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TROUBLESHOOTING GUIDE

Sato CL4NX troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Sato documentation, CL4NX/CL6NX and CL4NX Plus/CL6NX Plus online operator manuals (Operator Manual) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Sato CL4NX product page →

In brief. The Sato CL4NX is a 4-inch industrial label printer (104 mm print width), thermal transfer or direct thermal, at 203, 305 or 609 dpi, with an RFID version. This guide also covers the CL4NX Plus: its online manual, shared with the CL6NX Plus, uses the same error numbering as the CL4NX/CL6NX manual, with two exceptions noted in the table. Sato attributes most faults to incorrectly loaded media or ribbon, a media sensor that is incorrectly set or dirty, and a dirty printhead. Here you will find the 56 documented messages, the official calibration, cleaning and reset procedures, as well as print quality, connection, cutter and RFID problems. Click a question to open its troubleshooting entry.

- **An error number is displayed** (1008 Out of Paper, 1066 Paper Jam, 1007 Head Open...): find it in the [lookup table](#), which points you to the right entry.

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- **No message, but the labels are printed badly:** check [calibration](#), [roll loading](#) and [ribbon loading](#), then [printhead cleaning](#) and [pressure balance](#).
- **The fault keeps recurring:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which message is my Sato CL4NX showing? Error number table

On the CL4NX and CL4NX Plus, an error is shown as a number, an icon and the steps to follow on the colour display, and by the panel LED lighting up red. Each row links the number to its cause according to Sato and to the entry that deals with it.

Message or state	LED (Sato manuals)	Likely cause	Entry
1001 Machine Error	● Lit red	Fault in the printer	Machine Error
1003 Parity Error	● Lit red	Incorrect RS-232C parameters or serial cable not properly connected	Data not printed
1004 Overrun Error	● Lit red	Incorrect RS-232C parameters or serial cable not properly connected	Data not printed
1005 Framing Error	● Lit red	Incorrect RS-232C parameters or serial cable not properly connected	Data not printed
1006 Buffer Overflow	● Lit red	Receive buffer exceeded, or interface incorrectly configured	Data not printed

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Message or state	LED (Sato manuals)	Likely cause	Entry
1007 Head Open	● Lit red	Head not locked, or head open sensor out of order	<u>Head Open</u>
1008 Out of Paper	● Lit red	Media no longer detected: roll missing, incorrectly threaded or jammed, or sensor out of adjustment or dirty	<u>Out of Paper</u>
1009 Ribbon End	● Lit red	Ribbon missing, run out or incorrectly loaded, or ribbon sensor faulty	<u>Ribbon End</u>
1010 Media Error	● Lit red	Label size in the data different from the media, or feed too long	<u>Media Error</u>
1012 Head Error	● Lit red	Worn heating elements, or worn or damaged head	<u>Head Error</u>
1013 USB R/W Error	● Lit red	Writing to the USB memory stick interrupted or impossible	<u>USB memory stick</u>
1014 USB Memory Full	● Lit red	USB memory stick full	<u>USB memory stick</u>
1015 Cutter Error	● Lit red	Jam in the cutter, or blade not returning	<u>Cutter</u>
1016 Cutter Cover Open	● Lit red	Cutter release lever not locked, or cutter out of order	<u>Cutter</u>

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Message or state	LED (Sato manuals)	Likely cause	Entry
1017 SBPL Command Error	● Lit red	Incorrect SBPL command or parameter in the job	<u>Data not printed</u>
1018 RFID Tag Error (CL4NX, firmware 1.11.5 or earlier)	● Lit red	Inlay cannot be read or written	<u>RFID tags</u>
1019 RFID System Error	● Lit red	Faulty RFID module (and, on the CL4NX Plus, SRA board incorrectly set or not connected)	<u>RFID module</u>
1020 Calendar Error	● Lit red	Wrong date and time, or low calendar battery	<u>Date and time</u>
1021 BCC Check Error	● Lit red	Incorrect BCC check code in the data	<u>Data not printed</u>
1022 Print Head Overheated	● Lit red	Temperature out of tolerance	<u>Overheating</u>
1023 NTP Error	● Lit red	Time server unreachable	<u>Date and time</u>
1024 Head Density Changed	● Lit red	Head missing, or replacement head with a different resolution	<u>Head Error</u>
1028 Gap Not Found	● Lit red	Gap between labels not found (media skewed, dirty sensor, sensor type or level)	<u>Gap Not Found</u>
1035 I-mark Not Found	● Lit red	Black mark not found (same causes as 1028)	<u>Gap Not Found</u>

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Message or state	LED (Sato manuals)	Likely cause	Entry
1046 EAP Authentication Error (EAP Failure)	● Lit red	EAP authentication refused: Wi-Fi settings need correcting	Wi-Fi and Bluetooth
1047 EAP Authentication Error (EAP Timeout)	● Lit red	EAP authentication failed: access point or authentication server	Wi-Fi and Bluetooth
1050 Bluetooth Error	● Lit red	Faulty Bluetooth module	Wi-Fi and Bluetooth
1058 CRC Check Error	● Lit red	CRC check missing or invalid	Data not printed
1066 Paper Jam	● Lit red	Jam, or media loaded without extending past the cutter blade	Paper Jam
1068 WLAN Error	● Lit red	Damaged Wi-Fi module	Wi-Fi and Bluetooth
1073 RFID Undetected	● Lit red	RFID labels loaded but no RFID command in the job	RFID tags
1075 NFC Error	● Lit red	Faulty NFC module	Wi-Fi and Bluetooth
1076 Invalid command in NFC	● Lit red	Incorrect NFC command, settings not saved	Wi-Fi and Bluetooth
1077 Barcode Reader Connection Error	● Lit red	Barcode verifier unreachable	Verifier

