Important notice regarding PW208NX series platen roller part defect

SATO Corporation has found a defect in a platen roller¹ part used in the PW208NX mobile printer series. The part tends to fall off before reaching its expected end of life. This notice is to inform users of the issue and how SATO will resolve it.

The faulty part is the spacer, which is attached to the platen roller to keep its shaft bearing positioned at the intended place in case the printer is dropped. (See Photo 1) If the spacer falls off and the printer is repeatedly dropped while the bearing is not in its intended position, the bearing and other peripheral parts may incur damage, which could ultimately affect print quality (e.g., smeared print).

The sheer absence of the spacer, however, rarely causes damage to other peripheral parts such as the shaft bearing and is unlikely to affect print quality.

The soft and flexible nature of the spacer material has been determined to be the cause of the slippage. When the spacer spins with the platen roller during printing, it expands in diameter to eventually spin off from the shaft. (See Photo 2)

We have countered this issue by making all new spacers with stainless steel. (See Photo 3)

While the defect is unlikely to affect print quality, SATO will replace the part free of charge upon request. Please contact our service representative for more details. Replacement of the spacer on affected models will also be made free of charge even in repairs unrelated to this defect.

We apologize for any inconvenience this issue may cause and ask for your understanding and cooperation as we strive to regain our customers' full trust in SATO hardware products. Thank you.

1. A roller used to feed paper and apply appropriate pressure on the print head.

Contacts

Service representative:

SATO UK Ltd. (email: techsupport-uk@sato-global.com)

Media inquiries:

Kevin Leidheiser Public Relations Office, SATO Holdings Corporation grp-koho [@] sato-global.com, +81 3 6628 2415

Photo 1



Photo 2







Affected models

The following models sold since launch and manufactured before or during March 2021 are subject to replacement of the faulty spacer. (Products made from April 2021 already use the new part.)

PW208NX

PW208mNX



How to replace

If you own an affected model and would like to replace the part, please contact our service representative. We will replace the existing spacer for a new stainless steel one free of charge.

How to identify affected models

See the label on the back side of the printer and find the two-letter code below the barcode (as marked red in the figure below). If the two-letter code matches those listed below, the model is subject to replacement. (If your two-letter code is not listed here, no action is required)

BK	BL	BM									
CA	СВ	CC	CD	CE	CF	CG	СН	CJ	СК	CL	СМ
DA	DB	DC	DD	DE	DF	DG	DH	DJ	DK	DL	DM
EA	EB	EC	ED	EE	EF	EG	EH	EJ	EK	EL	EM
FA	FB	FC									





Label on the back side of printer