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TROUBLESHOOTING GUIDE

Godex ZX400 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, ZX400/ZX400i user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Godex ZX400, ZX400i and ZX400i+ Series product page** →

In brief. The Godex ZX400 Series comprises 4-inch industrial label printers, thermal transfer or direct thermal: ZX420 and ZX420i at 203 dpi, ZX430 and ZX430i at 300 dpi, the “i” versions adding a colour LCD display. The GoDEX manual lists four families of alerts, recognisable by the light and the beeps: head open, head too hot, ribbon problem (check ribbon) and label problem or jam (check media). This guide details each of them, calibration with the rear button or the FEED button, ribbon loading and tension, printhead cleaning and adjustments, the options (cutter, peeler, Wi-Fi, Bluetooth) and firmware updates. Click a question to open its entry.

- **The light turns red and the printer beeps:** count the beeps and identify the alert (head open, check ribbon, check media...) in the [lookup table](#), then open the corresponding entry.
- **No alert, but the labels come out wrong:** stopping in the wrong place, faded print or wrinkled ribbon? See the [calibration](#), [ribbon and labels](#) and [print quality](#) sections.

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

Which alert is my Godex ZX420 or ZX420i showing? Lookup by light and beeps

ZX400 Series printers report their errors through the FEED button light, which changes from green to red, and through a series of beeps; the ZX420i and ZX430i models also show an error screen with a description and an icon. The table links each alert in the GoDEX manual to its cause and to the entry that resolves it.

Message or state	Light and beeps (GoDEX manual)	Likely cause	Entry
Print head is open	● Red (error), 4 × 2 beeps	Print mechanism not properly closed	Head open
Print head is overheat	— (no beeps specified)	Printhead too hot	Printhead overheating
check ribbon	● Red (error), 3 × 2 beeps	No ribbon loaded, ribbon run out or ribbon roll not turning	check ribbon
check media	● Red (error), 1 × 2 beeps	Paper not detected or labels run out	check media
check media (Paper jam)	● Red (error)	Paper jam	Paper jam
READY light flashing red, STATUS light orange	● ● Flashing red and orange	Calibration starting (FEED held down at power-on): release FEED	Calibration

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Message or state	Light and beeps (GoDEX manual)	Likely cause	Entry
Flash Writing...	—	Firmware update in progress from a USB flash drive	Firmware update

The alerts, causes and beeps come from the “3-7 Error Alerts” table in the GoDEX ZX400/ZX400i user manual. This table shows the light status (green, red, flashing red) with pictograms that cannot be read line by line in the version consulted: only the general rule from the technical specifications (FEED button light green = ready, red = error) is given here. Nor does the manual give the exact wording shown on the display of the ZX420i and ZX430i. The dash indicates that the manual does not specify the light status.

Godex ZX400 (ZX420, ZX430, ZX420i, ZX430i) alerts: causes and solutions

The GoDEX manual documents four alerts, plus paper jams, each recognisable by its number of beeps. Each entry gives the short answer, the cause and the steps to take.

Why does my Godex ZX420i show “Print head is open” with 4 beeps repeated twice?

Alert: **Print head is open** · Beeps: 4 × 2 · FEED button light red.

Short answer: The print mechanism is not fully closed. Return the printhead release lever to its original position, then close the cover.

LIKELY CAUSE

According to the GoDEX alert table for the ZX400 Series, this alert means that the print mechanism is not closed.

WHAT TO DO

1. Open the printer cover.

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2. Check that no label or ribbon fold is preventing the print mechanism from closing.
3. Return the printhead release lever to its original position to close the mechanism properly.
4. Close the cover: the FEED button light should turn green again (ready).

Source: 3-7 Error Alerts; Product Specifications – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

What should I do when my Godex ZX430i shows “Print head is overheat” (head too hot)?

Alert: **Print head is overheat** · No beeps specified in the manual.

Short answer: The printhead has overheated. Let it cool down: the printer returns to standby by itself and can then resume printing.

LIKELY CAUSE

The GoDEX manual attributes this alert to a printhead that is too hot.

Caution: Do not touch the printhead while it is hot.