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Message or state	LED (Sato manuals)	Likely cause	Entry
1078 Barcode Reading Error	● Lit red	Barcode read incorrectly	Verifier
1079 Barcode Reading Error (Checking Start Position Abnormality)	● Lit red	Verification start set beyond the label length	Verifier
1080 Barcode Comparison Error	● Lit red	Barcode read differs from the one to be printed	Verifier
1099 Config Warning	● Lit red	Sudden power cut (cord pulled out with the printer switched on)	Config Warning
1114 Tag not Found	● Lit red	Tag not found or not read	RFID tags
1115 Write Tag Error	● Lit red	Inlay write failed	RFID tags
1116 Failed to Read the Tag Data	● Lit red	Tag data unreadable	RFID tags
1117 Write Tag Error	● Lit red	Inlay locked or address not writable (ISO/IEC 15693, FeliCa)	RFID tags
1118 Write/Read Values Are not Consistent	● Lit red	Value read back differs from the value written	RFID tags
1119 Failed to Lock the Data	● Lit red	Inlay locking failed	RFID tags

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Message or state	LED (Sato manuals)	Likely cause	Entry
1120 Wrong Tag UID Is Read	● Lit red	UID of a tag other than the one expected	RFID tags
1121 Multiple Tags Are Detected	● Lit red	Several inlays picked up at once	RFID tags
1123 Write Tag Error	● Lit red	Inlay locked, or insufficient write power (UHF)	RFID tags
1124 Wrong Tag Type	● Lit red	Incorrect tag type specified	RFID tags
1125 Internal Error	● Lit red	Tag identifier not obtained: radio conditions need improving	RFID tags
1126 Not Enough Power	● Lit red	Tag signal (RSSI) below the set threshold (UHF)	RFID tags
1129 Unsupported Tag Error	● Lit red	Tag not supported or already encoded	RFID tags
1131 Exceed Address Error	● Lit red	Writing beyond the tag's address range	RFID tags
1133 SRA Motor Unit Error (CL4NX Plus)	● Lit red	Faulty SRA (SATO RF Analyze) motor	RFID module
1135 Unsupported Option Error	● Lit red	Installed option not supported	Machine Error
1142 Host Receive Error	● Lit red	The host could not receive the data	Data not printed

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Message or state	LED (Sato manuals)	Likely cause	Entry
1144 RFID label pitch size Error	● Lit red	[Pitch Size] does not match the length of the RFID tag	RFID tags

List compiled from the “When an Error Message Appears” pages of the two Sato manuals. Message 1018 appears only in the CL4NX/CL6NX manual (firmware 1.11.5 or earlier); message 1133 appears only in the CL4NX Plus/CL6NX Plus manual. The RFID messages exist only on the RFID versions. The LED colour comes from the “LED Indicator” pages of the two manuals: lit red for any product error; the pages for each message do not specify it. If the printer goes into sleep mode during an error, the LED flashes blue every two seconds.

Sato CL4NX error codes: Head Open, Out of Paper, Ribbon End, Paper Jam

The messages most often seen on a CL4NX or CL4NX Plus, with the cause given by Sato, the steps to follow and the point at which you need to turn to technical support.

Why does my Sato CL4NX show “Head Open” (error 1007) when the head is closed?

Message: Error Message 1007 (Head Open) · LED: lit red.

Short answer: The Sato manuals give two causes: the head is not locked, or the sensor that monitors its opening is faulty. Raise the head, then lower it until the lever locks; if the error is still displayed, call in Sato technical support.

LIKELY CAUSE

On both the CL4NX and the CL4NX Plus: printhead not locked, or faulty head open/close detection sensor.

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Caution: When closing the top cover, keep your fingers clear so that they do not get pinched (Sato manual).

WHAT TO DO

1. Unlock the head by pushing the head lock lever backwards.
2. Lower the head and press down on it until the lever locks: the message disappears as soon as the head is locked.
3. If the error is still displayed with the head locked, the cause is the head open sensor, according to Sato.

When to call a technician: if “Head Open” is still displayed with the head locked, the head open sensor is faulty: this is a matter for Sato technical support.

Sources: [Error Message 1007 \(Head Open\)](#)  – CL4NX/CL6NX manual · [Error Message 1007 \(Head Open\)](#)  – CL4NX Plus/CL6NX Plus manual · [Loading the Media Roll](#)  – CL4NX/CL6NX manual (official documentation).

What does “Out of Paper” (error 1008) mean on a Sato CL4NX that still has labels?

Message: **Error Message 1008 (Out of Paper)** · LED: lit red.

Short answer: This is Sato's paper-out message: the printer no longer sees any media, because it is missing, incorrectly threaded or jammed, or because the sensor is incorrectly set or dirty. Reload the roll, then calibrate and clean the sensor if the error comes back.

LIKELY CAUSE

The CL4NX and CL4NX Plus manuals list the same five causes: no media, media incorrectly loaded, media sensor level incorrectly set, jam, sensor not working properly (dirty, label stuck on it, low sensitivity).

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WHAT TO DO

1. Check that the roll is present and that it passes under the damper and under the sensor guide; reload it if necessary (see [loading the roll](#)).
2. If there is a jam, clear the jammed media (see [jam](#)).
3. Adjust the sensor level by calibrating (see [calibration](#)).
4. Clean the media sensor with the cleaning kit if it is dirty or if a label is stuck to it (see [cleaning](#)).
5. With the media in place, open and close the head, or press OFFLINE, to clear the message.

