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### TROUBLESHOOTING GUIDE

# Sato PW208NX troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Sato documentation, Sato PW208NX/PW208mNX online user manual (PW208NX/PW208mNX Operator Manual) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Sato PW2NX product page →](#)

**In brief.** The Sato PW208NX (PW2NX range) is a direct thermal mobile label printer (203 dpi, 55 mm print width), powered by a lithium-ion battery and connected via USB, Bluetooth and NFC, with a wireless LAN version and a built-in peeler; the more compact PW208mNX has neither a gap sensor nor a peeler. Sato documents 35 numbered error messages, around ten of which concern the battery and charging. The most frequently cited causes are incorrectly loaded media, a dirty or incorrectly calibrated sensor, and a low, worn or incorrectly charged battery. This guide covers these messages, the official calibration, cleaning and reset procedures, and the battery safety instructions. Click a question to open the entry.

- **An error number is displayed** (1008, 1043, 1060...): find it in the [lookup table](#) and open the matching entry.

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- **No message, but the print quality is poor:** start with [loading the roll](#), [cleaning the printhead](#) and [calibration](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

## Which error is my Sato PW208NX showing? Lookup by message number

In error message mode, the PW208NX alternately displays the error number and the steps to clear it, and its status light turns red. The table links each message documented by Sato to its cause and to the troubleshooting entry.

| Message or state             | Light (Sato manual) | Likely cause                                                          | Entry                      |
|------------------------------|---------------------|-----------------------------------------------------------------------|----------------------------|
| Error 1001 (Machine Error)   | —                   | Printer fault                                                         | <a href="#">Error 1001</a> |
| Error 1006 (Buffer Overflow) | —                   | Too much data received or incorrect interface settings                | <a href="#">Error 1006</a> |
| Error 1007 (Cover Open)      | —                   | Cover not locked or faulty cover sensor                               | <a href="#">Error 1007</a> |
| Error 1008 (Out of Paper)    | —                   | Media missing or incorrectly loaded, sensor level incorrectly set     | <a href="#">Error 1008</a> |
| Error 1010 (Media Error)     | —                   | Label size in the data differs from the media, incorrect sensor level | <a href="#">Error 1010</a> |
|                              |                     |                                                                       |                            |

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| Message or state              | Light (Sato manual) | Likely cause                                                | Entry                      |
|-------------------------------|---------------------|-------------------------------------------------------------|----------------------------|
| Error 1012 (Head Error)       | —                   | Worn or damaged printhead                                   | <a href="#">Error 1012</a> |
| Error 1013 (Memory Error)     | —                   | Failed to write to the USB memory                           | <a href="#">Error 1013</a> |
| Error 1014 (Memory Full)      | —                   | USB memory full                                             | <a href="#">Error 1014</a> |
| Error 1017 (SBPL CMD Error)   | —                   | Incorrect command or parameter in the data                  | <a href="#">Error 1017</a> |
| Error 1022 (Head Overheat)    | —                   | Temperature beyond tolerance                                | <a href="#">Error 1022</a> |
| Error 1028 (Gap Not Found)    | —                   | Media snaking, dirty sensor, incorrect sensor type or level | <a href="#">Error 1028</a> |
| Error 1035 (I-mark Not Found) | —                   | Media snaking, dirty sensor, incorrect sensor type or level | <a href="#">Error 1035</a> |
| Error 1043 (Low Battery)      | —                   | Low battery                                                 | <a href="#">Error 1043</a> |
| Error 1046 (EAP Auth Error)   | —                   | EAP authentication failure (Wi-Fi)                          | <a href="#">Error 1046</a> |
| Error 1047 (EAP Auth Error)   | —                   | EAP authentication failed (access point, server)            | <a href="#">Error 1047</a> |
| Error 1050 (Bluetooth Error)  | —                   | Faulty Bluetooth module                                     | <a href="#">Error 1050</a> |
|                               |                     |                                                             |                            |

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| Message or state              | Light (Sato manual) | Likely cause                                                                | Entry                      |
|-------------------------------|---------------------|-----------------------------------------------------------------------------|----------------------------|
| Error 1058 (CRC Check Error)  | —                   | CRC missing or incorrect in the data                                        | <a href="#">Error 1058</a> |
| Error 1059 (Charging)         | —                   | Battery low while charging                                                  | <a href="#">Error 1059</a> |
| Error 1060 (No Battery)       | —                   | Battery missing or disconnected                                             | <a href="#">Error 1060</a> |
| Error 1061 (Degraded Batt.)   | —                   | Battery degraded                                                            | <a href="#">Error 1061</a> |
| Error 1063 (Battery Error)    | —                   | Faulty battery                                                              | <a href="#">Error 1063</a> |
| Error 1064 (Motor Overheat)   | —                   | Temperature beyond tolerance                                                | <a href="#">Error 1064</a> |
| Error 1065 (Printer Overheat) | —                   | Temperature beyond tolerance                                                | <a href="#">Error 1065</a> |
| Error 1066 (Paper Jam)        | —                   | Media jammed or incorrectly loaded                                          | <a href="#">Error 1066</a> |
| Error 1067 (Charging)         | —                   | Power-off requested during charging                                         | <a href="#">Error 1067</a> |
| Error 1068 (WLAN Error)       | —                   | Failed to connect to the Wi-Fi module                                       | <a href="#">Error 1068</a> |
| Error 1069 (Option Error)     | —                   | Connection information for the peeler, linerless sensors or NFC has changed | <a href="#">Error 1069</a> |

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| Message or state                          | Light (Sato manual) | Likely cause                                               | Entry                      |
|-------------------------------------------|---------------------|------------------------------------------------------------|----------------------------|
| Error 1070 (Bat. wearing out)             | —                   | Battery worn out                                           | <a href="#">Error 1070</a> |
| Error 1071 (Worn out battery)             | —                   | Battery worn out                                           | <a href="#">Error 1071</a> |
| Error 1072 (Power Off Error)              | —                   | Incorrect power-off (battery disconnected)                 | <a href="#">Error 1072</a> |
| Error 1075 (NFC Error)                    | —                   | Faulty NFC module                                          | <a href="#">Error 1075</a> |
| Error 1076 (Invalid command)              | —                   | Command error, settings not saved                          | <a href="#">Error 1076</a> |
| Error 1099 (Config Warning)               | —                   | Incorrect shutdown (battery disconnected or other problem) | <a href="#">Error 1099</a> |
| Error 1113 (Charge Error)                 | —                   | Battery error                                              | <a href="#">Error 1113</a> |
| Error 1145 (Unauthorized access detected) | —                   | Unauthorised access to the device detected                 | <a href="#">Error 1145</a> |
| Status light solid red                    | ● Solid red         | Current printer error (number shown on the display)        | <a href="#">Red light</a>  |

The numbers and labels come from the “When an Error Message Appears” page of the PW208NX/PW208mNX Operator Manual. According to the “Status LED” and “Status LED and battery level LED” pages, the status light turns red in error message mode, but the pages dedicated to each message do not specify the state of the lights: the dash indicates this. The French version of the online manual could not be consulted: the labels are given in English, as on the display.

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# Sato PW208NX error messages: causes and solutions

The Sato PW208NX/PW208mNX manual documents 35 numbered error messages. This section groups the cover, media, temperature and general operation errors; the battery, network, peeler and data messages are covered in their own sections.

## Why does my Sato PW208NX show “Error 1007 (Cover Open)” when the cover is closed?

On-screen message: Error 1007 (Cover Open) .

**Short answer:** The cover is not locked, or the sensor that detects it opening is faulty. Open the cover and close it again until it clicks; if the error persists with the cover closed, Sato refers you to its technical support.

### LIKELY CAUSE

The Sato manual gives two causes: the cover is not locked, or the sensor that detects the opening and closing of the top cover is faulty.

**Caution:** When handling the cover and the media, do not touch the cutting bar (cutter) to avoid injury (Sato instruction).

### WHAT TO DO

1. Open the top cover and close it again until it clicks into place: this is how Sato clears the error.
2. Check that no media is preventing the cover from closing (see [loading](#)).
3. If the message remains displayed while the cover is locked, the opening sensor is at fault: contact Sato technical support.

**When to call a technician:** if the error persists with the cover locked, the cover opening sensor is faulty: contact Sato technical support.

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Sources: [Error Message 1007 \(Cover Open\)](#) · [Loading the Media: If the mode is other than Dispenser](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does my Sato PW208NX show “Error 1008 (Out of Paper)” when a roll is loaded?

On-screen message: `Error 1008 (Out of Paper)` .

**Short answer:** The roll is missing or incorrectly loaded, or the media sensor level is incorrectly set. Reload the roll with the printable side facing the printhead, close the cover, then run an automatic calibration if the error comes back.

### LIKELY CAUSE

Sato gives three causes: no media loaded; media incorrectly loaded; media sensor level incorrectly set.

**Caution:** Do not touch the cutting bar when loading the media; the printhead is hot after printing (Sato instructions).

### WHAT TO DO

1. Open the cover and load (or reload) the roll, printable side facing the printhead: see [loading](#).
2. Close the cover until it clicks: opening and closing the cover clears the error.
3. If the error comes back while the roll is correctly in place, set the sensor level using automatic calibration: see [calibration](#).
4. If the error persists, contact Sato technical support.

