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Home › Repair › Printer troubleshooting › Sato › PW4NX

TROUBLESHOOTING GUIDE

Sato PW4NX troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Sato documentation, Sato PW4NX online user manual (PW4NX Operator Manual) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Sato PW4NX product page →

In brief. The Sato PW4NX is a 4-inch direct thermal mobile label printer (203 dpi), powered by a lithium-ion battery and connected via USB, Bluetooth, Wi-Fi and NFC; the manual also covers the linerless and peeler versions. Sato documents 35 error messages numbered from 1001 to 1145, about ten of which concern the battery and charging. The most frequently cited causes are incorrectly loaded media, a dirty or poorly calibrated sensor, and a battery that is low, worn out or in protection mode. This guide covers these messages, the official calibration, cleaning and reset procedures, and connection troubleshooting. Click a question to open the entry.

- **A message is displayed** (Error 1008, 1028, 1043...): find its number in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with [calibration](#), [loading the roll](#) and [print quality](#) (printhead cleaning).

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

Which error is my Sato PW4NX showing? Lookup by message number

The PW4NX shows its errors on the display as a number and an English label, for example “Error 1008 (Out of Paper)”. According to Sato, the LED light is solid blue when online, flashes blue in standby and lights red in the event of a product error. The table links each message to its cause and to the solution entry.

Message or state	LED light (Sato manual)	Likely cause	Entry
Error 1001 (Machine Error)	—	Printer fault	Error 1001
Error 1007 (Cover Open)	—	Top cover open or faulty cover sensor	Error 1007
Error 1008 (Out of Paper)	—	Media missing or incorrectly loaded, sensor dirty or incorrectly adjusted	Error 1008
Error 1010 (Media Error)	—	Label size in the data differs from the media, incorrect sensor level	Error 1010
Error 1012 (Head Error)	—	Worn or damaged printhead	Error 1012
Error 1013 (USB R/W Error)	—	Cannot write to the USB flash drive	Error 1013

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Message or state	LED light (Sato manual)	Likely cause	Entry
Error 1017 (SBPL Command Error)	—	Incorrect command or parameter in the data	Print data
Error 1022 (Print Head Overheated)	—	Temperature beyond tolerance	Overheating
Error 1023 (NTP Error)	—	Time server unreachable or network error	Firmware and NTP
Error 1028 (Gap Not Found)	—	Gap between labels not found	Error 1028 / 1035
Error 1035 (I-mark Not Found)	—	Black mark not found	Error 1028 / 1035
Error 1043 (Battery Low)	—	Low battery	Low battery
Error 1046 (EAP Authentication Error (EAP Failure))	—	EAP authentication failure (Wi-Fi)	Wi-Fi
Error 1047 (EAP Authentication Error (EAP Timeout))	—	Timeout with the EAP authentication server	Wi-Fi
Error 1050 (Bluetooth Error)	—	Faulty Bluetooth module	Bluetooth
Error 1058 (CRC Check Error)	—	CRC missing or mismatched in the data	Print data

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Message or state	LED light (Sato manual)	Likely cause	Entry
Error 1059 (Battery Low)	—	Battery low, printer charging	Low battery
Error 1060 (No Battery)	—	Battery missing or disconnected	Battery errors
Error 1061 (Battery Degradation)	—	Battery degraded	Battery errors
Error 1062 (Battery Temperature Error)	—	Abnormal battery temperature	Battery errors
Error 1063 (Battery Error)	—	Battery fault	Battery errors
Error 1064 (Motor Overheated)	—	Temperature beyond tolerance	Overheating
Error 1066 (Paper Jam)	—	Media stuck, incorrectly loaded or adhesive in the media path	Error 1066
Error 1067 (Charging)	—	Cannot power off while charging	Battery charging
Error 1068 (WLAN Error)	—	Damaged Wi-Fi module	Wi-Fi
Error 1070 (Battery wearing out)	—	Battery worn out	Battery errors
Error 1071 (Worn out battery)	—	Battery worn out	Battery errors

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Message or state	LED light (Sato manual)	Likely cause	Entry
Error 1072 (Power Off Error)	—	Incorrect shutdown, battery disconnected	<u>Incorrect shutdown</u>
Error 1075 (NFC Error)	—	NFC module not working properly	<u>NFC</u>
Error 1076 (Invalid command in NFC)	—	Command error, settings not saved	<u>NFC</u>
Error 1099 (Config Warning)	—	Incorrect shutdown (battery disconnected or other problem)	<u>Incorrect shutdown</u>
Error 1128 (Bluetooth MFi Chip Module Error)	—	MFi chip of the Bluetooth module damaged	<u>Bluetooth</u>
Error 1137 (Invalid Dispenser Setup)	—	Peeler status differs from the print mode set	<u>Peeler</u>
Error 1138 (Battery Lock)	—	Battery protection activated	<u>Battery Lock</u>
Error 1145 (Unauthorized access detected)	—	Unauthorised access detected	<u>Error 1001 / 1145</u>

The numbers and labels come from the “When an Error Message Appears” page of the Sato PW4NX online user manual. The pages consulted do not specify the light status for each message, hence the dash; the “LED Indicator” page only states that the light turns red in the event of a product error (or during shutdown).

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Sato PW4NX error messages: causes and solutions

The Sato PW4NX online user manual documents 35 numbered error messages. This section groups the media, printhead and data errors; the network, battery, peeler and firmware messages are covered in their own sections. For each one: the short answer, the cause, the steps to follow and, where the manual provides for it, when to contact support.

Why does my Sato PW4NX show “Error 1007 (Cover Open)” when the cover is closed?

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

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

LIKELY CAUSE

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

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

WHAT TO DO

1. Close the top cover until it clicks into place: according to Sato, closing the cover clears the error.
2. To lock it properly, press firmly on both ends, as the loading procedure in the manual instructs.
3. If the message is still displayed while the cover is locked, the cover open sensor is at fault.

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When to call a technician: if the error persists with the cover closed, Sato states that the cover open sensor is faulty and refers you to its technical support.

Sources: [Error Message 1007 \(Cover Open\)](#) · [Loading the Media Roll: Continuous/Tear-Off/Linerless Tear-Off Mode](#) · PW4NX Operator Manual (official documentation).

Why does my Sato PW4NX 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 is not detecting the labels correctly (level incorrectly adjusted, sensor dirty or a label stuck to it). Reload the roll, run an automatic calibration and clean the sensor if necessary.

LIKELY CAUSE

Sato cites four causes: no media loaded; media incorrectly loaded; media sensor level incorrectly adjusted; sensor not working correctly because it is dirty, a label is stuck to it or its sensitivity is low.

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

WHAT TO DO

1. Open the top cover and load (or reload) the roll, with the printable side facing the printhead. Reloading clears the error; you can also press CLEAR.
2. If the roll was correctly in place, adjust the sensor level using the automatic calibration in the [Printing] menu: see the [calibration](#) entry.
3. If the error returns, clean the media sensor following the interior cleaning procedure (see [cleaning](#)); linerless models have their own procedure.

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

Sources: [Error Message 1008 \(Out of Paper\)](#) · [Loading the Media Roll: Continuous/Tear-Off/Linerless Tear-Off Mode](#) · [Cleaning the Inside of the Product](#) – PW4NX Operator Manual (official documentation).

What does “Error 1028 (Gap Not Found)” or “Error 1035 (I-mark Not Found)” mean on my Sato PW4NX?