When to call a technician: if “Out of Paper” persists with the media correctly loaded and the sensor calibrated and clean, the manuals refer you to Sato technical support.

Sources: [Error Message 1008 \(Out of Paper\)](#)  – CL4NX/CL6NX manual · [Error Message 1008 \(Out of Paper\)](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

Why does my Sato CL4NX report “Ribbon End” (error 1009) with a ribbon in place?

Message: **Error Message 1009 (Ribbon End)** · LED: lit red.

Short answer: Sato cites a missing or used-up ribbon, incorrectly loaded ribbon or media, and a ribbon sensor that is not working properly. Reload the ribbon and media, then close the head; if the sensor is the cause, restart the printer.

LIKELY CAUSE

CL4NX and CL4NX Plus manuals: ribbon not loaded, ribbon or media incorrectly loaded, ribbon run out, ribbon sensor dirty or of low sensitivity.

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WHAT TO DO

1. Check that the ribbon is pushed all the way onto the ribbon supply shaft, that it passes under the head and that it is attached to the ribbon rewind shaft (see [loading the ribbon](#)).
2. Also reload the media if it is incorrectly positioned.
3. Replace the ribbon if it has run out.
4. Close the head, or press OFFLINE, to clear the error.
5. Suspected ribbon sensor: Sato advises switching the printer off and then switching it back on.

When to call a technician: if “Ribbon End” persists with the ribbon correctly loaded and after restarting, contact Sato technical support.

To print on direct thermal labels without a ribbon, Sato says to change the print method in the settings.

Sources: [Error Message 1009 \(Ribbon End\)](#)  – CL4NX/CL6NX manual · [Error Message 1009 \(Ribbon End\)](#)  – CL4NX Plus/CL6NX Plus manual · [Want to Print Using the Direct Thermal Media Without Using the Ribbon \(Such as When the Ribbon Runs Out\)](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

How do I fix the “1001 Machine Error” on a Sato CL4NX?

Messages: **Error Message 1001 (Machine Error)** , **Error Message 1135 (Unsupported Option Error)** · LED: lit red.

Short answer: According to Sato, this message indicates a fault in the printer. The only action provided for is to switch it off and on again; if the fault comes back, you need to contact Sato technical support.

LIKELY CAUSE

1001: a fault has occurred in the product. 1135, which is also dealt with with the power off: an unsupported optional device is installed.

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WHAT TO DO

1. Switch the printer off: error 1001 cannot be cleared any other way.
2. Switch it back on and see whether the message comes back.
3. For error 1135, switch the printer off and remove the unsupported option before switching it back on.

When to call a technician: if error 1001 reappears after restarting, or if error 1135 persists with the option removed, contact Sato technical support.

Sources: [Error Message 1001 \(Machine Error\)](#) ⓘ – CL4NX/CL6NX manual · [Error Message 1001 \(Machine Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1135 \(Unsupported Option Error\)](#) ⓘ – CL4NX/CL6NX manual · [Error Message 1135 \(Unsupported Option Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual (official documentation).

What should I do when my Sato CL4NX shows “Paper Jam” (error 1066) or the labels get stuck?

Message: `Error Message 1066 (Paper Jam)` (CL4NX and CL4NX Plus only) · LED: lit red.

Short answer: Error 1066 indicates a jam, or incorrectly loaded media. Clear the jammed media, unlock the head and reload the media so that its leading edge extends past the cutter blade.

LIKELY CAUSE

Both manuals give the same causes: jammed media, or incorrectly loaded media. This number is specific to the 4-inch models (CL4NX and CL4NX Plus).

Caution: With the cutter or the linerless cutter kit installed, be careful of the blade when removing the media: you could injure yourself or someone else (Sato manual).

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WHAT TO DO

1. Find where the media is jammed and remove it; the video in the manual shows the media path and the internal parts.
2. Unlock the head and reload the media: this is what clears error 1066.
3. When reloading, make the leading edge of the media extend past the cutter blade.
4. With no message but with media that no longer feeds, do the same: locate the jam, remove the media, then reload it (see [loading the roll](#)).

When to call a technician: if error 1066 comes back when the media is correctly loaded, the manuals refer you to Sato technical support.

Sources: [Error Message 1066 \(Paper Jam\) \(CL4NX Only\)](#)  – CL4NX/CL6NX manual · [Error Message 1066 \(Paper Jam\) \(CL4NX Plus Only\)](#)  – CL4NX Plus/CL6NX Plus manual · [The Media Has Jammed](#)  – CL4NX/CL6NX manual (official documentation).

Calibrating a Sato CL4NX: label sensor, Gap Not Found, labels that do not stop

Label detection relies on a gap sensor (Gap) or a black mark sensor (I-Mark). Here is the automatic calibration procedure and the errors associated with it.

How do I run an automatic sensor calibration on a Sato CL4NX or CL4NX Plus?

Symptoms: errors 1008, 1010, 1028 or 1035, labels not detected or incorrectly positioned.

Short answer: Run [Auto-calibration] in [Printing] > [Advanced] > [Calibrate]: the printer automatically sets the level of the gap sensor (Gap), the black mark sensor (I-Mark) or both. During the adjustment, the media must pass under the sensor guide and the head must be locked.

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LIKELY CAUSE

If the media is not detected properly, Sato asks you to adjust the level of the Gap and I-Mark sensors; this is also the countermeasure provided for errors 1008, 1010, 1028 and 1035.