Sources: [Error Message 1008 \(Out of Paper\)](#) · [Loading the Media: If the mode is other than Dispenser](#) · [\[Calibrate\]](#) – PW208NX/PW208mNX Operator Manual (official documentation).

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## What does “Error 1028 (Gap Not Found)” or “Error 1035 (I-mark Not Found)” mean on my Sato PW208NX?

Messages: **Error 1028 (Gap Not Found)** (gap between labels not found) or **Error 1035 (I-mark Not Found)** (black mark not found).

**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 (on the PW208NX, set the media guide to the width of the roll): see [loading](#).
2. Clean the media sensor and remove any stuck label (see [cleaning](#)).
3. Check [Printing] > [Sensor Type]: [Gap] for labels separated by a gap (PW208NX only, in Tear-Off or Continuous modes), [I-Mark] for black mark media.
4. Run the automatic calibration again (see [calibration](#)).
5. Open and close the cover to clear the error. If it persists, contact Sato technical support.

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Sources: [Error Message 1028 \(Gap Not Found\)](#) · [Error Message 1035 \(I-mark Not Found\)](#) · [Media Sensor Type](#) · [Cleaning Intervals](#) – PW208NX/PW208mNX Operator Manual (official documentation).

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## Why does my Sato PW208NX show “Error 1010 (Media Error)”?

On-screen message: Error 1010 (Media Error) .

**Short answer:** The label size 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 application and the loaded roll, then recalibrate the sensor.

### LIKELY CAUSE

Sato gives three causes: the media size 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 ([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. Open and close the cover to clear the error.
4. If the error persists, switch the printer off and on again; if it still comes back, contact Sato technical support.

[Check Media Size] is only offered with the [Gap] or [I-Mark] sensors; it detects media longer than the size set by command, or data larger than the loaded media.

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Sources: [Error Message 1010 \(Media Error\)](#) · [\[Check Media Size\]](#) – PW208NX/PW208mNX Operator Manual (official documentation).

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## What should I do when my Sato PW208NX shows “Error 1001 (Machine Error)” or “Error 1145 (Unauthorized access detected)”?

Messages: **Error 1001 (Machine Error)** or **Error 1145 (Unauthorized access detected)** .

**Short answer:** Error 1001: a fault has occurred in the printer. Error 1145: unauthorised access to the device has been detected. In both cases, switch the printer off and on again; if the error comes back, contact Sato technical support.

### LIKELY CAUSE

According to the Sato manual, error 1001 signals a product fault and error 1145 the detection of unauthorised access to the device. Both are cleared by switching the printer off.

### WHAT TO DO

1. Check that the printer is not working, then press and hold the power button until the status light turns red, and release it.
2. Wait for it to switch off completely (red light off, beep, display off) without removing the battery while “Do not remove battery” is displayed.
3. Switch the printer back on with the power button.
4. If the error comes back, contact Sato technical support.

**When to call a technician:** if error 1001 or 1145 comes back after restarting, Sato refers you to its technical support.

Sources: [Error Message 1001 \(Machine Error\)](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Error Message 1145 \(Unauthorized access detected\)](#) ⓘ – PW208NX/PW208mNX Operator Manual · [01-00227-FR] Error message 1001 (erreur de machine, machine error) – SATO Help Center · [Power Off the Product](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Power On the Product](#) ⓘ – PW208NX/PW208mNX Operator Manual (official documentation).

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## Why does my Sato PW208NX show “Error 1022 (Head Overheat)”, “Error 1064 (Motor Overheat)” or “Error 1065 (Printer Overheat)”?

Messages: Error 1022 (Head Overheat) , Error 1064 (Motor Overheat) or Error 1065 (Printer Overheat) .

**Short answer:** The printer temperature has exceeded its limit. Stop printing and let it cool down; for error 1065, the printer switches itself off after 30 to 40 seconds.

### LIKELY CAUSE

For all three messages, Sato states that the product temperature has exceeded the permitted value (printhead for 1022, motor for 1064, printer for 1065).

### WHAT TO DO

1. Errors 1022 and 1064: stop using the printer for a while to let its temperature drop.
2. Error 1065: switch the printer off (it also switches off automatically after 30 to 40 seconds) and let it cool down.
3. Resume printing once the error has cleared; if it persists, contact Sato technical support.

**When to call a technician:** if the overheating error persists after cooling, contact Sato technical support.

Sato specifies an operating temperature of -15 to 50 °C (0 to 50 °C for wireless LAN models, 5 to 35 °C in linerless mode). During these errors, sleep mode is blocked; error 1065 also blocks automatic shutdown and power-off at the end of charging.

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Sources: [Error Message 1022 \(Head Overheat\)](#) · [Error Message 1064 \(Motor Overheat\)](#) · [Error Message 1065 \(Printer Overheat\)](#) · [Hardware](#) · [\[Sleep Timeout\]](#) · [\[Auto Power-Off\]](#) · [\[Full Charge Power-Off\]](#) – PW208NX/PW208mNX Operator Manual (official documentation).

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## Why is the status light on my Sato PW208NX lit red?

Status light: solid red.

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

### LIKELY CAUSE

The manual describes the status light: solid blue when online; off when the printer is off or offline; solid red when there is a product error (for example no more media); brief blue flash about every 1.5 seconds in sleep mode. In error message mode, it lights red. It also turns red during power-off.

### WHAT TO DO

1. Read the display: in error message mode, it alternately shows the error number and the steps to clear it.
2. Find this number in the [lookup table](#) and follow the matching entry.
3. To view the product information from the error screen, press and hold the two buttons indicated in the manual simultaneously for more than 3 seconds.

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Sources: [The Status LED Lights Red](#) · [Status LED and battery level LED](#) · [Status LED](#) · [Error Message](#) · [Power Off the Product](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Sato PW208NX calibration: the printer does not detect the labels or prints out of position

The media sensor detects gaps (PW208NX) or black marks; Sato describes choosing the sensor type, automatic calibration and the position settings.

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## How do I calibrate the label sensor on my Sato PW208NX?

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 [Auto-calibration] in [Printing] > [Advanced] > [Calibrate], with only the liner (no label) placed over the sensor and the cover closed. On the PW208mNX, calibration is always done on the black mark.

### LIKELY CAUSE

The media sensor detects the gaps between labels (transmissive sensor, [Gap] setting, PW208NX only) 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. When online, press the Print/Select button to go offline, then press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds to enter settings mode (enter the password if it is enabled).
2. Select [Printing] with the + and - buttons, confirm, then choose [Sensor Type] and the appropriate type: [Gap] (PW208NX only, in Tear-Off or Continuous modes) or [I-Mark]. Confirm.
3. Open the cover and load the media. For labels, peel off one label and place the liner alone over the sensor, without the black mark being detected. Close the cover.
4. In [Printing] > [Advanced] > [Calibrate] > [Auto-calibration], choose [Gap + I-Mark], [Gap] or [I-Mark] and start the adjustment.
5. Reload the media normally and check that it feeds correctly.

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

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On the PW208mNX, [Auto-calibration] is fixed to [I-Mark] and cannot be changed. The [Calibrate] menu also offers manual adjustment of the levels ([Gap Sensor], PW208NX only, and [I-mark Sensor]). In the French manual, [Calibrate] is translated as “Étalonner” and [Auto-calibration] as “Étalonnage automatique”.

Sources: [Media Sensor Type](#)  – PW208NX/PW208mNX Operator Manual · [\[Calibrate\]](#)  – PW208NX/PW208mNX Operator Manual · [\[Auto-calibration\]](#)  – PW208NX/PW208mNX Operator Manual · [01-00288-EN] [Auto-calibration] – SATO Help Center · [Mobile printer, user manual](#) (PW208NX/PW208mNX, second edition, March 2018)  – SATO Europe (official documentation).

## How do I correct an offset print position on my Sato PW208NX?

Symptom: print shifted towards the top, bottom, left or right of the label.

**Short answer:** Sato cites incorrectly loaded media, an unsuitable sensor type, an incorrect position setting, or a dirty platen roller and sensor. Reload the media, clean the roller and sensor, then adjust [Pitch] (vertical offset) or [Imaging] (reference point).

### LIKELY CAUSE

Vertical offset: incorrectly loaded media, incorrect sensor type, incorrectly set print position (pitch, vertical correction of the reference point), dirty platen roller and sensor.  
Horizontal offset: incorrectly loaded media, horizontal correction of the reference point, dirty roller and sensor.

### WHAT TO DO

1. Reload the media correctly (see [loading](#)) and check [Printing] > [Sensor Type].
2. Clean the platen roller and the media sensor (see [cleaning](#)).
3. Vertical offset: when online, press the Print/Select button to go offline, then press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds to enter settings mode (enter the password if it is enabled). Then [Printing] > [Advanced] > [Adjustments] > [Pitch]: choose the sign and then the value (from -30 to +30 dots; 1 dot = 0.125 mm), confirm.

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4. Return to offline (back button four times), go back online with the Print/Select button and print a test label.
5. Horizontal offset or reference point correction: adjust [Printing] > [Imaging] ([Vertical], [Horizontal]).
6. If the offset persists, contact Sato technical support.

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

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Sources: [The Print Position Is Shifted Vertically from the Media Feed Direction](#) [↗](#) · [The Print Position Is Shifted Horizontally from the Media Feed Direction](#) [↗](#) · [Adjusting the Print Position](#) [↗](#) · [\[Imaging\]](#) [↗](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why do the labels on my Sato PW208NX stop in the wrong place for tearing off?