On-screen 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, the Sato manual lists the same causes: media snaking instead of feeding straight; label stuck to the media sensor; incorrect sensor type; sensor level incorrectly adjusted.

WHAT TO DO

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

Sources: [Error Message 1028 \(Gap Not Found\)](#) · [Error Message 1035 \(I-mark Not Found\)](#) · [Media Sensor Type](#) – PW4NX Operator Manual (official documentation).

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Why does my Sato PW4NX 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 the incorrectly adjusted sensor feeds the media too far. Check the label format in the data and the loaded roll, then recalibrate the sensor.

LIKELY CAUSE

Sato cites three causes: the media size in the print data differs from the actual media; the data specifies a label longer than the media; the sensor level is incorrect and the media feeds too far. This error only appears if the [Check Media Size] option ([Printing] > [Advanced]) is enabled.

WHAT TO DO

1. Compare the label size defined in the print data with that of the loaded roll, and correct the data if necessary.
2. If the sizes match, adjust the sensor level by calibration (see [calibration](#)).
3. Clear the error by opening and then closing the top cover, or with CLEAR. If it persists, switch the printer off and on again.
4. If the error is still not resolved, contact Sato technical support.

According to the [Printing] menu, the [Check Media Size] option is only available if the sensor type is [Gap] or [I-Mark].

Sources: [Error Message 1010 \(Media Error\)](#) · [\[Printing\] Menu](#) – PW4NX Operator Manual (official documentation).

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How do I fix “Error 1066 (Paper Jam)” (jam) on my Sato PW4NX?

On-screen message: Error 1066 (Paper Jam) .

Short answer: The media is stuck or incorrectly loaded, or adhesive and labels are obstructing its path. Open the cover, remove the stuck media, clean the media path if necessary and reload the roll.

LIKELY CAUSE

Sato cites four causes: media stuck; media incorrectly loaded; foreign matter, such as adhesive, in the media path; label stuck to the media sensor.

Caution: The printhead and the area around it are hot after printing, and touching the edge of the printhead with bare hands can cause injury (Sato instructions).

WHAT TO DO

1. Open the top cover, locate the jam and remove the stuck media.
2. If adhesive or a label is stuck in the media path or on the sensor, clean the inside of the printer (see [cleaning](#)).
3. Reload the roll correctly: opening the cover and reloading the media clears the error.
4. If the error persists, contact Sato technical support.

Sato warns that a jam can occur if the cover stays closed for a long time with linerless labels loaded: if the printer is not used for a long period, open the cover and remove these labels from the platen roller.

Sources: [Error Message 1066 \(Paper Jam\)](#) · [The Media Has Jammed](#) · [Cleaning](#) – PW4NX Operator Manual (official documentation).

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What should I do when my Sato PW4NX shows “Error 1012 (Head Error)”?

On-screen message: Error 1012 (Head Error) .

Short answer: According to Sato, the printhead is worn or damaged and must be replaced. In the meantime, pressing CLEAR for 5 seconds takes the printer offline and temporarily disables the head check; then check the printed barcodes with a scanner.

LIKELY CAUSE

The manual gives a single cause: worn or damaged printhead.

Caution: Sato asks you to disconnect all power sources (cord and battery) before starting work, to wear gloves so as not to damage the printhead, to wait for it to cool down, not to touch its edge with bare hands or its heating element and contacts, and not to handle the printer with wet hands.

WHAT TO DO (INCLUDING THE OFFICIAL PRINthead REPLACEMENT PROCEDURE)

1. Press and hold the CLEAR button for 5 seconds: the printer goes offline and the head check remains disabled until the next time it is switched off.
2. Use your own scanner to check that the barcodes on labels printed after the error are readable.
3. To replace the printhead: make sure the printer is switched off, remove the battery, open the cover, pull out the peeler module (peeler roller release button) and remove the media.
4. Remove the printhead by pushing it inwards while pulling it upwards, lift both sides of the connector and disconnect the ribbon cable.
5. Connect the ribbon cable to the connector of the new printhead, push the connector in, then fit the printhead by engaging the notches at both ends while pushing it inwards.

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6. Reload the media and close the cover by pressing on both ends until it clicks.

When to call a technician: if you do not replace the printhead yourself, or if the error persists, Sato refers you to its technical support.

According to the [Printing] menu, the head check ([Head Check]) is an aid and does not guarantee barcode readability: Sato recommends regular checks with a scanner.

Sources: [Error Message 1012 \(Head Error\)](#) · [Replacing the Print Head](#) · [\[Printing\] Menu](#) – PW4NX Operator Manual (official documentation).

Why does my Sato PW4NX stop with “Error 1022 (Print Head Overheated)” or “Error 1064 (Motor Overheated)”?

On-screen messages: **Error 1022 (Print Head Overheated)** or **Error 1064 (Motor Overheated)**.

Short answer: The printer temperature has exceeded its tolerance limit. Stop using it while it cools down: according to Sato, the error clears when the temperature drops.

LIKELY CAUSE

For both messages, Sato gives the same cause: the product temperature has exceeded its tolerance value. The label specifies the printhead (1022) or the motor (1064).

WHAT TO DO

1. Stop using the printer to let its temperature drop.
2. Check that the printer is being used within its operating range: -15 to 50 °C as standard, 5 to 35 °C in linerless mode (Sato data sheet).
3. If the error persists, contact Sato technical support.

Sources: [Error Message 1022 \(Print Head Overheated\)](#) · [Error Message 1064 \(Motor Overheated\)](#) · [Hardware](#) – PW4NX Operator Manual (official documentation).

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How do I clear “Error 1001 (Machine Error)” on my Sato PW4NX?

On-screen messages: **Error 1001 (Machine Error)** ; same course of action for **Error 1145 (Unauthorized access detected)** .

Short answer: Error 1001 indicates a printer fault. Switch it off and on again; if the message returns, Sato refers you to its technical support.

LIKELY CAUSE

Error 1001: according to Sato, a fault has occurred in the product. Error 1145: unauthorised access to the device has been detected.

Caution: Do not switch off the printer during printing or an update, and do not remove the battery before shutdown is complete (Sato instructions).

WHAT TO DO

1. Check that the printer is not working, then press and hold the power button for more than two seconds to switch it off; then switch it back on.
2. For error 1145, the message can also be cleared with CLEAR; Sato then recommends switching the printer off and on again.
3. If the error reappears, note the number displayed and contact Sato technical support.

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

On the error screen, pressing and holding for 5 seconds displays the product information (model, version, serial numbers, IP address), which is useful for support.

Sources: [Error Message 1001 \(Machine Error\)](#) · [Error Message 1145 \(Unauthorized access detected\)](#) · [Powering Off the Product](#) · [Operations When Errors Occur](#) – PW4NX Operator Manual (official documentation).

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Why does my Sato PW4NX show “Error 1017 (SBPL Command Error)” or print something other than expected?

Messages: **Error 1017 (SBPL Command Error)** , **Error 1058 (CRC Check Error)** .

Symptom: the printed image differs from the data.

Short answer: The data sent contains an incorrect command or parameter (1017), or its CRC check fails (1058). Check the print data and the interface settings, then resend the job.

LIKELY CAUSE

Error 1017: the data contains an incorrect command or parameter; the line “Caaa: <bb>: cc” displayed below the number gives the position of the error, the name of the command and the nature of the problem. Error 1058: no CRC has been added to the data, or the CRC does not match. If the printed image differs from the data, Sato first asks you to check that the data sent is correct.

