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TROUBLESHOOTING GUIDE

Brother TJ-4420TN troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Brother documentation, TJ-4420TN/4520TN/4620TN/4422TN/4522TN user guide and Brother support FAQ (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Brother TJ-4420TN product page →

In brief. The Brother TJ-4420TN is a 4-inch industrial label printer, thermal transfer or direct thermal, with an LCD display; this guide also applies to the TJ-4520TN (300 dpi), which is described in the same Brother guide. It reports its errors through a three-colour LED indicator, its display and the status shown in the BPM software. The causes Brother cites most often are a roll or ribbon that has run out or is incorrectly loaded, an uncalibrated label sensor, a dirty printhead or platen roller, and incorrectly adjusted head or ribbon tension. Each entry gives the cause and the procedure from the official Brother documentation. Click a question to open the entry.

- **The light is red or a message is displayed** (Plus de Papier, Plus de Ruban, Paper Jam...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** see the [calibration](#), [wrinkled labels](#) and [faded print](#) entries.

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- **The printer receives nothing:** see the [no printing](#), [Ethernet](#) and [Wi-Fi](#) entries.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What does the light on my Brother TJ-4420TN mean? Lookup by light and by message

The TJ-4420TN reports its status through a three-colour LED indicator (green, orange, red), its LCD display and, when the printer is connected to a computer, the status shown in the BPM software. The table links each status documented by Brother to its cause and to the troubleshooting entry.

Message or state	LED indicator (Brother guide and FAQ)	Likely cause	Entry
Printer ready	● Solid green	Printer on and ready	Lights
Receiving data or paused	● Flashing green	Data received from the computer, or printer paused	Lights
Clearing memory	● Solid orange	The printer is clearing data from its memory	Lights
Chariot ouvert (head open)	● Solid red	Printhead open or roll cover not properly closed	Head open
Cutter error	● Solid red	Error reported by the cutter (option)	Cutter

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Message or state	LED indicator (Brother guide and FAQ)	Likely cause	Entry
Plus de Papier (out of paper; “Pas de papier”)	● Flashing red	Roll used up, incorrectly installed, or sensor not calibrated	<u>Paper empty</u>
Plus de Ruban / Err. Encoder Ruban/Err. Fin Ruban. (out of ribbon; “Pas de ruban”)	● Flashing red	Ribbon used up or incorrectly installed	<u>Ribbon empty</u>
Paper Jam	● Flashing red	Label stuck, sensor not calibrated or incorrect paper size	<u>Paper jam</u>
Memory error	● Flashing red	Cause not detailed in the documentation consulted	<u>Lights</u>
Prendre l'étiquette (take the label)	—	Peeler mode active: label to be removed	<u>Prendre l'étiquette (take the label)</u>
No printing on the label	—	Ribbon or media incorrectly loaded or incompatible, darkness incorrectly set	<u>Blank labels</u>
“Printhead cleaning” icon	—	Status icon related to printhead maintenance	<u>Printhead cleaning</u>

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The light states come from the “LED indicators and buttons” section of the Brother user guide and from the FAQ “What do the indicator lights mean?”. The labels “Plus de Papier”, “Plus de Ruban” and “Paper Jam” are those of the status shown by the BPM software in the Brother FAQs; the exact label on the LCD display may differ. A dash indicates that the page consulted does not specify the light state.

Brother TJ-4420TN red light and error messages: causes and solutions

Brother documents five LED indicator states and four errors signalled by the flashing red light (paper, ribbon, jam, memory). For each one: the short answer, the cause given by Brother and the steps to follow.

Why is the light on my Brother TJ-4420TN flashing red?

Light: red LED flashing (or solid red) · Status: depending on the error, **Plus de Papier** (out of paper), **Plus de Ruban** (out of ribbon), **Paper Jam** ...

Short answer: According to Brother, a flashing red LED indicates a print error: paper empty, paper jam, ribbon empty or memory error. A solid red LED indicates an open printhead or a cutter error. Read the message on the display or the status shown by the BPM software, then open the matching entry.

LIKELY CAUSE

The Brother guide describes five states of the TJ-4420TN LED indicator: solid green (printer on and ready), flashing green (receiving data from the computer, or printer paused), solid orange (clearing data from memory), solid red (printhead open or cutter error) and flashing red (print error: paper empty, paper jam, ribbon empty or memory error).

WHAT TO DO

1. Note the message shown on the LCD display or, when the printer is connected to the computer, the status shown by the Brother Printer Management Tool (BPM) software.

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2. “Plus de Papier” (out of paper): see the [paper empty](#) entry.
3. “Plus de Ruban” (out of ribbon) or “Err. Encoder Ruban/Err. Fin Ruban.”: see the [ribbon empty](#) entry.
4. “Paper Jam”: see the [paper jam](#) entry.
5. Solid red LED: check that the printhead is closed ([head open](#)) or, if the printer has a cutter, see the [cutter](#) entry.
6. Memory error: the documentation consulted does not detail the cause. The **Gestionn. fich.** (file manager) menu shows the available memory (DRAM, FLASH, card, USB).

The “Prendre l'étiquette” (take the label) message is not a fault: it indicates that peeler mode is active (see [Prendre l'étiquette](#)).

Sources: [2.3.1 LED indicators and buttons](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [7.5 File manager](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [What do the indicator lights mean?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) (official documentation).

Why does my Brother TJ-4420TN show “Plus de Papier” (out of paper) when a roll is loaded?

BPM status: **Plus de Papier** (out of paper; “Pas de papier” in the indicator light FAQ) · Light: red LED flashing.

Short answer: According to Brother, the roll has run out or is incorrectly installed, or the gap or black mark sensor is not calibrated. Check that the media passes through the paper sensor, close the printhead, then calibrate the sensor.

LIKELY CAUSE

The Brother FAQ cites three causes: there are not enough labels left on the roll, the roll is not installed correctly, or the gap (spacing) or black mark sensor is not calibrated. The indicator light FAQ gives the same causes for “Pas de papier” (no paper).