Symptom: incorrect stop position (tear-off or peeler).

**Short answer:** Sato cites incorrectly loaded media, an unsuitable sensor type, an incorrectly set stop position ([Offset]), or a dirty roller and sensor. Check these points, then adjust [Offset] from -30 to +30 dots.

### LIKELY CAUSE

The Sato “Incorrect Print Position” page lists four checks: media loading; sensor type; stop position (Offset); cleanliness of the platen roller and sensor.

### WHAT TO DO

1. Reload the media correctly and check [Printing] > [Sensor Type].
2. Clean the platen roller and the media sensor (see [cleaning](#)).
3. When online, press the Print/Select button to go offline, then press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds to enter settings mode (enter the password if it is enabled).

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4. Choose [Printing] > [Advanced] > [Adjustments] > [Offset], select the sign and then the digits (from -30 to +30 dots; 1 dot = 0.125 mm) and confirm.
5. Press the back button four times, go back online with the Print/Select button and print a test label.

**When to call a technician:** if the stop position is still offset, contact Sato technical support.

[Offset] can also be set for the tear-off and peeler (Dispenser) modes. With the [Gap] sensor, the reference position corresponds to the stop position of the label.

Sources: [Incorrect Print Position](#) · [Adjusting the Media Stop Position](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why do the labels on my Sato PW208NX keep feeding without stopping?

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

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

### 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 appropriate type: [Gap] (PW208NX, Tear-Off or Continuous modes) or [I-Mark].
3. Check that no label is stuck on the sensor or another part, then clean these parts (see [cleaning](#)).

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4. Run the calibration again if necessary (see [calibration](#)). If the problem persists, contact Sato technical support.

Sources: [The Label Does Not Stop at the Specified Position/the Label Does Not Stop](#) [↗](#) · [Media Sensor Type](#) [↗](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Label loading and jams on the Sato PW208NX

The PW208NX prints in direct thermal mode, without a ribbon: these entries cover the official roll loading procedure and how to deal with jams.

### How do I load a label roll correctly into my Sato PW208NX?

Symptoms: errors 1007, 1008, 1028 or 1035, faded or offset print after changing the roll.

**Short answer:** Open the cover with the release button, set the media guide to the width of the roll (PW208NX), place the roll with the printable side facing the printhead, close the cover until it clicks, then feed the media and go back online.

#### LIKELY CAUSE

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

**Caution:** Do not touch the cutting bar (cutter): risk of finger injury. The printhead and the area around it are hot after printing, and its edge can cause injury (Sato instructions).

#### OFFICIAL PROCEDURE (MODES OTHER THAN PEELER)

1. Press the release button to open the top cover.
2. PW208NX: lift the lever and set the media guide to the width of the media; when you release the lever, the guide locks.

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3. Load the roll so that its printable side touches the printhead. If the roll does not load properly, rewind it so that both of its sides are aligned.
4. Close the cover until it clicks, with the media coming out in the direction shown in the manual.
5. Press the feed button to feed the media, then the online button.

In peeler mode (PW208NX only), the procedure is different: see [peeler](#). Sato recommends its own consumables and advises testing the media used beforehand.

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Sources: [How to Load Labels](#) · [Loading the Media: If the mode is other than Dispenser](#) · [Precautions for Loading the Media](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## How do I resolve “Error 1066 (Paper Jam)” on my Sato PW208NX?

On-screen message: **Error 1066 (Paper Jam)** . Related symptom: the media no longer feeds.

**Short answer:** The media is jammed or incorrectly loaded. Open the cover, remove the jammed media and reload it correctly, with its leading edge protruding beyond the cutting bar.

### LIKELY CAUSE

Sato gives two causes: a media jam, or incorrectly loaded media (its leading edge must be further forward than the cutting blade). The “Media Does Not Feed” page adds a pending error message and a jam inside.

**Caution:** Take care not to injure yourself on the cutting blade when removing the media (Sato instruction).

### WHAT TO DO

1. If another error message is displayed, deal with it first (see the [lookup table](#)).
2. Open the cover, find where the jam is and remove the jammed media.

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3. Reload the media correctly, leading edge beyond the cutting bar (see [loading](#)), then close the cover.
4. If the error persists, contact Sato technical support.

Sources: [Error Message 1066 \(Paper Jam\)](#) · [The Media Has Jammed](#) · [Media Does Not Feed](#) – PW208NX/PW208mNX 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).

## Sato PW208NX print quality: faded print, streaks, blank labels

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

### Why is the print on my Sato PW208NX faded, and how do I clean the printhead?

Symptoms: faded print over the whole label or in places (or, conversely, too dark).

**Short answer:** Sato cites incorrectly loaded media, a dirty printhead or sensor (or one covered by a label) and unsuitable darkness and speed settings. Clean the printhead with a cotton cloth moistened with cleaning fluid, do a test print, then adjust [Darkness] and [Speed].

#### LIKELY CAUSE

According to the Sato troubleshooting pages: incorrectly loaded media; printhead and media sensor dirty or covered by a label; darkness and speed incorrectly set. Print that is too dark comes from darkness set too high or speed set too low. The Sato help centre points out that quality is adjusted through speed and darkness.

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**Caution:** Sato asks you to switch the printer off and remove the battery before cleaning, to wait for the printhead to cool down, not to touch its edge with bare hands or the cutting bar, to use only the recommended cleaning products and not to clean with a hard object.

## OFFICIAL CLEANING PROCEDURE

1. Switch the printer off, then remove the battery.
2. Open the top cover and remove the media. Let the printhead cool down.
3. Using a cotton cloth moistened with Sato cleaning fluid, gently wipe the printhead from one side to the other, without touching the cutting bar.
4. Clean the platen roller in the same way, turning it to cover its entire surface, then the media guide and the media sensors.
5. Reload the media, close the cover and run a test print from [Tools] > [Test Print] (for example [Configure List]).
6. If the print is still faded or too dark, adjust [Printing] > [Darkness] (from 1, the lightest, to 10, the darkest), the fine setting [Darkness Adjust] (0 to 99, in [Printing] > [Advanced] > [Adjustments]) and [Speed] (3 to 6 ips, 3 to 4 ips in peeler and linerless modes).

Sato recommends cleaning the printhead, platen roller, media guide and sensors after each roll, or as soon as adhesive or paper dust appears. The “Clean Print Head” notice can remind you if the [Clean Head] notification is enabled. If [Printing] > [Advanced] > [Prioritize] is set to [Commands], the darkness sent by the software takes priority. The cleaning fluid is sold separately by Sato resellers.

Sources: [The Overall Printout Is Light](#) – PW208NX/PW208mNX Operator Manual · [A Part of the Printout Is Light](#) – PW208NX/PW208mNX Operator Manual · [The Overall Printout Is too Dark](#) – PW208NX/PW208mNX Operator Manual · [Cleaning the Print Head](#) – PW208NX/PW208mNX Operator Manual · [Cleaning the Platen Roller](#) – PW208NX/PW208mNX Operator Manual · [Cleaning the Media Guide](#) – PW208NX/PW208mNX Operator Manual · [Cleaning Intervals](#) – PW208NX/PW208mNX Operator Manual · [Cleaning](#) – PW208NX/PW208mNX Operator Manual · [\[Test Print\]](#) – PW208NX/PW208mNX Operator Manual · [\[Darkness\]](#) – PW208NX/PW208mNX Operator Manual · [Adjusting the Print Darkness](#) – PW208NX/PW208mNX Operator Manual · [Adjusting the Print Speed](#) –

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PW208NX/PW208mNX Operator Manual · [Notifications Display](#) – PW208NX/PW208mNX Operator Manual · [\[Clean Head\]](#) – PW208NX/PW208mNX Operator Manual · [01-00109-EN] Want to Improve the Print Quality – SATO Help Center (official documentation).

## Why does my Sato PW208NX print black streaks or print shifted to one side?

Symptoms: black streaks, dirty areas, print offset or lighter on one side.

**Short answer:** Sato cites a dirty printhead or sensor (or one covered by a label) and incorrectly loaded media. Clean the printhead and sensor, do a test print and reload the media.

### LIKELY CAUSE

The Sato pages “A Part of the Printout Is Dirty and Black Streaks Appear” and “The Printout Is Shifted to One Side” give the same causes: printhead and media sensor dirty or covered by a label; incorrectly loaded media.

**Caution:** Switch the printer off and remove the battery before cleaning (Sato instruction).

### WHAT TO DO

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

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Sources: [A Part of the Printout Is Dirty and Black Streaks Appear](#) · [The Printout Is Shifted to One Side](#) · [Cleaning the Print Head](#) · [\[Test Print\]](#) – PW208NX/PW208mNX Operator Manual (official documentation).

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## Why does my Sato PW208NX feed labels without printing anything?

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

**Short answer:** Sato cites incorrectly loaded media, or a printhead and sensor that are dirty or covered by a label. Reload the media with the printable side facing the printhead, clean the printhead and sensor, then do a test print.

### LIKELY CAUSE

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

### WHAT TO DO

1. Reload the media, printable side facing the printhead (see [loading](#)).
2. Clean the printhead and the media sensor (see [cleaning](#)).
3. Run a test print: [Tools] > [Test Print]. If the labels still come out blank, contact Sato technical support.