OFFICIAL CALIBRATION PROCEDURE

1. First check [Sensor Type] in the [Printing] menu: [Gap] for labels separated by a gap, [I-Mark] for black mark media.
2. Unlock the head by pushing the lever backwards.
3. Feed the media under the sensor guide. For labels, peel one off its liner; position the media so that the sensor is not over a black mark.
4. Lock the head: Sato states that an adjustment made with the head unlocked does not give a correct result.
5. Open [Printing] > [Advanced] > [Calibrate] > [Auto-calibration], select [Gap + I-Mark], [Gap] or [I-Mark] and confirm.
6. Confirm to start; read the result displayed, then confirm to exit.
7. In Offline mode, feed the media and check that it stops in the right place.

When to call a technician: if the media feed is still incorrect after [Auto-calibration], Sato asks you to contact your dealer or its technical support.

The levels can also be set manually ([GAP Levels], [GAP Slice Level], [I-Mark Levels], [I-Mark Slice Level]). [Auto-calibration] does not appear when the optional linerless cutter kit is installed.

Sources: [\[Auto-calibration\]](#)  – CL4NX/CL6NX manual · [\[Auto-calibration\]](#)  – CL4NX Plus/CL6NX Plus manual · [\[Calibrate\]](#)  – CL4NX/CL6NX manual · [Media Sensor Type](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

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What should I do about the “1028 Gap Not Found” or “1035 I-mark Not Found” error on a Sato CL4NX?

Messages: Error Message 1028 (Gap Not Found) , Error Message 1035 (I-mark Not Found) · LED: lit red.

Short answer: The sensor cannot find the gap between the labels (1028) or the black mark (1035). Sato has you check the media path, the cleanliness of the sensor and the sensor type selected, then recalibrate the sensor level.

LIKELY CAUSE

The same four causes for both messages: media weaving instead of feeding straight, label stuck on the sensor, unsuitable sensor type, incorrect sensor level.

WHAT TO DO

1. Reload the media so that it feeds perfectly straight.
2. If a label has stuck to the sensor, clean it with the cleaning kit (see [cleaning](#)).
3. In [Sensor Type], select [Gap] or [I-Mark] according to your media.
4. Run the sensor calibration again (see [calibration](#)).
5. Clear the error with OFFLINE, or by opening and closing the head.

Sources: [Error Message 1028 \(Gap Not Found\)](#)  – CL4NX/CL6NX manual · [Error Message 1028 \(Gap Not Found\)](#)  – CL4NX Plus/CL6NX Plus manual · [Error Message 1035 \(I-mark Not Found\)](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

Why does my Sato CL4NX stop on “1010 Media Error”?

Message: Error Message 1010 (Media Error) · LED: lit red.

Short answer: The printer detects a difference between the label size set in the data and the actual media, or a feed that is too long because of an incorrect sensor



level. Correct the format sent by the software, or recalibrate the sensor.

LIKELY CAUSE

Sato lists three cases: media size different between the data and the roll, data longer than the label, excessive feed caused by an incorrect sensor level.

WHAT TO DO

1. Compare the label size set in the software with the media loaded and make them match.
2. If the layout exceeds the length of the label, correct the data.
3. If the label feeds too far, recalibrate the sensor (see [calibration](#)).
4. If the message persists, restart the printer.
5. The message is cleared by opening and closing the head or with the OFFLINE button.

This check is only active if [Check Media Size] ([Printing] > [Advanced]) is set to [Enabled].

Sources: [Error Message 1010 \(Media Error\)](#)  – CL4NX/CL6NX manual · [Error Message 1010 \(Media Error\)](#) 
– CL4NX Plus/CL6NX Plus manual (official documentation).

Why do the labels on my Sato CL4NX not stop in the right place?

Symptoms: label that keeps feeding without stopping, offset stop or cut position, print offset in the feed direction.

Short answer: The Sato troubleshooting pages point to loading, the sensor type, a dirty sensor or platen roller, then the position settings. Reload the media, select the right sensor, clean, then correct the print or stop position.

LIKELY CAUSE

Checks listed by Sato: media (and ribbon) loaded correctly, sensor type suited to the media, no label stuck on the sensor, platen roller and sensor clean, pitch and vertical base reference point, stop position (offset).

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WHAT TO DO

1. Reload the media and, for thermal transfer, the ribbon.
2. Set [Sensor Type] according to the media: gap ([Gap]) or black mark ([I-Mark]).
3. Clean the sensor and the platen roller with the cleaning kit.
4. Print offset upwards or downwards: correct the pitch and the vertical base reference point offset.
5. Stop or cut in the wrong place: adjust the media stop position (offset).

Sources: [The Label Does Not Stop at the Specified Position/the Label Does Not Stop](#) ↗ · [The Print Position Is Shifted Vertically from the Media Feed Direction](#) ↗ · [Print Stop Position and Cut Position Are Shifted](#) ↗ – CL4NX Plus/CL6NX Plus manual (official documentation).

Loading the labels and ribbon on a Sato CL4NX: procedures from the manual

Most Sato troubleshooting pages begin with “Are the media and ribbon loaded correctly?”. Here are the two loading procedures.

The labels do not feed in my Sato CL4NX: how do I reload the roll?

Symptoms: nothing feeds when FEED is pressed, or the media feeds at an angle.

Short answer: If nothing feeds, Sato first has you check the display (error message), then the loading and that there is no jam. The roll must be pushed all the way onto the roll holder and the media must pass under the damper and under the sensor guide before the head is locked.

LIKELY CAUSE

“Media Does Not Feed” page in both manuals: error currently on the display, media or ribbon incorrectly loaded, media jammed.

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Caution: Top cover: open it all the way so that it does not fall shut, and close it taking care not to trap your fingers (Sato manual).

