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TROUBLESHOOTING GUIDE

Sato FX3-LX troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Sato documentation, Sato FX3-LX online operator manual (FX3-LX Operator Manual, English and French versions) (list at the end of the page)

In brief. The Sato FX3-LX is a direct thermal desktop label printer (305 dpi, 80 mm print width), operated from a 7-inch colour touch screen, available as a USB or USB+LAN model, with cutter, partial cutter, linerless, built-in peeler, Wi-Fi/Bluetooth and battery options. It reports its errors with a four-digit number (1007, 1008, 1012...) and a red light; Sato documents 29 of them. The causes Sato cites most often are incorrectly loaded media, a dirty printhead or sensor, and a poorly calibrated sensor. This guide covers these messages and the official procedures for calibration, cleaning, printhead replacement and connection troubleshooting. Click a question to open the entry.

- **An error number is displayed** (1007, 1008, 1028...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with [loading the roll](#), [cleaning the printhead](#) and [calibration](#).

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

Which error is my Sato FX3-LX showing? Lookup by message number

The FX3-LX shows its errors on the touch screen: a four-digit number, an icon and the available operations (go offline, cancel the error, feed the media, play the help video). According to Sato, the STATUS light turns solid red when an error occurs. The table links each message to its cause and to the entry that resolves it.

Message or state	Light (Sato manual)	Likely cause	Entry
Error 1001 (Machine Error)	—	Printer fault	Error 1001
Error 1002 (Program Error)	—	Program error in memory	Error 1002
Error 1007 (Cover Open)	—	Top cover open or faulty cover sensor	Error 1007
Error 1008 (Out of Paper)	—	Media missing, incorrectly loaded or jammed, sensor dirty or incorrectly set	Error 1008
Error 1010 (Media Error)	—	Label size in the data differs from the media, incorrect sensor level	Error 1010
Error 1012 (Head Error)	—	Worn or damaged printhead	Error 1012

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Message or state	Light (Sato manual)	Likely cause	Entry
Error 1013 (USB R/W Error)	—	USB flash drive removed, full, faulty or not formatted	Error 1013
Error 1014 (USB Memory Full)	—	Not enough space on the USB flash drive	Error 1014
Error 1015 (Cutter Error)	—	Media jammed in the cutter or blade out of position	Error 1015
Error 1017 (SBPL Command Error)	—	Incorrect command or parameter in the data	Error 1017
Error 1020 (Calendar Error)	—	Incorrect date and time or low calendar battery	Error 1020
Error 1021 (BCC Check Error)	—	Incorrect BCC code in the data	Error 1021
Error 1022 (Print Head Overheated) – printhead overheating	—	Printer temperature outside the tolerance range	Error 1022
Error 1023 (NTP Error)	—	Time server unreachable	Error 1023
Error 1028 (Gap Not Found)	—	Media snaking, dirty sensor, incorrect sensor type or level	Error 1028
Error 1035 (I-mark Not Found)	—	Media snaking, dirty sensor, incorrect sensor type or level	Error 1035
Error 1043 (Battery Low)	—	Optional battery almost empty	Error 1043

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Message or state	Light (Sato manual)	Likely cause	Entry
Error 1046 (EAP Authentication Error (EAP Failure)) – EAP authentication failed	—	EAP authentication failure (Wi-Fi)	Error 1046
Error 1047 (EAP Authentication Error (EAP Timeout)) – EAP authentication timed out	—	Timeout with the authentication server	Error 1047
Error 1058 (CRC Check Error)	—	CRC missing or incorrect in the data	Error 1058
Error 1061 (Battery Degradation)	—	Battery degraded	Error 1061
Error 1063 (Battery Error)	—	Faulty battery	Error 1063
Error 1066 (Paper Jam)	—	Media jammed or incorrectly loaded	Error 1066
Error 1070 (Battery wearing out)	—	Battery worn out	Error 1070
Error 1071 (Worn out battery)	—	Battery worn out	Error 1071
Error 1075 (NFC Error)	—	Faulty NFC module	Error 1075

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Message or state	Light (Sato manual)	Likely cause	Entry
Error 1076 (Invalid command in NFC) – invalid NFC command	—	Command error, settings not saved	Error 1076
Error 1105 (Changed Power Error in Printing) – power supply error during printing	—	Power cord disconnected during printing	Error 1105
Error 1106 (Power voltage value abnormal Error) – abnormal supply voltage	—	Non-compliant power supply	Error 1106
Solid red light	● Solid red	Current printer error (number shown on the display)	Red light

The numbers and English labels come from the “When an Error Message Appears” page of the FX3-LX Operator Manual; the French labels from the “En cas d’affichage d’un message d’erreur” page of the French version. According to the “LED Indicator” page, the light turns solid red when a product error occurs, but the pages covering each message do not state the light’s status: the dash indicates this.

Sato FX3-LX error messages: causes and solutions

The Sato FX3-LX manual documents 29 numbered error messages. This section groups the cover, media and general operation errors; the printhead, cutter, battery, network and data messages are covered in their own sections. For each one: the short answer, the cause, the steps to follow and, where the manual provides for it, when to contact support.

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Why does my Sato FX3-LX show “Error 1007 (Cover Open)” when the cover is closed?

Message on the display: **Error 1007 (Cover Open)** (French manual: “Capot ouvert”).

Short answer: The top cover is not fully closed, or the sensor that detects it opening is not working. Close the cover until it clicks; if the error is still displayed, Sato says to clean this sensor with a can of compressed air.

LIKELY CAUSE

The Sato manual cites two causes: the top cover is open, or the sensor that detects the cover opening and closing is faulty.

Caution: When closing the cover, keep your fingers clear to avoid pinching them (Sato instruction).

WHAT TO DO

1. Close the top cover by pressing firmly on both ends until it clicks: according to Sato, closing the cover clears the error.
2. If the message is still displayed with the cover closed, clean the cover open sensor with a can of compressed air (air duster), as shown in the manual's illustration.
3. If the error persists, contact Sato technical support.

When to call a technician: if the error persists with the cover closed, even after cleaning the sensor with compressed air, Sato refers you to its technical support.

Sources: [Error Message 1007 \(Cover Open\)](#)  – FX3-LX Operator Manual · [Loading the Media Roll \(Printing in Continuous Mode/Tear-Off Mode\)](#)  – FX3-LX Operator Manual · [When an error message is displayed](#)  – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

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Why does my Sato FX3-LX show “Error 1008 (Out of Paper)” when a roll is loaded?

Message on the display: **Error 1008 (Out of Paper)** (French manual: “Plus de papier”).

Short answer: The printer is not detecting the media: roll missing or incorrectly loaded, jam, sensor level incorrectly set, or sensor dirty or covered by a label. Reload the roll, run a calibration and clean the sensor with the cleaning kit if necessary.

LIKELY CAUSE

Sato lists five causes: no media loaded; media incorrectly loaded; media sensor level incorrectly set; media jam; media sensor malfunctioning because it is dirty, a label is stuck to it or its sensitivity is low.

Caution: Before cleaning the sensor, switch off the printer and unplug the power cord (or remove the optional battery); the printhead is hot after printing (Sato instructions).

WHAT TO DO

1. Open the top cover and load (or reload) the roll, print side facing the printhead: see [loading labels](#).
2. If media is jammed, remove it (see [jam](#)).
3. If the roll was correctly in place, set the sensor level using the calibration in the [Printing] menu: see [calibration](#).
4. If the error comes back, clean the media sensor with the cleaning kit (see [cleaning](#)).
5. To clear the error, load the media then open and close the top cover, or touch [OFFLINE]. If the error persists, contact Sato technical support.

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Sources: [Error Message 1008 \(Out of Paper\)](#)  – FX3-LX Operator Manual · [01-00070-FR] How to resolve error message 1008 (Plus de papier, out of paper) – SATO Help Center · [Loading the Media Roll \(Printing in Continuous Mode/Tear-Off Mode\)](#)  – FX3-LX Operator Manual · [Cleaning Using the Cleaning Kit](#)  – FX3-LX Operator Manual (official documentation).

What does “Error 1028 (Gap Not Found)” or “Error 1035 (I-mark Not Found)” mean on my Sato FX3-LX?

Messages: **Error 1028 (Gap Not Found)** (French manual: “Espace introuvable”) or **Error 1035 (I-mark Not Found)** (French manual: “Marque noire introuvable”).

Short answer: The printer cannot find the gap between labels (1028) or the black mark (1035). Reload the roll so that it feeds straight, clean the sensor, check the sensor type ([Gap] or [I-Mark]) and then run the calibration again.

LIKELY CAUSE

For both errors, Sato lists the same causes: media snaking instead of feeding straight; a label stuck on the media sensor; a sensor type that does not match the media; sensor level incorrectly set.

WHAT TO DO

1. Reload the media correctly so that it feeds straight, with the media guide set to the roll width (see [loading](#)).
2. Clean the media sensor with the cleaning kit and remove any label stuck to it (see [cleaning](#)).
3. Check the sensor type in [Settings] > [Printing] > [Sensor Type]: [Gap] for labels separated by a gap, [I-Mark] for black mark media.
4. Run the calibration again (see [calibration](#)).
5. Clear the error by opening then closing the top cover, or with [OFFLINE]. If it persists, contact Sato technical support.

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Sources: [Error Message 1028 \(Gap Not Found\)](#) [↗](#) – FX3-LX Operator Manual · [Error Message 1035 \(I-mark Not Found\)](#) [↗](#) – FX3-LX Operator Manual · [Media Sensor Type](#) [↗](#) – FX3-LX Operator Manual · [When an error message is displayed](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why does my Sato FX3-LX show “Error 1010 (Media Error)”?

Message on the display: **Error 1010 (Media Error)** (French manual: “Erreur de support”).

Short answer: The label length specified in the data does not match the loaded media, or an incorrect sensor level makes the media feed too far. Check the label format in your software and the loaded roll, then recalibrate the sensor.

LIKELY CAUSE

Sato cites three causes: the media size specified in the data differs from the actual media; it is longer than the actual media; the media feeds too far because the sensor level is incorrect. The error only appears if [Check Media Size] is enabled in [Printing] > [Advanced].

WHAT TO DO

1. Compare the label size in the print data with that of the loaded media and correct the data if necessary.
2. If the sizes match, set the media sensor level: see [calibration](#).
3. Clear the error: load the media then open and close the top cover, or touch [OFFLINE].
4. If the error persists, switch the printer off and on again; if it still comes back, contact Sato technical support.

According to the [Printing] menu, [Check Media Size] is only offered with the [Gap] or [I-Mark] sensors; the error is triggered when the media exceeds by more than 3 mm the length set by the ESC+A1 command, or the length measured during the first feed after the function is enabled.

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Sources: [Error Message 1010 \(Media Error\)](#) · [\[Printing\] Menu](#) – FX3-LX Operator Manual (official documentation).

What should I do when my Sato FX3-LX shows “Error 1001 (Machine Error)”?

Message on the display: **Error 1001 (Machine Error)** (French manual: “Erreur machine”).

Short answer: According to Sato, a fault has occurred in the printer. Switch it off and on again; if the error comes back, contact Sato technical support.

LIKELY CAUSE

The manual states that a fault has occurred in the product. The error is cleared by switching the printer off.

Caution: Do not plug in or unplug the power cord with wet hands (risk of electric shock, Sato instruction).

WHAT TO DO

1. Switch off the printer: hold down the Standby/Home button for more than two seconds, then confirm on the display.
2. Switch it back on by holding down the Standby/Home button until the light turns blue.
3. If the error reappears, contact Sato technical support.

When to call a technician: if error 1001 comes back after a restart, Sato refers you to its technical support.

Sources: [Error Message 1001 \(Machine Error\)](#) · [Powering Off the Product](#) · [Powering On the Product](#) – FX3-LX Operator Manual (official documentation).