WHAT TO DO

1. Error 1017: read the detail line (invalid command, invalid parameter, printing outside the printable area, QR code generation error...), correct the data, then clear the error with CANCEL.
2. Error 1058: check the data transmitted and the interface settings, then choose PRINT to resume printing the data in error, or CANCEL to cancel it and move on to the next data.
3. Image different from the data: resend correct print data.
4. If the problem persists, switch the printer off and on again; if it continues, contact Sato technical support.

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

Sources: [Error Message 1017 \(SBPL Command Error\)](#) · [Error Message 1058 \(CRC Check Error\)](#) · [The Printed Image Is Different from the Print Data](#) – PW4NX Operator Manual (official documentation).

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Calibration problems: my Sato PW4NX does not detect labels or prints out of position

The media sensor detects gaps or black marks; Sato describes how to choose the sensor type, automatic calibration and the position settings.

How do I calibrate the label sensor on my Sato PW4NX?

Symptoms: incorrect print position, labels not detected, errors 1008, 1028 or 1035.

Short answer: First choose the sensor type suited to the media ([Gap] or [I-Mark]), then run [Auto-calibration] in [Printing] > [Advanced] > [Calibrate], with only the liner (without a label) placed over the sensor. Then check the feed with FEED.

LIKELY CAUSE

The media sensor detects the gaps between labels (transmissive sensor, [Gap] setting) or the black marks (reflective sensor, [I-Mark] setting). According to Sato, an unsuitable sensor type or an incorrectly adjusted level causes errors 1008, 1028 or 1035 and incorrect print positions.

OFFICIAL CALIBRATION PROCEDURE

1. Switch to offline mode and open settings mode (enter the password if it is enabled).
In [Printing] > [Sensor Type], choose [Gap] (labels separated by a gap) or [I-Mark] (black mark).
2. Open the top cover and load the media.
3. Peel off a label and place the liner alone over the gap sensor position.
4. Close the cover.
5. In [Printing] > [Advanced] > [Calibrate] > [Auto-calibration], choose the sensor to adjust ([Gap + I-Mark], [Gap] or [I-Mark]), press START, then confirm that you want to start the adjustment.

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6. Confirm the end of the adjustment and reload the media.
7. Return to the offline screen and press FEED to check that the media feeds correctly.

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

If an adjustment failure message is displayed, reload the media correctly and start again. The [Calibrate] menu also offers manual adjustment of the levels (GAP Levels, I-Mark Levels) with target voltages. In [Dispenser] mode, only [Gap] and [I-Mark] are available; in [Linerless tearoff] mode, only [I-Mark] and [None].

Sources: [\[Printing\] Menu](#) · [Media Sensor Type](#) – PW4NX Operator Manual (official documentation).

Why is the print on my Sato PW4NX out of position, or why does the label not stop in the right place?

Symptoms: print offset in the feed direction or to one side, label that does not stop at the intended position.

Short answer: Sato cites incorrectly loaded media, an incorrectly set sensor type or level, an incorrectly adjusted print or stop position, or a dirty platen roller and sensor. Reload the media, recalibrate, then adjust [Pitch] or [Offset] if necessary.

LIKELY CAUSE

According to the Sato troubleshooting pages: media incorrectly loaded; incorrect sensor type; sensor level incorrectly adjusted; print position ([Pitch]) or stop position ([Offset]) incorrectly set; dirty platen roller and sensor, or label stuck to the sensor. Print offset to one side comes from incorrectly loaded media or a dirty printhead and sensor.

WHAT TO DO

1. Reload the media correctly.
2. Check [Printing] > [Sensor Type], then run automatic calibration (see [calibration](#)).

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3. Offset in the feed direction: adjust [Printing] > [Advanced] > [Adjustments] > [Pitch] (–30 to +30 dots) or the reference position in [Printing] > [Imaging].
4. Label stopping in the wrong place (Tear-Off and Dispenser modes): adjust [Printing] > [Advanced] > [Adjustments] > [Offset] (–30 to +30 dots).
5. Clean the platen roller, the printhead and the media sensor, and remove any stuck label (see [cleaning](#)).
6. If the problem persists, contact Sato technical support.

Sato specifies that, depending on the operating mode, some [Pitch] values can cause labels to fall off the rollers or bend their trailing edge; in this case, adjust the position in [Printing] > [Imaging] instead.

Sources: [Incorrect Print Position](#) · [The Print Position Is Shifted Vertically from the Media Feed Direction](#) · [The Label Does Not Stop at the Specified Position/the Label Does Not Stop](#) · [The Printout Is Shifted to One Side](#) · [\[Printing\] Menu](#) – PW4NX Operator Manual (official documentation).

Label loading problems: the paper does not feed in my Sato PW4NX

The PW4NX prints in direct thermal mode, without a ribbon: this section covers the official roll loading procedure.

Why does the paper not feed in my Sato PW4NX, and how do I load the roll?

Symptoms: the media does not feed, pressing FEED has no effect.

Short answer: Sato asks you first to check that no error message is displayed, then that the roll is loaded correctly and that no jam is blocking the media. Reload the roll with the printable side facing the printhead, close the cover until it clicks and press FEED.



LIKELY CAUSE

The three checks in the Sato manual: an error message is displayed; the media is incorrectly loaded; media (or something else) is stuck.

Caution: The printhead is very hot after printing and its edge can cause injury to bare hands; take care not to pinch your fingers when closing the cover (Sato warnings).

OFFICIAL LOADING PROCEDURE (CONTINUOUS, TEAR-OFF AND LINERLESS TEAR-OFF MODES)

1. If an error message is displayed, deal with it first (see the [lookup table](#)).
2. Press the open button and open the top cover. If the peeler module is pulled out, fold it back by pressing the peeler roller release button.
3. Move the media guide apart and place the roll in from above, with the printable side facing the printhead. For a coreless roll, lower the guide lock to fix its width.
4. Close the cover by pressing on both ends until it clicks.
5. Press FEED to feed the media, then ONLINE to go back online.
6. If media is stuck, remove it at the jam location; if the problem persists, contact Sato technical support.

For a 1-inch core, replace the 0.75-inch core holder fitted as standard with the 1-inch core holder supplied. A deformed coreless roll can rub inside the compartment and degrade printing: reshape it before loading, without bending the centre of the roll over the guide pins.

Sources: [Media Does Not Feed](#)  · [Loading the Media Roll: Continuous/Tear-Off/Linerless Tear-Off Mode](#) 
– PW4NX Operator Manual (official documentation).

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

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Sato PW4NX print quality: faded print, streaks, blank labels, unreadable barcodes

According to Sato, most print defects are resolved by reloading the media, cleaning the printhead and sensor, then adjusting the darkness and speed.

Why is the print on my Sato PW4NX 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 a label stuck to it), and unsuitable darkness and speed settings. Clean the printhead with a cotton cloth moistened with the recommended cleaning fluid, print a test, then adjust [Darkness] and [Speed] if necessary.

LIKELY CAUSE

According to the Sato troubleshooting pages on faded print: media incorrectly loaded; dirty printhead or sensor, or label stuck to it; darkness ([Darkness]) and speed ([Speed]) incorrectly set. Print that is too dark comes from darkness that is too high or speed that is too low.

Caution: Sato asks you to switch off the printer and remove the battery before cleaning, not to use organic solvents (thinner, benzine) or a cleaning fluid that is not recommended, to let the printhead cool down, not to touch its edge with bare hands and not to clean with a hard object.