OFFICIAL ROLL LOADING PROCEDURE

1. Open the top cover fully and push the head lock lever backwards.
2. Pull the roll holder guide and the media guide outwards; loosen the media guide by turning its knob anticlockwise.
3. Slide the roll all the way onto the roll holder, towards the inside of the printer, and press the roll holder guide lightly against it.
4. Pass the media under the damper and under the sensor guide, pushing it until its end comes out at the front.
5. Lower the head until the lever locks, press the media guide lightly against the edge of the media and tighten the knob again.
6. Close the cover, feed the media with FEED in Offline mode, then go back online with ONLINE.

For thermal transfer, the ribbon must also be loaded (see [loading the ribbon](#)). If an error number is displayed, start with the [lookup table](#).

Sources: [Media Does Not Feed](#)  – CL4NX/CL6NX manual · [Loading the Media Roll](#)  – CL4NX/CL6NX manual · [Loading the Media Roll](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

How do I install the thermal transfer ribbon on a Sato CL4NX?

Symptoms: ribbon not winding, error 1009 after a ribbon change.

Short answer: The ribbon is pushed all the way onto the ribbon supply shaft, passes under the head, then is attached to the ribbon rewind shaft, which you turn a few times. For direct thermal labels, Sato provides for printing without a ribbon by changing the print method.

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Caution: After printing, the head and the area around it are very hot. The edge of the head can cause injury if touched with bare hands (Sato manual).

OFFICIAL RIBBON LOADING PROCEDURE

1. Open the top cover fully; push the ribbon rewind shaft all the way in and remove the used ribbon, if there is any.
2. Unlock the head (lever pushed backwards).
3. Slide the ribbon roll all the way onto the ribbon supply shaft, observing the winding direction.
4. Pull the ribbon from the ribbon supply shaft and pass it under the head.
5. Attach it to the ribbon rewind shaft and turn this shaft several times anticlockwise.
6. If labels are already in place, lock the head; otherwise, load them first. Then close the cover.
7. To work without a ribbon on direct thermal media, change the print method ([Print Method]) in the settings.

A sticker inside the cover shows the ribbon path, ink side in or ink side out. Sato recommends its original consumables to obtain the best quality.

Sources: [Loading the Ribbon](#)  – CL4NX/CL6NX manual · [Loading the Ribbon](#)  – CL4NX Plus/CL6NX Plus manual · [Want to Print Using the Direct Thermal Media Without Using the Ribbon \(Such as When the Ribbon Runs Out\)](#)  – CL4NX Plus/CL6NX Plus manual (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).

Poor print on a Sato CL4NX: too faded, uneven, smudged or unreadable barcodes

The causes identified by Sato: loading, cleanliness of the head and sensor, darkness and speed settings, printhead pressure balance.

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How do I clean the printhead on a Sato CL4NX that prints too faintly?

Symptoms: light print over the whole label or in places.

Short answer: For Sato, faded print comes from incorrect loading, a dirty head or sensor, or unsuitable darkness and speed settings. Clean the head with the cleaning kit, run a test print, then adjust [Darkness] and [Speed].

LIKELY CAUSE

The “The Overall Printout Is Light” and “A Part of the Printout Is Light” pages call for the same checks: media and ribbon loading, cleanliness of the head and sensor, print darkness and speed.

Caution: Never use organic solvents such as thinner or benzine. Wait for the head to cool down: it is very hot after printing. Avoid touching its edge with bare hands, as it can cause injury (Sato manual).

OFFICIAL CLEANING PROCEDURE (CLEANING KIT)

1. Switch the printer off and pull the plug out of the mains socket.
2. Open the cover fully, unlock the head and remove the media and ribbon.
3. With a cotton cloth moistened with cleaning liquid, wipe the head, the plate, the ribbon roller and then the platen roller in turn.
4. Lower the sensor guide lock, take out this guide, then wipe its underside and the media sensor.
5. Put the guide back and raise the lock; while holding the head assembly, also wipe its shaft.
6. Reload, run a test print and adjust the darkness and speed if necessary.

Sato recommends using the cleaning kit on the head, the platen roller, the sensors and the media guide at every roll or every 150 m, and the cleaning sheet on the head every six rolls or 900 m. With the CL4NX Plus linerless cutter kit, cleaning is done at every roll or as soon as adhesive or paper dust

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appears. Print that is too dark, on the other hand, comes from darkness set too high or a speed that is too slow, according to Sato.

Sources: [The Overall Printout Is Light](#)  – CL4NX/CL6NX manual · [A Part of the Printout Is Light](#)  – CL4NX Plus/CL6NX Plus manual · [Cleaning Using the Cleaning Kit](#)  – CL4NX/CL6NX manual · [Cleaning Using the Cleaning Kit](#)  – CL4NX Plus/CL6NX Plus manual · [Cleaning Intervals](#)  – CL4NX Plus/CL6NX Plus manual · [The Overall Printout Is too Dark](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

Why is the print on my Sato CL4NX lighter on one edge, or shifted to one side?

Symptoms: one edge of the label lighter than the other, print shifting to one side.

Short answer: For these two symptoms, the CL4NX manual has you check the printhead pressure balance, the media and ribbon loading, and the cleanliness of the head and sensor. Set the balance knobs according to the media width, then check on an actual print.

LIKELY CAUSE

“One Side of the Printout Is Light” and “The Printout Is Shifted to One Side” pages: head pressure balance incorrectly set, media or ribbon incorrectly loaded, head or sensor dirty or with a label stuck to it.

WHAT TO DO

1. Open the top cover: the adjustment knobs are on top of the head assembly.
2. Position them according to the width of your media. For the CL4NX Plus, the Sato table provides three ranges: 25 to 54 mm, 54 to 83 mm and 83 to 131 mm, the same in Micro Label Print mode.
3. Print to check that the result is stable: Sato states that the values in the table are a guide only and depend on the media type.
4. Defect still present: redo the media and ribbon loading.
5. Finish by cleaning the head and the sensor (see [cleaning](#)), followed by a test print.