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What does “Error 1002 (Program Error)” mean on my Sato FX3-LX?

Message on the display: **Error 1002 (Program Error)** (French manual: “Erreur de programme”).

Short answer: A program error has occurred in the printer's memory. Switch it off and on again; if the message comes back, contact Sato technical support.

LIKELY CAUSE

The Sato manual and the Sato Help Center article on this message state that a program error has occurred in the memory. The error is cleared by switching the printer off.

Caution: Sato asks you not to switch off the printer during printing or an update, and not to unplug the power cord before shutdown has finished: this can cause a malfunction or reset the settings to their initial values.

WHAT TO DO

1. Switch off the printer with the Standby/Home button (press for more than two seconds, then confirm on the display).
2. Switch it back on with the Standby/Home button.
3. If the error reappears, contact Sato technical support.

When to call a technician: if error 1002 comes back after a restart, contact Sato technical support.

Sources: [Error Message 1002 \(Program Error\)](#)  – FX3-LX Operator Manual · [01-00571-EN] Error Message 1002 (Program Error) – SATO Help Center · [Powering Off the Product](#)  – FX3-LX Operator Manual (official documentation).

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Why is the light on my Sato FX3-LX lit red?

Light: solid red.

Short answer: According to Sato, a solid red light indicates a printer error, for example media out. Read the error number shown on the touch screen and open the matching entry in the lookup table.

LIKELY CAUSE

The “LED Indicator” page describes the light states: solid blue when online; off when the printer is switched off or offline; solid red when a product error occurs (for example out of media) or during shutdown; blue flashing once per second at start-up; blue flashing every two seconds in standby.

WHAT TO DO

1. Read the display: it shows the error number, an icon and the available operations (go offline, cancel the error, feed the media, open the settings, play the help video).
2. Find this number in the [lookup table](#) and follow the matching entry.
3. When the corresponding icon is displayed, you can play the Sato help video from the error screen.

If the printer goes into standby during an error, the light changes to blue flashing every two seconds (Sato manual).

Sources: [The LED Lights Red](#)  · [LED Indicator](#)  · [Operations When Errors Occur](#)  – FX3-LX Operator Manual (official documentation).

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Sato FX3-LX calibration: the printer does not detect the labels or prints out of position

The media sensor detects gaps or black marks; Sato describes choosing the sensor type, automatic calibration and the print position and stop position settings.

How do I calibrate the label sensor on my Sato FX3-LX?

Symptoms: labels not detected, stopping in the wrong place, errors 1008, 1010, 1028 or 1035.

Short answer: First choose the sensor type ([Gap] or [I-Mark]) in [Printing] > [Sensor Type], then run the automatic calibration in [Printing] > [Calibrate], with only the liner (no label) placed over the sensor and the cover closed. Then check the feed with [FEED].

LIKELY CAUSE

The media sensor detects the gaps between labels (transmissive sensor, [Gap] setting) or black marks (reflective sensor, [I-Mark] setting). According to Sato, an incorrectly set sensor level causes errors 1008, 1010, 1028 and 1035 in particular.

OFFICIAL CALIBRATION PROCEDURE

1. Touch the settings icon on the home screen or when offline to open the [Settings] menu (enter the password if it is enabled), then [Printing] > [Sensor Type]: choose [Gap] or [I-Mark] according to your media.
2. Open the top cover: the “Cover Open” error is displayed, which is normal.
3. Load the media. For [Gap + I-Mark], [Gap] or [I-Mark], peel off a label and pass the liner alone over the sensor, without a black mark under the sensor.
4. Close the cover.
5. In [Printing] > [Calibrate], touch the sensor to calibrate in the list ([Gap + I-Mark], [Gap] or [I-Mark]; [Dispenser] or [Linerless] depending on the options installed), then confirm to start.

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6. The result is displayed: exit the setting. If a failure message appears, put the media back in place correctly and start again (see [calibration failure](#)).
7. Go offline and touch [FEED] to check that the media feeds correctly.

When to call a technician: if the media still does not feed correctly after calibration, Sato refers you to your reseller or its technical support.

The [Calibrate] menu also offers manual adjustment of the levels ([GAP Levels], [I-Mark Levels]...): Sato requires a “Low” level below 0.5 V and a difference of at least 1.0 V between the “High” and “Low” levels. In [Dispenser] mode, only [Gap] and [I-Mark] are available; in linerless mode, only [None] and [I-Mark]. On the French-language display, automatic calibration is called [Étalonnage automatique].

Sources: [\[Printing\] Menu](#)  – FX3-LX Operator Manual · [Media Sensor Type](#)  – FX3-LX Operator Manual · [01-00054-EN] Sensor Auto-Calibration is failed – SATO Help Center · [\[Impression\] Menu](#)  – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why does automatic sensor calibration fail on my Sato FX3-LX?

Symptom: failure message at the end of automatic calibration.

Short answer: According to the Sato Help Center, the failure is most often caused by a label left on the liner, or a black mark positioned under the sensor during calibration. Peel off a label, place the liner alone over the sensor and run the calibration again.

LIKELY CAUSE

The Sato article “Sensor Auto-Calibration is failed” (FX3-LX) cites two common causes: a label still stuck on the liner during calibration, and the black mark (I-mark) positioned over the sensor.

WHAT TO DO

1. Open the top cover.



2. For the [Gap + I-Mark], [Gap] or [I-Mark] sensors: peel off a label and pass the liner alone over the sensor, with no black mark facing the sensor.
3. For the [Dispenser] sensor: load the media as in peeler mode and pass the label through the media outlet. For [Linerless]: pass the media through the outlet of the cutter kit.
4. Close the cover and run the calibration of the relevant sensor again (see [calibration](#)).
5. Go offline and touch [FEED] to check the feed.

When to call a technician: if the media still does not feed correctly, contact your reseller or Sato technical support.

Sources: [01-00054-EN] Sensor Auto-Calibration is failed – SATO Help Center · [\[Printing\] Menu](#)  – FX3-LX Operator Manual (official documentation).

Why is the print on my Sato FX3-LX shifted towards the top or bottom of the label?

Symptom: print position shifted in the media feed direction.

Short answer: Sato cites incorrectly loaded media, an unsuitable sensor type, an incorrectly set print position, or a dirty platen roller and sensor. Reload the media, check the sensor type, clean, then adjust [Pitch].

LIKELY CAUSE

According to the Sato troubleshooting page: media or media guide flap incorrectly positioned; sensor type that does not match the media; print position incorrectly set (pitch, vertical correction of the reference point); dirty platen roller and media sensor. The Sato Help Center adds that the print data may itself contain a print position.

WHAT TO DO

1. Reload the media and position the media guide flap correctly (see [loading](#)).

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2. Check [Printing] > [Sensor Type] (see [calibration](#)).
3. Clean the platen roller and the media sensor with the cleaning kit (see [cleaning](#)).
4. If you print from a driver or software, check that the data does not set an incorrect print position.
5. Adjust the position: [Settings] > [Printing] > [Advanced] > [Adjustments] > [Pitch], from -45 to +45 dots (1 dot = 0.083 mm), save, go back online with the Standby/Home button and print a test label. The vertical correction of the reference point is in [Printing] > [Imaging].

With the [Gap] sensor, Sato specifies that the reference position (print position) becomes the stop position.

Sources: [The Print Position Is Shifted Vertically from the Media Feed Direction](#) [↗](#) – FX3-LX Operator Manual · [Adjusting the Print Position](#) [↗](#) – FX3-LX Operator Manual · [\[Printing\] Menu](#) [↗](#) – FX3-LX Operator Manual · [01-00074-FR] What to do when the print position is incorrect – SATO Help Center (official documentation).

Why is the print on my Sato FX3-LX shifted to the left or right?

Symptom: print position shifted perpendicular to the media feed direction.

Short answer: Reload the media with the media guide flap correctly positioned, then correct the horizontal position of the reference point in [Printing] > [Imaging].

LIKELY CAUSE

Sato cites two checks: loading the media with the media guide flap correctly positioned, and the horizontal correction of the reference point.

WHAT TO DO

1. Reload the media and adjust the media guide flap (see [loading](#)).
2. In [Printing] > [Imaging], correct the horizontal position (from -792 to +792 dots; seen from the front, a negative value shifts to the right, a positive value to the left).

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3. If the print is still offset to one side, see the [print offset to one side](#) entry. If the problem persists, contact Sato technical support.

Sources: [The Print Position Is Shifted Horizontally from the Media Feed Direction](#)  · [\[Printing\] Menu](#)  – FX3-LX Operator Manual (official documentation).

Why do the labels on my Sato FX3-LX stop or get cut in the wrong place?

Symptoms: stop position (tear-off, peeler) or cut position shifted.

Short answer: Sato cites incorrectly loaded media, the wrong sensor type, an incorrectly set stop position ([Offset]), an incorrect cutter type or a dirty roller and sensor. Check these points, then adjust [Offset] from -45 to +45 dots.

LIKELY CAUSE

The Sato page “Print Stop Position and Cut Position Are Shifted” lists five checks: media loading; sensor type; stop position (Offset); declared cutter type; cleanliness of the platen roller and media sensor.

WHAT TO DO

1. Reload the media correctly (see [loading](#)) and check [Printing] > [Sensor Type].
2. Adjust the stop position: [Settings] > [Printing] > [Advanced] > [Adjustments] > [Offset], from -45 to +45 dots (1 dot = 0.083 mm). Save, press Standby/Home twice to return to the home screen and then go online, and print a test label.
3. With the optional cutter kit, check that [Type 1] is selected in [Printing] > [Cutter Type]; with a linerless cutter kit, choose its type (Type 1 or Type 2).
4. Clean the platen roller and the media sensor (see [cleaning](#)).

When to call a technician: if the offset persists after these adjustments, Sato refers you to its technical support.

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[Offset] sets the stop position in cutter, peeler and tear-off modes; with the [Gap] sensor, the reference cut position corresponds to the label stop position.

Sources: [Print Stop Position and Cut Position Are Shifted](#) · [Adjusting the Media Stop Position](#) · [\[Printing\] Menu](#) – FX3-LX Operator Manual (official documentation).

Why do the labels on my Sato FX3-LX keep feeding without stopping at the right position?

Symptom: the label does not stop at the intended position, or does not stop at all.

Short answer: Sato cites three causes: incorrectly loaded media, an unsuitable sensor type, or a label stuck to a part such as the media sensor. Reload the media, check [Sensor Type], remove any stuck label and clean the sensor.

LIKELY CAUSE

The Sato troubleshooting page lists: incorrectly loaded media; sensor type that does not match the media; a label stuck to a part of the printer, for example the media sensor.

WHAT TO DO

1. Reload the media correctly (see [loading](#)).
2. In [Printing] > [Sensor Type], choose the sensor type suited to the media: [Gap] (gap between labels) or [I-Mark] (black mark).
3. Check that no label is stuck to the sensor or to another part; if the problem persists, clean these parts with the cleaning kit (see [cleaning](#)).
4. Run the calibration again if necessary (see [calibration](#)). If the error persists, contact Sato technical support.

Sources: [The Label Does Not Stop at the Specified Position/The Label Does Not Stop](#) · [Media Sensor Type](#) – FX3-LX Operator Manual (official documentation).

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Label loading and jams on the Sato FX3-LX

The FX3-LX prints in direct thermal mode, without ribbon: these entries cover the official roll loading procedure, jams and media that does not feed.

How do I load a roll of labels correctly in my Sato FX3-LX?

Symptoms: errors 1008, 1028 or 1035, faded or shifted print after changing the roll.

Short answer: Open the cover, set the media guide to the roll width, fit the roll with the print side facing the printhead, pass the media under the tabs, close the cover until it clicks, then touch [FEED]. The procedure varies with the mode (tear-off, peeler, cutter).