The PW208NX prints in direct thermal mode: it is the printable side of the media that must touch the printhead, as the Sato loading procedure specifies.

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Sources: [Media Is Fed According to the Specified Number, but Not Printed](#)  · [Loading the Media: If the mode is other than Dispenser](#)  · [Cleaning the Print Head](#)  · [\[Test Print\]](#)  · [Hardware](#)  – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does the label printed by my Sato PW208NX 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.

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### 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.
2. If the problem persists, switch the printer off and on again.
3. If the problem still persists, contact Sato technical support.

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Sources: [The Printed Image Is Different from the Print Data](#) [↗](#) · [Power Off the Product](#) [↗](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Sato PW208NX printhead and platen roller: error and wear

The head check and the maintenance notifications signal a printhead or platen roller that needs replacing; these entries explain what Sato specifies.

### Why does my Sato PW208NX show “Error 1012 (Head Error)”?

On-screen message: **Error 1012 (Head Error)** ; a “Head error” warning icon may also be displayed.

**Short answer:** The head check has detected a worn or damaged printhead (broken heating element). Sato asks you to have the printhead replaced through its technical support and to check the barcodes printed after the error 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 an element of the printhead is broken.

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## WHAT TO DO

1. To clear the error, switch the printer off, or change the [Head Check] conditions ([Off], [All] for the whole print area, [Barcode] for the barcode area only).
2. Check the barcodes on the labels printed after the error with your scanner.
3. Contact Sato technical support: the printhead must be replaced.

**When to call a technician:** the printhead must be replaced: Sato refers you to its technical support (the “Head error” icon and the “Change Print head” notice also refer you there).

Sato specifies that the head check is an aid: it does not guarantee that barcodes are readable, and gaps may appear before it detects them. If the corresponding notification is enabled, the “Change Print head” notice signals that the print distance planned for the printhead has been reached.

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Sources: [Error Message 1012 \(Head Error\)](#) · [\[Head Check\]](#) · [Warning Icons](#) · [Notifications Display](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## How do I know when to replace the platen roller on my Sato PW208NX?

Symptoms: blue marking on the roller fading, degraded print quality, “Change Platen Roller” notice.

**Short answer:** The platen roller has a blue striped marking in its centre: when this marking starts to fade, Sato states that it must be replaced. Also replace it as soon as its wear degrades print quality, through your reseller or Sato support.

## LIKELY CAUSE

According to Sato, the wear of the roller depends on the media used; the blue marking is only a general guide.

## WHAT TO DO

1. Open the cover and look at the blue striped marking in the centre of the platen roller.
2. If it starts to fade, or if the print quality degrades despite cleaning (see [cleaning](#)), plan the replacement.

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3. If the “Change Platen Roller” notice is displayed, contact your reseller or Sato technical support for the replacement.

**When to call a technician:** according to the “Change Platen Roller” notice, the platen roller is replaced through your reseller or Sato technical support.

The “Change Platen Roller” notification is displayed when the print distance reaches the interval set in the notifications of the [System] menu.

Sources: [Platen Roller Replacement Timing](#)  – PW208NX/PW208mNX Operator Manual · [PW2NX Platen Roller Replacement Timing](#)  – SATO Help Center · [Notifications Display](#)  – PW208NX/PW208mNX Operator Manual (official documentation).

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

## My Sato PW208NX will not connect: Bluetooth, Wi-Fi, NFC and USB

For each interface, the checks in the Sato manual, the security settings introduced with firmware 3.7.0 and the messages that signal a faulty module.

### Why will my Sato PW208NX not connect via Bluetooth?

Symptom: no Bluetooth communication. Possible message: **Error 1050 (Bluetooth Error)** .

**Short answer:** Check that Bluetooth is enabled ([Interface] > [Bluetooth] > [Enable]): since firmware 3.7.0, it is disabled by default if the secure settings were chosen at first start-up. Then move the printer away from Wi-Fi devices and microwave ovens and from metal obstacles. Error 1050 signals a Bluetooth module that needs repairing.

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## LIKELY CAUSE

The Sato “Cannot Communicate via Bluetooth” page lists: Bluetooth disabled; incorrect interface settings; devices using the same frequency band nearby; metal obstacle between the printer and the host. Error 1050: faulty Bluetooth module. At first start-up with firmware 3.7.0 or later, the “Comm. Security Compatibility” screen set to [Disabled] (recommended) applies more secure settings, including Bluetooth disabled and level 4 authentication.

## WHAT TO DO

1. Enable Bluetooth: [Interface] > [Bluetooth] > [Enable] > [Enabled]. Sato says to choose [Enabled] on the security compatibility screen if you use Bluetooth; otherwise, set each parameter individually.
2. Check the other settings in the [Bluetooth] menu (authentication, [iOS Reconnect]...). The name and PIN code can only be changed from the web configuration page.
3. Move the printer away from Wi-Fi devices and microwave ovens, and remove any metal obstacle between the printer and the host.
4. Switch the printer and the computer off and on again; if communication is not restored, uninstall the driver and then reinstall it as administrator.
5. Error 1050: switch the printer off to clear the error and contact Sato technical support, as the Bluetooth module must be repaired.

**When to call a technician:** error 1050 or “Authentication chip failure” icon (iOS connection impossible): the module concerned must be repaired, contact Sato technical support.

With an iPhone or iPad, the “Authentication chip error” icon signals an interrupted iOS authentication: wait about 130 seconds for it to disappear, then try again, without switching the printer off or removing the battery during authentication.

Sources: [Cannot Communicate via Bluetooth](#) ⓘ · [Error Message 1050 \(Bluetooth Error\)](#) ⓘ · [\[Bluetooth\]](#) ⓘ · [\[Enable\]](#) ⓘ · [Power On the Product](#) ⓘ · [Warning Icons](#) ⓘ – PW208NX/PW208mNX Operator Manual (official documentation).

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## Why will my Sato PW208NX not connect to Wi-Fi, or why does it show “Error 1068 (WLAN Error)”?

Possible messages: Error 1068 (WLAN Error) , Error 1046 (EAP Auth Error) or Error 1047 (EAP Auth Error) . PW208NX wireless LAN model only.

**Short answer:** Check the settings in the [Wi-Fi] menu, move the printer away from sources of interference and metal obstacles, then restart it. Error 1068 signals a failure to connect to the Wi-Fi module; errors 1046 and 1047, an EAP authentication failure to be corrected in the access point and server settings.

### LIKELY CAUSE

The Sato “Cannot Communicate via Wireless LAN” page gives: incorrect interface settings; devices using the same frequency band nearby; metal obstacle. Error 1068: failure to connect to the wireless LAN module. Errors 1046 and 1047: EAP authentication failure. Since firmware 3.7.0, the secure settings offered at first start-up disable Wi-Fi by default.

### WHAT TO DO

1. Check [Interface] > [Network] > [Settings] > [Wi-Fi]: [Enable] enabled, mode, IPv4.  
The SSID and security type can only be changed from the web configuration page; [EAP Conf.] can only be viewed (read-only) on the display.
2. Move the printer away from Wi-Fi devices and microwave ovens and remove any metal obstacle between the printer and the host.
3. Switch the printer off and on again.
4. Error 1068: switch the printer back on; if the error comes back, contact Sato technical support.
5. Errors 1046 and 1047: correct the Wi-Fi and EAP settings, as well as those of the access point and the authentication server, then clear the error with the button indicated.

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6. If the “IP address not acquired” icon is displayed, the IPv4 or IPv6 address is not configured (DHCP server stopped, for example): correct the network connection, then restart the printer.

**When to call a technician:** error 1068 persisting after restart: contact Sato technical support.

After going into sleep mode, a printer that has moved out of range of the access point disconnects from Wi-Fi: press a button to wake it and reconnect it.

Sources: [Cannot Communicate via Wireless LAN \(PW208NX wireless LAN model only\)](#) · [Error Message 1068 \(WLAN Error\)](#) · [Error Message 1046 \(EAP Auth Error\)](#) · [Error Message 1047 \(EAP Auth Error\)](#) · [\[Wi-Fi\]](#) · [\[EAP Conf.\]](#) · [Warning Icons](#) · [Power On the Product](#) · [\[Sleep Timeout\]](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does NFC on my Sato PW208NX not work with my Android phone?

Symptom: no NFC connection. Possible message: **Error 1075 (NFC Error)** .

**Short answer:** Check that the NFC interface is enabled ([Interface] > [NFC] > [I/F Enable]) and place the NFC mark of the Android device on the printer's NFC antenna, shifting it if necessary. Error 1075 signals a faulty NFC module that must be replaced by Sato.

### LIKELY CAUSE

The Sato “Cannot Communicate via NFC” page gives the NFC function disabled and an Android device incorrectly positioned in relation to the antenna. Error 1075: the NFC module is not working correctly.

### WHAT TO DO

1. Enable the NFC interface: [Interface] > [NFC] > [I/F Enable] > [Enabled].
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 1075: clear the error with the button indicated 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.

Sources: [Cannot Communicate via NFC](#) · [Error Message 1075 \(NFC Error\)](#) · [\[I/F Enable\]](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why is my Sato PW208NX not recognised by the computer over USB?