WHAT TO DO

1. Do not switch the printer off and do not send a new job.
2. Wait for the printhead to cool down: according to GoDEX, the printer then returns to standby mode.
3. Restart printing when the printer is ready again (green light; **Ready** on the ZX420i and ZX430i display).

Source: 3-7 Error Alerts; 3-2 LCD Interface Introduction – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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Why does my Godex ZX420 show “check ribbon” with 3 beeps repeated twice?

Alert: **check ribbon** · Beeps: 3 × 2 · FEED button light red.

Short answer: Either no ribbon is loaded while the printer is set to thermal transfer, or the ribbon has run out or its roll is no longer turning. Replace the ribbon, or set the printer to direct thermal if you are working without ribbon.

LIKELY CAUSE

The GoDEX table distinguishes two cases: no ribbon loaded (the printer is not set to direct thermal), or ribbon run out or ribbon roll not turning.

WHAT TO DO

1. Without ribbon (direct thermal labels): set direct thermal mode in the driver, the software or the printer menu.
2. With ribbon: open the cover and replace the roll if it has run out (see [loading the ribbon](#)).
3. If the roll does not turn, check that the ribbon is properly attached to the empty core on the take-up spindle and check the [ribbon tension](#).

Source: 3-7 Error Alerts; 2-1 Loading the label roll – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Why does my Godex ZX420i show “check media” when labels are loaded?

Alert: **check media** · Beeps: 1 × 2 · FEED button light red.

Short answer: The sensor cannot detect the labels, or the roll has run out. Reposition the gap sensor opposite the labels, run auto-detection again and



change the roll if it is empty.

LIKELY CAUSE

For this alert, the GoDEX manual cites paper not detected (gap sensor incorrectly positioned), a label roll that has run out or a paper jam.

WHAT TO DO

1. If the roll has run out, replace it (see [loading labels](#)).
2. Check that the labels pass correctly through the adjustable sensor and that the gap sensor is correctly positioned.
3. Run auto-detection again: hold the calibration button at the back for 1 to 2 seconds (see [calibration](#)).
4. If labels are stuck, follow the [paper jam](#) entry.

Source: 3-7 Error Alerts; 3-6 Label size calibration and Self Test Page – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I clear a paper jam on a Godex ZX420?

Alert: **check media** (jam) · FEED button light red.

Short answer: Switch the printer off, open the cover and check the whole paper path, from the roll to the tear-off plate. Remove any stuck labels, reload the roll, then run calibration again.

LIKELY CAUSE

The GoDEX alert table lists paper jams among the causes of the check media alert and asks you to check the paper path.

Caution: According to the GoDEX safety instructions, no repair or adjustment should be made to the printer while it is powered on. To remove a stuck label, GoDEX Europe rules out screwdrivers and scalpels, which damage the printhead.

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WHAT TO DO

1. Switch the printer off and open the cover, then release the printhead with its lever.
2. Follow the paper path: roll holder spindle, adjustable sensor, paper guide, platen roller, tear-off plate. Remove any stuck labels.
3. If label residue remains on the printhead, clean it (see [cleaning the printhead](#)).
4. Reload the labels between the side wall and the paper guide, close, switch back on and run [calibration](#) again.
5. If the jam is in the cutter, see the [cutter](#) entry.

Sources: 3-7 Error Alerts; 2-1 Loading the label roll; Safety Instructions – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

Godex ZX420 calibration: labels stopping in the wrong place or not detected

Calibration measures the media and stores the label length. GoDEX calls for it at first start-up, after changing labels or ribbon, and when the labels do not stop in the right place.

How do I calibrate a Godex ZX420 or ZX420i (label auto-detection)?

Symptoms: **check media** alert at start-up, change of labels or ribbon, labels stopping in the wrong place.

Short answer: Press the calibration button at the back of the printer for 1 to 2 seconds. Alternative method: switch it off, switch it back on while holding FEED and release the button when the READY light flashes red and the STATUS light turns orange.

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LIKELY CAUSE

Calibration measures the media and stores the label length, which the computer then no longer needs to send. GoDEX recommends it at first start-up and after switching to another type of labels or ribbon (gap labels, continuous media, black mark).