LIKELY CAUSE

The Sato page “How to Load Labels” asks you to load the media according to the type of label used. Incorrectly loaded media is the first cause Sato cites for faded print, offsets and errors 1008, 1028 and 1035.

Caution: The printhead and the area around it are hot after printing; do not touch the edge of the printhead with bare hands; keep your fingers clear when closing the cover (Sato instructions).

OFFICIAL PROCEDURE (CONTINUOUS OR TEAR-OFF MODE)

1. Press the cover release button to open the top cover.
2. Pushing the sliding lever, set the right-hand media guide to the roll width (without loading the roll yet), and position the media guide flap according to the core diameter.
3. Fit the roll with the print side facing the printhead, pushing it in diagonally from the front: the media guide indicator returns to its position when the roll is correctly in place.
4. Pull out the media and pass it under the tabs.

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5. Close the cover by pressing on both ends until it clicks.
6. Touch [FEED]: the media feeds to the print start position. Touch [PRINT] to go online.

In cutter mode, also pass the media through the cutter outlet. In peeler mode, peel off about 10 cm of labels, pass the liner between the peeler frame and the printer, close the frame and pull the liner slightly taut. Sato recommends its consumables for optimum print quality.

Sources: [How to Load Labels](#) · [Loading the Media Roll \(Printing in Continuous Mode/Tear-Off Mode\)](#) · [Loading the Media Roll \(Printing in Cutter Mode/Partial Cutter Mode\)](#) · [Loading the Media Roll \(Printing in Dispenser Mode\)](#) · [Precautions for Loading the Media](#) – FX3-LX Operator Manual (official documentation).

How do I clear an “Error 1066 (Paper Jam)” jam on my Sato FX3-LX?

Message on the display: **Error 1066 (Paper Jam)** (French manual: “Bourrage papier”).

Short answer: The media is jammed or incorrectly loaded. Open the cover, remove the jammed media and reload it; with a cutter, its leading edge must protrude beyond the blade.

LIKELY CAUSE

Sato cites two causes: a media jam, or incorrectly loaded media. The media must be loaded so that its leading edge is further forward than the cutter blade.

Caution: If a cutter, partial cutter or linerless cutter kit is installed, take care not to injure anyone with the blade when removing the media (Sato instruction).

WHAT TO DO

1. Open the top cover and locate the point where the media is jammed.
2. Remove the jammed media. The Sato manual refers to a video showing the loading, the media path and how the internal parts work.
3. Reload the media (see [loading](#)); with a cutter, make its leading edge protrude beyond the blade.

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4. Close the cover. If the error persists, contact Sato technical support.

With linerless labels, Sato advises removing them from the platen roller if the printer is to remain unused for a long time: left loaded with the cover closed, they can cause a jam.

Sources: [Error Message 1066 \(Paper Jam\)](#) – FX3-LX Operator Manual · [The Media Has Jammed](#) – FX3-LX Operator Manual · [Cleaning](#) – FX3-LX Operator Manual · [When an error message is displayed](#) – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why is the media not feeding in my Sato FX3-LX?

Symptom: the labels do not feed, even with [FEED].

Short answer: First check whether an error message is displayed. If not, open and close the cover, touch [FEED] in offline mode, then reload the media and clear any jam.

LIKELY CAUSE

The Sato page “Media Does Not Feed” lists four checks: error message on the display; cover opened and closed again before printing; media loading; jam.

WHAT TO DO

1. If an error message is displayed, deal with it first (see the [lookup table](#)).
2. Open and then close the top cover, then touch [FEED] in offline mode.
3. Reload the media correctly (see [loading](#)).
4. If media is jammed, locate it and remove it (see [jam](#)). If the problem persists, contact Sato technical support.

Source: [Media Does Not Feed](#) – FX3-LX Operator Manual (official documentation).

Several of these faults involve the labels or paper used. TIMCOD supplies [labels and printheads](#) for thermal printers (pages in French).

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Sato FX3-LX print quality: faded print, streaks, blank labels, unreadable barcodes

For most print defects, the Sato manual starts with media loading and printhead cleaning, before adjusting darkness and speed.

Why is the print on my Sato FX3-LX faded, and how do I clean the printhead?

Symptoms: faded print over the whole label or only part of it.

Short answer: Sato cites incorrectly loaded media, a dirty printhead and unsuitable darkness ([Darkness]) and speed ([Speed]) settings. Clean the printhead with the cleaning kit, run a test print from [Tools] > [Test Print], then adjust [Darkness] and [Speed] if necessary.

LIKELY CAUSE

The Sato pages “The Overall Printout Is Light” and “A Part of the Printout Is Light” give three checks: media loading, printhead cleanliness, darkness and speed settings.

Caution: Sato asks you to switch off the power (cord unplugged or battery removed) before cleaning, to let the printhead cool, not to touch its edge with bare hands, never to use organic solvents (thinner, benzine), to use only the recommended cleaning products, not to clean with a hard object and not to touch the cutter blade.

OFFICIAL CLEANING PROCEDURE (CLEANING KIT)

1. Check that the printer is switched off, then unplug the power cord from the socket (or remove the optional battery).
2. Press the cover release button, open the top cover and remove the loaded media.
3. Once the printhead has cooled, remove the dirt from the printhead and the two rollers with a cotton swab moistened with cleaning liquid.
4. Clean the sensor with a can of compressed air.

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5. With a cotton cloth moistened with cleaning liquid, wipe the peeler sensor, the platen roller and the liner sensor.
6. Lift the peeler frame at the front, tilt it forwards and wipe its three rollers in the same way.
7. Reload the media, close the peeler frame, then run a test print: [Settings] > [Tools] > [Test Print].
8. If the print is still faded, adjust in the [Printing] menu the darkness [Darkness] (from 1, the lightest, to 10, the darkest) and the speed [Speed] (from 2 to 6 ips); Sato specifies that too high a speed can degrade quality. The fine adjustment [Darkness Adjust] (0 to 99) is in [Printing] > [Advanced] > [Adjustments].

Sato recommends the cleaning kit (printhead, platen roller, sensors, guide and media path) every 10 rolls or 500 m of printed media, and the [cleaning sheet](#) (printhead) every 20 rolls or 1,000 m; with linerless labels, after each roll (70 m). These intervals are a guide: clean whenever necessary. The linerless kits have their own procedure.

Sources: [The Overall Printout Is Light](#)  – FX3-LX Operator Manual · [A Part of the Printout Is Light](#)  – FX3-LX Operator Manual · [Cleaning Using the Cleaning Kit](#)  – FX3-LX Operator Manual · [Cleaning with the cleaning kit](#)  – FX3-LX Manuel Utilisateur (French user manual) · [Cleaning](#)  – FX3-LX Operator Manual · [Cleaning Intervals](#)  – FX3-LX Operator Manual · [\[Printing\] Menu](#)  – FX3-LX Operator Manual · [\[Tools\] Menu](#)  – FX3-LX Operator Manual (official documentation).

Why is the print on my Sato FX3-LX too dark?

Symptom: print too black over the whole label.

Short answer: According to Sato, the print darkness is set too dark or the speed too slow. Correct [Darkness] and [Speed] in the [Printing] menu, then run a test print.

LIKELY CAUSE

The Sato page “The Overall Printout Is too Dark” cites a darkness set too dark or a speed set too slow.

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WHAT TO DO

1. Open [Settings] > [Printing] and reduce [Darkness] (1 = lightest, 10 = darkest).
2. Check [Speed]: too slow a speed darkens the print (range from 2 to 6 ips on mains power, 2 to 4 ips on battery alone).
3. Run a test print: [Tools] > [Test Print]. If the problem persists, contact Sato technical support.

Sources: [The Overall Printout Is too Dark](#) · [\[Printing\] Menu](#) · [\[Tools\] Menu](#) – FX3-LX Operator Manual (official documentation).

Why does my Sato FX3-LX print black or white streaks on the labels?

Symptoms: black or white streaks, smudged areas on the label.

Short answer: Sato cites a dirty printhead or a label stuck to it, and incorrectly loaded media. Clean the printhead with the cleaning kit, run a test print and reload the media.

LIKELY CAUSE

The Sato page “A Part of the Printout Is Dirty and Black/White Streaks Appear” cites two causes: dirty printhead or a label stuck to the printhead; incorrectly loaded media.

Caution: Switch off the printer and unplug it before cleaning; let the printhead cool and do not touch its edge with bare hands (Sato instructions).

WHAT TO DO

1. Clean the printhead with the cleaning kit, following the procedure for your configuration (standard or linerless kit): see [cleaning](#).
2. Run a test print: [Tools] > [Test Print].
3. Reload the media correctly (see [loading](#)).

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4. If the streaks persist, contact Sato technical support; if the barcodes become unreadable, see also [unreadable barcodes](#).

Sources: [A Part of the Printout Is Dirty and Black/White Streaks Appear](#) · [Cleaning Using the Cleaning Kit](#) · [\[Tools\] Menu](#) – FX3-LX Operator Manual (official documentation).

Why is the print on my Sato FX3-LX offset to one side of the label?

Symptom: print offset or lighter on one side.

Short answer: Sato cites incorrectly positioned media or media guide flap, and a printhead or sensor that is dirty or covered by a label. Reload the media, clean the printhead and the sensor, then run a test print.

LIKELY CAUSE

The Sato page “The Printout Is Shifted to One Side” lists two checks: media loading and media guide flap position; printhead and media sensor dirty or covered by a label.

WHAT TO DO

1. Reload the media and position the media guide flap correctly (see [loading](#)).
2. Clean the printhead and the media sensor with the cleaning kit (see [cleaning](#)).
3. Run a test print: [Tools] > [Test Print]. If the problem persists, contact Sato technical support.

Sources: [The Printout Is Shifted to One Side](#) · [Cleaning Using the Cleaning Kit](#) · [\[Tools\] Menu](#) – FX3-LX Operator Manual (official documentation).

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Why does my Sato FX3-LX feed labels without printing anything?

Symptom: the requested number of labels feeds, but they come out blank.

Short answer: Sato cites three causes: incorrectly loaded media, a dirty printhead or sensor (or one covered by a label), and an incorrectly installed printhead. Reload the media, clean the printhead and the sensor, then check that the printhead is fitted correctly.

LIKELY CAUSE

The Sato page “Media Is Fed According to the Specified Number, but Not Printed” lists: incorrectly loaded media; printhead and media sensor dirty or covered by a label; printhead incorrectly installed.

WHAT TO DO

1. Reload the media correctly (see [loading](#)).
2. Clean the printhead and the media sensor with the cleaning kit (see [cleaning](#)), then run [Tools] > [Test Print].
3. Check that the printhead is correctly installed (see [printhead replacement](#)).
4. If the problem persists, contact Sato technical support.

Sources: [Media Is Fed According to the Specified Number, but Not Printed](#)  · [Cleaning Using the Cleaning Kit](#)  · [Replacing the Print Head](#)  – FX3-LX Operator Manual (official documentation).

Why are the barcodes printed by my Sato FX3-LX unreadable?

Symptom: barcodes rejected by the scanner.

Short answer: Sato cites a dirty printhead or incorrectly loaded media. Clean the printhead and reload the media; if the problem persists, the printhead may be defective and Sato refers you to its technical support.

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LIKELY CAUSE

The Sato page “Cannot Read the Barcode” cites a dirty printhead and incorrectly loaded media; it adds that the printhead may be defective.

WHAT TO DO

1. Clean the printhead with the cleaning kit (see [cleaning](#)).
2. Reload the media correctly (see [loading](#)).
3. The head check ([Printing] > [Head Check], [Barcode] option) checks the heating elements in the barcode area; Sato specifies that it does not guarantee their readability and that regular testing with a scanner is still necessary.
4. If the barcodes are still unreadable, contact Sato technical support.