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 unplug the other USB devices), then the printer name in the driver. Then restart both devices and reinstall the driver as an 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. Correct the printer name in the driver settings if necessary (see the Sato driver manual).

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5. Switch the printer and the computer off and on again; otherwise, uninstall the driver and then reinstall it as an administrator.
6. If the problem persists, contact Sato technical support.

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Source: [Cannot Communicate via USB](#)  – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does my Sato PW208NX print nothing when I send a label from the computer?

Symptom: the job is sent, 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 “Cannot Output After Data Is Sent” page cites an incorrectly connected interface cable, interface settings that do not match the computer or the network, then the driver settings. The Sato help centre article “PW2NX- 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] menu 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.

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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](#) – PW208NX/PW208mNX Operator Manual · PW2NX- Printer Not Printing – SATO Help Center (official documentation).

## Why does my Sato PW208NX show “Error 1006 (Buffer Overflow)” when I send a print job?

On-screen message: **Error 1006 (Buffer Overflow)** ; a “Receive buffer near full” icon may precede it.

**Short answer:** The computer is sending more data than the printer's receive memory can hold, or the interface settings of the printer and the computer do not match. Switch the printer off, correct the host and interface settings, then send the job again.

### LIKELY CAUSE

Sato gives two causes: the host sends more data than the receive buffer can hold; the interface settings between the printer and the host are incorrect.

### WHAT TO DO

1. Switch the printer off to clear the error.
2. Set the host so that it does not send more data than the receive memory can hold; when the “Receive buffer near full” icon is displayed, wait for printing to finish before sending the rest.
3. Redo the interface settings on the printer ([Interface]) and on the host (for the driver, see the Sato driver manual).
4. If the error persists, contact Sato technical support.

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Sources: [Error Message 1006 \(Buffer Overflow\)](#) · [Warning Icons](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Sato PW208NX peeler: labels not peeled or falling off

The peeler module, specific to the PW208NX, slides out of the printer; [Dispenser] mode is activated automatically when it is in place.

### Why does the peeler on my Sato PW208NX not peel the labels?

Symptom in peeler mode (PW208NX only): the label is not peeled. Possible message: **Error 1069 (Option Error)**.

**Short answer:** The peeler module must be pulled out and the media loaded according to the peeler mode procedure. Pull out the module with its lever, load the media, close the cover: the printer switches to [Dispenser] mode by itself. Error 1069 is cleared by switching the printer off and on again.

#### LIKELY CAUSE

The Sato “Label Does Not Dispense” page cites incorrectly loaded media: you must pull out the peeler module and then load the media. Error 1069: the connection information for the peeler, linerless sensors or NFC has changed.

**Caution:** Do not touch the cutting bar: risk of finger injury (Sato instruction).

#### OFFICIAL PROCEDURE (PEELER MODE)

1. Press the release button to open the top cover.
2. Slide the peeler lever and pull out the peeler module.
3. Load the media: pull out one label length and place the printable side against the printhead.

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4. Close the cover until it clicks, checking that the media passes between the peeler module and the cover: the print mode automatically switches to [Dispenser].
5. Feed the media with the feed button, then go back online.
6. Error 1069: switch the printer off and on again. If it persists, contact Sato technical support.

To return to Continuous, Tear-Off or Linerless modes, first push the peeler module back in: tilt it downwards and push it until it clicks.

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Sources: [Label Does Not Dispense \(PW208NX only\)](#) · [Using dispenser unit \(PW208NX only\)](#) · [Loading the Media: If the mode is Dispenser \(PW208NX only\)](#) · [Error Message 1069 \(Option Error\)](#) · [Print Mode](#) · [Want to Put Back the Dispenser Unit \(PW208NX only\)](#) · PW208NX/PW208mNX Operator Manual (official documentation).

## Why does the label fall off at the peeler exit of my Sato PW208NX, or why is the next label not printed?

Symptoms in peeler mode: label falling off at the stop position, or next label not printed after the previous one has been removed.

**Short answer:** According to Sato, a label that falls off comes from an incorrectly set stop position: adjust [Offset]. If the next label is not printed, reload the media, making sure that the liner is properly taut.

### LIKELY CAUSE

Label falling off: media stop position incorrectly set. Next label not printed: media incorrectly loaded or slack liner.

### WHAT TO DO

1. Label falling off: when online, press the Print/Select button to go offline, then press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds to enter settings mode (enter the password if it is enabled). Then [Printing] >



[Advanced] > [Adjustments] > [Offset]: set from -30 to +30 dots (1 dot = 0.125 mm) and confirm.

2. Go back online and print a test label.
3. Next label not printed: reload the media in peeler mode (see [peeler](#)) without leaving any slack in the liner.
4. If the problem persists, contact Sato technical support.

Sources: [The Label Falls at the Dispenser Stop Position \(PW208NX only\)](#) · [The Label Is Not Printed Even If the Previous Label Is Dispensed \(PW208NX only\)](#) · [Adjusting the Media Stop Position](#) –

PW208NX/PW208mNX Operator Manual (official documentation).

## Sato PW208NX battery and charging: errors, start-up, power-off

Around a dozen messages concern the battery and power supply. Sato also specifies the charging modes, the permitted temperatures and the safety instructions for the lithium-ion battery.

### Why does my Sato PW208NX show “Error 1043 (Low Battery)” and then switch itself off?

Messages: **Error 1043 (Low Battery)** ; **Error 1059 (Charging)** if the low battery is charging. Battery light: flashes (200 ms) below 40% when not charging.

**Short answer:** The battery is almost empty. Connect the AC adapter (or place the printer on its cradle) and charge until the error disappears, or insert a charged battery. The Sato page specifies that the printer switches off automatically after 30 to 40 seconds, and printing remains blocked as long as the error is displayed.



## LIKELY CAUSE

Error 1043: the battery is low. Error 1059: the battery is charging while it is still low. Sato specifies that printing and feeding are blocked as long as error 1043 is displayed.

**Caution:** Sato instructions for the lithium-ion battery: do not disassemble 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); keep its terminals away from any metal object; do not get it wet, do not pierce it, do not drop it; stop using it if it is dented or cracked; use only the specified battery, charged between 5 and 35 °C with the Sato AC adapter or the dedicated charger. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch the printer off, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or Sato support. If the fluid comes into contact with your eyes, do not rub them, rinse with clean water and see a doctor immediately. Do not switch the printer off while charging.

## WHAT TO DO

1. Connect the AC adapter (option) or place the printer on the charging cradle, and charge until the low battery level disappears; or replace the battery with a charged one.
2. Error 1059: leave the printer idle and continue charging until it can print again.
3. Wait until error 1043 has cleared before starting a print job again.
4. If the error persists, contact Sato technical support.

Battery lights (three green lights): fast flashing (200 ms) when 40% or less remains without the adapter, slower flashing (400 ms) during charging. In the French manual, these states are labelled “Batterie faible” (low battery) and “En charge” (charging).

Sources: [Error Message 1043 \(Low Battery\)](#)  – PW208NX/PW208mNX Operator Manual · [Error Message 1059 \(Charging\)](#)  – PW208NX/PW208mNX Operator Manual · [Precautions during charging](#)  – PW208NX/PW208mNX Operator Manual · [Status LED and battery level LED](#)  – PW208NX/PW208mNX Operator Manual · [LED Patterns in Normal Mode](#)  – PW208NX/PW208mNX Operator Manual · [Charging the Battery](#)  – PW208NX/PW208mNX Operator Manual · [Safety Precautions for the Battery](#)  – PW208NX/PW208mNX Operator Manual · [Mobile printer, user manual \(PW208NX/PW208mNX, second edition, March 2018\)](#)  – SATO Europe (official documentation).

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## Why does my Sato PW208NX not switch on, or why does it show “Error 1060 (No Battery)”?

Symptom: nothing on the display. Possible message: **Error 1060 (No Battery)** (on the display: “No Battery - Please insert the battery”).

**Short answer:** Check that the battery is inserted and charged: the battery is not fully charged when purchased. Error 1060 indicates a missing or disconnected battery; if it is displayed with a battery in place, Sato asks you to replace the battery.

### LIKELY CAUSE

The “No Power/Nothing on the Screen” page cites a battery that is not inserted or is discharged. Error 1060: battery disconnected or not inserted; it also appears if the battery is removed during charging.

**Caution:** Switch the printer off before inserting or removing the battery (Sato instruction). Sato instructions for the lithium-ion battery: do not disassemble 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); keep its terminals away from any metal object; do not get it wet, do not pierce it, do not drop it; stop using it if it is dented or cracked; use only the specified battery, charged between 5 and 35 °C with the Sato AC adapter or the dedicated charger. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch the printer off, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or Sato support. If the fluid comes into contact with your eyes, do not rub them, rinse with clean water and see a doctor immediately.

### WHAT TO DO

1. With the printer switched off, slide the lever to open the battery cover, insert the battery contacts first, close the cover and slide its lever.
2. Charge the battery (AC adapter, cradle or Sato charger): see [charging the battery](#).



3. Switch the printer on with the power button. At first start-up with firmware 3.7.0 or later, a password screen (see the Sato manual) and then the “Comm. Security Compatibility” screen are displayed once only.
4. If error 1060 is displayed while a battery is in place, replace the battery; if the error continues, contact your reseller or Sato support.

**When to call a technician:** error 1060 persisting with a new battery, or printer that does not switch on with a charged battery: contact your reseller or Sato technical support.