WHAT TO DO

1. Check that there are labels left; if not, install a new roll.
2. Check the media path: it must pass through the damper, through the paper sensor, then through the front label guide (see [loading labels](#)).
3. Using the paper sensor position knob, align the gap sensor (triangle mark) or the black mark sensor (arrow mark) with the gap or mark on the roll.
4. Close the printhead by pressing on both sides until it locks.
5. Calibrate the sensor (see [calibration](#)).

The Brother guide recommends calibrating the sensor each time you change media.

Sources: [The LED flashes red and the printer status in the BPM \(Brother Printer Management\) software shows “Plus de Papier” \(out of paper\).](#) [↗](#) – Brother France support FAQ (TJ-4420TN) · [What do the indicator lights mean?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) · [3.4 Loading the media](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

Why does my Brother TJ-4420TN show “Plus de Ruban” (out of ribbon) or “Err. Encoder Ruban”?

BPM status: **Plus de Ruban** (out of ribbon) or **Err. Encoder Ruban/Err. Fin Ruban**.
 (“Pas de ruban” in the indicator light FAQ) · Light: red LED flashing.

Short answer: According to Brother, the ribbon has run out or is incorrectly installed. Replace it with a new ribbon, or reinstall it, passing it under the guide bar and through the ribbon sensor slot.

LIKELY CAUSE

The Brother FAQ cites two causes: there is not enough ribbon left, or the ribbon is not installed correctly. The indicator light FAQ gives the same causes for “Pas de ruban” (no ribbon).

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WHAT TO DO

1. Open the cover and check how much ribbon is left; the home screen also shows the ribbon capacity in metres.
2. If the ribbon has run out, cut the used ribbon along the dotted line, remove it from the rewind spindle by pressing the release button, then install a new ribbon (see [loading the ribbon](#)).
3. If there is ribbon left, reinstall it: under the guide bar and through the ribbon sensor slot, following the diagram printed on the cover.
4. Tension the ribbon with the rewind spindle, then close the printhead by pressing on both sides.

To print in direct thermal mode (without ribbon), the Brother guide says to set the **Ribbon** parameter to NO in BPM: this setting disables the ribbon sensor and the ribbon encoder sensor (see [blank labels](#)).

Sources: [The LED flashes red and the printer status in the BPM \(Brother Printer Management\) software shows “Plus de Ruban” \(out of ribbon\)...](#) [↗](#) – Brother France support FAQ (TJ-4420TN) · [What do the indicator lights mean?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) · [3.2 Loading the ribbon](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [3.3 Removing the used ribbon](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [5.2 Direct thermal / thermal transfer methods](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

What should I do when my Brother TJ-4420TN reports “Paper Jam”?

BPM status: **Paper Jam** · Light: red LED flashing.

Short answer: Brother cites three causes: a label stuck inside the printer, an uncalibrated gap or black mark sensor, or a paper size that does not match the roll. Remove the stuck label, check the paper width and height in BPM, then calibrate the sensor.

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LIKELY CAUSE

According to the Brother FAQ, the error appears when a label has stuck inside the printer, when the gap and black mark sensor is not calibrated, or when the paper size set does not match the roll installed. The indicator light FAQ adds that selecting the wrong label size can cause a jam.

WHAT TO DO

1. Open the cover and the printhead, then carefully remove any label stuck inside, without damaging the printer.
2. Connect the printer to the computer, switch it on, launch BPM and click **Configuration Imprimante** (printer configuration).
3. In the **FBPL** tab, check that the paper width and height match the roll installed.
4. Calibrate the sensor (see [calibration](#)).

Sources: [The LED flashes red and the printer status in the BPM \(Brother Printer Management Tool\) shows "Paper Jam"](#). [What do the indicator lights mean?](#) – Brother France support FAQ (TJ-4420TN) (official documentation).

Why does the light on my Brother TJ-4420TN stay solid red (head open)?

Light: solid red LED · Message: **Chariot ouvert** (carriage open; label used in the Brother FAQ).

Short answer: According to Brother, a solid red LED indicates an open printhead or a cutter error. Close the printhead by pressing on both sides until it locks, then close the roll compartment cover properly.

LIKELY CAUSE

The Brother guide associates the solid red LED with an open printhead or a cutter error. The indicator light FAQ describes the “Chariot ouvert” (carriage open) case and says to check that the roll compartment cover is properly closed.

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WHAT TO DO

1. Open the media cover and see whether the printhead is raised (printhead release lever).
2. Close the printhead by pressing down on both sides until it locks.
3. Close the roll compartment cover.
4. If the printer is fitted with the cutter and the LED stays solid red, see the [cutter](#) entry.

Sources: [2.3.1 LED indicators and buttons](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [3.2 Loading the ribbon](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [What do the indicator lights mean?](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

My Brother TJ-4420TN skips labels or does not detect them: sensor calibration

Most paper errors and skipped labels are resolved by calibrating the gap or black mark sensor, which Brother recommends each time you change media.

How do I calibrate the label sensor on a Brother TJ-4420TN?

Symptoms: labels not detected, “Plus de Papier” or “Paper Jam” after changing the roll, skipped labels.

Short answer: On the display, open the menu, then **Capteur** (sensor) > **Auto Calibration**, and choose the type of consumable. Brother recommends calibrating on a new printer, each time you change media and after an initialisation.

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LIKELY CAUSE

The TJ-4420TN detects labels with a gap sensor (transmissive), which finds the start of each label, or with a black mark sensor (reflective). According to Brother, automatic calibration determines the sensor type and feeds up to three labels to adjust the sensitivity.

OFFICIAL CALIBRATION PROCEDURE

1. Load the media (and the ribbon for thermal transfer), pass it through the paper sensor, then close the printhead.
2. Method 1, on the display: tap the Menu icon, choose **Capteur** (sensor), then **Auto Calibration**, and select the type of consumable.
3. Method 2, with BPM (Windows only): with the printer on, launch BPM, click **Fonction imprimante** (printer function), then **Étalonner** (calibrate), choose the sensor type and click **Étalonner**.
4. Method 3, at power-on: with the printer off, hold down the right select button, switch the printer on and release the button when **Calibrage cellule** (sensor calibration) appears (the Brother FAQ also says to release it when the LED has flashed red five times).
5. To target a specific sensor, the **Calibrage marq.noire** (black mark calibration) and **Calibrage échenil** (die-cut label calibration) utilities are started in the same way at power-on.
6. If automatic calibration is not suitable, the **Capteur** (sensor) menu offers a manual configuration: paper length and gap size (or black mark size), then reading of the media.