When to call a technician: if the barcodes are still unreadable after cleaning and reloading, the printhead may be defective: Sato refers you to its technical support.

Sources: [Cannot Read the Barcode](#) · [\[Printing\] Menu](#) · [Cleaning Using the Cleaning Kit](#) – FX3-LX Operator Manual (official documentation).

Why does the label printed by my Sato FX3-LX not match the data sent?

Symptom: printed content different from the designed label.

Short answer: Check that the print data is correct and send it again. If the problem persists, switch the printer off and on again.

LIKELY CAUSE

The Sato page “The Printed Image Is Different from the Print Data” first refers to checking the data sent.

WHAT TO DO

1. Check the print data and send correct data again.

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2. If the problem persists, switch the printer off and on again with the Standby/Home button.
3. If the problem still persists, contact Sato technical support.

Sources: [The Printed Image Is Different from the Print Data](#) · [Powering Off the Product](#) – FX3-LX Operator Manual (official documentation).

Sato FX3-LX printhead: error, overheating, cleaning and replacement

The FX3-LX head check can report a worn printhead; these entries explain what to do, how Sato describes replacing it, and cleaning with the cleaning sheet.

What should I do when my Sato FX3-LX shows “Error 1012 (Head Error)”?

Message on the display: **Error 1012 (Head Error)** (French manual: “Erreur de tête”).

Short answer: The head check has detected a worn or damaged printhead (broken heating element). Sato asks you to replace the printhead; you can force printing to resume from the error screen, then check the printed barcodes with a scanner.

LIKELY CAUSE

According to Sato, the printhead is worn or damaged. The error comes from the head check ([Head Check]), which automatically checks whether a heating element of the printhead is broken.

WHAT TO DO

1. To clear the error, switch off the printer, or change the check conditions in [Printing] > [Head Check] ([Off], [All] for the whole print area, [Barcode] for the barcode area only).

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2. To resume printing despite the error, slide the control shown on the error screen all the way to the right.
3. Check the labels printed after the error with a barcode scanner.
4. Replace the printhead (see [replacement](#)). If the error persists, contact Sato technical support.

When to call a technician: if error 1012 persists after replacing the printhead, contact Sato technical support.

[Head Check Mode] sets how often the check runs: [Always], [After Batch] or [Every Page] (every 1 to 999,999 media). On the French-language display: [Contrôle de tête].

Sources: [Error Message 1012 \(Head Error\)](#) [↗](#) – FX3-LX Operator Manual · [Error message 1012 \(Erreur de tête, head error\)](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) · [\[Printing\] Menu](#) [↗](#) – FX3-LX Operator Manual · [Head Check](#) [↗](#) – FX3-LX Operator Manual · [\[Impression\] Menu](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why does my Sato FX3-LX show “Error 1022 (Print Head Overheated)”?

Message on the display: **Error 1022 (Print Head Overheated)** (French manual: “Surchauffe de la tête d'impression”).

Short answer: The printer's temperature has exceeded its limit. Stop printing and let the printer cool down: the error disappears when the temperature drops.

LIKELY CAUSE

Sato states that the product's temperature has exceeded the tolerated value.

WHAT TO DO

1. Stop using the printer to let its temperature drop.
2. Check that it is not installed near a cooking appliance, a radiator or another heat source, as the Sato safety instructions require.

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3. Resume printing once the error has cleared; if it persists, contact Sato technical support.

When to call a technician: if error 1022 persists after cooling down, contact Sato technical support.

Sato specifies an operating temperature of 0 to 35 °C (5 to 35 °C in linerless modes). According to the [System] menu, standby and automatic shutdown remain blocked as long as the internal temperature is outside the tolerance range (error 1022).

Sources: [Error Message 1022 \(Print Head Overheated\)](#) · [\[System\] Menu](#) · [Safety Precautions](#) · [Hardware](#) – FX3-LX Operator Manual (official documentation).

How do I replace the printhead and the platen roller on my Sato FX3-LX?

Situations: error 1012, worn printhead, damaged platen roller.

Short answer: With the printer switched off and unplugged, open the cover, open the printhead cover forwards and remove the printhead by tilting the cover, then install the new printhead. The platen roller is removed after taking out the inner cover, by turning its two levers forwards.

LIKELY CAUSE

Sato describes the printhead and the platen roller as consumable parts that the user can replace.

Caution: Sato asks you to switch off the power before replacing a part, not to handle the cord with wet hands, to wear gloves so as not to damage the printhead, to wait for the printhead to cool, not to touch the edge of the printhead with bare hands or its heating elements and connectors, not to scratch or soil its surface, and not to trap your fingers when closing the cover.

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OFFICIAL REPLACEMENT PROCEDURES

1. Check that the printer is switched off, then unplug the power cord from the socket (or remove the optional battery).
2. Printhead: put on gloves, press the release button and open the top cover.
3. Place your fingers in the side recesses of the printhead cover and open it forwards.
4. Tilt the top cover forwards to remove the printhead, install the new printhead, close the printhead cover and then the top cover, pressing on both ends until it clicks.
5. Platen roller: with the cover open and the media removed, push the two tabs backwards to remove the inner cover.
6. Turn the two roller levers forwards and remove the roller; install the new roller, then turn the two levers backwards.
7. Refit the inner cover (rear tab in the slots, press until it clicks), reload the media and close the cover until it clicks.

The Sato manual offers a video (without sound) of each procedure. The optional linerless roller has its own replacement procedure.

Sources: [Replacing the Print Head](#) · [Replacing the Platen Roller](#) · [Safety Precautions](#) – FX3-LX Operator Manual (official documentation).

How do I clean the printhead of my Sato FX3-LX with a cleaning sheet?

Maintenance: printhead cleaning every 20 rolls or 1,000 m according to Sato.

Short answer: With the printer switched off, place a strip of cleaning sheet about 8 cm wide on the platen roller, rough side towards the cover, close the cover and pull the sheet out with both hands. Repeat two or three times until it comes out clean, then wipe the printhead with a cotton swab.

LIKELY CAUSE

In addition to the cleaning kit, Sato provides for cleaning the printhead with the cleaning sheet every 20 rolls (media and linerless labels) or 1,000 m.

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Caution: Keep your fingers clear when closing the cover; the printhead is hot after printing and its edge can cause injury (Sato instructions). Buy cleaning sheets and kits from your Sato reseller.

OFFICIAL PROCEDURE (CLEANING SHEET)

1. Check that the printer is switched off, then unplug the power cord (or remove the optional battery).
2. Press the open button, open the top cover and remove the loaded media.
3. Cut the cleaning sheet to about 8 cm wide and place it on the platen roller, rough side towards the cover.
4. Close the cover by pressing on both ends until it clicks.
5. Pull the sheet out of the printer with both hands.
6. Repeat the operation two or three times; stop when the sheet comes out without any marks.
7. Open the cover, remove the dirt from the printhead with a cotton swab, then reload the media.

Sources: [Cleaning Using the Cleaning Sheet](#) · [Cleaning Intervals](#) · [Cleaning](#) – FX3-LX Operator Manual (official documentation).

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

My Sato FX3-LX is not communicating: USB, Ethernet, Wi-Fi, Bluetooth, NFC

For each interface, the checks from the Sato manual in the prescribed order, and the error messages that indicate an authentication or module problem.

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Why does my Sato FX3-LX print nothing after a print job is sent?

Symptom: the job is sent from the computer, but no label comes out.

Short answer: Check the interface cable and that the printer's interface settings match the computer and the network. Then check the driver (correct driver, correct port) and clear the print queue.

LIKELY CAUSE

The Sato page “Cannot Output After Data Is Sent” cites an incorrectly connected interface cable and interface settings that do not match the computer or the network, then the driver settings. The Sato Help Center article “FX3-LX - Printer Not Printing” adds the power supply, the media and the print queue.

WHAT TO DO

1. Check that the printer is switched on and online, and that the media is correctly loaded and not jammed.
2. Reconnect the interface cable correctly.
3. Check that the settings in the [Interface], [Bluetooth] or [Wi-Fi] menus match the computer and the network.
4. In the printer properties on the computer, check that the correct driver and the correct port are selected.
5. Clear the queue: open the printer's queue (taskbar icon, or “Imprimantes et scanners” (Printers & scanners)), right-click the job then “Annuler” (Cancel), and restart the print spooler service. Deleted documents will need to be sent again.
6. If still nothing comes out, contact Sato technical support.

Sources: [Cannot Output After Data Is Sent](#) – FX3-LX Operator Manual · FX3-LX - Printer Not Printing – SATO Help Center (official documentation).

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Why is my Sato FX3-LX not recognised over USB by the computer?

Symptom: no communication over USB.

Short answer: Check the USB cable, the printer's [USB] settings and the computer's USB port (try another one and disconnect the other USB devices). Also check the printer name in the driver, then restart both devices and reinstall the driver as administrator if necessary.

LIKELY CAUSE

The Sato page “Cannot Communicate via USB” lists four checks: USB cable; printer interface settings; computer USB port; printer name in the driver settings.

WHAT TO DO

1. Reconnect the USB cable correctly.
2. Check the printer's [USB] settings and set them again if necessary.
3. Check that the computer's USB port is active; connect the printer to another port and disconnect the other USB devices.
4. Check the printer name: right-click the printer in [Devices and Printers], then [Printer properties], and correct the name at the top of the [General] tab.
5. If communication is not restored, switch the printer and the computer off and on again.
6. Otherwise, uninstall the driver and then reinstall it as administrator. If the error persists, contact Sato technical support.

Source: [Cannot Communicate via USB](#)  – FX3-LX Operator Manual (official documentation).

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Why is my Sato FX3-LX not communicating over the Ethernet network?

Symptom: no communication over the wired network (USB+LAN model).

Short answer: Check the LAN cable, the port and the protocol in the interface settings, then the ping response; if there is no response, check the IP address and the subnet mask, as well as the power and status of the hub. The Ethernet port only exists on the USB+LAN model.

LIKELY CAUSE

The Sato page “Cannot Communicate via LAN” lists three checks: LAN cable; port and protocol in the interface settings; ping response (IP address, mask, hub).

WHAT TO DO

1. Reconnect the LAN cable correctly.
2. Set the port and protocol again in the printer's interface settings.
3. Test the ping response. If there is no response, check the IP address and the subnet mask in the LAN settings, and that the hub is powered on and working.
4. Switch the printer off and on again; if the problem persists, contact Sato technical support.

To open the web configuration page, you need the printer's IP address ([Information] menu, LAN or Wi-Fi section); if the printer's firewall is enabled, the WebConfig service must be allowed.

Sources: [Cannot Communicate via LAN](#)  · [Accessing to the Web Configuration Page](#)  – FX3-LX Operator Manual (official documentation).

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Why does my Sato FX3-LX not connect to Wi-Fi, or show “Error 1046” or “Error 1047”?

Possible messages: **Error 1046 (EAP Authentication Error (EAP Failure))** (French manual: “Erreur d'authentification EAP (Échec EAP)”) or **Error 1047 (EAP Authentication Error (EAP Timeout))** (French manual: “Erreur d'authentification EAP (Expiration EAP)”).

Short answer: Wi-Fi requires the optional wireless LAN/Bluetooth kit. Check that it is present, move the printer away from sources of interference and metal obstacles, and check the [Wi-Fi] menu. Errors 1046 and 1047 indicate an EAP authentication failure or timeout: correct [EAP Conf.] and the access point and server settings.

LIKELY CAUSE

The Sato page “Cannot Communicate via Wireless LAN” cites: wireless LAN/Bluetooth kit not installed; devices using the same frequency band nearby; metal obstacle between the printer and the host; incorrect interface settings. Error 1046 corresponds to an EAP authentication failure, error 1047 to a timeout with the authentication server (it does not occur if the connection to the access point is not established).