OFFICIAL CALIBRATION PROCEDURE

1. Check that the label roll is correctly loaded and that the labels pass through the adjustable sensor.
2. Rear button: press the label calibration button for 1 to 2 seconds. The printer cancels the current job and immediately starts calibration (equivalent to the `~S, SENSOR` command).
3. Or at power-on: switch the printer off, then switch it back on while holding the FEED button.
4. Release FEED as soon as the READY light flashes red and the STATUS light comes on orange.
5. The printer measures the labels, stores their length, then prints a self-test label.

The ZX400 Series sensor is adjustable and works in reflective or transmissive mode, left-aligned.

Source: 3-6 Label size calibration and Self Test Page; Product Specifications – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Why do the labels on my Godex ZX420 not stop in the right place when I press FEED?

Symptoms: several labels fed or stopping in the middle of a label, skipped labels.

Short answer: The printer does not know, or no longer knows, the exact length of your labels. Check the sensor position, then run auto-detection again.

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LIKELY CAUSE

According to the GoDEX manual, pressing FEED advances exactly one gap label; if the labels stop elsewhere, run the auto-detection suited to the media again.

WHAT TO DO

1. Check that the adjustable sensor is positioned opposite the gap or the black mark of your labels.
2. Run the auto-detection again (see [calibration](#)).
3. Press FEED once: with gap labels, only one label should come out. With continuous media, the paper advances as long as the button is held down.

Source: 3-1 LED Operation Panel; 3-6 Label size calibration and Self Test Page; 3-7 Error Alerts – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Labels and ribbon on the Godex ZX420i: loading, tension, ribbon wrinkling

These entries cover loading the roll and the ribbon, then the ribbon tension and ribbon deflector adjustments described by GoDEX for the ZX400 Series.

How do I load the label roll on a Godex ZX420i?

Short answer: Lift the roll guide, place the roll on its spindle against the frame, then feed the labels along the red arrows, through the adjustable sensor, to the tear-off plate. Close the printhead and the cover.

Caution: Do not press too hard on the roll when fitting it: you could damage the labels.

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OFFICIAL LOADING PROCEDURE

1. Open the cover and release the printhead with its lever.
2. Lift the roll guide, then place the roll on the label spindle, against the printer frame, pressing gently.
3. Feed the labels along the red arrows, through the adjustable sensor, to the tear-off plate.
4. The labels must run between the printer side wall and the adjustable paper guide.
5. Return the printhead lever to its original position and close the cover.
6. Choose the print mode (thermal transfer with ribbon, direct thermal without ribbon) in the driver, the menu or the software, then run a [calibration](#).

Source: 2-1 Loading the label roll – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I install the ribbon on a Godex ZX420?

Short answer: Place the new ribbon on the supply spindle, ink side facing outwards, feed it under the printhead, then attach it to the empty core on the take-up spindle. Ribbon is only used in thermal transfer.

OFFICIAL RIBBON INSTALLATION PROCEDURE

1. Place the printer on a flat surface and open the cover.
2. Place the new ribbon on the supply spindle, ink side facing outwards.
3. Feed the ribbon under the printhead, bring it round to the other side and attach it to the empty core.
4. Close the printhead and the cover, and check that the printer is set to thermal transfer.

In direct thermal, no ribbon is needed.

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Source: 2-2 Loading & Removing the Ribbon – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I adjust the ribbon tension on a Godex ZX420i when the ribbon does not advance?

Symptoms: ribbon not advancing, labels blocked with a narrow ribbon.

Short answer: Push in and then turn the knob on the ribbon spindle: four positions are marked, from no. 1 (highest tension) to no. 4 (lowest). If the ribbon does not advance, reduce the tension on the supply spindle.

LIKELY CAUSE

The GoDEX manual links a ribbon that does not advance to excessive tension on the supply side, and states that a narrow ribbon (less than 2 inches) can prevent the labels from advancing.

OFFICIAL ADJUSTMENT PROCEDURE

1. Push in the knob on the ribbon spindle, then turn it in either direction.
2. Choose one of the four settings marked on the supply spindle: no. 1 = maximum tension, no. 4 = minimum tension.
3. Ribbon not advancing: reduce the tension on the supply spindle.
4. Ribbon less than 2 inches wide blocking the label feed: turn the supply spindle knob anticlockwise.
5. Ribbon wrinkling: increase the tension on the take-up spindle (see [ribbon wrinkling](#)).