OFFICIAL CLEANING PROCEDURE

1. Check that the printer is switched off, then remove the battery.
2. Press the open button, open the top cover and remove the loaded media.
3. Let the printhead cool down, then wipe it with a cotton cloth moistened with the cleaning fluid recommended by Sato, without touching its edge with bare hands.

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4. In the same way, wipe the media guides, the roll holder, the three sensors, the media path around the platen roller and the platen roller itself.
5. Press the peeler roller release button, pull out the peeler module and wipe it.
6. Reload the media, close the cover until it clicks, then run a test print: offline, settings mode, [Tools] > [Test Print].
7. If the print remains faded (or if it is too dark), adjust [Darkness] (1 to 10) and [Speed] (2 to 6 ips) in the [Printing] menu.

Sato recommends cleaning the printhead, the platen roller, the guides, the sensors, the roll holder and the peeler module after each roll, or as soon as adhesive or paper dust appears in the path. Linerless models follow a dedicated procedure that includes the linerless cutting parts and the linerless platen roller.

Sources: [The Overall Printout Is Light](#) · [A Part of the Printout Is Light](#) · [The Overall Printout Is too Dark](#) · [Cleaning the Inside of the Product](#) · [Cleaning the Inside of the Product \(for Linerless Models\)](#) · [Cleaning](#) · [Cleaning Intervals](#) · [\[Printing\] Menu](#) – PW4NX Operator Manual (official documentation).

Why does my Sato PW4NX leave black streaks or smudges on the labels?

Symptoms: part of the print is dirty, black streaks.

Short answer: According to Sato, the printhead or sensor is dirty (or a label is stuck to it), or the media is incorrectly loaded. Clean the printhead and the sensor, print a test and reload the media if necessary.

LIKELY CAUSE

Two causes in the Sato manual: dirty printhead or media sensor, or label stuck to it; media incorrectly loaded.

Caution: Switch off the printer and remove the battery before any cleaning; the printhead is hot after printing (Sato instructions).

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WHAT TO DO

1. Clean the printhead and the sensor following the procedure in the [cleaning](#) entry (or its variant for linerless models).
2. Run a test print: offline, settings mode, [Tools] > [Test Print].
3. If the marks persist, reload the media correctly.
4. If the problem persists, contact Sato technical support.

Sources: [A Part of the Printout Is Dirty and Black Streaks Appear](#)  · [Cleaning the Inside of the Product](#)  – PW4NX Operator Manual (official documentation).

Why does my Sato PW4NX feed out labels without printing anything?

Symptom: the requested number of labels comes out, but blank.

Short answer: Sato cites incorrectly loaded media, a dirty printhead or sensor, or an incorrectly installed printhead. Reload the media, clean the printhead, print a test and check that the printhead is fitted correctly.

LIKELY CAUSE

Three checks according to Sato: media incorrectly loaded; dirty printhead and sensor, or label stuck to them; printhead incorrectly installed.

WHAT TO DO

1. Reload the media correctly (see [loading the roll](#)).
2. Clean the printhead and the sensor (see [cleaning](#)), then run [Tools] > [Test Print].
3. Check that the printhead is correctly installed, with the notches engaged at both ends, as described in the printhead replacement procedure.
4. If the problem persists, contact Sato technical support.

According to the Sato data sheet, the PW4NX prints in direct thermal mode.

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Sources: [Media Is Fed According to the Specified Number, but Not Printed](#) · [Replacing the Print Head](#) · [Hardware](#) – PW4NX Operator Manual (official documentation).

Why can the barcodes printed by my Sato PW4NX not be scanned?

Symptom: barcodes unreadable by the scanner.

Short answer: Sato cites a dirty printhead or incorrectly loaded media, then a faulty printhead if the problem persists. Margins that are too narrow around the code can also prevent scanning.

LIKELY CAUSE

According to the Sato troubleshooting page: dirty printhead; media incorrectly loaded; faulty printhead if cleaning is not enough; left and right margins too small (and top and bottom margins for 2D codes).

WHAT TO DO

1. Clean the printhead (see [cleaning](#)).
2. Reload the media correctly.
3. Check in your label template that the barcode has sufficient margins.
4. For automatic monitoring, enable [Head Check] in the [Printing] menu (whole area or barcode area).
5. If the barcodes still cannot be scanned, the printhead may be faulty: contact Sato technical support.

Sato specifies that the head check is an aid that does not guarantee readability: plan regular checks with a scanner.

Sources: [Cannot Read the Barcode](#) · [\[Printing\] Menu](#) – PW4NX Operator Manual (official documentation).

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My Sato PW4NX will not connect: Bluetooth, Wi-Fi, NFC and USB

For each interface, the checks in the Sato manual and the error messages that indicate a faulty module.

Why will my Sato PW4NX not connect via Bluetooth?

Possible messages: **Error 1050 (Bluetooth Error)** , **Error 1128 (Bluetooth MFi Chip Module Error)** · Symptom: no Bluetooth communication.

Short answer: Check that Bluetooth is enabled on the printer and on the host device, that the interface settings are correct and that no metal obstacle or device using the same frequency band is interfering with the link. Errors 1050 and 1128, on the other hand, indicate a faulty module: Sato then asks for the control board to be replaced through its support.

LIKELY CAUSE

Without a message: Bluetooth disabled on the printer; incorrect interface settings; devices using the same frequency band nearby (Wi-Fi equipment, microwave ovens); obstacle, such as metal shelving, between the printer and the host. Error 1050: faulty Bluetooth module. Error 1128: MFi chip of the Bluetooth module damaged.

WHAT TO DO

1. Enable Bluetooth on the printer ([Bluetooth] menu) and check its interface settings.
2. On the computer, check that Bluetooth is active, then add the printer as a Bluetooth device, within about 10 m.
3. Move the printer away from Wi-Fi devices and microwave ovens, and remove any metal obstacles between the printer and the host.
4. If the problem persists, switch the printer and the computer off and on again, then uninstall and reinstall the driver as an administrator.

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- 5. Error 1050 or 1128:** clear the message with CLEAR and contact Sato technical support.

When to call a technician: in the event of error 1050 or 1128, Sato states that the control board must be replaced and refers you to its technical support.

To use the printer driver, the Bluetooth communication protocol must be set to Status4. Sato warns that the link may be unstable depending on the host's Bluetooth module or version, and advises testing it in your environment.

Sources: [Cannot Communicate via Bluetooth](#)  · [Error Message 1050 \(Bluetooth Error\)](#)  · [Error Message 1128 \(Bluetooth MFi Chip Module Error\)](#)  · [Bluetooth Interface Connection \(Standard\)](#)  – PW4NX Operator Manual (official documentation).

Why will my Sato PW4NX not connect to Wi-Fi?

Possible messages: **Error 1046 (EAP Authentication Error (EAP Failure))** , **Error 1047 (EAP Authentication Error (EAP Timeout))** , **Error 1068 (WLAN Error)** .

Short answer: Check the printer's Wi-Fi settings in [Interface] > [Network] > [Settings] > [Wi-Fi], move it away from sources of interference and metal obstacles, then restart it. Errors 1046 and 1047 relate to EAP authentication; error 1068 indicates a damaged Wi-Fi module.

LIKELY CAUSE

Without a message: incorrect interface settings; devices using the same frequency band nearby; metal obstacle between the printer and the host. Error 1046: EAP authentication failure. Error 1047: timeout with the EAP authentication server (it does not occur if the connection to the access point is not established). Error 1068: damaged Wi-Fi module.