WHAT TO DO

1. Check that the optional wireless LAN/Bluetooth kit is installed: the [Wi-Fi] menu only appears with this kit.
2. Move the printer away from devices that use the same frequency band (Wi-Fi devices, microwave ovens) and remove any obstacle, such as a metal shelf, between the printer and the host.
3. Go through the [Wi-Fi] menu settings again (SSID, mode, security, then [WPA Conf.] or [EAP Conf.]) and confirm saving to apply them.
4. Error 1046: correct the [EAP Conf.] settings, then change the Wi-Fi settings or touch [OFFLINE] to clear the error.
5. Error 1047: check the settings of the access point and the authentication server, then touch [OFFLINE].

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6. To measure the signal, [Tools] > [Wi-Fi Site Survey] displays or prints the strength of each access point.
7. Switch the printer off and on again; if the problem persists, contact Sato technical support.

Wi-Fi authentication certificates are installed from a USB flash drive via [Tools] > [Install Certificates] (scan the drive with antivirus software first, as Sato requires).

Sources: [Cannot Communicate via Wireless LAN](#)  – FX3-LX Operator Manual · [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#)  – FX3-LX Operator Manual · [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#)  – FX3-LX Operator Manual · [\[Wi-Fi\] Menu](#)  – FX3-LX Operator Manual · [\[Tools\] Menu](#)  – FX3-LX Operator Manual · [When an error message is displayed](#)  – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why does my Sato FX3-LX not connect over Bluetooth?

Symptom: no communication over Bluetooth.

Short answer: Bluetooth requires the optional wireless LAN/Bluetooth kit and must be enabled in [Bluetooth] > [Enable]. Move the printer away from Wi-Fi devices and microwave ovens, avoid metal obstacles and check the [Bluetooth] menu settings.

LIKELY CAUSE

The Sato page “Cannot Communicate via Bluetooth” lists: wireless LAN/Bluetooth kit missing; Bluetooth function disabled; devices using the same frequency band nearby; metal obstacle between the printer and the host; incorrect interface settings.

WHAT TO DO

1. Check that the optional wireless LAN/Bluetooth kit is installed.
2. Enable Bluetooth: [Bluetooth] > [Enable].
3. Move the printer away from Wi-Fi devices and microwave ovens, and remove any metal obstacle between the printer and the host.

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4. Go through the [Bluetooth] menu settings again (name, PIN code, authentication, pairing).
5. Switch the printer and the computer off and on again; if communication is not restored, uninstall the driver and then reinstall it as administrator.
6. If the problem persists, contact Sato technical support.

In [Bluetooth] > [Pairing], the list of available devices only shows devices with HFP, HSP or HID profiles (headsets, keyboards, barcode scanners). [Tools] > [Test Print] > [BD address] prints the printer's Bluetooth address.

Sources: [Cannot Communicate via Bluetooth](#) · [\[Bluetooth\] Menu](#) · [\[Tools\] Menu](#) – FX3-LX Operator Manual (official documentation).

Why does the NFC connection on my Sato FX3-LX not work, or show “Error 1075 (NFC Error)”?

Possible messages: **Error 1075 (NFC Error)** (French manual: “Erreur NFC”) or **Error 1076 (Invalid command in NFC)** (French manual: “Commande non valide dans NFC”).

Short answer: Check that the printer's NFC function is enabled and place the NFC mark of the Android device on the printer's NFC antenna, moving it slightly if necessary. Error 1075 indicates a faulty NFC module that must be replaced by Sato; error 1076, an incorrect command whose settings were not saved.

LIKELY CAUSE

The Sato page “Cannot Communicate via NFC” cites a disabled NFC function, and an Android device incorrectly positioned relative to the antenna. Error 1075: the NFC module is not working correctly. Error 1076: a command error has occurred and the settings were not saved correctly.

WHAT TO DO

1. Enable the printer's NFC function in its interface settings.
2. Touch the printer's NFC antenna with the NFC mark of the Android device.

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3. If nothing happens, move the device forwards, backwards, left and right, then present it again.
4. Error 1076: check the command sent, then touch [OFFLINE].
5. Error 1075: touch [OFFLINE] and contact Sato technical support, as the NFC module must be replaced.

When to call a technician: error 1075: the NFC module must be replaced, contact Sato technical support.

In the [System] menu, [NFC Security] can require a confirmation or a password before applying settings written by NFC; these writes are made with the printer switched off and the request is displayed at start-up.

Sources: [Cannot Communicate via NFC](#)  – FX3-LX Operator Manual · [Error Message 1075 \(NFC Error\)](#)  – FX3-LX Operator Manual · [Error Message 1076 \(Invalid command in NFC\)](#)  – FX3-LX Operator Manual · [\[System\] Menu](#)  – FX3-LX Operator Manual · [When an error message is displayed](#)  – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Sato FX3-LX cutter and peeler: errors, missed cuts, labels falling off

These entries cover the optional cutter kit and the peeler (Dispenser) mode of the FX3-LX.

Why does my Sato FX3-LX show “Error 1015 (Cutter Error)”?

Message on the display: **Error 1015 (Cutter Error)** (French manual: “Erreur de massicot”).

Short answer: Media is jammed in the cutter, or the blade has not returned to its position. Remove the jammed media, taking care with the blade, then touch [CUTTER ACTION] to bring the blade back; if the error persists, restart the printer.

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LIKELY CAUSE

Sato cites two causes: a media jam in the cutter, or a blade that does not return to its intended position.

Caution: Take care not to injure yourself on the cutter blade when removing the media. Sato asks you not to touch the cutter with your hands and not to insert anything other than media into it.

WHAT TO DO

1. Touch [CUTTER ACTION]: the blade returns to its position and the error clears.
2. If media is jammed in the cutter, remove it, then reload the media for cutter mode (passing it through the cutter outlet, see [loading](#)).
3. If the error persists, switch the printer off and on again.
4. If it still comes back, contact Sato technical support.

When to call a technician: if error 1015 persists after removing the media and restarting, contact Sato technical support.

In cutter or partial cutter mode, Sato requires labels longer than 30 mm and setting the cut position so as not to cut through the label; the cutter kit requires the [Type 1] setting in [Printing] > [Cutter Type].

Sources: [Error Message 1015 \(Cutter Error\)](#)  – FX3-LX Operator Manual · [01-00579-FR] Error message 1015 (Erreur de massicot, cutter error) – SATO Help Center · [Loading the Media Roll \(Printing in Cutter Mode/Partial Cutter Mode\)](#)  – FX3-LX Operator Manual · [Print Mode](#)  – FX3-LX Operator Manual · [Safety Precautions](#)  – FX3-LX Operator Manual (official documentation).

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Why does the cutter on my Sato FX3-LX not cut the labels?

Symptom: the labels come out without being cut.

Short answer: Touch [FEED] in offline mode, then restart the printer. If the cutter still does not cut, check the print mode in [Printing] > [Print Mode] ([Cutter], [Partial cutter] or [Linerless cutter]), after disabling [Auto-mode].

LIKELY CAUSE

The Sato page “The Media Is Not Cut” suggests three actions: [FEED] in offline mode, a restart, then changing the print mode.

Caution: Do not touch the cutter blade (Sato instruction).

WHAT TO DO

1. Go offline and touch [FEED].
2. Switch the printer off and on again.
3. Open [Settings] > [Printing], disable [Auto-mode], then in [Print Mode] choose the mode suited to the installed kit: [Cutter] (cutter kit or linerless cutter), [Partial cutter] (partial cutter kit) or [Linerless cutter].
4. Check [Printing] > [Cutter Type]: [Type 1] for the cutter kit or the Type 1 linerless cutter, [Type 2] for the Type 2 linerless cutter.
5. If the problem persists, contact Sato technical support.

Conversely, to print without cutting when a cutter kit is installed, Sato simply asks you to change the print mode in the settings menu. In [Auto-mode], the printer itself selects cutter mode when a cutter kit is installed.

Sources: [The Media Is Not Cut](#) · [Want to Use Without Cutting Even If the Cutter Kit/Partial Cutter Kit/Linerless Cutter Kit Is Installed](#) · [Print Mode](#) · [\[Printing\] Menu](#) – FX3-LX Operator Manual (official documentation).

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Why does the peeler on my Sato FX3-LX print the next label without waiting, or stop printing it after the previous one is removed?

Symptoms in peeler mode: printing without waiting for the label to be removed, or next label not printed after removal.

Short answer: Sato cites incorrectly loaded media, an incorrectly set print mode or a slack liner. Reload the media in peeler mode, check that [Print Mode] is set to [Dispenser], then clean the peeler sensor if the problem persists.

LIKELY CAUSE

Label printed without waiting: incorrectly loaded media or incorrectly set print mode.

Next label not printed: incorrectly loaded media or slack liner; failing that, Sato asks you to clean the peeler sensor.

Caution: The printhead is hot after printing; keep your fingers clear when closing the cover (Sato instructions).

WHAT TO DO

1. Reload the media in peeler mode: peel off about 10 cm of labels, pass the media under the tabs, tilt the peeler frame forwards, pass the liner through the opening between the frame and the printer, close the frame and pull the media slightly so that it is taut.
2. Check in [Settings] > [Printing] that [Print Mode] is set to [Dispenser] (disable [Auto-mode] to select it).
3. If the problem persists, clean the peeler sensor with the cleaning kit (see [cleaning](#)).
4. If the problem still persists, contact Sato technical support.

Sources: [The Label Is Printed Even If the Previous Label Is Not Dispensed](#) · [The Label Is Not Printed Even If the Previous Label Is Dispensed](#) · [Loading the Media Roll \(Printing in Dispenser Mode\)](#) · [Print Mode](#) · [Cleaning Using the Cleaning Kit](#) · FX3-LX Operator Manual (official documentation).

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Why does the label fall off, or not get presented, at the peeler outlet of my Sato FX3-LX?

Symptoms in peeler mode: the label falls at the stop position, or is not peeled after stopping.

Short answer: According to Sato, the media stop position is incorrectly set. Adjust [Offset] in [Printing] > [Advanced] > [Adjustments], then clean the peeler sensor if the label still falls.

LIKELY CAUSE

The Sato pages “The Label Falls at the Dispenser Stop Position” and “The Label Is Not Dispensed After Stopping at the Dispenser Stop Position” cite an incorrectly set media stop position.

WHAT TO DO

1. Open [Settings] > [Printing] > [Advanced] > [Adjustments] > [Offset] and adjust the value (from -45 to +45 dots; 1 dot = 0.083 mm).
2. Save, go back online with the Standby/Home button and print a test label.
3. If the label still falls, clean the peeler sensor (see [cleaning](#)).
4. If the problem persists, contact Sato technical support.

Sources: [The Label Falls at the Dispenser Stop Position](#) · [The Label Is Not Dispensed After Stopping at the Dispenser Stop Position](#) · [Adjusting the Media Stop Position](#) – FX3-LX Operator Manual (official documentation).

Sato FX3-LX power and battery: start-up, shutdown, battery errors

The FX3-LX runs on an AC adapter, or on battery with the optional battery kit; Sato specifies the start-up checks and the safety instructions for the lithium-ion battery.

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Why does my Sato FX3-LX not switch on, with the display staying black?

Symptom: nothing on the display, light off.

Short answer: On mains power, check that the adapter and the cord are firmly connected at the printer end and the socket end, then try another socket. With the optional battery kit or cradle, also check that the battery is present and charged, that the protective film has been removed from the contacts and that the printer is correctly positioned.

LIKELY CAUSE

Sato distinguishes three cases. Without options: adapter or cord incorrectly connected, socket not supplied with power. With the battery kit: battery missing or discharged, protective film not removed from the contacts or printer incorrectly mounted on the kit. With the cradle (cradle kit): adapter and cord incorrectly connected to the cradle, film not removed or printer incorrectly placed, socket not supplied with power.