Source: 6-3 Adjusting ribbon tension – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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The ribbon on my Godex ZX430i is wrinkling: how do I adjust it?

Symptoms: ribbon wrinkling, marks on the print.

Short answer: Increase the tension on the take-up spindle, then adjust the ribbon deflector screw half a turn at a time, printing a test after each adjustment. If the wrinkles persist, adjust the printhead balance.

LIKELY CAUSE

According to GoDEX, the type of ribbon can cause wrinkles that degrade printing; the manual shows two examples, (a) and (b), which are corrected in opposite directions.

Caution: Do not exceed the adjustment limit set by the manual (two turns): beyond that, the paper may no longer advance correctly. In that case, unscrew back to the reset mark and start again.

WHAT TO DO

1. Increase the tension of the ribbon take-up spindle (see [ribbon tension](#)).
2. Compare your print with the examples in the manual: for case (a), turn the ribbon deflector screw clockwise; for case (b), anticlockwise.
3. Turn half a turn at a time and print a test page after each adjustment; add another half turn if nothing changes.
4. If the wrinkles remain, adjust the printhead pressure and balance (see [printhead pressure](#)).

Source: 6-6 Ribbon shield settings; 6-3 Adjusting ribbon tension – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (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).

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Godex ZX420 print quality: faded print, partial image

When the image is faded or incomplete with no alert, the GoDEX manual points to a dirty printhead, the darkness or the printhead pressure.

How do I clean the printhead on a Godex ZX420 when the print becomes faded or incomplete?

Symptoms: faded print, partial image, marks.

Short answer: With the printer switched off, remove the ribbon, release the printhead and wipe it with a soft lint-free cloth moistened with alcohol. GoDEX recommends weekly cleaning.

LIKELY CAUSE

The GoDEX manual explains that dirt on the printhead or the ribbon can leave only a partial image on the label.

Caution: The cloth must not contain any metal fragments or hard particles, or the printhead may be damaged. Keep the cover closed as much as possible to limit dust.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch the printer off and open the cover.
2. Remove the ribbon.
3. Release the printhead using the release lever.
4. Wipe the printhead with a soft lint-free cloth moistened with alcohol to remove label residue and dirt.
5. Refit the ribbon, close and print a test. If the print remains faded, increase the darkness in the print settings.

The GoDEX Europe knowledge base, for GoDEX industrial printers in general, sets a rule of thumb: clean the printhead every 450 metres of ribbon. It recommends the GoDEX cleaning pen or 99% isopropyl alcohol on a soft cloth, and rules out water-based cleaners (corrosion).

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Sources: 6-4 Cleaning the thermal print head; 3-5 LCD Interface Function – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

Why does one side of the label stay blank on my Godex ZX420i?

Symptom: no image on one side of the label, or a partial image.

Short answer: The printhead pressure is unevenly distributed for the width of your media, or the printhead is dirty. Clean the printhead, then adjust the position of the spring housings and the pressure.

LIKELY CAUSE

The GoDEX manual cites two causes: dirt on the printhead or ribbon, which produces partial images, and printhead pressure that needs readjusting when one side of the label does not print.

WHAT TO DO

1. Clean the printhead (see [printhead cleaning](#)).
2. If one side stays blank, adjust the spacing of the spring housings and the printhead pressure (see [printhead pressure](#)).
3. Also check the alignment of the print line (see [print line](#)).

Source: 6-4 Cleaning the thermal print head; 6-5 Adjusting the balance and print head tension – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Godex ZX420i printhead: print line, pressure, removal

The ZX400 Series printhead module can be removed and adjusted (print line alignment, balance and pressure) following the procedures in the GoDEX manual.

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How do I adjust the printhead pressure on a Godex ZX420?

Symptoms: no image on one side of the label, wrinkled ribbon.

Short answer: Move the printhead spring housings apart according to the label width, then adjust the screw: to the left to increase the pressure, to the right to reduce it, without going past mark B.

LIKELY CAUSE

According to GoDEX, some label and ribbon combinations cause a missing image on one side of the label or ribbon wrinkling, which are corrected with the printhead balance and pressure.

Caution: Never adjust the printer while it is powered on, as the GoDEX safety instructions point out.