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Sato describes the pressure balance as an additional adjustment to the printhead pressure, useful in particular if the media drifts to the right.

Sources: [One Side of the Printout Is Light](#) – CL4NX/CL6NX manual · [The Printout Is Shifted to One Side](#) – CL4NX/CL6NX manual · [Pressure Balance Setting](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

How do I get rid of black streaks on the labels from a Sato CL4NX?

Symptoms: black, dirty streaks or areas on the label.

Short answer: The Sato manual checks three points: the cleanliness of the head and sensor, the media and ribbon loading, and the printhead pressure balance. Clean first, reload, then adjust the pressure balance.

LIKELY CAUSE

“A Part of the Printout Is Dirty and Black Streaks Appear” page: head or sensor dirty (or with a label stuck to it), media or ribbon incorrectly loaded, head pressure balance incorrectly set.

WHAT TO DO

1. Start by cleaning the head and sensor (see [cleaning](#)), then print a test label.
2. Reload the media and ribbon carefully.
3. If the streaks persist, correct the head pressure balance (see [balance knobs](#)).

Source: [A Part of the Printout Is Dirty and Black Streaks Appear](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

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Why can the barcodes printed by my Sato CL4NX not be read?

Symptoms: barcodes rejected by scanners, incomplete bars.

Short answer: The CL4NX manual points to a dirty head or incorrectly loaded media and ribbon. Clean the head with the cleaning kit and reload the media and ribbon; if the barcodes are still unreadable, Sato mentions a faulty head.

LIKELY CAUSE

“Cannot Read the Barcode” page: dirty printhead, media or ribbon incorrectly loaded; as a last resort, faulty head.

WHAT TO DO

1. Clean the head with the cleaning kit (see [cleaning](#)).
2. Put the media and ribbon back in place following the loading procedures.
3. If error 1012 is displayed, refer to the [Head Error](#) entry.

When to call a technician: if the barcodes are still unreadable after cleaning and reloading, Sato mentions a faulty head and refers you to its technical support.

The [Head Check] function helps to spot a broken head element but, according to Sato, does not guarantee that barcodes are readable: regular checks with a scanner are still necessary.

Sources: [Cannot Read the Barcode](#) ↗ – CL4NX/CL6NX manual · [\[Head Check\]](#) ↗ – CL4NX Plus/CL6NX Plus manual (official documentation).

Sato CL4NX printhead: Head Error, overheating, blank labels

What the Sato manuals say when the head is reported as faulty, when it overheats, or when the labels come out blank.

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Do I need to replace the printhead when a Sato CL4NX shows “1012 Head Error”?

Messages: Error Message 1012 (Head Error) , Error Message 1024 (Head Density Changed) · LED: lit red.

Short answer: Not necessarily: error 1012 indicates worn print elements, or a worn or damaged head. Sato first suggests switching the printer off or checking only the barcodes; replacement is required if the head is damaged.

LIKELY CAUSE

1012: worn print elements, or worn or damaged head (CL4NX and CL4NX Plus manuals).

1024: no head installed, or a replacement head with a different resolution.

Caution: To replace the head: power cord unplugged, never with wet hands (risk of electric shock), head cooled down, gloves on, edge of the head not touched with bare hands. On UHF RFID models, the antenna is attached to the head: do not pull on its cable (Sato manual).

WHAT TO DO

1. Switch the printer off, or change the [Head Check] conditions ([Printing] > [Advanced]): [All] checks the whole printed area, [Barcode] only the barcodes, [Off] turns the check off.
2. To resume printing despite the error, hold the DISMISS button down until the progress bar reaches the right-hand edge.
3. Check the barcodes printed after the error with a scanner, as Sato asks.
4. Worn or damaged head: replace it. With the printer unplugged and cooled down, the head unlocked and the media and ribbon removed, press the lever to remove the head and disconnect its connectors (two on the CL4NX Plus).
5. Connect the new head and push it in until it clicks, then put the media and ribbon back.

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6. Error 1024: fit a head with the same resolution as the previous one.

When to call a technician: if error 1012 persists with a new head, or for any question about the UHF RFID antenna mounted on the head, Sato refers you to your dealer or its technical support.

[Head Check] is a guide and does not replace checking the barcodes with a scanner.

Sources: [Error Message 1012 \(Head Error\)](#) ↗ – CL4NX/CL6NX manual · [Error Message 1012 \(Head Error\)](#) ↗ – CL4NX Plus/CL6NX Plus manual · [Error Message 1024 \(Head Density Changed\)](#) ↗ – CL4NX/CL6NX manual · [\[Head Check\]](#) ↗ – CL4NX Plus/CL6NX Plus manual · [Replacing the Print Head](#) ↗ – CL4NX Plus/CL6NX Plus manual (official documentation).

What does “1022 Print Head Overheated” mean on a Sato CL4NX?

Message: **Error Message 1022 (Print Head Overheated)** · LED: lit red.

Short answer: The printer has exceeded the temperature it can tolerate. Stop the job and wait for it to cool down, which clears the error; if the overheating happens again, contact Sato technical support.

LIKELY CAUSE

Both Sato manuals explain it in the same way: the printer has gone outside its tolerated temperature range.

Caution: Do not work on the head before it has cooled down: it stays very hot after printing (Sato manual).

WHAT TO DO

1. Stop printing.
2. Let the printer cool down: the error disappears when the temperature drops.
3. Then restart the job.