Caution: Do not plug in or unplug the power cord with wet hands: risk of electric shock (Sato instruction).

WHAT TO DO

1. Without options: firmly connect the AC adapter and the cord to the printer and to the socket, then switch on the printer; try another socket if necessary.
2. With the battery kit: insert the battery into the kit, remove the protective film from the contacts under the printer, mount the printer correctly on the kit and charge the battery.
3. With the cradle: connect the adapter and the cord correctly to the cradle, remove the protective film from the contacts and place the printer in the correct position.
4. To switch on, hold down the Standby/Home button until the light turns blue: the home screen is displayed.

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5. If the printer still does not switch on, contact Sato technical support.

When to call a technician: if the printer still does not switch on after these checks, contact Sato technical support.

The [Start on AC] option in the [System] menu lets you switch the printer on and off via the mains power supply, instead of the Standby/Home button.

Sources: [No Power/Nothing on the Screen \(Using No Options\)](#) · [No Power/Nothing on the Screen \(Using the Optional Battery Mount Kit\)](#) · [No Power/Nothing on the Screen \(Using the Optional Cradle Kit\)](#) · [Powering On the Product](#) · [\[System\] Menu](#) – FX3-LX Operator Manual (official documentation).

What should I do when my Sato FX3-LX shows “Error 1043 (Battery Low)”?

Message on the display: **Error 1043 (Battery Low)** (French manual: “Batterie faible”). Applies to the optional battery kit.

Short answer: The optional battery is almost empty. Connect the printer to mains power with the supplied adapter or place it on the charging cradle, or replace the battery with a charged one.

LIKELY CAUSE

According to Sato, the battery is low. The error clears when the printer is connected to mains power.

Caution: Sato instructions for the lithium-ion battery: do not dismantle it, do not heat it, do not throw it into a fire and do not leave it above 60 °C (car in the sun, heater); avoid any contact between its terminals and metal, and avoid water, impacts and punctures; stop using it if it is dented or cracked; charge it between 5 and 35 °C with the Sato AC adapter only. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch off the printer, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or Sato support. Do not force the battery lid open and take care that the battery does not fall out when opening it.

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WHAT TO DO

1. Connect the supplied AC adapter to the printer mounted on the battery kit: the battery charges.
2. Or remove the protective film from the contacts under the battery kit and place the printer on the optional charging cradle.
3. Or replace the battery: turn the lever clockwise, open the lid, insert the battery contacts end first (contacts facing up), close the lid and turn the lever back the other way.
4. If the error persists, contact Sato technical support.

On battery alone, print speed is limited to 4 ips and, by default, the printer goes into standby after one minute of inactivity. The battery can also be charged with the optional 1-slot charger.

Sources: [Error Message 1043 \(Battery Low\)](#) · [Charging the Battery by Connecting the AC Adapter](#) · [Charging the Battery by Mounting the Product on the Optional Cradle Kit](#) · [Inserting the Battery into the Battery Mount Kit](#) · [Safety Precautions for the Battery](#) · [\[Printing\] Menu](#) · [LED Indicator](#) – FX3-LX Operator Manual (official documentation).

Why does my Sato FX3-LX show “Error 1061 (Battery Degradation)” or “Error 1071 (Worn out battery)”, and do I need to change the battery?

Messages: **Error 1061 (Battery Degradation)** (French manual: “Batterie dégradée”), **Error 1063 (Battery Error)** (French manual: “Erreur de batterie”), **Error 1070 (Battery wearing out)** (French manual: “Usure de la batterie”), **Error 1071 (Worn out battery)** (French manual: “Batterie usée”).

Short answer: Yes: these messages indicate a degraded (1061), defective (1063) or worn-out (1070, 1071) battery, which Sato asks you to replace. A worn-out battery reduces operating time and can degrade print quality.



LIKELY CAUSE

Error 1061: the battery has deteriorated. Error 1063: the battery has a fault. Errors 1070 and 1071: the battery is worn out; Sato warns that operating time may decrease and print quality may deteriorate.

Caution: Sato instructions for the lithium-ion battery: do not dismantle it, do not heat it, do not throw it into a fire and do not leave it above 60 °C (car in the sun, heater); avoid any contact between its terminals and metal, and avoid water, impacts and punctures; stop using it if it is dented or cracked; charge it between 5 and 35 °C with the Sato AC adapter only. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch off the printer, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or Sato support. To dispose of it, insulate its contacts with adhesive tape, do not mix it with other batteries and ask your reseller about the disposal route.

WHAT TO DO

1. Errors 1070 and 1071: touch [OFFLINE] to clear the message, then plan to replace the battery.
2. Errors 1061 and 1063: replace the battery (lever clockwise, lid open, new battery inserted contacts end first, lid closed, lever back the other way).
3. Check the battery status in the [Battery] menu: [Health] shows [Good], [Replace] or [Poor], and [Cycle Counts] the number of charge cycles.
4. Sato recommends replacing the lithium-ion battery after 300 charge cycles or 3 years of use, whichever comes first; write the date it was put into service on the battery label.
5. If the error persists with a new battery, contact Sato technical support.

When to call a technician: if the error persists with a new battery, contact Sato technical support.

[Eco Charge] ([Battery] menu), recommended with the charging cradle, limits charging to slightly below the maximum to slow down wear. Sato advises storing the battery at around 40% charge, in a dry place, neither full nor empty.

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Sources: [Error Message 1061 \(Battery Degradation\)](#) [↗](#) – FX3-LX Operator Manual · [Error Message 1063 \(Battery Error\)](#) [↗](#) – FX3-LX Operator Manual · [Error Message 1070 \(Battery wearing out\)](#) [↗](#) – FX3-LX Operator Manual · [Error Message 1071 \(Worn out battery\)](#) [↗](#) – FX3-LX Operator Manual · [\[Battery\] Menu](#) [↗](#) – FX3-LX Operator Manual · [Safety Precautions for the Battery](#) [↗](#) – FX3-LX Operator Manual · [Inserting the Battery into the Battery Mount Kit](#) [↗](#) – FX3-LX Operator Manual · [When an error message is displayed](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why does my Sato FX3-LX show “Error 1106 (Power voltage value abnormal Error)” or “Error 1105”?

Messages: **Error 1105 (Changed Power Error in Printing)** (French manual: “Erreur d'alimentation en cours d'impression”) or **Error 1106 (Power voltage value abnormal Error)** (French manual: “Erreur de tension d'alimentation”).

Short answer: Error 1106: a non-compliant power supply is being used; connect the supplied AC adapter and switch off the printer to clear the error. Error 1105: the cord was unplugged during printing; touch [OFFLINE] and do not unplug the cord again while printing.

LIKELY CAUSE

According to Sato, error 1105 appears when the power cord is unplugged during printing, and error 1106 when a non-standard power supply is used.

Caution: Sato asks you to use only the supplied AC adapter and cord, at the specified voltage (risk of fire or electric shock), not to use them with other devices, and to stop using a damaged cord.

WHAT TO DO

1. Error 1106: switch off the printer and use the AC adapter supplied with the product.
2. Error 1105: touch [OFFLINE] to clear the error and do not unplug the power cord during printing.
3. If the error persists, contact Sato technical support.

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Sources: [Error Message 1105 \(Changed Power Error in Printing\)](#) [↗](#) – FX3-LX Operator Manual · [Error Message 1106 \(Power voltage value abnormal Error\)](#) [↗](#) – FX3-LX Operator Manual · [Safety Precautions](#) [↗](#) – FX3-LX Operator Manual · [When an error message is displayed](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

How do I switch off my Sato FX3-LX when it no longer responds to the button?

Symptom: the printer does not switch off with a short press on Standby/Home.

Short answer: Hold down the Standby/Home button for more than two seconds, then confirm on the display; if the printer does not switch off, hold it down for more than 10 seconds. Sato advises against switching it off by unplugging the cord or removing the battery.

LIKELY CAUSE

The Sato page “Cannot Power Off the Product” provides for a normal shutdown (press for more than two seconds and confirm), then a forced shutdown (press for more than 10 seconds).

Caution: Do not switch off the printer by unplugging the cord or removing the battery, or during printing or an update: according to Sato, this can cause a malfunction or reset the settings to their initial values.

WHAT TO DO

1. Check that the printer is not busy (printing, updating).
2. Hold down the Standby/Home button for more than two seconds, then confirm the shutdown on the display.
3. If the printer does not switch off, hold down the Standby/Home button for more than 10 seconds.
4. Wait until shutdown has finished before handling the printer. If the problem persists, contact Sato technical support.

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Sources: [Cannot Power Off the Product](#) · [Powering Off the Product](#) · [\[System\] Menu](#) – FX3-LX Operator Manual (official documentation).

Why does my Sato FX3-LX go into standby or switch off by itself?

Symptoms: blue light flashing every two seconds (standby), or switching off with no action taken.

Short answer: Standby ([Sleep Timeout], 0 to 60 min) and automatic shutdown ([Auto Power Off], 0 to 999 min) are set in the [System] menu, separately for mains power and battery; a value of 0 disables them. With the battery, [Full Charge Power-Off] can also switch off the printer when charging is complete.

LIKELY CAUSE

According to the [System] menu, the printer applies two energy-saving timers, one for operation on mains power and the other on battery. With the battery kit, standby occurs by default after one minute of inactivity. The [Full Charge Power-Off] option in the [Battery] menu switches off the printer 3 seconds after charging is complete.

WHAT TO DO

1. Open [Settings] > [System] and set [Sleep Timeout] and [Auto Power Off] for operation on mains power and on battery (0 = function disabled).
2. To wake from standby: open and close the cover, press Standby/Home, or connect or disconnect a USB cable.
3. With the battery kit, check [Battery] > [Full Charge Power-Off]: when enabled, it switches off the printer when charging is complete (option recommended by Sato with the charging cradle).

Standby is blocked as long as the home screen or the settings are open, a LAN cable is connected, the temperature is outside the tolerance range (error 1022) or, on battery, during charging or when the battery is low. Automatic shutdown is blocked while data is being received and during charging.

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Sources: [\[System\] Menu](#) · [LED Indicator](#) · [\[Battery\] Menu](#) – FX3-LX Operator Manual (official documentation).

Sato FX3-LX data, driver and reset

Errors related to the data received, driver installation and resetting from the web configuration.

Why does my Sato FX3-LX show “Error 1017 (SBPL Command Error)” or a BCC or CRC error when I send a print job?

Messages: **Error 1017 (SBPL Command Error)** (French manual: “Erreur de commande SBPL”), **Error 1021 (BCC Check Error)** (French manual: “Erreur de contrôle BCC”) or **Error 1058 (CRC Check Error)** (French manual: “Erreur de contrôle CRC”).

Short answer: The data received is incorrect: wrong command or parameter (1017), wrong BCC check code (1021), CRC code missing or wrong (1058). Check the data sent and the interface settings, then touch [CANCEL] to cancel the faulty job.

LIKELY CAUSE

Error 1017: incorrect command or parameter in the print data. Error 1021: incorrect BCC code in the transmitted data. Error 1058: CRC missing from the data or not matching.

WHAT TO DO

1. Error 1017: read the “Caac: <bb>: cc” indication below the number. “aac” gives the position of the faulty ESC command counting from the start command <A>; “bb”, the name of the command; “cc”, the type of error (invalid command or parameter, unsuitable storage area, data not stored, printing outside the printable area...).
2. Correct the data, touch [CANCEL], then switch the printer off and on again if the error persists.

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3. Errors 1021 and 1058: check the transmitted data and the interface settings. [PRINT] resumes printing from the data in error; [CANCEL] cancels it and moves on to the next data (for 1021, the SUB and CAN commands have the same effect).
4. If the error does not disappear, contact Sato technical support.

Error 1017 is only displayed if [Show Error] is enabled in [Applications] > [SBPL].