OFFICIAL ADJUSTMENT PROCEDURE

1. Open the cover and loosen the screw shown in the manual with a screwdriver or a coin.
2. Move the printhead spring housings: the wider the labels, the further apart they must be.
3. Turn the adjustment screw to the left to increase the pressure, to the right to reduce it.
4. Do not go past mark B; mark A is the reference point (reset).
5. Print a test and fine-tune if necessary.

Source: 6-5 Adjusting the balance and print head tension; Safety Instructions – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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How do I adjust the print line on a Godex ZX430i to improve print quality?

Symptom: poor print quality despite a clean printhead.

Short answer: Open the cover, then turn the A screws in one direction or the other, aligning them with the reference plate and line. Repeat until the quality improves.

LIKELY CAUSE

The GoDEX manual provides this print line adjustment for when print quality needs to be improved.

Caution: Switch the printer off before making any adjustment: GoDEX forbids working on a device that is powered on.

OFFICIAL ADJUSTMENT PROCEDURE

1. Open the cover and loosen the screw shown with a screwdriver or a coin.
2. Turn the A screws clockwise or anticlockwise, aligning them with the reference plate and the reference line.
3. Print a test; repeat the operation until the print quality improves.

Source: 6-2 Adjusting the print line; Safety Instructions – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I remove the printhead module from a Godex ZX420?

Short answer: Switch the printer off, open the cover, loosen the module screw with a screwdriver or a coin, then remove the printhead module (TPH).

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Caution: The printer must be switched off: GoDEX asks you to disconnect the power before this operation.

OFFICIAL PROCEDURE

1. Switch the printer off.
2. Open the cover.
3. Loosen the module screw with a screwdriver or a coin.
4. Remove the printhead module (TPH) following the illustrations in the manual.

The **Analysis** menu on the ZX420i and ZX430i offers a printhead self-diagnosis function (TPH testing).

Source: 6-1 Installing / removing the print head module; 3-5 LCD Interface Function – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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

Godex ZX420i connection: USB, Ethernet, Wi-Fi and Bluetooth

The available ports vary by model. These entries cover connection, network setup from the display or with NetSetting, and installing the optional Wi-Fi and Bluetooth modules.

How do I connect a Godex ZX420 to a computer?

Short answer: With the printer switched off, connect the power supply, then the USB cable (or parallel cable, depending on the model) between the printer and the computer. Then switch the printer on: its light should come on.

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Caution: Check the mains voltage, connect the power with the printer switched off, use only the adapter specified by GoDEX and keep the earth pin of the cord in place. GoDEX recommends a surge protector.

OFFICIAL PROCEDURE

1. Check that the printer is switched off.
2. Plug the power cord into the mains adapter, then the adapter into the printer.
3. Connect the printer to the computer with a USB or parallel cable, depending on the model purchased.
4. Switch the printer on: the light should come on.
5. Then carry out the standard installation with the supplied Wizard CD, as described in the GoDEX manual.

The available ports vary by model: the manual lists USB 2.0, the RS-232 serial port, Ethernet and USB Host, as well as parallel, Wi-Fi and Bluetooth as options.

Source: 2-3 Connecting The Printer To The Host Computer; 2-4 Wizard CD Standard Installation; Safety Instructions; Product Specifications – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I configure the network (DHCP or static IP) on a Godex ZX420i?

Short answer: On the display, enable DHCP in Device > LAN Setting. For a static address or other network settings, use the GoDEX NetSetting software, IP Setting tab.

WHAT TO DO

1. On the ZX420i and ZX430i display, open **Device** > **LAN Setting** > **DHCP**.
2. DHCP is disabled by default: enable it with the arrow buttons, then save with FEED.
3. With NetSetting: search for the printer on the network, then, in the **IP Setting** tab, set the name, port, gateway and addressing mode (DHCP or static IP).

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4. Print a self-test page to check the IP address, gateway and subnet mask.

NetSetting asks for a configuration password, which can be changed in the IP Setting tab: refer to the GoDEX manual. The software also handles sending error alerts by SMTP or SNMP.

Source: 3-3 LAN Setting; 4-1 Installing the NetSetting software; 4-2 The Interface of NetSetting – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I install the Wi-Fi or Bluetooth module on a Godex ZX420?