Sato advises recharging the battery every six months if it is not used: a deep discharge can make it impossible to recharge.

Sources: [No Power/Nothing on the Screen](#) · [Error Message 1060 \(No Battery\)](#) · [Inserting the Battery](#) · [Charging the Battery](#) · [Precautions during charging](#) · [Power On the Product](#) · [Safety Precautions for the Battery](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does my Sato PW208NX show “Error 1071 (Worn out battery)” or “Error 1061 (Degraded Batt.)”, and do I need to change the battery?

Messages: Error 1061 (Degraded Batt.) , Error 1070 (Bat. wearing out) or Error 1071 (Worn out battery) .

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

### LIKELY CAUSE

Error 1061: the battery has deteriorated. Errors 1070 and 1071: the battery is worn out; the operating time may decrease and print quality may degrade. Sato adds that a printer that switches off during printing with a degraded battery and does not restart needs a battery change.

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**Caution:** Sato instructions for the lithium-ion battery: do not disassemble 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); keep its terminals away from any metal object; do not get it wet, do not pierce it, do not drop it; stop using it if it is dented or cracked; use only the specified battery, charged between 5 and 35 °C with the Sato AC adapter or the dedicated charger. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch the printer off, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or Sato support. If the fluid comes into contact with your eyes, do not rub them, rinse with clean water and see a doctor immediately. To dispose of it, insulate its contacts with adhesive tape, do not mix it with other batteries and ask your reseller about the disposal channel.

## WHAT TO DO

1. Errors 1070 and 1071: clear the message with the button indicated, or by opening and closing the cover, and plan the replacement.
2. Error 1061: replace the battery (printer switched off, cover opened with its lever, battery inserted contacts first).
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:** battery error persisting with a new battery: contact Sato technical support.

[Eco Charge] ([Battery] menu), recommended with the charging cradle, limits the charge to slightly below the maximum to slow down wear. Sato advises storing the battery at around 40% charge, in a dry place.

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Sources: [Error Message 1061 \(Degraded Batt.\)](#) · [Error Message 1070 \(Bat. wearing out\)](#) · [Error Message 1071 \(Worn out battery\)](#) · [\[Battery\] Menu](#) · [\[Eco Charge\]](#) · [Precautions during charging](#) · [Safety Precautions for the Battery](#) · [Inserting the Battery](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## What should I do when my Sato PW208NX shows “Error 1063 (Battery Error)” or “Error 1113 (Charge Error)”?

Messages: [Error 1063 \(Battery Error\)](#) or [Error 1113 \(Charge Error\)](#).

**Short answer:** The battery is faulty (1063) or has a charging error (1113). Switch the printer off and replace the battery; for error 1063, the printer also switches itself off after 30 to 40 seconds.

### LIKELY CAUSE

Error 1063: battery fault. Error 1113: the battery has an error. In both cases, Sato asks you to change the battery.

**Caution:** Sato instructions for the lithium-ion battery: do not disassemble 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); keep its terminals away from any metal object; do not get it wet, do not pierce it, do not drop it; stop using it if it is dented or cracked; use only the specified battery, charged between 5 and 35 °C with the Sato AC adapter or the dedicated charger. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch the printer off, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or Sato support. If the fluid comes into contact with your eyes, do not rub them, rinse with clean water and see a doctor immediately.

### WHAT TO DO

1. Switch the printer off (for error 1063, it switches off automatically after 30 to 40 seconds).
2. Remove the battery and insert another battery, contacts first.

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3. Recharge the new battery if necessary (see [charging](#)).
4. If the error persists, contact Sato technical support.

**When to call a technician:** error 1063 or 1113 persisting with another battery: contact Sato technical support.

Sources: [Error Message 1063 \(Battery Error\)](#) · [Error Message 1113 \(Charge Error\)](#) · [Precautions during charging](#) · [Inserting the Battery](#) · [Safety Precautions for the Battery](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why will the battery in my Sato PW208NX not charge?

Possible message: **Error 1067 (Charging)** (on the display: “Charging - Please wait until the charging is complete”), if the power button is pressed during charging.

**Short answer:** Check the charging mode: AC adapter DC plug pushed fully in, printer correctly seated on the cradle (“CRADLE ACCESS” sticker removed) or battery correctly placed in the charger, and temperature between 5 and 35 °C. The printer does not switch off during charging: wait for charging to finish.

### LIKELY CAUSE

The manual describes three optional charging modes (AC adapter, charging cradle, battery charger) and their precautions. Error 1067 signals that the printer cannot be switched off during charging. Outside the temperature range, the charger puts the battery on standby and stops charging.

**Caution:** Sato instructions for the lithium-ion battery: do not disassemble 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); keep its terminals away from any metal object; do not get it wet, do not pierce it, do not drop it; stop using it if it is dented or cracked; use only the specified battery, charged between 5 and 35 °C with the Sato AC adapter or the dedicated charger. In the event of an abnormal smell, overheating, discolouration, deformation or leakage: switch the printer off, unplug the cord, remove the battery, place it away from any flammable material and contact your reseller or

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Sato support. If the fluid comes into contact with your eyes, do not rub them, rinse with clean water and see a doctor immediately. Never use a non-original AC adapter, do not pull on the cable during charging and do not place the cradle where water can splash it.

## WHAT TO DO

1. AC adapter: with the interface properly closed, open the DC cover, push the DC plug firmly in the correct direction into the back of the printer, then plug in the mains plug; charging starts by itself (on the PW208mNX, open the whole interface cover).
2. Charging cradle: remove the black “CRADLE ACCESS” sticker from under the printer, connect the cradle adapter, align the cradle lug with the notch on the printer and set the printer down gently.
3. Battery charger: remove the battery from the printer and place it on the charger, contacts towards the back. If the battery is too hot or too cold, leave it for about an hour between 5 and 35 °C before charging (10 to 30 °C recommended).
4. Error 1067: wait for charging to finish before switching the printer off.
5. If charging is not complete after the expected time, remove the battery, stop charging and contact your reseller or Sato support.

**When to call a technician:** charging that does not finish within the expected time: Sato asks you to stop charging, remove the battery and contact your reseller or its technical support.

On the cradle, Sato asks you to set [Full Charge Power-Off] to [Disabled] and recommends [Eco Charge] set to [Enabled]; the printer cannot be switched off while it is on the cradle. A switched-off printer connected to the adapter switches on automatically. The battery is not charged when purchased; once charged, store it in a cool, dry place.

Sources: [Error Message 1067 \(Charging\)](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Precautions during charging](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Charging the Battery](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Charging Using AC Adapter \(Optional\)](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Charging Using the Charging Cradle \(Optional\)](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Charging Using the Battery Charger \(Optional\)](#) ⓘ – PW208NX/PW208mNX Operator Manual · [Safety Precautions for the Battery](#) ⓘ – PW208NX/PW208mNX Operator Manual · [\[Full Charge Power-Off\]](#) ⓘ –

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PW208NX/PW208mNX Operator Manual · [\[Eco Charge\]](#) – PW208NX/PW208mNX Operator Manual · Mobile printer, user manual (PW208NX/PW208mNX, second edition, March 2018) – SATO Europe (official documentation).

## What should I do when my Sato PW208NX shows “Error 1072 (Power Off Error)” or “Error 1099 (Config Warning)” at start-up?

Messages: `Error 1072 (Power Off Error)` or `Error 1099 (Config Warning)` .

**Short answer:** The printer was not switched off correctly, for example because the battery was removed while it was running. Clear the message, check the settings, and from now on switch the printer off with the power button, waiting for power-off to complete before removing the battery.

### LIKELY CAUSE

Error 1072: the product was not switched off correctly (battery disconnected). Error 1099: the product was not switched off correctly (battery disconnected or another problem).

**Caution:** Do not remove the battery while the “Do not remove battery” message is displayed (Sato instruction).

### WHAT TO DO

1. Clear the message with the button shown on the display.
2. Error 1072: check the setting information; in future, switch the printer off before removing the battery.
3. Error 1099: switch the printer off correctly, then reset it from the settings menu if necessary (see [reset](#)).
4. To switch off correctly: press and hold the power button until the status light turns red, release it, then wait for the light to go off with a beep and for the display to disappear.
5. If the error persists, contact Sato technical support.

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Sources: [Error Message 1072 \(Power Off Error\)](#) · [Error Message 1099 \(Config Warning\)](#) · [Power Off the Product](#) · [Initializing Setting Values of the Product](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does my Sato PW208NX go into sleep mode or switch itself off?

Symptoms: brief blue flash of the status light about every 1.5 seconds (sleep mode), or switching off without any action.

**Short answer:** Sleep mode ([Sleep Timeout], from 5 to 999 seconds) and automatic shutdown ([Auto Power-Off], from 0 to 999 minutes) are set in [System] > [Energy Saving]; the value 0 disables them. [Full Charge Power-Off] ([Battery] menu) can also switch the printer off 3 seconds after charging finishes.

### LIKELY CAUSE

According to the Sato manual, three settings can put the printer into sleep mode or switch it off: [Sleep Timeout], [Auto Power-Off] and [Full Charge Power-Off]. Battery errors (1043, 1063) and overheating errors (1065) also cause an automatic shutdown.