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When to call a technician: if error 1022 comes back despite cooling, the manuals refer you to Sato technical support.

Sources: [Error Message 1022 \(Print Head Overheated\)](#) – CL4NX/CL6NX manual · [Error Message 1022 \(Print Head Overheated\)](#) – CL4NX Plus/CL6NX Plus manual · [Cleaning Using the Cleaning Kit](#) – CL4NX/CL6NX manual (official documentation).

Why is my Sato CL4NX producing blank labels?

Symptoms: the requested number of labels feeds through, with nothing printed.

Short answer: Sato checks three points: media and ribbon loading, cleanliness of the head and sensor, installation of the head. Reload, clean, then check that the head is properly engaged.

LIKELY CAUSE

“Media Is Fed According to the Specified Number, but Not Printed” page: media or ribbon incorrectly loaded, head or sensor dirty, head incorrectly installed.

WHAT TO DO

1. Redo the label and ribbon loading (see [ribbon](#)).
2. Clean the head and the sensor, then run a test print (see [cleaning](#)).
3. Check that the head is fitted correctly, pushed in until it clicks.

Sources: [Media Is Fed According to the Specified Number, but Not Printed](#) – [Replacing the Print Head](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

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

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Sato CL4NX not communicating: network, USB, Wi-Fi, Bluetooth, data rejected

Checks from the “Cannot Communicate” pages and errors related to the interface or to the content of the data sent.

My Sato CL4NX does not respond on the Ethernet network: what should I check?

Symptoms: network jobs not arriving, no response to ping.

Short answer: Three checks according to Sato: the network cable, the port and protocol defined in the printer's interface settings, then the response to ping. If the ping fails, review the IP address and subnet mask, and make sure the hub is switched on and working.

LIKELY CAUSE

The manuals cite a LAN cable that is not properly connected, an incorrect port or protocol, wrong IP parameters (address, mask), or a hub that is switched off or faulty.

WHAT TO DO

1. Reconnect the LAN cable correctly.
2. In the interface settings, redefine the port and protocol used.
3. Ping the printer; if there is no response, check the IP address and the subnet mask.
4. Check that the hub is powered and working.
5. As a last resort, switch the printer off and on again.

According to the CL4NX Plus manual, pressing the designated button for 5 seconds displays the printer's model, version, serial numbers and IP address.

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Sources: [Cannot Communicate via LAN](#) – CL4NX/CL6NX manual · [Cannot Communicate via LAN](#) – CL4NX Plus/CL6NX Plus manual · [Operations When Errors Occur](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

Why is my Sato CL4NX not recognised over USB?

Symptoms: printer not found or jobs stuck over USB.

Short answer: Check the USB cable and the printer's interface settings, change USB port on the computer and check the printer name in the driver. If nothing works, Sato recommends restarting the printer and the PC, then reinstalling the driver as administrator.

LIKELY CAUSE

Points listed by Sato: cable connection, interface settings, whether the computer's USB port is active or not, printer name in the driver.

WHAT TO DO

1. Reconnect the USB cable correctly.
2. Redo the printer's interface settings.
3. Connect to another USB port on the PC and disconnect the other USB devices.
4. In Devices and Printers > Printer properties > General tab, check the printer name and make the driver's name match it.
5. Restart the printer and the computer.
6. Still nothing: uninstall the driver, then reinstall it with an administrator account.

Sources: [Cannot Communicate via USB](#) – CL4NX/CL6NX manual · [Cannot Communicate via USB](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

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How do I restore the Wi-Fi or Bluetooth connection on a Sato CL4NX?

Possible messages: 1046 and 1047 EAP Authentication Error , 1068 WLAN Error , 1050 Bluetooth Error , 1075 NFC Error , 1076 Invalid command in NFC .

Short answer: Wi-Fi and Bluetooth are optional modules: check that they are installed and enabled, that the network is set to [Auto] or [Wi-Fi], and move sources of interference away. Errors 1046 and 1047 relate to the authentication settings; 1068, 1050 and 1075 indicate a module to be repaired or replaced by Sato.

LIKELY CAUSE

“Cannot Communicate via Wireless LAN” and “Cannot Communicate via Bluetooth” pages: module missing, function disabled or network incorrectly set, devices on the same band (Wi-Fi, microwave ovens), metal obstacle, interface settings. Messages: 1046 and 1047 = EAP authentication failed; 1068 = Wi-Fi module damaged; 1050 = Bluetooth module faulty; 1075 = NFC module faulty; 1076 = incorrect NFC command.

WHAT TO DO

1. Check that the optional Wi-Fi or Bluetooth module is installed and, for Bluetooth, enabled.
2. Wi-Fi: set the network to [Auto] or [Wi-Fi]; in [Auto], disconnect the LAN cable, then switch the printer back on.
3. Move the printer away from other wireless equipment and microwave ovens, and remove any metal obstacles between it and the host.
4. Redo the [Wi-Fi] or [Bluetooth] interface settings.
5. 1046: enter the correct Wi-Fi parameters (EAP Conf. section); 1047: check the access point and the authentication server. Clear with OFFLINE.
6. 1076: check the command sent, then press OFFLINE.
7. Restart the printer (and the computer for Bluetooth); reinstall the driver as administrator if Bluetooth still does not respond.

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When to call a technician: errors 1068, 1050 and 1075: Wi-Fi module to be replaced, Bluetooth module to be repaired or NFC module to be replaced by Sato technical support.