Short answer: Wi-Fi and Bluetooth are optional modules, fitted behind the left side cover with the printer switched off. The Wi-Fi module communicates through the LAN port: it must be removed to use the Ethernet port.

OFFICIAL INSTALLATION PROCEDURE

1. Switch the printer off (a rule common to installing all modules).
2. Remove the screw from the left side cover, then the cover.
3. Install the Wi-Fi or Bluetooth module and connect its cable.
4. Refit the left side cover and screw it back on.

The GoDEX manual describes neither Wi-Fi configuration nor Bluetooth pairing. The back of the printer has a port marked “BT/Wi-Fi PORT (OPTIONAL)”.

Source: 5-4 Installing The WiFi Module; 5-5 Installing The Bluetooth Module; 5-1 Preparation Steps; Product Specifications – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Godex ZX420 cutter and peeler: settings and jams

The cutter (guillotine or rotary) and the peeler are options. For each, the GoDEX manual sets label dimensions and a stop position to be observed.

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The cutter on my Godex ZX420i is jammed or cutting badly: what should I do?

Symptoms: jam in the cutter, cutting in the wrong place.

Short answer: Switch the printer off, undo the screw under the cutter, remove its cover and clear the paper. Then check that your labels are within the GoDEX limits (minimum length 30 mm, maximum width 118 mm, no adhesive labels) and check the stop position.

LIKELY CAUSE

The GoDEX manual sets conditions of use: media at least 30 mm long and at most 118 mm wide, no adhesive labels (the adhesive builds up on the blade) and a stop position suited to the type of cutter.

Caution: Switch the printer off and unplug the power cable before installing or removing the cutter. Do not cut adhesive labels: adhesive residue damages the blade.

WHAT TO DO

1. Jam: switch the printer off, undo the screw under the cutter, remove the cutter cover, remove the stuck paper, then refit the cutter.
2. Check the length (30 mm minimum) and the width (118 mm maximum) of the media.
3. Set the stop position (^E command, in GoLabel): 26 to 27 for the guillotine cutter, 29 to 30 for the rotary cutter.
4. With the printer switched off, check that the cutter cable is properly connected, in the direction of the arrow.

Source: 6-7 Cutter settings; 5-1 Preparation Steps; 5-2 Installing the Cutter – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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How do I set up the label peeler on a Godex ZX420?

Short answer: With the peeler, GoDEX requires a stop position of 9 mm and labels no more than 110 mm wide and at least 25 mm high. The module is installed with the printer switched off and unplugged.

Caution: Install with the printer switched off and the power cable unplugged.

WHAT TO DO

1. Switch the printer off and unplug the power cable.
2. Remove the screw marked in the illustration and slide the protective panel to the right to remove it.
3. Pass the peeler cable through the platen roller support, click the module firmly into place, then connect its cable in the direction of the arrow.
4. Close the cover, switch back on and set the stop position to 9 mm.
5. Use labels no more than 110 mm wide and at least 25 mm high.

The liner path is shown only in the illustrations in the manual.

Source: 5-3 Installing The Label Dispenser – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Godex ZX420i firmware and factory settings: update and reset

The firmware is updated from a USB flash drive (USB Host port) or remotely with NetSetting, which can also restore the factory settings; the display firmware on the ZX420i and ZX430i is loaded over USB with the GoDEX update tool.

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How do I update the firmware on a Godex ZX420i?

Message during the update: `Flash Writing...`

Short answer: Put the firmware file (.bin) in the \LABELDIR\FW folder of a USB flash drive formatted in FAT32, then plug it into the USB Host port: the update starts if the version is newer. NetSetting also allows a remote update.

Caution: Never remove the USB flash drive while the display shows `Flash Writing...`.

OFFICIAL PROCEDURE

1. Plug the USB flash drive (FAT32, 32 GB maximum) into a computer.
2. Create the \LABELDIR\FW folder if it does not exist, and delete any old .bin files it contains.
3. Copy the new .bin firmware file into this folder.
4. Plug the drive back into the printer's USB Host port: the update starts automatically if the firmware is newer.
5. Remotely: in NetSetting, `Firmware Download` tab, which also shows the installed version.

