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Honeywell Announces Update of Main Board in PX45 and PX65 Product Family to Address Unwanted Sound

Honeywell is updating the PX45 and PX65 product families to address a high-frequency noise that some users have identified coming from the printer's motor area during use.

CUSTOMER EXPERIENCE

After printing, there have been reports of a high-frequency sound in certain printers with main boards 50137711-009 or older with firmware MR 20.4. We have not seen reports of this issue when using MR19 or earlier firmware. Please see the table below.

Main Board	FW version	User reports of high-frequency noise
50137711-009 or older	MR19 or older	No material complaints
50137711-009 or older	MR20.4	Yes
50137711-019 or newer	MR20.4	No material complaints

The new main board and firmware begin shipping with the following serial numbers:

- 20022464001 for PX45
- 19922465025 for PX65

REPAIR PROCESS FOR DEPLOYED PRINTERS

To the extent you are experiencing this issue, contact your Honeywell service center or Honeywell authorized service partners to have the main board replaced with 50137711-019FRE. With the change to the mainboard, the firmware does not need to be updated.

REGIONS AFFECTED

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| ☒ Asia Pacific (APAC) | ☒ Middle East, Turkey, Africa (META) |
| ☒ Europe (EU) | ☒ Latin America (LATAM) |
| ☒ Greater China (GrCH) | ☒ North America (NA) |

FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.