During method 3, the LED turns orange, then flashes red five times, orange five times, green five times, green/orange five times and red/orange five times, before staying solid green. For thermal transfer, calibrate with the ribbon in place (see [gradual drift](#)).

Sources: [7.2 Sensor settings](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [8.2 Automatic paper sensor calibration](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [6.1 Power-on utilities](#)  – Brother TJ-

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4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [How to calibrate the gap or black mark sensor by operating the printer directly](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

Why does my Brother TJ-4420TN skip a label when printing?

Symptom: a label is skipped (left blank) during printing.

Short answer: According to Brother, the label size set is incorrect, the sensor sensitivity is incorrectly set, or the sensors are dusty. Check the width and height in BPM, clean the sensors, then calibrate again.

LIKELY CAUSE

The Brother FAQ “The label is skipped when printing” cites three causes: an incorrectly set label size, unsuitable sensor sensitivity, and dust on the gap or black mark detector.

WHAT TO DO

1. In BPM, click **Configuration Imprimante** (printer configuration) and, in the **FBPL** tab, check the paper width and height.
2. Calibrate the sensor with the Auto Gap or Manual Gap option (see [calibration](#)).
3. If necessary, change the **Détection de seuil** (threshold detection) parameter in the **Avancé** (advanced) tab of the BPM configuration, then click **Définir** (set).
4. With the printer off, remove dust from the gap sensor and the black mark sensor with compressed air or a vacuum cleaner (see [maintenance](#)).

Sources: [The label is skipped during printing.](#)  · [How do I clean / maintain my printer?](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

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Why does the print or cut position gradually drift on my Brother TJ-4420TN?

Symptom: in thermal transfer mode, the print or cut gradually shifts from one label to the next.

Short answer: According to Brother, this drift occurs when the media sensor was calibrated without ribbon loaded. Load the ribbon, then calibrate the sensor again.

LIKELY CAUSE

The Brother FAQ states that the problem occurs in thermal transfer printing when the media sensor was calibrated without ribbon in the printer.

WHAT TO DO

1. Check that the ribbon is loaded (see [loading the ribbon](#)).
2. Calibrate the media sensor again with the ribbon in place (see [calibration](#)).

Source: [When printing by thermal transfer, the print or cut position gradually shifts.](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

Ribbon and labels on the Brother TJ-4420TN: loading and wrinkles

Loading the ribbon and the roll according to the Brother guide, and adjusting the tension when the ribbon or label wrinkles.

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How do I install the ribbon on a Brother TJ-4420TN?

Symptoms: “Plus de Ruban” after a replacement, ribbon not winding, nothing prints in thermal transfer mode.

Short answer: Place the ribbon on the supply spindle with the ink side the right way round, open the printhead, then pass the ribbon under the guide bar and through the ribbon sensor slot. Turn the rewind spindle 3 to 5 turns, until the ribbon is smooth and free of wrinkles.

LIKELY CAUSE

The Brother guide describes a precise ribbon path, shown in a diagram printed on the cover. A ribbon fitted with the ink side the wrong way round or outside the ribbon sensor slot causes ribbon errors or blank labels.

BROTHER RIBBON LOADING PROCEDURE

1. Open the media cover.
2. Install the ribbon on the supply spindle, taking the ink side into account (inside or outside depending on the ribbon).
3. Push the printhead release lever to open it.
4. Pass the ribbon under the guide bar and through the ribbon sensor slot, following the diagram printed on the cover.
5. Turn the rewind spindle anticlockwise, about 3 to 5 turns, until the ribbon is smooth, flat and free of wrinkles.
6. Close the printhead by pressing down on both sides of the lever.

To remove a used ribbon, the guide says to cut it with scissors along the dotted line, then press the ribbon release button to remove it from the rewind spindle. Brother recommends destroying the used ribbon if it retains visible prints.

Sources: [3.2 Loading the ribbon](#) · [3.3 Removing the used ribbon](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).



How do I load a roll of labels into a Brother TJ-4420TN?

Symptoms: labels not fed or not detected after changing the roll.

Short answer: Place the roll on the spindle, printed side up, open the printhead and pass the labels through the damper, the paper sensor and the front guide. Align the sensor with the gap or the black mark, close the printhead, then calibrate the sensor.

LIKELY CAUSE

According to the Brother guide, the media must pass through the paper sensor, and the sensor position must match the gap between labels or the black mark. The gap sensor is marked by a triangle and the black mark sensor by an arrow on its housing.

BROTHER MEDIA LOADING PROCEDURE

1. Open the cover, slide the roll guard to the end of the spindle, then fold it down.
2. Place the roll on the supply spindle, printed side up, then raise the guard to hold it in place.
3. Push the printhead release lever and pass the label through the damper, the paper sensor and the front label guide.
4. Using the paper sensor position knob, align the gap or black mark sensor with the gap or mark on the roll.
5. Adjust the front label guide to hold the media in position.
6. Close the printhead on both sides until it locks, set the sensor type and calibrate it (see [calibration](#)).

For external media (fanfold), feed it in through the external label entry slot, then follow the same path. The guide recommends calibrating the sensor each time you change media.

Sources: [3.4.1 Loading the label roll](#) · [3.4.2 Loading external media](#) · [2.2.2 Interior view](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

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Why are my labels wrinkled (ribbon creasing) on my Brother TJ-4420TN?

Symptoms: creases in the ribbon, printed label wrinkled.

Short answer: Brother cites incorrectly loaded ribbon or media, unsuitable darkness, an incorrectly adjusted label guide and incorrect head or ribbon tension. Reload the ribbon and the media, then adjust the ribbon tension screw one notch at a time, reprinting after each adjustment.