Updating from a flash drive requires a model fitted with a USB Host port. This port has no hub function.

Source: 3-8 USB Host; 4-2 The Interface of NetSetting – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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How do I update the LCD display firmware on a Godex ZX420i or ZX430i?

Short answer: Switch the printer off, hold the up arrow and switch it back on; release when the display flashes. Then connect it over USB to a Windows PC and, with the GoDEX update tool, load the display firmware (LCD F/W), then its graphics (Update Graphic).

Caution: Do not disconnect any cable or switch the printer off before loading has finished and **Ready** is back on the display.

GODEX EUROPE PROCEDURE

1. Switch the printer off.
2. Hold down the up arrow button and switch the printer back on.
3. Release the button as soon as the LCD display starts flashing.
4. Connect the printer over USB to a Windows PC and open the GoDEX firmware update tool.
5. In the Firmware Update section, click “LCD F/W”, choose the display firmware .bin file and click “Open”: the printer beeps several times during the update.
6. When the display shows **Ready**, click “Update Graphic”, choose the display graphics .bin file and click “Open”.
7. Wait for the graphics to finish loading, which takes about 10 to 15 minutes.

This GoDEX Europe knowledge base article covers 2.4-inch LCD displays with physical buttons; it lists the ZX420i and ZX430i among the models concerned. The required files are attached to the article.

Source: [How to Force enter LCD FW Download Mode on 2.4" LCD's with physical buttons to update LCD FW and images](#)  – GoDEX Europe knowledge base (official documentation).

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How do I restore the factory settings on a Godex ZX420i?

Short answer: The GoDEX manual for the ZX400 Series describes restoring factory settings with the NetSetting software: Recover To Factory Settings button, in the Firmware Download tab.

WHAT TO DO

1. Install NetSetting and search for the printer on the Ethernet network.
2. Open the **Firmware Download** tab.
3. Click “Recover To Factory Settings” to restore the factory configuration.
4. Then set the print mode again and run a calibration.

The manual consulted does not describe a reset from the display or by a button combination.

Source: 4-2 The Interface of NetSetting – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

Other Godex ZX420 problems: power-on, pause, test page

Basic operations described in the GoDEX manual: power-on, pausing and cancelling a print job, printing the self-test page.

How do I pause or cancel a print job on a Godex ZX420?

Short answer: Pressing FEED during printing pauses it, and pressing it again resumes it. To cancel the current job, hold FEED down for 3 seconds during printing.

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WHAT TO DO

1. Pause: press FEED once during printing; press it again to resume.
2. When idle, pressing FEED puts the printer into pause: it accepts commands but only processes them after another press.
3. Cancel: hold FEED for 3 seconds during printing.

Source: 3-1 LED Operation Panel – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

How do I print a configuration page (self-test) on a Godex ZX420?

Short answer: Switch the printer off, switch it back on while holding FEED and release when the READY light flashes red and STATUS turns orange: after calibration, the self-test prints. On the ZX420i and ZX430i, the Analysis menu also lets you print the page.

WHAT TO DO

1. Load labels.
2. Start calibration at power-on with the FEED button (see [calibration](#)): the self-test label comes out at the end.
3. On models with a display, you can also use the **Analysis** menu.
4. Read the page: model and version, USB and serial settings, MAC and IP address, gateway, subnet mask, network status, memory, speed, darkness, label width and length, options (cutter, peeler), sensor setting and code page.

GoDEX states that the printed values are for guidance only and may vary.

Source: 3-6 Label size calibration and Self Test Page; 3-5 LCD Interface Function – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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My Godex ZX420 will not switch on: what should I check?

Symptom: no light after pressing POWER.

Short answer: Check the connections: cord into the mains adapter, adapter into the printer, socket live. Press POWER: the green light should come on; pressing for about 3 seconds switches the printer off.

LIKELY CAUSE

The GoDEX manual states that once plugged in and switched on, the printer should light its indicator; the POWER button, with its green light, turns the printer on.

Caution: Keep the printer away from damp and liquids (risk of electric shock) and do not open it.

WHAT TO DO

1. Check that the cord is plugged into the mains adapter and the adapter into the printer.
2. Check the voltage and that the socket is working properly.
3. Press the POWER button: its green light should come on and the printer goes to the ready state.
4. Use only the adapter specified by GoDEX, with a cord whose earth pin is intact.