WHAT TO DO

1. Offline, in settings mode, check [Interface] > [Network] > [Settings] > [Wi-Fi] and correct the settings to match your network.

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2. Error 1046 or 1047: correct the EAP settings ([EAP Conf.]) and, for 1047, those of the access point and the authentication server, then clear the error with CLEAR.
3. Move the printer away from Wi-Fi devices and microwave ovens, and remove any metal obstacles.
4. Switch the printer off and on again.
5. Error 1068: clear it with CLEAR and contact Sato technical support.

When to call a technician: in the event of error 1068, Sato states that the control board must be replaced and refers you to its technical support.

The printer driver requires the Status4 protocol (factory setting: Status4 ENQ). Sato specifies that the printer cannot connect directly to a carrier network or to public Wi-Fi: it must go through a network managed by the company.

Sources: [Cannot Communicate via Wireless LAN](#) · [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#) · [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#) · [Error Message 1068 \(WLAN Error\)](#) · [Wireless LAN Interface Connection \(Standard\)](#) · PW4NX Operator Manual (official documentation).

Why does NFC pairing not work with my Sato PW4NX?

Possible messages: Error 1075 (NFC Error), Error 1076 (Invalid command in NFC) .

Short answer: Check that NFC is enabled in [Interface] > [NFC] > [I/F Enable], then place the NFC area of the Android device on the printer's NFC antenna. If communication fails, move the device slightly around the antenna and try again.

LIKELY CAUSE

Without a message: NFC function disabled, or Android device incorrectly positioned on the antenna. Error 1075: NFC module not working correctly. Error 1076: command error, the settings are not saved correctly.

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WHAT TO DO

1. Enable NFC: offline, settings mode, [Interface] > [NFC] > [I/F Enable].
2. Touch the printer's NFC antenna with the NFC-marked area of the Android device, and hold it there until the connection is complete.
3. If it fails, move the device towards the front, back, left and right of the antenna, then present it again.
4. Error 1076: check the command sent, then clear the error with CLEAR.
5. Error 1075: clear it with CLEAR and contact Sato technical support.

When to call a technician: in the event of error 1075, Sato states that the NFC module must be replaced and refers you to its technical support.

NFC is only used to establish the connection (pairing, authentication): communication then takes place via Bluetooth or Wi-Fi. The manual only describes this function with Android devices.

Sources: [Cannot Communicate via NFC](#) · [Error Message 1075 \(NFC Error\)](#) · [Error Message 1076 \(Invalid command in NFC\)](#) · [NFC Interface Connection \(Standard\)](#) – PW4NX Operator Manual (official documentation).

Why does my Sato PW4NX print nothing over USB or after data is sent?

Symptoms: nothing comes out after a job is sent, no USB communication.

Short answer: Sato asks you to check the cable, the printer's interface settings, the computer's USB port and the printer name in the driver. Then restart the printer and the computer, and reinstall the driver as an administrator if necessary.

LIKELY CAUSE

Causes listed by Sato: interface cable incorrectly connected; interface settings that do not match the computer or the network; computer's USB port disabled; incorrect printer name in the driver settings.

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WHAT TO DO

1. Reconnect the USB cable correctly.
2. Offline, in settings mode, check [Interface] > [USB] (or the [Interface] menu for a network connection).
3. Try another USB port on the computer and disconnect the other USB devices.
4. Check that the printer name defined in the driver is correct.
5. Switch the printer and the computer off and on again; if the problem persists, uninstall the driver and reinstall it as an administrator.
6. If nothing works, contact Sato technical support.

Sources: [Cannot Communicate via USB](#) · [Cannot Output After Data Is Sent](#) – PW4NX Operator Manual (official documentation).

Peeler problems (Dispenser mode) on the Sato PW4NX

The peeler module pulls out of the printer; its status must match the print mode set.

Why does the peeler on my Sato PW4NX not peel the labels, or show “Error 1137 (Invalid Dispenser Setup)”?

Possible message: **Error 1137 (Invalid Dispenser Setup)** · Symptoms: label not peeled, next label not printed, label falling off.

Short answer: The print mode must match the status of the peeler module: [Dispenser] when it is pulled out, another mode when it is pushed in. Reload the roll in peeler mode with the liner pulled taut, then clean the peeler sensor if the problem persists.

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LIKELY CAUSE

Error 1137: the status of the peeler module does not match the [Print Mode] setting at the time of printing. Without a message, Sato cites incorrectly loaded media, a slack liner, an incorrectly set print mode, an incorrectly set stop position or a dirty peeler sensor (located in the media outlet).

Caution: Take care not to pinch your fingers when closing the cover; the printhead is hot after printing (Sato instructions).

WHAT TO DO

1. Peeler module pulled out: set [Printing] > [Print Mode] to [Dispenser]; module pushed in: choose another mode. Clear error 1137 by opening and closing the cover, or with CLEAR.
2. Reload the roll in peeler mode: pull out the module, place the roll, peel off a label, trap the liner between the module and the cover, then close the cover until it clicks.
3. Pull the liner gently so that there is no slack, then press FEED.
4. If the label falls off at the stop position, adjust [Printing] > [Advanced] > [Adjustments] > [Offset].
5. If the problem persists, clean the peeler sensor, located in the media outlet (see [cleaning](#)), then contact Sato technical support if necessary.

In [Dispenser] mode, the speed is limited to 4 ips (101.6 mm/s) and only the [Gap] and [I-Mark] sensors are available.

Sources: [Error Message 1137 \(Invalid Dispenser Setup\)](#) · [Label Does Not Dispense](#) · [The Label Is Not Printed Even If the Previous Label Is Dispensed](#) · [The Label Falls at the Dispenser Stop Position](#) · [Loading the Media Roll: Dispenser Mode](#) · [\[Printing\] Menu](#) – PW4NX Operator Manual (official documentation).

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Sato PW4NX battery and power: errors, charging, start-up

About ten messages concern the battery. Sato also specifies the charging conditions and the safety instructions for the lithium-ion battery.

What should I do when my Sato PW4NX shows “Error 1043 (Battery Low)”?

Messages: Error 1043 (Battery Low) ; Error 1059 (Battery Low) while charging.

Short answer: The battery is almost empty. Recharge it (Sato AC adapter, cradle or charger) or replace it with a charged battery; while error 1043 is displayed, printing and feeding remain blocked, even while charging.

LIKELY CAUSE

Error 1043: the battery is low. Error 1059: the battery is low and the printer is charging in this state. Sato specifies that error 1043 blocks printing and media feed, even while charging.

Caution: Sato asks you to charge the battery between 5 and 35 °C, to use only the Sato AC adapter intended for this product and not to switch off the printer while charging.

WHAT TO DO

1. Connect the AC adapter (option) and charge until the low battery error disappears, or replace the battery with a charged battery.
2. Error 1059: leave it to charge until the printer can print again.
3. Once the error has cleared, let charging continue for a while longer, as Sato recommends.
4. If the error persists, contact Sato technical support.

The battery indicator flashes while charging, or when not charging if 30% or less remains; it is solid when the battery is full.

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Sources: [Error Message 1043 \(Battery Low\)](#) · [Error Message 1059 \(Battery Low\)](#) · [Precautions during charging](#) · [Charging Using AC Adapter \(Option\)](#) · [Safety Precautions for the Battery](#) · [Battery Indicator](#) – PW4NX Operator Manual (official documentation).

What do battery errors 1060, 1061, 1062, 1063, 1070 and 1071 mean on my Sato PW4NX?