### WHAT TO DO

1. When online, press the Print/Select button to go offline, then press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds to enter settings mode (enter the password if it is enabled).
2. Set [System] > [Energy Saving] > [Sleep Timeout] and [Auto Power-Off] (0 = function disabled).
3. Check [Battery] > [Full Charge Power-Off]: set it to [Disabled] if the printer is used on the charging cradle, as Sato requires.
4. To wake it from sleep mode: press a button (then again once the printer has returned to normal mode), open and close the cover, connect the adapter or a USB cable.

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Sleep mode is blocked in settings, adjustment or download modes, when the battery is low (1043), with no battery (1060) and when overheating (1022, 1064, 1065). Automatic shutdown does not apply during charging or when overheating (1065); the printer stays on during charging even if [Auto Power-Off] is enabled.

Sources: [\[Energy Saving\]](#) · [\[Sleep Timeout\]](#) · [\[Auto Power-Off\]](#) · [\[Full Charge Power-Off\]](#) · [Status LED and battery level LED](#) · [Precautions during charging](#) · [Error Message 1043 \(Low Battery\)](#) · [Error Message 1063 \(Battery Error\)](#) · [Error Message 1065 \(Printer Overheat\)](#) · PW208NX/PW208mNX Operator Manual (official documentation).

## Sato PW208NX data, driver, reset and firmware

Errors related to received data, driver installation, reset from the [Tools] menu and automatic firmware update.

### Why does my Sato PW208NX show “Error 1017 (SBPL CMD Error)” or a CRC error when I print?

Messages: Error 1017 (SBPL CMD Error) , Error 1058 (CRC Check Error) or Error 1076 (Invalid command) ; possible “Command error” warning icon.

**Short answer:** The data received is incorrect: incorrect command or parameter (1017), CRC missing or wrong (1058), incorrect command whose settings were not saved (1076). Check the data sent and the interface settings, then clear the error with the button indicated.

#### LIKELY CAUSE

Error 1017: incorrect command or parameter in the print data. Error 1058: CRC not added to the data or not matching. Error 1076: a command error has occurred and the settings were not saved correctly.

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## WHAT TO DO

1. Error 1017: read the “Caaa: <bb>: cc” indication below the number: “aaa” gives the position of the faulty ESC command counting from the start command <A>, “bb” its name, “cc” the error type (01 invalid command, 02 invalid parameter, 07 storage area full, 09 position outside the printable area, 21 QR code cannot be generated, 22 invalid ETX after STX...).
2. Correct the print data, clear the error, then switch the printer off and on again if the error persists.
3. Error 1058: check the data transmitted and the interface settings.
4. Error 1076: check the command sent.
5. If the error does not disappear, contact Sato technical support.

Error 1017 is only displayed if [Show Error] is enabled in [Applications] > [SBPL]. The “Command error” icon disappears when the next data is received or when the job is cancelled.

Sources: [Error Message 1017 \(SBPL CMD Error\)](#) · [Error Message 1058 \(CRC Check Error\)](#) · [Error Message 1076 \(Invalid command\)](#) · [Warning Icons](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## What should I do if the driver installation for my Sato PW208NX 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.

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

Source: [An Error Occurs When Installing the Printer Driver](#)  – PW208NX/PW208mNX Operator Manual (official documentation).

## How do I reset the settings on my Sato PW208NX?

Need: return to factory settings or reset a menu.

**Short answer:** In settings mode, open [Tools] > [Reset] > [Settings] and choose the scope: [User Reset], [Factory Reset], their variants without the [Interface] menu, or only [Interface] or [Printing]. Sato points out that a reset is rarely necessary and that erased data cannot be recovered.

### LIKELY CAUSE

The Sato manual describes resetting the setting values in the [Tools] menu; this can change the print conditions.

**Caution:** A reset can change the print conditions and erases data permanently: back up beforehand (Sato instruction).

### OFFICIAL RESET PROCEDURE

1. First back up the data you need: lost data cannot be recovered.
2. On the online screen, go offline, then press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds (enter the password if it is enabled).
3. Select [Tools], confirm, then [Reset] and [Settings].
4. Choose the scope: [User Reset] (setting values), [User Reset (-Interface)] (everything except the [Interface] menu), [Factory Reset] (factory state), [Factory Reset (-Interface)], [Interface] or [Printing].

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5. Confirm to start the initialisation (or cancel with the back button); a message confirms that the operation is complete.

The [Reset] menu also offers initialisation of the stored data ([Data], [Data & Set.]) and deletion of the internal data ([Internal data]); their procedures are described in the Sato manual.

Sources: [Initializing Setting Values of the Product](#) · [Procedures for Initializing](#) · [\[Reset\]](#) · [Error Message 1099 \(Config Warning\)](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Why does the firmware update on my Sato PW208NX fail?

Symptoms: automatic update not downloaded, warning icon in the status bar.

**Short answer:** The automatic update ([System] > [Firmware Update], PW208NX only) requires Wi-Fi to be enabled, free space at least twice the size of the package, and the correct time to verify the certificate of the SATO App Storage server. Check these three points.

### LIKELY CAUSE

According to Sato, the function downloads the latest firmware from the SATO App Storage server and installs it at start-up. The package is not downloaded if the free space is less than twice its size (a warning icon is then displayed); without time information, the server certificate cannot be verified and the download may fail.

### WHAT TO DO

1. Check that Wi-Fi is enabled: [Interface] > [Network] > [Settings] > [Wi-Fi].
2. Check [System] > [Firmware Update]: automatic update enabled, [Install Prompt] (confirmation before installation) and [Update Timing] (when the check takes place) settings.
3. Free up space in the internal memory if the warning icon indicates insufficient space.
4. Check that the printer has the time set, which is needed to verify the server certificate.

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## 5. If the update still fails, contact Sato technical support.

Since firmware 3.7.0, more secure communication settings are applied by default, which can prevent communication with older equipment; at first start-up, the “Comm. Security Compatibility” screen lets you revert to the old settings all at once ([Enabled]), at the cost of a lower security level.

Sources: [\[Firmware Update\] \(PW208NX only\)](#) [↗](#) · [Power On the Product](#) [↗](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## Other Sato PW208NX problems: demonstration screens, USB memory

The AEP application screens and USB memory errors.

### Why does my Sato PW208NX show “Fix Demo”, “Price Demo” or “QSR Demo” at start-up?

Symptom: “Fix Demo”, “Price Demo” or “QSR Demo” screen instead of the normal screen.

**Short answer:** These screens appear when the AEP (Application Enabled Printing) function is enabled. Disable it in [Applications] > [AEP] > [Enable] > [Disabled], then restart the printer.

#### LIKELY CAUSE

According to Sato, this screen is displayed when the AEP function is enabled.

#### OFFICIAL PROCEDURE

1. Press and hold the button indicated in the manual for more than 2 seconds: the offline screen (Stopped) is displayed.
2. Press and hold the two buttons indicated in the manual simultaneously for more than 2 seconds: the printer enters settings mode.
3. Select [Applications], confirm, then [AEP] and [Enable].

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4. Choose [Disabled] and confirm.
5. Restart the printer: it returns to normal mode.

Source: [Fix Demo, Price Demo, or QSR Demo is displayed](#) – PW208NX/PW208mNX Operator Manual (official documentation).

## What does “Error 1013 (Memory Error)” or “Error 1014 (Memory Full)” mean on my Sato PW208NX?

Messages: **Error 1013 (Memory Error)** or **Error 1014 (Memory Full)**.

**Short answer:** Error 1013: writing to the USB memory failed; Sato refers you to its technical support. Error 1014: the USB memory is short of space; delete unnecessary data or use a memory with enough space. In both cases, the error is cleared by switching the printer off.

### LIKELY CAUSE

Error 1013: failed to write to the USB memory. Error 1014: insufficient space in the USB memory.

### WHAT TO DO

1. Switch the printer off to clear the error.
2. Error 1014: delete unnecessary data from the USB memory, or insert a USB memory with enough space.
3. Error 1013: contact Sato technical support.

**When to call a technician:** error 1013 (memory write failure): Sato refers you to its technical support.

Sources: [Error Message 1013 \(Memory Error\)](#) · [Error Message 1014 \(Memory Full\)](#) – PW208NX/PW208mNX Operator Manual (official documentation).

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## When should you call a technician for a Sato PW208NX?

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

- **“Error 1007 (Cover Open)” persisting, cover locked:** faulty cover open sensor.
- **“Error 1001” or “Error 1145” after restarting:** product fault or unauthorised access that keeps coming back.
- **Overheating error (1022, 1064, 1065) persisting:** temperature still out of tolerance after cooling.
- **Media not feeding properly after calibration:** sensor adjustment to be checked by the reseller or Sato support.
- **Stop position still offset:** offset that persists after reloading, cleaning and adjusting [Offset].
- **“Error 1012 (Head Error)”:** worn or damaged printhead, to be replaced.
- **“Change Platen Roller” notice or worn roller:** replacement of the platen roller by the reseller or Sato support.
- **“Error 1050 (Bluetooth Error)” or failed iOS authentication chip:** module to be repaired.
- **“Error 1068 (WLAN Error)” persisting:** wireless LAN module unreachable after restart.
- **“Error 1075 (NFC Error)”:** NFC module to be replaced.
- **“Error 1060 (No Battery)” with a new battery:** diagnosis by the reseller or Sato support.
- **Battery error with a new battery:** diagnosis by Sato support.
- **“Error 1063” or “Error 1113” with another battery:** charging fault to be diagnosed.
- **Charging that does not finish within the expected time:** stop charging, remove the battery and contact the reseller or Sato support.
- **“Error 1013 (Memory Error)”:** failed to write to the USB memory.