LIKELY CAUSE

The Brother FAQ “The printed label is wrinkled” cites five causes: ribbon and media incorrectly loaded, incorrect print darkness, a label guide not set to the media width, incorrectly adjusted head tension and incorrectly adjusted ribbon tension. The guide specifies that the ribbon tension screw and the head tension knob each have five levels.

WHAT TO DO

1. Reload the ribbon and the media (see [ribbon](#) and [labels](#)).
2. In BPM (**Configuration Imprimante, FBPL** tab), check and correct the darkness.
3. Set the label guide to the width of your labels.
4. Adjust the head tension knob according to the media width; for a label narrower than 50.8 mm (2 inches), place the tension position slider as close as possible to the edge of the label.
5. If the creases appear on one side, turn the ribbon tension screw one notch in the direction shown by the diagram in the guide (clockwise or anticlockwise), then reprint to check.
6. If the screw is at its stop and the creases persist, move the head tension position slider one level at a time, reprinting each time.
7. Finally, check that you are using the correct media and that its thickness and width are within the specifications in the guide.

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When to call a technician: if the creases persist after the tension adjustments and after trying another media, Brother asks you to contact its customer service or your reseller.

Sources: [The printed label is wrinkled.](#) ↗ – Brother France support FAQ (TJ-4420TN) · [4.2 Ribbon tension](#) ↗
– Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [4.2.3 Trying different media](#) ↗ – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

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

Faded print, grey line or blank labels on the Brother TJ-4420TN: what to do?

Brother links most print defects to the consumables, the cleanliness of the printhead and platen roller, the darkness and speed settings and the printhead tension.

Why is the print on my Brother TJ-4420TN faded or of poor quality?

Symptoms: light, uneven or poor-quality print.

Short answer: According to Brother, first check that the ribbon and labels are compatible and correctly loaded, then clean the printhead and the platen roller. If necessary, adjust the darkness and speed in BPM, as well as the head tension.

LIKELY CAUSE

The Brother FAQ “The print quality is poor” cites unsuitable or incorrectly loaded ribbon or media, dust or adhesive on the printhead or platen roller, unsuitable darkness and speed settings, and incorrectly adjusted head or ribbon tension.

Caution: Brother asks you to always switch off the printer before cleaning the printhead and

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to let the printhead cool for at least one minute.

WHAT TO DO (WITH THE BROTHER PRINthead CLEANING PROCEDURE)

1. Check that the correct ribbon and media are installed and correctly loaded.
2. Switch off the printer and let the printhead cool for at least one minute.
3. Open the media cover, then the printhead with the release lever.
4. Wipe the printhead with a lint-free cloth moistened with isopropyl alcohol or ethanol.
5. If adhesive or dust covers the platen roller, clean it too (see [platen roller](#)).
6. Close the printhead by pressing on both sides until it locks, then close the roll compartment cover.
7. In BPM, **Configuration Imprimante, FBPL** tab: check the darkness and the speed.
8. Print a self-test and examine the printhead test pattern at the bottom of the printout to spot any missing dots (see [printhead test](#)).
9. Adjust the head tension knob (five levels) according to the media width.

When to call a technician: if the quality remains poor after these checks, Brother refers you to your Brother reseller or its customer service.

Sources: [The print quality is poor.](#) · [How do I clean the printhead?](#) · [How do I clean the platen roller?](#)
– Brother France support FAQ (TJ-4420TN) (official documentation).

Why does a grey line appear on the labels printed by my Brother TJ-4420TN?

Symptom: grey horizontal line on the printed label.

Short answer: According to Brother, a horizontal line comes from dirt built up on the printhead or on the platen roller. Clean both, then check the head tension and the ribbon tension.

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LIKELY CAUSE

The Brother FAQ “The printed label contains grey lines” attributes the horizontal line to dirt on the surface of the printhead or on the platen roller.

Caution: Brother asks you to always switch off the printer before cleaning the printhead and to let the printhead cool for at least one minute.

WHAT TO DO

1. Clean the printhead (procedure in the [faded print](#) entry).
2. Clean the platen roller (see [platen roller](#)).
3. Check that the head tension and the ribbon tension are correctly adjusted (see [wrinkled labels](#)).

Sources: [The printed label has grey lines.](#) · [How do I clean the printhead?](#) – Brother France support FAQ (TJ-4420TN) (official documentation).

Why is the left or right side of the label printed poorly on my Brother TJ-4420TN?

Symptom: one edge of the label is faded or missing.

Short answer: Brother cites two causes: an incorrectly set label size or incorrect head tension. Check the paper width and height in BPM, then adjust the head tension knob according to the media width.

LIKELY CAUSE

The Brother FAQ “The left or right side of the label is not printed correctly” cites an incorrect label size setting and incorrect printhead tension.

WHAT TO DO

1. Connect the printer to the computer, launch BPM, click **Configuration Imprimante** (printer configuration) and check the paper width and height in the **FBPL** tab.

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2. Set the head tension knob to one of the five levels, according to the media width.
3. For a label narrower than 50.8 mm (2 inches), place the tension position slider as close as possible to the edge of the label, to avoid unnecessary friction between the printhead and the platen roller.

Source: [The left or right side of the label is not printed correctly.](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

Why does my Brother TJ-4420TN produce blank labels?

Symptom: the label feeds but nothing is printed (“No printing on the label” in the Brother FAQ).

Short answer: According to Brother, the ribbon or media is incorrectly loaded or incompatible, or the print darkness is incorrectly set. Check the direction of the ribbon's ink side, the print method selected (direct thermal or thermal transfer) and the darkness.

LIKELY CAUSE

The Brother indicator light FAQ cites incorrectly loaded or incompatible ribbon or media, and incorrectly set print darkness. The guide points out that the print method must match the consumable: direct thermal paper without ribbon, or thermal transfer paper with ribbon.

WHAT TO DO

1. Reload the media and the ribbon, checking that the ink side of the ribbon faces the right way.
2. Install consumables suited to the print method.
3. In the driver's printing preferences (**Support** (media) tab), choose the method: direct thermal or thermal transfer, then **Appliquer** (apply).
4. Or, in BPM (**Configuration imprimante, Avancé** (advanced) tab), set **Ribbon** to NO for direct thermal or to YES for thermal transfer, then click **Définir** (set).