Messages: Error 1060 (No Battery) , Error 1061 (Battery Degradation) , Error 1062 (Battery Temperature Error) , Error 1063 (Battery Error) , Error 1070 (Battery wearing out) , Error 1071 (Worn out battery) .

Short answer: Error 1060 indicates a missing or disconnected battery: insert it until it clicks. The other messages indicate a battery that is degraded, worn out, faulty or at an abnormal temperature: Sato asks you to replace it.

LIKELY CAUSE

1060: battery not inserted or disconnected. 1061: battery degraded (charging is then impossible). 1062: abnormal battery temperature (charging and operation impossible). 1063: battery fault (charging impossible). 1070 and 1071: battery worn out; Sato recommends replacing it, otherwise the operating time decreases and print quality may deteriorate.

Caution: Do not remove the battery while charging (this triggers error 1060) and do not touch its contacts. Stop using a battery immediately if it heats up, gives off an odour, becomes deformed, leaks or shows cracks; do not heat it or throw it into a fire (Sato safety instructions).

WHAT TO DO

1. Error 1060: switch off the printer, insert the battery from underneath, aligning it with the contacts, and push it in until it clicks.
2. If error 1060 appears while a battery is in place, replace the battery.

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3. Errors 1061, 1062 and 1063: replace the battery, which clears the error. For 1062, also check the ambient operating conditions.
4. Errors 1070 and 1071: clear the message with CLEAR and replace the battery.
5. If the error persists with a new battery, contact your reseller or Sato technical support.

When to call a technician: if a battery error persists with a new battery, Sato refers you to your reseller or its technical support.

Sato recommends replacing the battery after 300 charge cycles or 3 years of use, whichever comes first.

Sources: [Error Message 1060 \(No Battery\)](#) · [Error Message 1061 \(Battery Degradation\)](#) · [Error Message 1062 \(Battery Temperature Error\)](#) · [Error Message 1063 \(Battery Error\)](#) · [Error Message 1070 \(Battery wearing out\)](#) · [Error Message 1071 \(Worn out battery\)](#) · [Inserting the Battery](#) · [Precautions during charging](#) · [Safety Precautions for the Battery](#) – PW4NX Operator Manual (official documentation).

How do I unlock the battery on my Sato PW4NX after “Error 1138 (Battery Lock)”?

On-screen message: **Error 1138 (Battery Lock)** .

Short answer: The battery protection has activated, after prolonged use in a hot or cold environment, or continuous printing at a high print ratio. Remove the battery, wait about 10 seconds, then recharge it with the Sato AC adapter or charger.

LIKELY CAUSE

According to Sato, the battery protection lock function has been triggered. This happens during continuous use in a hot or cold environment, or continuous printing at a high print ratio.

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Caution: Only charge the battery between 5 and 35 °C and do not expose it to more than 60 °C (Sato safety instructions).

WHAT TO DO

1. Remove the battery from the printer and wait about 10 seconds.
2. Recharge the battery with the AC adapter (option) or the battery charger (option).
3. If the error is not resolved, replace the battery.
4. If it persists, contact Sato technical support.

Sources: [Error Message 1138 \(Battery Lock\)](#) · [Safety Precautions for the Battery](#) – PW4NX Operator Manual (official documentation).

Why will the battery in my Sato PW4NX not charge?

Possible message: **Error 1067 (Charging)** , if the power button is pressed while charging.

Short answer: Check that the battery is seated in the charger, that the AC adapter plug is connected or that the printer is positioned on the charging cradle, then that the charging contacts are clean. A degraded or faulty battery (errors 1061, 1063) can no longer be charged.

LIKELY CAUSE

Sato lists four checks: battery incorrectly inserted in the charger (option); DC plug of the AC adapter (option) incorrectly connected; printer incorrectly placed on the 1Bay charging cradle (option); charging contacts dirty or covered by a label. Error 1067 appears if you try to switch off the printer while charging.

Caution: Charge between 5 and 35 °C, only with the Sato AC adapter (never a non-original adapter), and do not handle the adapter or cord with wet hands (Sato instructions).

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WHAT TO DO

1. Check that the battery is fully inserted in the charger, that the adapter's DC plug is pushed fully into the printer, or that the printer is correctly placed on the cradle.
2. If the charging contacts are dirty or covered by a label: with the printer switched off, remove the battery, wipe the contacts with a dry cloth, then restart charging.
3. Error 1067: wait for charging to finish, or stop it, before switching off the printer.
4. If charging does not finish within the expected time, remove the battery, stop charging and contact your reseller or Sato support.
5. If the problem persists, contact Sato technical support.

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

The battery is not charged on purchase and a protection feature limits its discharge during transport: charge it before first use. Sato also advises recharging it about every six months if it is not used, to avoid deep discharge that would make it impossible to recharge.

Sources: [Battery Does Not Charge](#) · [Error Message 1067 \(Charging\)](#) · [Precautions during charging](#) · [Safety Precautions for the Battery](#) · [Charging the Battery](#) · [Charging Using AC Adapter \(Option\)](#) – PW4NX Operator Manual (official documentation).

My Sato PW4NX will not switch on and the display stays blank: what should I do?

Symptoms: no power, nothing on the display.

Short answer: Sato asks you to check that the battery is inserted and that it is charged. Insert the battery until it clicks, charge it, then switch the printer back on.

LIKELY CAUSE

Two causes in the Sato manual: battery missing, or battery discharged.

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WHAT TO DO

1. Insert the battery from underneath the printer until it clicks, then switch the printer on.
2. If nothing is displayed, charge the battery (Sato AC adapter, cradle or charger).
3. A new battery must be charged before first use, which releases its transport protection.
4. If the printer still does not switch on, contact Sato technical support.

Sato states that if the printer switches off during printing with a degraded battery and no longer restarts, the battery must be replaced.

Sources: [No Power/Nothing on the Screen](#) · [Inserting the Battery](#) · [Precautions during charging](#) – PW4NX Operator Manual (official documentation).

Why does my Sato PW4NX show “Error 1099 (Config Warning)” or “Error 1072 (Power Off Error)”?

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

Short answer: The printer was not switched off correctly, for example because the battery was removed. Clear the message with CLEAR, check your settings and, in future, switch off the printer with the power button before removing the battery.

LIKELY CAUSE

Error 1072: the printer was not switched off correctly, so the battery was disconnected.

Error 1099: the printer was not switched off correctly; the battery may have been disconnected, or another problem occurred. Sato specifies that switching on or off incorrectly can return the settings to their initial values.

Caution: Do not switch off the printer during printing or an update: Sato warns of a risk of malfunction.

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WHAT TO DO

1. Clear the message with the CLEAR button.
2. Error 1072: check the printer's setting information. Error 1099: Sato also suggests resetting the printer from settings mode (see [reset](#)).
3. To switch off, check that the printer is not working, then press and hold the power button for more than two seconds; only remove the battery once shutdown is complete.
4. If the error persists, contact Sato technical support.

Sources: [Error Message 1072 \(Power Off Error\)](#) · [Error Message 1099 \(Config Warning\)](#) · [Powering Off the Product](#) – PW4NX Operator Manual (official documentation).

Resetting the Sato PW4NX and updating its firmware

The official procedures for initialisation from the [Tools] menu and for firmware updates from the [System] menu.

How do I reset my Sato PW4NX to factory settings?

Need: return to factory settings or erase the data stored in the printer.