When to call a technician: if the printer stays off, GoDEX asks you to contact the reseller for any problem not described in the manual; only qualified personnel should open the unit.

Source: 2-3 Connecting The Printer To The Host Computer; 3-1 LED Operation Panel; 6-8 Troubleshooting; Safety Instructions – ZX400/ZX400i User Manual (GoDEX, Rev. E.3) (official documentation).

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When should you call a technician for a Godex ZX400?

The entries above focus on reloading, cleaning, adjustments and calibration. The GoDEX manual for the ZX400 Series refers you to the reseller in the following cases:

- **Printer will not switch on even though the power supply has been checked:** contact the reseller, as for any problem not described in the manual; only qualified personnel should open the printer.

Avoiding recurring faults on the Godex ZX400: 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 ZX400 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

Fewer emergency call-outs

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Legible barcodes, with darkness and printhead pressure suited to your consumables.

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Godex 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).

Godex ZX400 troubleshooting: frequently asked questions

How do I calibrate a Godex ZX420?

Press the calibration button at the back of the printer for 1 to 2 seconds. You can also switch the printer off, switch it back on while holding FEED and release the button when the READY light flashes red and the STATUS light turns orange. The printer then measures the labels and prints a self-test label. [See the detailed entry.](#)

What does check media mean on a Godex ZX420i?

The sensor cannot detect the labels, the roll has run out or the paper is jammed. Reposition the gap sensor opposite the labels, run auto-detection again and change the roll if it is empty. [See the detailed entry.](#)

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What does check ribbon mean on a Godex ZX420?

Either no ribbon is loaded while the printer is set to thermal transfer, or the ribbon has run out or its roll is no longer turning. Replace the ribbon, or set the printer to direct thermal if you are working without ribbon. [See the detailed entry.](#)

Why does my Godex ZX420i beep 4 times in a row?

According to the GoDEX manual, a series of 4 beeps repeated twice means that the print mechanism is not closed. Return the printhead lever to its original position, then close the cover. [See the detailed entry.](#)

How do I clean the printhead on a Godex ZX420?

Switch the printer off, remove the ribbon, release the printhead and wipe it with a soft lint-free cloth moistened with alcohol. The cloth must not contain any hard particles. GoDEX recommends weekly cleaning. [See the detailed entry.](#)

Which way round does the ribbon go on a Godex ZX420?

According to the GoDEX manual for the ZX400 Series, the ribbon goes on the supply spindle with the ink side facing outwards. It passes under the printhead and is then attached to the empty core on the take-up spindle. [See the detailed entry.](#)

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How do I cancel a print job on a Godex ZX420?

Hold the FEED button down for 3 seconds during printing to cancel the current job. A short press on FEED only pauses printing; pressing it again resumes it. [See the detailed entry.](#)

How do I update the firmware on a Godex ZX420i?

Put the .bin firmware file in the LABELDIR\FW folder of a USB flash drive formatted in FAT32, then plug it into the USB Host port: the update starts if the version is newer. Never remove the drive while Flash Writing is displayed. NetSetting also allows a remote update. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and alerts in this guide come from the official GoDEX user manual for the ZX400/ZX400i Series and the GoDEX Europe knowledge base, consulted on 20 October 2026.

- ZX400/ZX400i User Manual – GoDEX user manual, Rev. E.3 of 16 September 2020 (P/N 920-016411-00) **official**
- [How to Force enter LCD FW Download Mode on 2.4" LCD's with physical buttons to update LCD FW and images](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base **official**

The Download Center and the Support page on godexintl.com and the godexamericas.com and godex.com.tw sites 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.

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See also

- Product page on timcod.fr (in French): [Godex ZX400, ZX400i and ZX400i+ Series](#)
- All Godex printer troubleshooting guides ([MX20](#), [DT200](#), [EZ6250i](#) and [EZ6350i](#), [G500](#), [GE300](#), [HD830i](#), [RT200](#), [RT700](#), [RT863i](#), [ZX1000i](#))
- [Maintenance and repair of Godex 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/repairation/en/printer-troubleshooting/godex/zx400>, updated on 21 October 2026.

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