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5. Adjust the print darkness (BPM, **FBPL** tab).

According to the guide, setting Ribbon to NO disables the ribbon sensor and the ribbon encoder sensor, even if their lists show YES.

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (TJ-4420TN) · [5.2 Direct thermal / thermal transfer methods](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

Brother TJ-4420TN printhead and platen roller: maintenance and checks

Printhead maintenance alert, heating dot test and platen roller cleaning, based on the Brother guide and FAQs.

What does the printhead cleaning icon on the display of my Brother TJ-4420TN mean?

Home screen: “Printhead cleaning” icon.

Short answer: The Brother guide lists a “Printhead cleaning” status icon and, in the Avancé (advanced) menu, a printhead maintenance warning based on the distance printed. Clean the printhead, then reset the counter with **RAZ Compteur** (reset counter).

LIKELY CAUSE

The **Avancé** (advanced) > **Print Head Maintn** menu triggers a warning after an adjustable print distance (**Intervalle** (interval), 1 km by default, enabled by **Alerte** (alert)). The **RAZ Compteur** (reset counter) option resets this warning after the printhead has been cleaned.

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Caution: Brother asks you to always switch off the printer before cleaning the printhead and to let the printhead cool for at least one minute.

WHAT TO DO

1. Clean the printhead following the Brother procedure (see [faded print](#)).
2. In the **Avancé** (advanced) menu, open **Print Head Maintn** and choose **RAZ Compteur** (reset counter).
3. To change how often the warning appears, set **Alerte** (alert) and **Intervalle** (interval) in the same menu.

Sources: [2.3.2 Home screen icons](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [7.4 Advanced settings](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [How do I clean the printhead?](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

How do I check whether the printhead on my Brother TJ-4420TN has defective dots?

Symptom: missing dots in the print.

Short answer: Print the configuration (self-test): a test pattern at the bottom of the printout lets you spot missing dots. The **Diagnosticque** (diagnostics) menu also offers a check of the printhead dots and temperature.

LIKELY CAUSE

The Brother guide provides two tools: the configuration printout, which includes a test pattern for spotting damaged printhead dots, and the **Tête d'impression** (printhead) diagnostic function, which checks the printhead dots and its temperature.

WHAT TO DO

1. In the **Diagnosticque** (diagnostics) menu, choose **Imprimer configuration** (print configuration), or use the power-on method described in the [self-test](#) entry.

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2. Examine the test pattern at the bottom of the printout and look for missing dots.
3. In the same menu, the **Tête d'impression** (printhead) function checks the printhead dots and its temperature.
4. If print quality is poor, Brother says to start by cleaning the printhead and the roller (see [faded print](#)).

Sources: [7.6 Diagnostic functions](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [The print quality is poor.](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

How do I clean the platen roller on a Brother TJ-4420TN?

Symptoms: adhesive or dirt on the roller, label wrapping around the roller, grey line on the print.

Short answer: Brother advises cleaning the platen roller each time you change the label roll. With the printer off, open the printhead, turn the roller and wipe it with a lint-free cloth or a cotton bud moistened with isopropyl alcohol or ethanol.

LIKELY CAUSE

According to the Brother FAQs, dirt and label adhesive built up on the platen roller can cause a grey line on the print or make the label wrap around the roller in cutter mode. Brother advises cleaning this roller each time the label roll is replaced.

Caution: Brother asks you to switch off the printer before cleaning.

BROTHER PROCEDURE

1. Switch the printer off.
2. Open the media cover.
3. Push the printhead release lever to open it.
4. Turn the platen roller and wipe it carefully with a lint-free cloth or a cotton bud moistened with isopropyl alcohol or ethanol.

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5. Close the printhead by pressing on both sides until it locks.

6. Close the roll compartment cover.

Brother reminds you to calibrate the gap and black mark sensor each time you change media (see [calibration](#)).

Sources: [How do I clean the platen roller?](#) · [The printed label has grey lines.](#) · [The label wraps around the platen roller when using the cutter.](#) – Brother France support FAQ (TJ-4420TN) (official documentation).

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

The Brother TJ-4420TN does not print or does not connect: USB, Ethernet, Wi-Fi and Bluetooth

The TJ-4420TN connects via USB and Ethernet; Wi-Fi and Bluetooth require the optional PA-WB-001 interface. These entries cover Brother's checks and installation procedures.

Why does my Brother TJ-4420TN print nothing when I send a label?

Symptom: no response after sending a job ("No printing" in the Brother FAQ).

Short answer: Brother cites a USB or serial cable that is incorrectly connected or damaged, an incorrectly configured wireless device, the wrong port in the Windows driver, a dirty printhead or a program that does not send the PRINT command. Reconnect the cable, check the driver port, then clean the printhead.

LIKELY CAUSE

The Brother indicator light FAQ cites five causes: loose or damaged serial or USB cable, wireless device incorrectly configured with the printer, incorrect port in the Windows driver, dirty printhead, or custom program that does not send the necessary commands.

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WHAT TO DO

1. Reconnect the serial or USB cable, or replace it if it is damaged.
2. For wireless, reset the wireless device settings so that they match those of the printer.
3. In the Windows driver, select the correct port.
4. Clean the printhead (see [faded print](#)).
5. If you use your own program, check that it sends the PRINT command and a carriage return with line feed (CRLF) at the end of each command line.

The guide points out that the Wi-Fi/Bluetooth and Ethernet interfaces cannot be active at the same time.

Sources: [What do the indicator lights mean?](#) ↗ – Brother France support FAQ (TJ-4420TN) · [5.1 Installing the driver](#) ↗ – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

How do I install a Brother TJ-4420TN on an Ethernet network?

Symptoms: printer cannot be found on the network, no network port in Windows.

Short answer: Connect the printer to the router or access point with a LAN cable: it obtains an IP address, which it shows on the display. Then install the driver with Seagull Driver Wizard (network option), creating a standard TCP/IP port with that address if necessary.

LIKELY CAUSE

According to the Brother guide, the printer receives a default IP address once it is connected to the network, and the Windows driver must use a TCP/IP port pointing to that address.