Sources: [Error Message 1017 \(SBPL Command Error\)](#) ↗ – FX3-LX Operator Manual · [Error Message 1021 \(BCC Check Error\)](#) ↗ – FX3-LX Operator Manual · [Error Message 1058 \(CRC Check Error\)](#) ↗ – FX3-LX Operator Manual · [When an error message is displayed](#) ↗ – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

What should I do if installing the driver for my Sato FX3-LX fails?

Symptom: error message during installation of the printer driver.

Short answer: Sato asks you to uninstall the driver, reinstall it as administrator, then restart the computer. If the error persists, contact Sato technical support.

LIKELY CAUSE

The Sato page “An Error Occurs When Installing the Printer Driver” does not cite a specific cause and gives a single procedure.

WHAT TO DO

1. Uninstall the printer driver.
2. Reinstall it as an administrator of the computer.
3. Restart the computer.
4. If the error persists, contact Sato technical support.

The SATO America FX3-LX support page offers the Windows, Linux and Mac drivers, as well as the All-In-One utility.

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Sources: [An Error Occurs When Installing the Printer Driver](#) – FX3-LX Operator Manual · [FX3-LX | Support & Downloads | SATO](#) – SATO America (official documentation).

How do I reset the settings of my Sato FX3-LX or restart it remotely?

Need: reset the settings or the data, or restart the printer from a computer.

Short answer: From a browser, open the web configuration page (<https://> followed by the printer's IP address), log in, then open the Tools page: [Reset] initialises the settings or the data and [Reboot] restarts the printer. Back up your settings first with [Clone] or [Profiles].

LIKELY CAUSE

The Sato manual describes resetting in the Tools page of the web configuration, accessible over the wired network (USB+LAN model) or Wi-Fi.

Caution: Resetting erases settings or data: use it with care and back up beforehand.

WHAT TO DO

1. Note the printer's IP address in [Settings] > [Information] > LAN or Wi-Fi. If the printer's firewall is enabled, the WebConfig service must be allowed.
2. In a browser, enter <https://> followed by the IP address, then accept the security certificate warning.
3. Click Login and log in (credentials: see the Sato manual; Sato asks you to change the default password in [System] > [Password] > [Change Password]).
4. Before any reset, back up the settings: [Tools] > [Clone] (copy to a USB flash drive) or [Tools] > [Profiles] > [Save as] on the printer.
5. In the Tools page, use [Reset] to initialise the settings or the data, or [Reboot] to restart the printer.
6. To check the result, print the settings list: [Tools] > [Test Print] > [Configure List].

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The Tools page also lets you install certificates, retrieve logs, change passwords and obtain support information (options, serial number, versions).

Sources: [Accessing to the Web Configuration Page](#) · [Tools](#) · [\[Tools\] Menu](#) · [\[System\] Menu](#) – FX3-LX Operator Manual (official documentation).

Other Sato FX3-LX problems: display, language, USB flash drive, calendar

The touch screen, the display language, the USB flash drive, the internal clock and the AEP application screens.

What should I do if the touch screen on my Sato FX3-LX responds poorly or is too dark?

Symptoms: display that does not respond correctly to touch, or display too dark or too bright.

Short answer: For a display that is simply too dark or too bright, adjust the brightness from the menu that opens when you swipe the screen down. If the display does not respond correctly to touch, the Sato manual does not provide for any user action: it refers you directly to its technical support.

LIKELY CAUSE

The “The Display Is Too Dark/Bright” page refers to the brightness setting in the drop-down menu (Swipe Down Menu). The “The Display Does Not Respond Correctly When Touched” page refers only to technical support.

WHAT TO DO

1. Display too dark or too bright: swipe down from the top of the screen to open the drop-down menu and adjust the brightness.
2. Touch screen not responding correctly: contact Sato technical support.

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When to call a technician: touch screen not responding correctly to touch: Sato refers you directly to its technical support.

Sources: [The Display Does Not Respond Correctly When Touched](#) · [The Display is Too Dark/Bright](#) – FX3-LX Operator Manual (official documentation).

How do I switch the display of my Sato FX3-LX to French?

Need: change the language of the displayed messages.

Short answer: Change the display language in the settings menu: [Settings] > [System] > [Regional] > [Messages], then choose the language from the list.

LIKELY CAUSE

The Sato page “Want to Change the Display Language” refers to the [Messages] setting in the [System] menu, which sets the display language.

WHAT TO DO

1. Touch the settings icon to open [Settings] (enter the password if it is enabled).
2. Open [System] > [Regional] > [Messages] and choose the language from the list.
3. For quicker access to this setting, enable [Display Language Icon]: a [Language] icon then appears at the top of the [Settings] screen.

The same [Regional] menu sets the on-screen keyboard language, the unit of length ([Unit]: dot, inch or mm), the date, the time and the time zone.

Sources: [Want to Change the Display Language](#) · [\[System\] Menu](#) – FX3-LX Operator Manual (official documentation).

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Why does my Sato FX3-LX show “Error 1013 (USB R/W Error)” or not recognise my USB flash drive?

Possible messages: **Error 1013 (USB R/W Error)** (French manual: “Erreur de lecture/écriture USB”) or **Error 1014 (USB Memory Full)** (French manual: “Mémoire USB saturée”).

Short answer: Check that the drive is fully inserted in the type A USB connector, that it works on a computer, that it is formatted as FAT32 and that it has enough free space. Error 1013 comes from a drive removed during writing, too full, faulty or not formatted; error 1014, from a lack of space.

LIKELY CAUSE

Error 1013: drive disconnected during writing, insufficient space for the copy, write failure or drive not formatted. Error 1014: insufficient space on the drive. Drive not recognised: drive incorrectly inserted, faulty or not formatted as FAT32.

WHAT TO DO

1. Insert the drive correctly into the printer's type A USB connector.
2. Check that a computer recognises the drive; if not, try another drive.
3. Format the drive as FAT32 if necessary, then try again.
4. Error 1014: delete unnecessary data from the drive or use a drive with enough space, then touch [OFFLINE].
5. Error 1013: reconnect the drive, free up space or replace it, then touch [OFFLINE]. If the error persists, contact Sato technical support.

Sato asks you to scan the drive with antivirus software before using it to copy logs, clone settings or install certificates.

Sources: [Error Message 1013 \(USB R/W Error\)](#)  – FX3-LX Operator Manual · [Error Message 1014 \(USB Memory Full\)](#)  – FX3-LX Operator Manual · [The USB Memory Is Not Recognized](#)  – FX3-LX Operator Manual · [\[Tools\] Menu](#)  – FX3-LX Operator Manual · [When an error message is displayed](#)  – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

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Why does my Sato FX3-LX show “Error 1020 (Calendar Error)” or “Error 1023 (NTP Error)”?

Messages: **Error 1020 (Calendar Error)** (French manual: “Erreur de calendrier”) or **Error 1023 (NTP Error)** (French manual: “Erreur NTP”).

Short answer: Error 1020: the date and time are incorrect, or the calendar battery is low; set the date and time again, and contact Sato if the battery needs changing. Error 1023: the printer could not reach the time server; check its address and the connection, or set the time manually.

LIKELY CAUSE

Error 1020: calendar date and time incorrect, or calendar battery low. Error 1023: unable to connect to the time server (NTP) to set the date and time.

WHAT TO DO

1. Error 1020: touch the setting button displayed, set the date and time, check them in the confirmation message and confirm. The setting is also available in [System] > [Regional] ([Time], [Date], [Time Zone]).
2. If error 1020 comes back when the date and time are correct, the calendar battery is the cause: it must be replaced through Sato technical support.
3. Error 1023: check the time server address ([NTP] setting, Time Server IP) and the connection to this server, or set the calendar manually in [System] > [Regional] to continue without NTP.
4. Touch [OFFLINE] to clear error 1023. If it persists, contact Sato technical support.

When to call a technician: low calendar battery (error 1020): it must be replaced through Sato technical support.

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Sources: [Error Message 1020 \(Calendar Error\)](#) – FX3-LX Operator Manual · [Error Message 1023 \(NTP Error\)](#) – FX3-LX Operator Manual · [\[System\] Menu](#) – FX3-LX Operator Manual · [When an error message is displayed](#) – FX3-LX Manuel Utilisateur (French user manual) (official documentation).

Why does my Sato FX3-LX show “Ingredients Label”, “Discount Label” or videos instead of the normal screen?

Symptom: “Ingredients Label”, “Discount Label”, “Training Video” or “FX3-LX Help Video” screens at start-up.

Short answer: These screens appear when the AEP (Application Enabled Printing) function is enabled. Disable [AEP] in [Settings] > [Standalone], then restart the printer.

LIKELY CAUSE

According to Sato, these screens are displayed when the AEP function is enabled.

OFFICIAL PROCEDURE

1. Press the Power/Home button to display the home screen.
2. Touch [Settings] (enter the password if it is enabled).
3. Touch [Standalone], then untick [AEP].
4. Press the Power/Home button to return to the home screen.
5. Restart the printer: it returns to normal mode.

Source: [Ingredients Label, Discount Label, Training Video, and FX3-LX Help Video appear](#) – FX3-LX Operator Manual (official documentation).

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When should you call a technician for a Sato FX3-LX?

The entries above first suggest reloading, cleaning, calibrating or restarting. The Sato manual refers you to its technical support as soon as an error persists, and in particular in the following cases:

- **“Error 1007 (Cover Open)” persisting with the cover closed:** cover open sensor faulty, even after cleaning with compressed air.
- **“Error 1001 (Machine Error)” after a restart:** printer fault that keeps coming back.
- **“Error 1002 (Program Error)” after a restart:** program error in memory that keeps coming back.
- **Media not feeding properly after calibration:** sensor adjustment to be checked by the reseller or Sato support.
- **Auto-calibration has no effect:** media still not detected correctly despite a correctly repeated calibration.
- **Stop or cut position still shifted:** offset that persists after reloading, [Offset] adjustment and cleaning.
- **Barcodes still unreadable:** printhead possibly defective.
- **Persistent “Error 1012 (Head Error)”:** worn or damaged printhead; the error persists after replacement.
- **“Error 1022 (Print Head Overheated)” after cooling down:** temperature still outside the tolerance range.
- **“Error 1075 (NFC Error)”:** NFC module to be replaced.
- **Persistent “Error 1015 (Cutter Error)”:** cutter still in error after removing the media and restarting.
- **Printer that will not switch on:** no response despite checking the power supply, battery and cradle.
- **Battery error with a new battery:** diagnosis by Sato support.
- **Touch screen responding poorly:** no user action provided for in the manual.
- **Recurring “Error 1020 (Calendar Error)”:** low calendar battery to be replaced.

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Avoiding recurring faults on the Sato FX3-LX: 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 FX3-LX 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 Sato 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).

Sato FX3-LX troubleshooting: frequently asked questions

How do I calibrate a Sato FX3-LX?

First choose the sensor type in [Printing], under [Sensor Type]: [Gap] for labels separated by a gap, [I-Mark] for a black mark. Open the cover, place the liner alone (without a label) over the sensor, close the cover, then run the calibration in [Printing], [Calibrate]. Go offline and touch [FEED] to check the feed; if it fails, put the media back in place and start again. [See the detailed entry.](#)

What does error 1008 mean on a Sato FX3-LX?

Error 1008 (Out of Paper) indicates that the printer is not detecting any media. Sato cites a roll that is missing or incorrectly loaded, a jam, an incorrectly set sensor level, or a sensor that is dirty or covered by a label. Reload the roll, run a calibration and clean the sensor with the cleaning kit if necessary. [See the detailed entry.](#)

How do I clean the printhead of a Sato FX3-LX?