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# Avoiding recurring faults on the Sato PW208NX: 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 PW208NX 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 PW208NX troubleshooting: frequently asked questions

### How do I calibrate a Sato PW208NX?

First choose the sensor type in [Printing], [Sensor Type]: [Gap] for labels separated by a gap (PW208NX), [I-Mark] for a black mark. Place the liner alone over the sensor, with the cover closed, then run [Auto-calibration] in [Printing], [Advanced], [Calibrate]. On the PW208mNX, automatic calibration is always done on the black mark. [See the detailed entry.](#)

### What does error 1043 mean on a Sato PW208NX?

Error 1043 (Low Battery) signals an almost empty battery: printing remains blocked as long as the error is displayed, and the printer switches itself off after 30 to 40 seconds. Connect the AC adapter or place the printer on its cradle, or insert a charged battery. [See the detailed entry.](#)

### Why is the battery in my Sato PW208NX not charging?

Check that the adapter plug is pushed fully in, that the CRADLE ACCESS sticker has been removed if you use the cradle, or that the battery is correctly placed on the charger. Charge between 5 and 35 °C: outside this range, the charger suspends charging. If charging does not finish within the expected time, remove the battery and contact your

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reseller or Sato support. [See the detailed entry.](#)

### **When should the battery in a Sato PW208NX be replaced?**

Sato recommends replacing it after 300 charge cycles or 3 years of use, whichever comes first. Errors 1061, 1070 and 1071 signal a deteriorated or worn-out battery, and errors 1063 and 1113 a faulty battery, to be replaced. The [Battery] menu shows the state of health and the number of cycles. [See the detailed entry.](#)

### **How do I clean the printhead on a Sato PW208NX?**

Switch the printer off, remove the battery, open the cover and remove the media. Once the printhead has cooled down, wipe it gently with a cotton cloth moistened with Sato cleaning fluid, without touching the cutting bar, then clean the platen roller, the guide and the sensors. Sato recommends this cleaning after each roll. [See the detailed entry.](#)

### **Why will my Sato PW208NX not connect via Bluetooth?**

Since firmware 3.7.0, Bluetooth is disabled by default if the secure settings were chosen at first start-up: enable it in [Interface], [Bluetooth], [Enable]. Then move the printer away from Wi-Fi devices, microwave ovens and metal obstacles, then restart the printer and the computer. Error 1050 signals a Bluetooth module that must be repaired by Sato. [See the detailed entry.](#)

### **What does error 1008 mean on a Sato PW208NX?**

Error 1008 (Out of Paper) signals that the printer does not detect any media: roll missing or incorrectly loaded, or sensor level incorrectly set. Reload the roll with the printable side facing the printhead, open and close the cover, and run an automatic calibration if the

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error comes back. [See the detailed entry.](#)

## How do I reset a Sato PW208NX?

In settings mode, open [Tools], [Reset], [Settings], then choose for example [User Reset] or [Factory Reset] and confirm. Sato points out that a reset is rarely necessary, that it can change the print conditions and that erased data cannot be recovered: back up beforehand. [See the detailed entry.](#)

## Sources consulted

All the causes, procedures and messages in this guide come from the pages below of the official Sato documentation (PW208NX/PW208mNX online Operator Manual, SATO help centre and SATO Europe French PDF manual), consulted on 20 October 2026.

- [When an Error Message Appears](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Troubleshooting](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Table of Contents](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1001 \(Machine Error\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1006 \(Buffer Overflow\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1007 \(Cover Open\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1008 \(Out of Paper\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1010 \(Media Error\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1012 \(Head Error\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1013 \(Memory Error\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1014 \(Memory Full\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1017 \(SBPL CMD Error\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1022 \(Head Overheat\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1028 \(Gap Not Found\)](#) [↗](#) – PW208NX/PW208mNX Operator Manual **official**

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- [Error Message 1035 \(l-mark Not Found\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1043 \(Low Battery\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1046 \(EAP Auth Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1047 \(EAP Auth Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1050 \(Bluetooth Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1058 \(CRC Check Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1059 \(Charging\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1060 \(No Battery\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1061 \(Degraded Batt.\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1063 \(Battery Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1064 \(Motor Overheat\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1065 \(Printer Overheat\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1066 \(Paper Jam\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1067 \(Charging\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1068 \(WLAN Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1069 \(Option Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1070 \(Bat. wearing out\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1071 \(Worn out battery\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1072 \(Power Off Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1075 \(NFC Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1076 \(Invalid command\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1099 \(Config Warning\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1113 \(Charge Error\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message 1145 \(Unauthorized access detected\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Using dispenser unit \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Overall Printout Is Light](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Overall Printout Is too Dark](#)  – PW208NX/PW208mNX Operator Manual **official**
- [A Part of the Printout Is Light](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Printout Is Shifted to One Side](#)  – PW208NX/PW208mNX Operator Manual **official**

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- [A Part of the Printout Is Dirty and Black Streaks Appear](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Printed Image Is Different from the Print Data](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Print Position Is Shifted Vertically from the Media Feed Direction](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Print Position Is Shifted Horizontally from the Media Feed Direction](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Incorrect Print Position](#)  – PW208NX/PW208mNX Operator Manual **official**
- [How to Load Labels](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Media Does Not Feed](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Media Is Fed According to the Specified Number, but Not Printed](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Label Does Not Stop at the Specified Position/the Label Does Not Stop](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Label Does Not Dispense \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Label Is Not Printed Even If the Previous Label Is Dispensed \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Label Falls at the Dispenser Stop Position \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Media Has Jammed](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cannot Output After Data Is Sent](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cannot Communicate via NFC](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cannot Communicate via Bluetooth](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cannot Communicate via USB](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cannot Communicate via Wireless LAN \(PW208NX wireless LAN model only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [An Error Occurs When Installing the Printer Driver](#)  – PW208NX/PW208mNX Operator Manual **official**
- [No Power/Nothing on the Screen](#)  – PW208NX/PW208mNX Operator Manual **official**
- [The Status LED Lights Red](#)  – PW208NX/PW208mNX Operator Manual **official**

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- [Fix Demo, Price Demo, or QSR Demo is displayed](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Safety Precautions for the Battery](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Precautions during charging](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Charging the Battery](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Inserting the Battery](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Charging Using AC Adapter \(Optional\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Charging Using the Charging Cradle \(Optional\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Charging Using the Battery Charger \(Optional\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [LED Patterns in Normal Mode](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Status LED and battery level LED](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Status LED](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Error Message](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Power On the Product](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Power Off the Product](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Media Sensor Type](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Calibrate\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Auto-calibration\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Head Check\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cleaning the Print Head](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cleaning the Platen Roller](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cleaning the Media Guide](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cleaning Intervals](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Cleaning](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Platen Roller Replacement Timing](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Loading the Media: If the mode is other than Dispenser](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Loading the Media: If the mode is Dispenser \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Precautions for Loading the Media](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Adjusting the Media Stop Position](#)  – PW208NX/PW208mNX Operator Manual **official**

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- [Adjusting the Print Position](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Imaging\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Adjusting the Print Darkness](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Adjusting the Print Speed](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Darkness\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Test Print\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Reset\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Procedures for Initializing](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Initializing Setting Values of the Product](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Firmware Update\] \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Battery\] Menu](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Eco Charge\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Full Charge Power-Off\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Energy Saving\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Sleep Timeout\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Auto Power-Off\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Bluetooth\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Enable\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[I/F Enable\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[EAP Conf.\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Wi-Fi\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Check Media Size\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Print Mode](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Hardware](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Features of the Product](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Warning Icons](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Notifications Display](#)  – PW208NX/PW208mNX Operator Manual **official**
- [\[Clean Head\]](#)  – PW208NX/PW208mNX Operator Manual **official**
- [Want to Put Back the Dispenser Unit \(PW208NX only\)](#)  – PW208NX/PW208mNX Operator Manual **official**

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- [PW2NX Platen Roller Replacement Timing](#) [↗](#) – SATO Help Center **official**
- [\[01-00288-EN\] \[Auto-calibration\]](#) – SATO Help Center **official**
- [PW2NX- Printer Not Printing](#) – SATO Help Center **official**
- [\[01-00227-FR\] Error message 1001 \(erreur de machine, machine error\)](#) – SATO Help Center **official**
- [\[01-00109-EN\] Want to Improve the Print Quality](#) – SATO Help Center **official**
- [Mobile printer, user manual \(PW208NX/PW208mNX, second edition, March 2018\)](#) [↗](#) – SATO Europe **official**

The French version of the online manual (path /pw208nx/fr/), the Sato help centre article “[01-00726-FR] Initialisation des valeurs de réglage du produit” (initialising the product setting values) and the Troubleshooting chapter of the SATO Europe PW2NX French PDF manual (beyond section 2.6.1) were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer’s documentation or ask the TIMCOD technicians.

## See also

- Product page on timcod.fr (in French): [Sato PW2NX](#)
- [All Sato printer troubleshooting guides](#) (FX3-LX, 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)
- [Printer cleaning kits](#) (in French)

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