BROTHER PROCEDURE (WINDOWS)

1. Connect the printer and the computer to the router or access point with LAN cables; the printer shows its IP address on the display.

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2. Download the latest drivers from your model's page on support.brother.com.
3. Launch Seagull Driver Wizard, choose to install printer drivers, then the network option.
4. Select the printer; if the TCP/IP port does not appear, click **Create port**, then Standard TCP/IP port > New Port, and enter a port name and the printer's IP address.
5. Select this port in the **Specify Port** window and follow the instructions until the installation is complete.
6. If this fails, remove the drivers with Seagull Driver Wizard, then reset the printer in BPM (**Fonction imprimante** (printer function) > **Défaut usine** (factory default)).

Wi-Fi/Bluetooth and Ethernet cannot be active at the same time; the guide refers to the Interface menu (section 7.3) or to the FBPL manual for changing interface.

Source: [5.1.4 Wired network connection](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

How do I connect a Brother TJ-4420TN via Wi-Fi?

Symptoms: no Wi-Fi icon on the display, no IP address.

Short answer: Wi-Fi requires the optional PA-WB-001 WLAN/Bluetooth interface. Enter your network's SSID, security and password in **Interface** > **WiFi** (or in BPM via USB), then check the Wi-Fi icon and the IP address displayed.

LIKELY CAUSE

According to the Brother guide, the Wi-Fi icon appears only if the Wi-Fi interface is installed, Wi-Fi/Bluetooth cannot operate at the same time as Ethernet, and the printer's network settings must match those of the router.

BROTHER PROCEDURE

1. Check that the PA-WB-001 WLAN/BT interface is installed.

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2. On the display: **Interface** > **WiFi** , enter your network's SSID, security and password.
3. Or with BPM, with the printer connected via USB: **Configuration imprimante** (printer configuration) > Wi-Fi, enter the SSID, encryption and key, click **Définir** (set) then **Obtenir** (get), and check the IP address with **Fonction imprimante** (printer function) > **Page de config** (configuration page).
4. Check the Wi-Fi icon and the IP address shown by the printer.
5. Install the driver with Seagull Driver Wizard (network option), creating a standard TCP/IP port with the printer's IP address (see [Ethernet](#)).
6. If this fails, remove the drivers with Seagull Driver Wizard, then reset the printer in BPM (**Fonction imprimante** (printer function) > **Défaut usine** (factory default)).

Sources: [5.1.3 Wi-Fi connection](#) · [2.3.2 Home screen icons](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

How do I pair a Brother TJ-4420TN via Bluetooth?

Symptoms: printer missing from the Bluetooth list, no Bluetooth icon on the display.

Short answer: Bluetooth also requires the optional PA-WB-001 interface. Note the printer's Bluetooth name in **Interface** > **Bluetooth** , pair it from the Windows Bluetooth settings, then install the driver with the Bluetooth option.

LIKELY CAUSE

According to the Brother guide, the Bluetooth icon on the home screen appears only if the Bluetooth interface is installed, and Wi-Fi/Bluetooth cannot be active at the same time as Ethernet.

BROTHER PROCEDURE (WINDOWS)

1. Check that the PA-WB-001 WLAN/BT interface is installed and that Ethernet is not the active interface.

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2. Note the Bluetooth local name: on the display **Interface** > **Bluetooth**, or in BPM (USB) **Configuration imprimante** (printer configuration) > Bluetooth.
3. Turn on Bluetooth on the computer and add the printer from the Windows Bluetooth settings.
4. Launch Seagull Driver Wizard and choose to install the drivers with Bluetooth.
5. If this fails, remove the drivers, then reset the printer in BPM (**Fonction imprimante** (printer function) > **Défaut usine** (factory default)).

Sources: [5.1.2 Bluetooth connection](#) · [2.3.2 Home screen icons](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

Brother TJ-4420TN cutter and peeler: problems and settings

The cutter and the peeler kit are options for the TJ-4420TN. These entries cover the label that wraps around the roller and the “Prendre l'étiquette” (take the label) message.

Why does the label wrap around the roller when I use the cutter on my Brother TJ-4420TN?

Symptom: the label wraps around the platen roller in cutter mode · Possible light: solid red LED (cutter error).

Short answer: According to Brother, label adhesive has probably built up on the platen roller. Clean the platen roller, then check the loading in cutter mode and the cut position.



LIKELY CAUSE

The Brother FAQ attributes the label wrapping around the roller, in cutter mode, to adhesive built up on the platen roller. The guide also states that a solid red LED can indicate a cutter error.

WHAT TO DO

1. Clean the platen roller (see [platen roller](#)).
2. Check the loading in cutter mode: the media passes through the damper, the sensor and the guide, then through the slot in the cutter cover.
3. Check that the print mode is set to **Cutter** (printer menu, or BPM: **FBPL** tab, post-print action CUTTER, then **Définir** (set)), and that the sensor has been calibrated.
4. To adjust the cut position in Windows: printing preferences, **Support** (media) tab, **Décalage d'alimentation** (feed offset) field (positive or negative value, for example 1.0 mm), or BPM, **Décalage** (offset) field in dots, from -999 to 999.
5. Print a label to check.

According to the guide, 1 mm corresponds to 8 dots at 203 dpi (TJ-4420TN) and to 12 dots at 300 dpi (TJ-4520TN).

Sources: [The label wraps around the platen roller when using the cutter.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) · [3.4.4 Cutter mode](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [2.3.1 LED indicators and buttons](#) [↗](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

What does “Prendre l'étiquette” (take the label) mean on my Brother TJ-4420TN?

Message: **Prendre l'étiquette** (take the label; label used in the Brother FAQ).

Short answer: According to Brother, this message indicates that peeler mode is enabled: remove the peeled label. The print mode is set in the **Réglages** (settings) menu or in BPM.

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LIKELY CAUSE

The Brother indicator light FAQ associates “Prendre l'étiquette” with peeler mode (option): the peeled label must be removed.