Short answer: Go offline, open settings mode, then [Tools] > [Reset]. Choose the reset type ([Settings], [Data], [Data & Settings] or [Internal data]), then the scope, for example [Factory Reset], or [Factory Reset (-Interface)] to keep the interface settings.

LIKELY CAUSE

Sato points out that initialisation is not normally necessary, that it can change the print conditions and that erased data and settings cannot be recovered.

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Caution: Erased data and settings cannot be recovered: first back them up to a USB flash drive with the [Clone] function in the [Tools] menu (.pkg file).

OFFICIAL INITIALISATION PROCEDURE

1. If the printer is online, switch to offline mode.
2. Open settings mode (enter the password if it is enabled).
3. Select [Tools], then [Reset].
4. Choose the type: [Data] (stored fonts and graphics), [Data & Settings], [Settings] (settings only) or [Internal data].
5. For [Data & Settings] or [Settings], choose the scope: [User Reset], [User Reset (-Interface)], [Factory Reset], [Factory Reset (-Interface)], [Interface] or [Printing].
6. Start the initialisation; depending on the items chosen, the printer restarts at the end.

[Internal data] deletes, among other things, the proxy settings: communication with SATO App Storage and SOS is no longer possible until they are reconfigured. If you forget the settings mode password, refer to the procedure described in the [System] menu section of the Sato manual.

Sources: [Procedures for Initializing](#) · [\[Tools\] Menu](#) · [\[System\] Menu](#) – PW4NX Operator Manual (official documentation).

How do I update the firmware on my Sato PW4NX, and what does “Error 1023 (NTP Error)” mean?

Possible message: Error 1023 (NTP Error) .

Short answer: The update is started from the [System] menu: the printer connects to the SATO App Storage server, then downloads and installs the latest available firmware. The printer's time must be correct; error 1023 indicates that it could not reach the time server (NTP).

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LIKELY CAUSE

Error 1023: unable to connect to the time server to set the date and time, or a setting error or network failure. Sato specifies that an incorrect time can cause the server certificate check and HTTPS communication to fail during the update.

Caution: Do not switch off the printer during an update (risk of malfunction according to Sato). Installation does not take place if the battery is low.

WHAT TO DO

1. Check that the printer is connected to the network ([Interface] > [Network] enabled) and that its date and time are correct; enable NTP if a network is available.
2. Error 1023: check the time server address ([NTP] menu), the connection to this server and the network settings, then clear the error with CLEAR.
3. Run [Firmware Update] in the [System] menu: the printer downloads and installs the latest firmware if one exists.
4. To automate this, enable [Auto Update] and choose [Auto Update Timing] ([Periodic] or [Power Off]).
5. If error 1023 persists, contact Sato technical support.

Automatic download is skipped if the internal memory has less than twice the size of the firmware package. The SATO App Storage credentials (Company ID, Login ID, Password) specific to your account are entered in the [System] menu.

Sources: [Error Message 1023 \(NTP Error\)](#) · [\[System\] Menu](#) · [Powering Off the Product](#) – PW4NX Operator Manual (official documentation).

Other Sato PW4NX problems: USB flash drive

Errors related to the USB flash drive plugged into the printer.

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What does “Error 1013 (USB R/W Error)” mean on my Sato PW4NX?

On-screen message: Error 1013 (USB R/W Error) .

Short answer: The printer could not write to the USB flash drive: drive removed during writing, insufficient space, writing impossible or drive not formatted. Reconnect the drive, free up space or format it as FAT32, or use a different drive.

LIKELY CAUSE

Sato cites four causes: USB flash drive removed during writing; insufficient space for copying; writing failed; drive not formatted.

WHAT TO DO

1. Reconnect the USB flash drive, then disconnect it: this clears the error (you can also press CLEAR).
2. Check that the drive has enough space for the copy.
3. If writing still fails, replace the drive.
4. If the drive is not formatted, format it as FAT32.
5. If the error persists, contact Sato technical support.

Sato asks you to scan any USB flash drive with antivirus software before connecting it; a USB host cable (Mini-B) is required.

Sources: [Error Message 1013 \(USB R/W Error\)](#) · [\[Tools\] Menu](#) – PW4NX Operator Manual (official documentation).

When should you call a technician for a Sato PW4NX?

The entries above first suggest reloading, cleaning, calibration or a battery change. In the following cases, the Sato manual refers you to its technical support or your reseller:

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- **“Error 1007 (Cover Open)” persisting with the cover closed:** faulty cover open sensor.
- **“Error 1012 (Head Error)”:** worn or damaged printhead, to be replaced.
- **“Error 1001” or “Error 1145” after restarting:** product fault or unauthorised access detected.
- **Media not feeding correctly after automatic calibration:** sensor adjustment to be checked by the reseller or Sato support.
- **“Error 1050” or “Error 1128” (Bluetooth):** control board to be replaced.
- **“Error 1068 (WLAN Error)”:** damaged Wi-Fi module, control board to be replaced.
- **“Error 1075 (NFC Error)”:** NFC module to be replaced.
- **Battery error persisting with a new battery:** diagnosis by the reseller or Sato support.
- **Charging that does not finish within the expected time:** stop charging, remove the battery and contact the reseller or Sato support.

Avoiding recurring faults on the Sato PW4NX: 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 PW4NX 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.

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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.

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 PW4NX troubleshooting: frequently asked questions

How do I calibrate a Sato PW4NX?

First choose the sensor type in the [Printing] menu, under [Sensor Type]: [Gap] for labels separated by a gap, [I-Mark] for a black mark. Then run [Auto-calibration] in [Printing], [Advanced], [Calibrate], with only the liner placed over the sensor and the cover closed. Reload the media and check the feed with the FEED button; if it fails, reload the media correctly and start again. [See the detailed entry.](#)

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What does error 1008 mean on a Sato PW4NX?

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

How do I clear error 1138 Battery Lock on a Sato PW4NX?

Error 1138 indicates that the battery protection has activated, after prolonged use in a hot or cold environment or continuous printing at a high print ratio. Remove the battery, wait about 10 seconds, then recharge it with the Sato AC adapter or charger. If the error continues, replace the battery. [See the detailed entry.](#)

Why is my Sato PW4NX printing faded?

Sato cites incorrectly loaded media, a dirty printhead or sensor, and unsuitable darkness and speed settings. Clean the printhead, run a test print from the [Tools] menu, then adjust [Darkness] and [Speed] in the [Printing] menu. [See the detailed entry.](#)

How do I clean the printhead on a Sato PW4NX?

Switch off the printer, remove the battery, open the cover and remove the media. Once the printhead has cooled down, wipe it with a cotton cloth moistened with the cleaning fluid recommended by Sato, without touching its edge with bare hands, then clean the guides, the sensors and the platen roller in the same way. Sato recommends this cleaning after each roll. [See the detailed entry.](#)

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Why will my Sato PW4NX not connect via Bluetooth?

Check that Bluetooth is enabled on the printer and the computer, that the interface settings are correct, and move the printer away from Wi-Fi devices, microwave ovens and metal obstacles. Then restart both devices and reinstall the driver if necessary. Errors 1050 and 1128 indicate a faulty module that is a matter for Sato support. [See the detailed entry.](#)

How do I reset a Sato PW4NX?

Go offline, open settings mode then the [Tools] menu, under [Reset]. Choose the reset type and then the scope, for example [Factory Reset]. Erased data and settings cannot be recovered: Sato advises backing them up first to a USB flash drive with the [Clone] function. [See the detailed entry.](#)

When should the battery in a Sato PW4NX be replaced?

