

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:

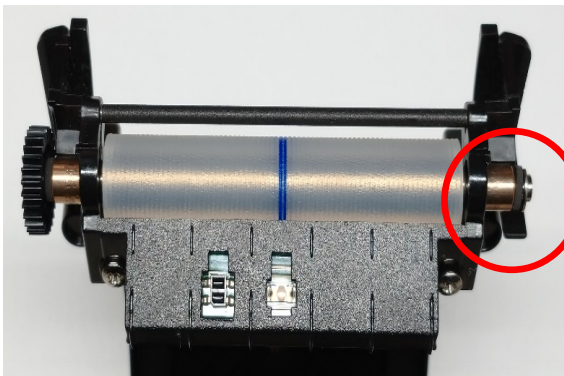
SATO UK Ltd. (email: techsupport-uk@sato-global.com)

Media inquiries:

Kevin Leidheiser

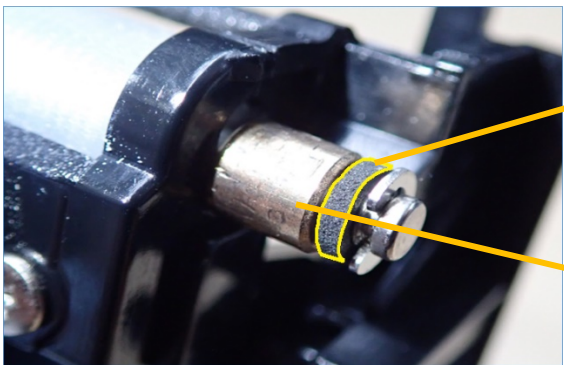
Public Relations Office, SATO Holdings Corporation
grp-koho [at] sato-global.com, +81 3 6628 2415

Photo 1



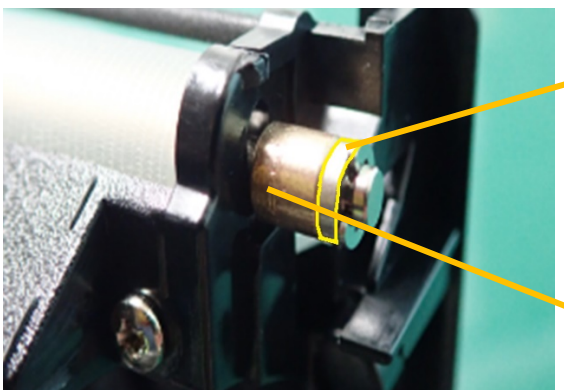
Spacer location

Photo 2

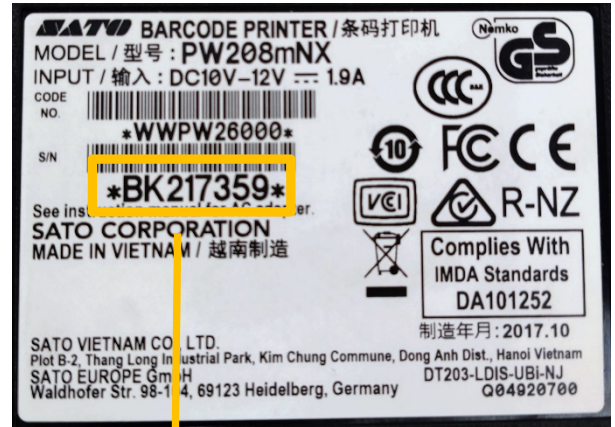


Before replacement

Photo 3



After replacement (Stainless steel)



Label on the back side of printer