WHAT TO DO

1. Remove the label presented at the exit.
2. To use the peeler, load the roll normally and calibrate the sensor before switching to peeler mode: Brother states this to avoid jams.
3. Pull about 650 mm of labels through the exit slot, remove a few labels so that only the liner remains, pass it through the separator slot and attach it to the rewind spindle, pulled taut.
4. The mode is set in **Réglages** (settings) > **Mode impression** (print mode) (**Prédécollage** , peeler), or in BPM (**FBPL** tab, post-print action DÉCOLLER (peel), then **Définir** (set)).

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (TJ-4420TN) · [3.4.3 Peel-off mode](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

Brother TJ-4420TN firmware and reset: Brother procedures

Updating the firmware with BPM and restoring factory defaults, according to the Brother documentation.

How do I update the firmware on a Brother TJ-4420TN?

Short answer: Brother uses the BPM tool (Brother Printer Management Tool): with the printer connected to the computer, open **Outil Commande** (command tool), choose the firmware file (*.NEW) with **Parcourir** (browse), then click **Envoyer**

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Fichier (send file). Then check the version number.

LIKELY CAUSE

According to the Brother FAQ, the firmware is updated from a computer, with BPM downloaded from the Downloads section of the Brother support website.

BROTHER PROCEDURE

1. Download BPM from the Downloads section of the Brother support website.
2. Connect the printer to the computer.
3. Open BPM and click **Outil Commande** (command tool).
4. Click **Parcourir** (browse), select the firmware file (*.NEW), then click **Ouvrir** (open).
5. Click **Envoyer Fichier** (send file) to start the update.
6. Check the **Versión** item to confirm that the firmware has been updated.

Source: [How do I update the firmware?](#) – Brother France support FAQ (TJ-4420TN) (official documentation).

How do I reset a Brother TJ-4420TN to factory defaults?

Display: **Parametres usine** (factory settings; power-on utility).

Short answer: With the printer off, hold down the right select button, switch it on and release the button when **Parametres usine** (factory settings) appears. Initialisation clears the DRAM and restores the factory settings; then calibrate the sensor.

LIKELY CAUSE

According to the Brother guide, initialisation clears the printer's DRAM memory and restores its factory settings. Brother recommends calibrating the sensor after an initialisation.

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OFFICIAL PROCEDURE

1. Switch the printer off.
2. Hold down the right select button and switch the printer on.
3. Release the button when **Parametres usine** (factory settings) appears on the display.
4. Other methods provided by Brother: **Initialisation** in the **Avancé** (advanced) menu, or BPM, **Fonction imprimante** (printer function) > **Défaut usine** (factory default).
5. Re-enter your settings (label size, sensor type) and calibrate the sensor (see [calibration](#)).

Values restored according to the guide include: speed 152.4 mm/s (6 ips) at 203 dpi, darkness 8, label width and height 101.5 mm, gap sensor with a 3 mm gap, peeler, cutter and rewinder modes disabled, code page 850.

Sources: [6.1.3 Printer initialisation](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [7.4 Advanced settings](#)  – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) · [How to calibrate the gap or black mark sensor by operating the printer directly](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

Other questions about the Brother TJ-4420TN: self-test, AUTO.BAS and maintenance

The self-test is the basic diagnostic tool of the TJ-4420TN; it is used in several entries of this guide, as is regular sensor maintenance.

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How do I print a configuration page (self-test) on a Brother TJ-4420TN?

Display: **Auto test** (power-on utility).

Short answer: With the printer off, hold down the right select button, switch it on and release the button when **Auto test** appears. The printer calibrates the sensor, measures the label length, prints its configuration, then switches to Dump mode.

LIKELY CAUSE

The Brother guide presents the self-test as the basic diagnostic tool: it prints the internal configuration and a printhead test pattern.

OFFICIAL PROCEDURE

1. Switch the printer off.
2. Hold down the right select button and switch the printer on; release it when **Auto test** appears.
3. The report shows, among other things, the model, the firmware version, the serial number, the speed and darkness, the label size, the sensor settings, the network settings (IP, DHCP, Wi-Fi, Bluetooth), the memory and a printhead test pattern.
4. The printer then switches to Dump mode: the data received is printed in ASCII on the left and in hexadecimal on the right. Switch the printer off and on again to return to normal printing.
5. Without restarting, the configuration printout is also available in the **Diagnostic** (diagnostics) menu (**Imprimer configuration** , print configuration).

Dump mode requires paper 4 inches (about 101.5 mm) wide.

Sources: [6.1.2 Calibration, self-test and Dump mode](#) · [7.6 Diagnostic functions](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).



How do I start a Brother TJ-4420TN without running the AUTO.BAS program?

Display: **PRÊT (ignorer AUTO.BAS)** (ready, skip AUTO.BAS; power-on utility).

Short answer: An AUTO.BAS program stored in flash memory runs at every start-up. To skip it once, switch off the printer, hold down the right select button, switch it on and release the button when **PRÊT (ignorer AUTO.BAS)** (ready, skip AUTO.BAS) appears.

LIKELY CAUSE

According to the Brother guide, an AUTO.BAS program can be stored in flash memory to run automatically at start-up.

OFFICIAL PROCEDURE

1. Switch the printer off.
2. Hold down the right select button and switch the printer on.
3. Release the button when **PRÊT (ignorer AUTO.BAS)** (ready, skip AUTO.BAS) appears: the printer starts without running AUTO.BAS.

Stored files (DRAM, FLASH, card, USB) can be viewed in the **Gestionn. fich.** (file manager) menu.

Sources: [6.1.6 Ignorer AUTO.BAS](#) · [7.5 File manager](#) – Brother TJ-4420TN/TJ-4520TN/TJ-4620TN/TJ-4422TN/TJ-4522TN user guide (version 05, PDF) (official documentation).

How do I maintain a Brother TJ-4420TN (sensors, bars, interior)?

Short answer: Brother recommends removing dust from the gap and black mark sensors once a month, with compressed air or a vacuum cleaner, with the printer off. The tear-off and peel bars are wiped with a lint-free cloth moistened with

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isopropyl alcohol or ethanol.

LIKELY CAUSE

The Brother FAQ “How do I clean / maintain my printer?” covers the sensors, the tear-off and peel bars, and the interior and exterior; the printhead and the platen roller have their own procedures.

