) and start-up files go in the root.
3. Insert the stick into a USB host port (at the back; the touch screen PM43 also has a port on the front).
4. Icon model: loading is automatic. Touch screen model: in the USB menu, choose Install Resources, the file type, then each file until a tick appears (Tools > USB Menu).
5. During a firmware update, the Maintenance icon flashes orange and the Ready-to-Work light is off: wait until the operation is complete.

The Honeywell manual has a section on updating the firmware (How to Upgrade the Printer Firmware): refer to it for the full procedure.

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Sources: About the USB Host Port · Connect a USB Device · About Uploading Fonts, Images, Applications, Formats, and Web Pages · About the Icon Front Panel · About the Front Panel – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

How do I reset my Honeywell PM43 to factory defaults?

Symptoms: configuration needs resetting.

Short answer: According to the Honeywell manual, pressing the Print button during start-up with the printhead raised restores the default settings. On the touch screen model, the Tools menu also lets you restore the default settings.

LIKELY CAUSE

The Print button acts differently depending on the printer's state: during start-up, it starts calibration mode, or restores the default settings if the printhead is raised.

WHAT TO DO

1. Switch off the printer, open the cover and raise the printhead (lever anticlockwise).
2. Switch the printer back on and press the Print button during start-up: with the printhead raised, the press restores the default settings.
3. Lower the printhead and close the cover.
4. Touch screen model: restoring the default settings is also available in the main menu, under Tools.
5. Then reload your settings: saved profile (see [profiles](#)) or configuration file.

Sources: About the Print Button · About the Main Menu · About Printer Profiles – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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How do I save and reload the settings on my Honeywell PM43 (profiles)?

Symptoms: settings lost after a reset, frequent media changes.

Short answer: A profile saves the settings so that you can reload them later, for example one profile per media type. On the touch screen model: Tools > Profiles > Save or Load. On the web page: Configure > System Settings > General > Save As Profile to save, Manage > Profiles to activate.

LIKELY CAUSE

According to Honeywell, a profile does not keep the IP address, the label stop sensor calibration or the remote port and host values.

WHAT TO DO

1. Touch screen model, saving: main menu > Tools > Profiles > Save, name of up to 16 characters, confirm and wait for “Complete”.
2. Touch screen model, loading: Tools > Profiles > Load, choose the profile and confirm.
3. Web page, saving: Configure > System Settings > General > Save As Profile, name, Save.
4. Web page, loading: Manage > Profiles, choose the profile from the Resident list and click Activate (or Browse and Upload for an external file).
5. USB stick: an .xml configuration file is installed with Tools > USB Menu > Configuration > Install Configuration, and exported with Export Configuration (single-partition FAT16 or FAT32 stick).

On the touch screen model, the Quick Choices menu (Tools > Quick Choices > Add) can group media profiles together so that you can change media more quickly.

Sources: About Printer Profiles · Install or Export a Configuration File – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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RFID on the Honeywell PM43: calibration and module installation

These entries apply to PM43 printers fitted with the UHF RFID module: calibration wizard, tag position and module installation.

How do I calibrate RFID encoding on my Honeywell PM43?

Symptoms: tags incorrectly encoded or print needing realignment on RFID media.

Short answer: Run the RFID calibration wizard: main menu Wizard > Calibration > RFID Calibration, Enable, load the RFID media then OK. The printer displays the tag position and, for UHF inlays, the output power.

LIKELY CAUSE

The tag must be aligned with the RFID antenna: this is what Tag Position is for. RFID media is slightly thicker where the tag is, which can affect print quality; for thermal transfer, Intermec recommends a high-quality ribbon.

WHAT TO DO

1. Check that the media type and length are set correctly.
2. Main menu > Wizard > Calibration > RFID Calibration, then Enable to activate the RFID module.
3. Load the RFID media and select OK.
4. Note the tag position and, for UHF, the output power displayed; if necessary, correct Tag Position (TAGADJUST, in dots, mm or inches: a positive value to move the label forwards, a negative value to move it back).
5. Save these settings in a profile for this RFID media (see [profiles](#)).

Sources: How to Print on RFID Media · About RFID Tag Position · Run the RFID Calibration Wizard – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Who can install the RFID module in my Honeywell PM43?

Symptoms: RFID to be added to a PM43, or RFID wizard missing.

Short answer: According to the Honeywell instructions, the RFID module for the PM43 and PM43c must only be installed by an authorised service technician. It is specific to a country or region: order the version that corresponds to your country.

LIKELY CAUSE

The RFID module is an option on the PM23c, PM43 and PM43c; according to the data sheet, the RFID offered is UHF. The RFID calibration wizard is only available with the module installed.

Caution: The Honeywell instructions warn of hazardous voltage in the electronics compartment: switch off and unplug the printer before any dismantling, and take precautions against electrostatic discharge.