Switch off the printer, unplug the cord (or remove the battery), open the cover and remove the media. Once the printhead has cooled, clean it with a cotton swab moistened with the liquid from the cleaning kit, without touching its edge with bare hands or using organic solvents. Sato recommends this cleaning every 10 rolls or 500 m, and the

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cleaning sheet every 20 rolls. [See the detailed entry.](#)

What should I do about error 1012 Head Error on a Sato FX3-LX?

Error 1012 indicates that the head check has detected a worn or damaged printhead. You can force printing to resume from the error screen or change the [Head Check] conditions, but Sato asks you to replace the printhead and to check the barcodes printed after the error with a scanner. [See the detailed entry.](#)

Why does my Sato FX3-LX show Cover Open when the cover is closed?

The cover may not be latched: close it by pressing on both ends until it clicks. If error 1007 persists, Sato asks you to clean the cover open sensor with a can of compressed air, then to contact its technical support. [See the detailed entry.](#)

How do I adjust the label stop position on a Sato FX3-LX?

Open [Settings], [Printing], [Advanced], [Adjustments], then [Offset] and set a value from -45 to +45 dots (1 dot = 0.083 mm). Save, go back online and print a test label. This setting applies to the cutter, peeler and tear-off modes. [See the detailed entry.](#)

How do I resolve cutter error 1015 on a Sato FX3-LX?

Error 1015 comes from media jammed in the cutter or a blade that has not returned to its position. Remove the jammed media, taking care with the blade, touch [CUTTER ACTION] to bring the blade back, then restart the printer if the error persists. [See the detailed entry.](#)

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How do I switch off a Sato FX3-LX that no longer responds?

Hold down the Standby/Home button for more than two seconds and confirm the shutdown; if it does not switch off, hold it down for more than 10 seconds. Sato advises against unplugging the cord or removing the battery to switch it off, as the settings may revert to their initial values. [See the detailed entry](#).

Sources consulted

All the causes, procedures and messages in this guide come from the pages of the official Sato documentation listed below (FX3-LX online operator manual in English and French, SATO Help Center, SATO America and SATO Europe), consulted on 20 October 2026.

- [When an Error Message Appears](#) [↗](#) – FX3-LX Operator Manual **official**
- [When an error message is displayed](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) **official**
- [Troubleshooting](#) [↗](#) – FX3-LX Operator Manual **official**
- [Table of Contents](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1001 \(Machine Error\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1002 \(Program Error\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1007 \(Cover Open\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1008 \(Out of Paper\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1010 \(Media Error\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1012 \(Head Error\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error message 1012 \(Erreur de tête, head error\)](#) [↗](#) – FX3-LX Manuel Utilisateur (French user manual) **official**
- [Error Message 1013 \(USB R/W Error\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1014 \(USB Memory Full\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1015 \(Cutter Error\)](#) [↗](#) – FX3-LX Operator Manual **official**
- [Error Message 1017 \(SBPL Command Error\)](#) [↗](#) – FX3-LX Operator Manual **official**

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- [Error Message 1020 \(Calendar Error\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1021 \(BCC Check Error\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1022 \(Print Head Overheated\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1023 \(NTP Error\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1028 \(Gap Not Found\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1035 \(I-mark Not Found\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1043 \(Battery Low\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1058 \(CRC Check Error\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1061 \(Battery Degradation\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1063 \(Battery Error\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1066 \(Paper Jam\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1070 \(Battery wearing out\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1071 \(Worn out battery\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1075 \(NFC Error\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1076 \(Invalid command in NFC\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1105 \(Changed Power Error in Printing\)](#)  – FX3-LX Operator Manual **official**
- [Error Message 1106 \(Power voltage value abnormal Error\)](#)  – FX3-LX Operator Manual **official**
- [The Overall Printout Is Light](#)  – FX3-LX Operator Manual **official**
- [The Overall Printout Is too Dark](#)  – FX3-LX Operator Manual **official**
- [A Part of the Printout Is Light](#)  – FX3-LX Operator Manual **official**
- [The Printout Is Shifted to One Side](#)  – FX3-LX Operator Manual **official**
- [A Part of the Printout Is Dirty and Black/White Streaks Appear](#)  – FX3-LX Operator Manual **official**
- [The Printed Image Is Different from the Print Data](#)  – FX3-LX Operator Manual **official**
- [The Print Position Is Shifted Vertically from the Media Feed Direction](#)  – FX3-LX Operator Manual **official**
- [The Print Position Is Shifted Horizontally from the Media Feed Direction](#)  – FX3-LX Operator Manual **official**
- [Print Stop Position and Cut Position Are Shifted](#)  – FX3-LX Operator Manual **official**

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- [The Media Is Not Cut](#)  – FX3-LX Operator Manual **official**
- [How to Load Labels](#)  – FX3-LX Operator Manual **official**
- [Media Does Not Feed](#)  – FX3-LX Operator Manual **official**
- [Media Is Fed According to the Specified Number, but Not Printed](#)  – FX3-LX Operator Manual **official**
- [The Label Does Not Stop at the Specified Position/The Label Does Not Stop](#)  – FX3-LX Operator Manual **official**
- [The Label Is Printed Even If the Previous Label Is Not Dispensed](#)  – FX3-LX Operator Manual **official**
- [The Label Is Not Printed Even If the Previous Label Is Dispensed](#)  – FX3-LX Operator Manual **official**
- [The Label Falls at the Dispenser Stop Position](#)  – FX3-LX Operator Manual **official**
- [The Label Is Not Dispensed After Stopping at the Dispenser Stop Position](#)  – FX3-LX Operator Manual **official**
- [The Media Has Jammed](#)  – FX3-LX Operator Manual **official**
- [Cannot Output After Data Is Sent](#)  – FX3-LX Operator Manual **official**
- [Cannot Communicate via LAN](#)  – FX3-LX Operator Manual **official**
- [Cannot Communicate via USB](#)  – FX3-LX Operator Manual **official**
- [Cannot Communicate via Bluetooth](#)  – FX3-LX Operator Manual **official**
- [Cannot Communicate via NFC](#)  – FX3-LX Operator Manual **official**
- [Cannot Communicate via Wireless LAN](#)  – FX3-LX Operator Manual **official**
- [An Error Occurs When Installing the Printer Driver](#)  – FX3-LX Operator Manual **official**
- [No Power/Nothing on the Screen \(Using No Options\)](#)  – FX3-LX Operator Manual **official**
- [No Power/Nothing on the Screen \(Using the Optional Battery Mount Kit\)](#)  – FX3-LX Operator Manual **official**
- [No Power/Nothing on the Screen \(Using the Optional Cradle Kit\)](#)  – FX3-LX Operator Manual **official**
- [Want to Change the Display Language](#)  – FX3-LX Operator Manual **official**
- [The LED Lights Red](#)  – FX3-LX Operator Manual **official**
- [The Display Does Not Respond Correctly When Touched](#)  – FX3-LX Operator Manual **official**
- [The Display is Too Dark/Bright](#)  – FX3-LX Operator Manual **official**
- [Cannot Power Off the Product](#)  – FX3-LX Operator Manual **official**
- [Want to Use Without Cutting Even If the Cutter Kit/Partial Cutter Kit/Linerless Cutter Kit Is Installed](#)  – FX3-LX Operator Manual **official**
- [The USB Memory Is Not Recognized](#)  – FX3-LX Operator Manual **official**

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- [Cannot Read the Barcode](#)  – FX3-LX Operator Manual **official**
- [Ingredients Label, Discount Label, Training Video, and FX3-LX Help Video appear](#)  – FX3-LX Operator Manual **official**
- [Cleaning Using the Cleaning Kit](#)  – FX3-LX Operator Manual **official**
- [Cleaning with the cleaning kit](#)  – FX3-LX Manuel Utilisateur (French user manual) **official**
- [Cleaning Intervals](#)  – FX3-LX Operator Manual **official**
- [Cleaning](#)  – FX3-LX Operator Manual **official**
- [Cleaning Using the Cleaning Sheet](#)  – FX3-LX Operator Manual **official**
- [Replacing the Print Head](#)  – FX3-LX Operator Manual **official**
- [Replacing the Platen Roller](#)  – FX3-LX Operator Manual **official**
- [\[Printing\] Menu](#)  – FX3-LX Operator Manual **official**
- [\[Impression\] Menu](#)  – FX3-LX Manuel Utilisateur (French user manual) **official**
- [Media Sensor Type](#)  – FX3-LX Operator Manual **official**
- [\[Tools\] Menu](#)  – FX3-LX Operator Manual **official**
- [LED Indicator](#)  – FX3-LX Operator Manual **official**
- [Operations When Errors Occur](#)  – FX3-LX Operator Manual **official**
- [Powering On the Product](#)  – FX3-LX Operator Manual **official**
- [Powering Off the Product](#)  – FX3-LX Operator Manual **official**
- [Safety Precautions for the Battery](#)  – FX3-LX Operator Manual **official**
- [Safety Precautions](#)  – FX3-LX Operator Manual **official**
- [Adjusting the Media Stop Position](#)  – FX3-LX Operator Manual **official**
- [Adjusting the Print Position](#)  – FX3-LX Operator Manual **official**
- [Print Mode](#)  – FX3-LX Operator Manual **official**
- [Loading the Media Roll \(Printing in Continuous Mode/Tear-Off Mode\)](#)  – FX3-LX Operator Manual **official**
- [Loading the Media Roll \(Printing in Cutter Mode/Partial Cutter Mode\)](#)  – FX3-LX Operator Manual **official**
- [Loading the Media Roll \(Printing in Dispenser Mode\)](#)  – FX3-LX Operator Manual **official**
- [Precautions for Loading the Media](#)  – FX3-LX Operator Manual **official**
- [Accessing to the Web Configuration Page](#)  – FX3-LX Operator Manual **official**
- [Tools](#)  – FX3-LX Operator Manual **official**

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- [Inserting the Battery into the Battery Mount Kit](#)  – FX3-LX Operator Manual **official**
- [Charging the Battery by Connecting the AC Adapter](#)  – FX3-LX Operator Manual **official**
- [Charging the Battery by Mounting the Product on the Optional Cradle Kit](#)  – FX3-LX Operator Manual **official**
- [\[Battery\] Menu](#)  – FX3-LX Operator Manual **official**
- [Head Check](#)  – FX3-LX Operator Manual **official**
- [\[System\] Menu](#)  – FX3-LX Operator Manual **official**
- [\[Wi-Fi\] Menu](#)  – FX3-LX Operator Manual **official**
- [\[Bluetooth\] Menu](#)  – FX3-LX Operator Manual **official**
- [Hardware](#)  – FX3-LX Operator Manual **official**
- [\[01-00054-EN\] Sensor Auto-Calibration is failed](#) – SATO Help Center **official**
- [FX3-LX - Printer Not Printing](#) – SATO Help Center **official**
- [\[01-00074-FR\] What to do when the print position is incorrect](#) – SATO Help Center **official**
- [\[01-00579-FR\] Error message 1015 \(Erreur de massicot, cutter error\)](#) – SATO Help Center **official**
- [\[01-00070-FR\] How to resolve error message 1008 \(Plus de papier, out of paper\)](#) – SATO Help Center **official**
- [\[01-00571-EN\] Error Message 1002 \(Program Error\)](#) – SATO Help Center **official**
- [FX3-LX | Support & Downloads | SATO](#)  – SATO America **official**
- [FX3-LX Operator Manual \(PDF\)](#)  – SATO Europe **official**

The Sato Help Center article “[01-00071-EN] How to replace the print head” was not consulted for this guide and was not used. If the fault falls under these documents, refer to the manufacturer’s documentation or ask the TIMCOD technicians.

See also

- [All Sato printer troubleshooting guides](#) (PW208NX, CL4NX, CL6NX Plus, CT4-LX, PW4NX, WS2, WS4)
- [Maintenance and repair of Sato printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)

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- [Printer cleaning kits](#) (in French)



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