Caution: Brother asks you to switch off the printer before cleaning the sensors and the bars.

BROTHER PROCEDURE

1. Switch off the printer, open the media cover, then the printhead with the release lever.
2. Gap and black mark sensors: compressed air or vacuum cleaner, once a month.
3. Tear-off bar and peel bar: lint-free cloth moistened with isopropyl alcohol or ethanol, as needed.
4. Interior: brush or vacuum cleaner if necessary. Exterior: lint-free cloth moistened with water.
5. Printhead and platen roller: see [faded print](#) and [platen roller](#).

Source: [How do I clean / maintain my printer?](#)  – Brother France support FAQ (TJ-4420TN) (official documentation).

When should you call a technician for a Brother TJ-4420TN?

The entries above first suggest reloading, cleaning, adjusting or calibrating. In the following cases, the Brother documentation refers you to its customer service or your reseller:

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- **Wrinkled labels despite adjustments:** creases persisting after adjusting the head and ribbon tension and trying another media.
- **Print quality still poor:** defect persisting after checking the consumables, cleaning, and checking the darkness, speed and head tension.

Avoiding recurring faults on the Brother TJ-4420TN: 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 TJ-4420TN 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.

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Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Brother 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).

Brother TJ-4420TN troubleshooting: frequently asked questions

How do I calibrate a Brother TJ-4420TN?

On the display, open the menu, then Capteur (sensor) > Auto Calibration, and choose the type of consumable. You can also start calibration from BPM (Fonction imprimante, then Étalonner, i.e. printer function, then calibrate) or at power-on by holding down the right select button until “Calibrage cellule” (sensor calibration) appears. Brother recommends calibrating on a new printer, each time you change media and after an initialisation. [See the detailed entry.](#)

Why is the light on my Brother TJ-4420TN flashing red?

According to Brother, a flashing red LED indicates a print error: paper empty, paper jam, ribbon empty or memory error. A solid red LED indicates an open printhead or a cutter error. Read the message on the display or the status shown by the BPM software to find out which error to deal with. [See the detailed entry.](#)

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Why does my Brother TJ-4420TN show “Plus de Papier” (out of paper) when the roll is loaded?

According to Brother, the roll has run out or is incorrectly installed, or the gap or black mark sensor is not calibrated. Check that the media passes through the paper sensor, close the printhead, then calibrate the sensor. [See the detailed entry.](#)

How do I clean the printhead on a Brother TJ-4420TN?

Switch off the printer and let the printhead cool for at least one minute. Open the media cover, then the printhead with the release lever, and wipe the printhead with a lint-free cloth moistened with isopropyl alcohol or ethanol. Close the printhead by pressing on both sides until it locks. [See the detailed entry.](#)

Why does my Brother TJ-4420TN skip labels?

According to Brother, the label size set is incorrect, the sensor sensitivity is incorrectly set, or the sensors are dusty. Check the width and height in BPM, clean the sensors, then calibrate again. [See the detailed entry.](#)

Why are my labels wrinkled on a Brother TJ-4420TN?

Brother cites incorrectly loaded ribbon or media, unsuitable darkness, an incorrectly adjusted label guide and incorrect head or ribbon tension. Reload the ribbon and the media, then adjust the ribbon tension screw one notch at a time, reprinting after each adjustment. [See the detailed entry.](#)

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How do I reset a Brother TJ-4420TN to factory defaults?

With the printer off, hold down the right select button, switch it on and release the button when “Parametres usine” (factory settings) appears. Initialisation clears the DRAM and restores the factory settings; then calibrate the sensor. [See the detailed entry.](#)

How do I update the firmware on a Brother TJ-4420TN?

Brother uses the BPM tool (Brother Printer Management Tool): with the printer connected to the computer, open Outil Commande (command tool), choose the firmware file (*.NEW) with Parcourir (browse), then click Envoyer Fichier (send file). Then check the version number. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and light states in this guide come from the documents below, part of the official Brother documentation (user guide and FAQs on support.brother.com), consulted on 20 October 2026.

- [User's guide – TJ-4420TN / TJ-4520TN / TJ-4620TN / TJ-4422TN / TJ-4522TN](#)  – Brother user guide in French, version 05 (PDF) **official**
- [What do the indicator lights mean?](#)  – Brother France support FAQ (TJ-4420TN) **official**
- [The LED flashes red and the printer status in the BPM \(Brother Printer Management\) software shows “Plus de Papier” \(out of paper\).](#)  – Brother France support FAQ (TJ-4420TN) **official**
- [The LED flashes red and the printer status in the BPM \(Brother Printer Management\) software shows “Plus de Ruban” \(out of ribbon\)...](#)  – Brother France support FAQ (TJ-4420TN) **official**
- [The LED flashes red and the printer status in the BPM \(Brother Printer Management Tool\) shows “Paper Jam”.](#)  – Brother France support FAQ (TJ-4420TN) **official**
- [How to calibrate the gap or black mark sensor by operating the printer directly](#)  – Brother France support FAQ (TJ-4420TN) **official**

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- [The label is skipped during printing.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [When printing by thermal transfer, the print or cut position gradually shifts.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [The print quality is poor.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [How do I clean the printhead?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [How do I clean the platen roller?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [How do I clean / maintain my printer?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [The printed label has grey lines.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [The left or right side of the label is not printed correctly.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [The printed label is wrinkled.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [The label wraps around the platen roller when using the cutter.](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**
- [How do I update the firmware?](#) [↗](#) – Brother France support FAQ (TJ-4420TN) **official**

The Brother support “Manuels” (manuals) page [manuallist.aspx](#) and, in the PDF user guide, the end of chapter 9 (specifications), chapter 10, “Dépistage des pannes” (troubleshooting: common problems, error messages), chapter 11, “Maintenance”, and section 4.1 on head tension 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): [Brother TJ-4420TN](#)
- [All Brother printer troubleshooting guides](#) (PJ-8, RJ-4250WB, TD-2, TD-4)
- [Maintenance and repair of Brother 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)

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- [Printer cleaning kits](#) (in French)



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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/brother/tj-4420tn>, updated on 21 October 2026.

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