WHAT TO DO

1. Check that the module corresponds to your country or region: using it elsewhere may breach regulations.
2. Have the installation carried out by an authorised technician: printer switched off, power cord and communication cables disconnected.
3. After installation, run the RFID calibration wizard (see [RFID calibration](#)).

When to call a technician: installing the RFID module is restricted to an authorised service technician.

Sources: [PM43 and PM43c RFID Module Installation Instructions](#)  – Honeywell installation instructions (P/N 931-095-001) · Printer Options and Accessories – PM23c, PM43, & PM43c Mid-Range Printer User Manual · [PM43/43c/23c Data Sheet](#)  – Honeywell data sheet (Rev I, 05/20) (official documentation).

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Other Honeywell PM43 problems: Ready-to-Work light, touch screen, locked menu

Error light and icons, touch screen calibration, menu access and test label.

Why is the Ready-to-Work light on my Honeywell PM43 flashing?

Lights: Ready-to-Work flashing blue, red icon lit (icon model).

Short answer: According to Honeywell, a flashing Ready-to-Work light means that the printer is not ready: a condition is preventing printing. On the icon model, the red icon that is lit shows which one (Media, Ribbon, Printhead Hot, Printhead Lifted, Configuration Error or General Error).

LIKELY CAUSE

Ready-to-Work on: ready to print. Flashing: not ready. Off: printer switched off, not communicating or not ready, for example at start-up or during a firmware update.

WHAT TO DO

1. Identify the red icon that is lit and open the entry given in the [lookup table](#).
2. Red Configuration Error icon: the printer is signalling a configuration problem; review its settings (main menu, web page or PrintSet 5).
3. Red General Error icon: there is a problem not covered by the other icons.
4. In an error state, pressing Print feeds the media if possible.

When to call a technician: if the error persists, Honeywell directs you to its knowledge base, then to its technical support portal or its telephone helpline.

Sources: About the Front Panel · About the Icon Front Panel · Connect the Printer to Power · About the Print Button · Customer Support – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Why doesn't the touch screen on my Honeywell PM43 respond correctly?

Symptoms: screen taps not recognised correctly or having no effect.

Short answer: Honeywell says to calibrate the screen: open the main menu with the ./- key on the keypad, then Wizard > Calibration > Screen, and touch the calibration points until the screen clears. In the meantime, you can navigate with the keypad keys.

LIKELY CAUSE

The 3.5-inch screen is resistive: it can be used with a finger, a gloved hand or a stylus, and a single press is enough. If the screen is not working correctly, the keypad keys can be used for input and navigation.

WHAT TO DO

1. Press the ./- key on the keypad to open the main menu.
2. Press 2 until Wizard is selected, then press Enter.
3. Press 2 until you reach Calibration, then Enter; press 2 again until you reach Screen, then Enter.
4. Touch the calibration points until the screen clears: calibration finishes and the Ready screen returns.

Keypad shortcuts: keys 8, 2, 4 and 6 act as up, down, left and right arrows, and Enter confirms a selection.

Sources: Calibrate the Screen · About the Full Touch Display Front Panel · About the Ready Screen – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

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Why is the menu on my Honeywell PM43 locked or asking for a PIN?

Symptoms: main menu inaccessible or protected by a PIN.

Short answer: Menu access is controlled by Menu Access: Enable (default), Enable with PIN (PIN required) or Disable (main menu and USB menu locked). Change this setting from the web page: Configure > System Settings > Display.

LIKELY CAUSE

An administrator has restricted access to the menu with the Menu Access setting.

WHAT TO DO

1. Open the printer's web page (IP address in a browser) and log in.
2. Go to Configure > System Settings > Display.
3. Set Menu Access to Enable to reopen the menu to everyone, or to Enable with PIN and enter the PIN you want.
4. Save. On the touch screen model, the same setting is in Settings > System Settings > Display.

Sources: Restrict Access to the Main Menu · Configure the Printer from the Web Page – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

How do I print a test label on my Honeywell PM43?

Symptoms: checking the media and ribbon installation, reading the printer information.

Short answer: On the icon model, switch on the printer and, when the last two icons (Printhead Hot and Maintenance) light up during start-up, hold down the Print button until printing starts: three test labels come out. On the touch screen model, go through the main menu, Tools > Test Labels.

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LIKELY CAUSE

The test label confirms that the media and ribbon are correctly installed and gives useful information about the printer.

WHAT TO DO

1. Icon model: plug in and switch on the printer; during start-up, the icons light up and then go out one by one.
2. When the last two (Printhead Hot and Maintenance) are lit, hold down Print until printing starts, then release it: three test labels come out.
3. Touch screen model: from the Ready screen, touch the Main Menu button in the status bar, then Tools > Test Labels, and touch the label you want.
4. If the quality is poor, run the Wizards > Printing > Print Quality wizard.

Source: About Test Labels – PM23c, PM43, & PM43c Mid-Range Printer User Manual (official documentation).