Sato recommends replacement after 300 charge cycles or 3 years of use, whichever comes first. Errors 1061, 1062, 1063, 1070 and 1071 also indicate a degraded, faulty or worn-out battery that needs replacing. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and messages in this guide come from the pages below of the official Sato PW4NX online user manual (PW4NX Operator Manual), consulted on 20 October 2026.

- [Table of Contents](#)  – PW4NX Operator Manual **official**
- [Troubleshooting](#)  – PW4NX Operator Manual **official**

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- [When an Error Message Appears](#)  – PW4NX Operator Manual **official**
- [Error Message 1001 \(Machine Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1007 \(Cover Open\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1008 \(Out of Paper\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1010 \(Media Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1012 \(Head Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1013 \(USB R/W Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1017 \(SBPL Command Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1022 \(Print Head Overheated\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1023 \(NTP Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1028 \(Gap Not Found\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1035 \(I-mark Not Found\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1043 \(Battery Low\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1050 \(Bluetooth Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1058 \(CRC Check Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1059 \(Battery Low\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1060 \(No Battery\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1061 \(Battery Degradation\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1062 \(Battery Temperature Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1063 \(Battery Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1064 \(Motor Overheated\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1066 \(Paper Jam\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1067 \(Charging\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1068 \(WLAN Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1070 \(Battery wearing out\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1071 \(Worn out battery\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1072 \(Power Off Error\)](#)  – PW4NX Operator Manual **official**
- [Error Message 1075 \(NFC Error\)](#)  – PW4NX Operator Manual **official**

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- [Error Message 1076 \(Invalid command in NFC\)](#) [↗](#) – PW4NX Operator Manual **official**
- [Error Message 1099 \(Config Warning\)](#) [↗](#) – PW4NX Operator Manual **official**
- [Error Message 1128 \(Bluetooth MFi Chip Module Error\)](#) [↗](#) – PW4NX Operator Manual **official**
- [Error Message 1137 \(Invalid Dispenser Setup\)](#) [↗](#) – PW4NX Operator Manual **official**
- [Error Message 1138 \(Battery Lock\)](#) [↗](#) – PW4NX Operator Manual **official**
- [Error Message 1145 \(Unauthorized access detected\)](#) [↗](#) – PW4NX Operator Manual **official**
- [LED Indicator](#) [↗](#) – PW4NX Operator Manual **official**
- [Operations When Errors Occur](#) [↗](#) – PW4NX Operator Manual **official**
- [Battery Indicator](#) [↗](#) – PW4NX Operator Manual **official**
- [The LED Indicator Lights Red](#) [↗](#) – PW4NX Operator Manual **official**
- [The Overall Printout Is Light](#) [↗](#) – PW4NX Operator Manual **official**
- [The Overall Printout Is too Dark](#) [↗](#) – PW4NX Operator Manual **official**
- [A Part of the Printout Is Light](#) [↗](#) – PW4NX Operator Manual **official**
- [The Printout Is Shifted to One Side](#) [↗](#) – PW4NX Operator Manual **official**
- [A Part of the Printout Is Dirty and Black Streaks Appear](#) [↗](#) – PW4NX Operator Manual **official**
- [The Printed Image Is Different from the Print Data](#) [↗](#) – PW4NX Operator Manual **official**
- [The Print Position Is Shifted Vertically from the Media Feed Direction](#) [↗](#) – PW4NX Operator Manual **official**
- [Incorrect Print Position](#) [↗](#) – PW4NX Operator Manual **official**
- [Media Does Not Feed](#) [↗](#) – PW4NX Operator Manual **official**
- [Media Is Fed According to the Specified Number, but Not Printed](#) [↗](#) – PW4NX Operator Manual **official**
- [The Label Does Not Stop at the Specified Position/the Label Does Not Stop](#) [↗](#) – PW4NX Operator Manual **official**
- [Label Does Not Dispense](#) [↗](#) – PW4NX Operator Manual **official**
- [The Label Is Not Printed Even If the Previous Label Is Dispensed](#) [↗](#) – PW4NX Operator Manual **official**
- [The Label Falls at the Dispenser Stop Position](#) [↗](#) – PW4NX Operator Manual **official**
- [Using dispenser unit](#) [↗](#) – PW4NX Operator Manual **official**
- [The Media Has Jammed](#) [↗](#) – PW4NX Operator Manual **official**
- [Cannot Output After Data Is Sent](#) [↗](#) – PW4NX Operator Manual **official**
- [Cannot Communicate via NFC](#) [↗](#) – PW4NX Operator Manual **official**

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- [Cannot Communicate via Bluetooth](#)  – PW4NX Operator Manual **official**
- [Cannot Communicate via USB](#)  – PW4NX Operator Manual **official**
- [Cannot Communicate via Wireless LAN](#)  – PW4NX Operator Manual **official**
- [No Power/Nothing on the Screen](#)  – PW4NX Operator Manual **official**
- [Battery Does Not Charge](#)  – PW4NX Operator Manual **official**
- [Cannot Read the Barcode](#)  – PW4NX Operator Manual **official**
- [Cleaning the Inside of the Product](#)  – PW4NX Operator Manual **official**
- [Cleaning the Inside of the Product \(for Linerless Models\)](#)  – PW4NX Operator Manual **official**
- [Cleaning](#)  – PW4NX Operator Manual **official**
- [Cleaning Intervals](#)  – PW4NX Operator Manual **official**
- [Replacing Consumable Parts](#)  – PW4NX Operator Manual **official**
- [Replacing the Print Head](#)  – PW4NX Operator Manual **official**
- [Replacing the Platen Roller](#)  – PW4NX Operator Manual **official**
- [\[Printing\] Menu](#)  – PW4NX Operator Manual **official**
- [Media Sensor Type](#)  – PW4NX Operator Manual **official**
- [\[Tools\] Menu](#)  – PW4NX Operator Manual **official**
- [\[System\] Menu](#)  – PW4NX Operator Manual **official**
- [Procedures for Initializing](#)  – PW4NX Operator Manual **official**
- [Loading the Media Roll: Continuous/Tear-Off/Linerless Tear-Off Mode](#)  – PW4NX Operator Manual **official**
- [Loading the Media Roll: Dispenser Mode](#)  – PW4NX Operator Manual **official**
- [Safety Precautions for the Battery](#)  – PW4NX Operator Manual **official**
- [Charging the Battery](#)  – PW4NX Operator Manual **official**
- [Precautions during charging](#)  – PW4NX Operator Manual **official**
- [Inserting the Battery](#)  – PW4NX Operator Manual **official**
- [Charging Using AC Adapter \(Option\)](#)  – PW4NX Operator Manual **official**
- [Powering Off the Product](#)  – PW4NX Operator Manual **official**
- [Bluetooth Interface Connection \(Standard\)](#)  – PW4NX Operator Manual **official**
- [Wireless LAN Interface Connection \(Standard\)](#)  – PW4NX Operator Manual **official**
- [NFC Interface Connection \(Standard\)](#)  – PW4NX Operator Manual **official**

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- [Hardware](#)  – PW4NX Operator Manual **official**

The “Linerless Platen Roller Replacement Timing” page of the Sato PW4NX online manual and the French version of the online manual (path /pw4nx/fr/) 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 PW4NX](#)
- [All Sato printer troubleshooting guides](#) (FX3-LX, PW208NX, CL4NX, CL6NX Plus, CT4-LX, 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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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/sato/pw4nx>, updated on 21 October 2026.

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