When should you call a technician for a Honeywell PM43?

Most entries are resolved by reloading, adjusting or calibrating. In the following cases, the Honeywell documentation consulted directs you to a technician or to support:

- **Installing the RFID module:** restricted to an authorised service technician, module specific to the country or region.
- **Persistent error (General Error icon, flashing light):** Honeywell knowledge base, then technical support portal or telephone helpline.
- **IEEE 1284 parallel port:** installed at the factory or by an authorised service technician.

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Avoiding recurring faults on the Honeywell PM43: 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 PM43 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 PM43 troubleshooting: frequently asked questions

How do I calibrate a Honeywell PM43?

By default, the PM43 calibrates itself at power-up and when the printhead is closed. To force calibration, run Wizards, Calibration, Media on the touch screen model or Services, Media Calibration on the web page, or press Print during start-up with the printhead lowered. [See the detailed entry.](#)

What does the Printhead Lifted icon mean on a Honeywell PM43?

The printhead is raised. Turn the printhead lever clockwise to lower it: the printer then performs the action set for when the printhead is closed, by default smart calibration. [See the detailed entry.](#)

Why is the Media icon red on a Honeywell PM43?

According to Honeywell, it signals that the media has run out, a jam or incorrect loading. If the label taken sensor is enabled, it also indicates that a printed label is waiting to be removed. [See the detailed entry.](#)

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Why is the light on my Honeywell PM43 flashing?

A flashing Ready-to-Work light means that the printer is not ready: a condition is preventing printing. On the icon model, the red icon that is lit shows which one. [See the detailed entry.](#)

How do I reset a Honeywell PM43?

Switch off the printer, raise the printhead, switch it back on and press the Print button during start-up: with the printhead raised, this press restores the default settings. On the touch screen model, the Tools menu also lets you restore the default settings. [See the detailed entry.](#)

How do I switch a Honeywell PM43 to thermal transfer?

Set Print Method to ribbon (TTR) in the media parameters, or choose TTR in the Media Setup wizard on the touch screen model. Smart calibration also automatically detects whether a ribbon is being used. [See the detailed entry.](#)

How do I change the print language (Fingerprint, IPL, ZSim) on a Honeywell PM43?

On the web page, open Configure, System Settings, General, choose Command Language, save, then restart the printer from the Services tab. On the touch screen model, go through Settings, System Settings, General, then switch the printer off and on again. [See the detailed entry.](#)

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Is the Honeywell PM43 still supported by Honeywell?

According to the Honeywell product page, the PM43 has not been sold since 30 April 2022 and its service and support end on 31 December 2026. Honeywell presents the PM45 as the alternative product.

Sources consulted

All the causes, procedures and icon states in this guide come from the official Honeywell documentation below, consulted on 20 October 2026. The user manual, whose online version on the Honeywell site is not freely accessible, is cited by its title.

- PM23c, PM43, & PM43c Mid-Range Printer User Manual – Honeywell user manual (2016 edition), chapters 1 to 4 **official**
- PM23c, PM43, and PM43c Mid-Range Printer User Manual – Intermec user manual (2013 edition, version 002), Alerts menu in chapter 4 **official**
- [PM43/43c/23c Data Sheet](#)  – Honeywell data sheet (Rev I, 05/20) **official**
- [PM43 and PM43c RFID Module Installation Instructions](#)  – Honeywell installation instructions (P/N 931-095-001) **official**
- [PM43 Industrial Printer | Honeywell](#)  – official PM43 product page (end of sale, list of documents) **official**
- [Discontinued Productivity Products | Honeywell](#)  – Honeywell list of discontinued products **official**

The PM43/PM43c label dispenser instructions and the Fingerprint and IPL reference manuals on prod-edam.honeywell.com, the PM43 cutter instructions (943-365-001) and the PM43 quick start guide (930-256), apart from their cover, the pages of the user manual (935-046) beyond page 76, including chapters 5 and 6 (alerts table, troubleshooting, restore, firmware, cleaning, printhead and sensor adjustments) and the appendices, as well as the Honeywell knowledge base, 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.

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See also

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

495 rue Lavoisier
59112 Annoeullin

📞 RECEPTION	+33 3 74 45 45 35
🔧 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C
78990 Élancourt

📞 RECEPTION	+33 1 77 04 86 26
🔧 TECHNICAL HOTLINE	+33 1 77 04 86 30

TIMCOD Est

7 rue Icare
67960 Entzheim

📞 RECEPTION	+33 3 68 33 29 10
🔧 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
🔧 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
🔧 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
🔧 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

545 rue François Hennebique, ZI Milles
13290 Aix-en-Provence

📞 RECEPTION	+33 4 42 60 78 78
🔧 TECHNICAL HOTLINE	+33 4 42 60 78 76

PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/honeywell/pm43>, updated on 21 October 2026.

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