Sources: [Cannot Communicate via Wireless LAN](#)  – CL4NX/CL6NX manual · [Cannot Communicate via Bluetooth](#)  – CL4NX Plus/CL6NX Plus manual · [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#)  – CL4NX/CL6NX manual · [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#)  – CL4NX Plus/CL6NX Plus manual · [Error Message 1068 \(WLAN Error\)](#)  – CL4NX/CL6NX manual · [Error Message 1050 \(Bluetooth Error\)](#)  – CL4NX/CL6NX manual · [Error Message 1075 \(NFC Error\)](#)  – CL4NX Plus/CL6NX Plus manual · [Error Message 1076 \(Invalid command in NFC\)](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

Why does my Sato CL4NX not print the data sent (errors 1003 to 1006, 1017, 1021, 1058, 1142)?

Messages: 1003 Parity Error , 1004 Overrun Error , 1005 Framing Error , 1006 Buffer Overflow , 1017 SBPL Command Error , 1021 BCC Check Error , 1058 CRC Check Error , 1142 Host Receive Error .

Short answer: With no message, Sato has you check the interface cable, the interface settings, then the driver settings. With a number, the cause is specific: RS-232C serial link incorrectly set (1003 to 1005), data too large (1006), incorrect SBPL command (1017), BCC or CRC check failed (1021, 1058) or reception impossible on the host side (1142).

LIKELY CAUSE

“Cannot Output After Data Is Sent” page: interface cable not properly connected, interface settings not suited to the computer or network, driver settings. Messages: 1003 to 1005 = RS-232C settings or cable; 1006 = data larger than the receive buffer or interface incorrectly set; 1017 = incorrect command or parameter; 1021 = incorrect BCC; 1058 = CRC missing or different; 1142 = the host did not receive the data.

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WHAT TO DO

1. Check the interface cable, then the printer's interface settings according to the computer and the network, then the driver settings.
2. 1003 to 1005: redo the RS-232C settings; for a cable that is not properly connected, switch the printer off, reconnect it and switch back on. OFFLINE clears the error.
3. 1006: on the host side, limit the size of transmissions to that of the receive buffer and redo the interface settings on both sides.
4. 1017: read the code "Caaa: <bb>: cc" under the number (position, command name, nature of the error), correct the data, then press CANCEL.
5. 1021 and 1058: check the data and the interface, then choose PRINT (resume) or CANCEL (skip to the next item).
6. 1142: switch the printer off, check the reception parameters on the host, then switch it back on.

To see the detailed code for error 1017, the [Show Error] option in the [Applications] > [SBPL] menu must be set to [Enabled].

Sources: [Cannot Output After Data Is Sent](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1003 \(Parity Error\)](#) ⓘ – CL4NX/CL6NX manual · [Error Message 1004 \(Overrun Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1005 \(Framing Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1006 \(Buffer Overflow\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1017 \(SBPL Command Error\)](#) ⓘ – CL4NX/CL6NX manual · [Error Message 1021 \(BCC Check Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1058 \(CRC Check Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1142 \(Host Receive Error\)](#) ⓘ – CL4NX/CL6NX manual (official documentation).

Sato CL4NX cutter: Cutter Error, cutter cover, no cut

Errors of the optional cutter and labels that are no longer cut.

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How do I free the cutter on a Sato CL4NX showing “Cutter Error” (1015) or “Cutter Cover Open” (1016)?

Messages: Error Message 1015 (Cutter Error) , Error Message 1016 (Cutter Cover Open) · LED: lit red.

Short answer: Error 1015 indicates media jammed in the cutter or a blade that does not return to its position: clear the media and press FEED. Error 1016 indicates that the cutter release lever is not closed and locked. If the error persists, restart the printer.

LIKELY CAUSE

Two messages, with two causes each according to Sato: 1015 occurs when media blocks the cutter or the blade does not return to its position; 1016 when the cutter release lever has been left open or the unit is faulty.

Caution: Be careful of the cutter blade when removing the media: it can cause injury (Sato manual).

WHAT TO DO

1. 1015: remove the labels stuck in the cutter; the manual refers to its video on the media path.
2. Press FEED: the blade returns to its position and error 1015 clears.
3. 1016: close the cutter release lever and lock it.
4. Labels not cut with no message: press FEED in Offline mode, restart, then check the print mode ([Print Mode]) in the settings.
5. If the error comes back, switch the printer off and on again.

When to call a technician: if error 1016 is still displayed with the lever locked and after restarting, the cutter is probably faulty according to Sato: contact technical support.

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The CL4NX Plus also accepts an optional rotary cutter, whose loading is covered in a separate section of its manual.

Sources: [Error Message 1015 \(Cutter Error\)](#)  – CL4NX/CL6NX manual · [Error Message 1015 \(Cutter Error\)](#)  – CL4NX Plus/CL6NX Plus manual · [Error Message 1016 \(Cutter Cover Open\)](#)  – CL4NX/CL6NX manual · [The Media Is Not Cut](#)  – CL4NX/CL6NX manual (official documentation).

Resetting a Sato CL4NX: Config Warning and factory settings

The warning that follows a sudden power cut, and the official procedure for resetting the settings.

How do I restore a Sato CL4NX to factory settings (and what does “1099 Config Warning” mean)?

Message: **Error Message 1099 (Config Warning)** · LED: lit red.

Short answer: Message 1099 follows a sudden power cut, for example a cord pulled out with the printer switched on: clear it with OFFLINE and from now on switch the printer off normally. To return to the factory settings, go to [Tools] > [Reset] > [Settings] and choose [Factory Reset].

LIKELY CAUSE

According to both Sato manuals, the power was cut off improperly, for example by unplugging the cord during operation.

Caution: Sato points out that a reset is rarely necessary and can change the print conditions: note down your settings beforehand. [User Reset] and [Factory Reset] also reset the [Interface] menu; to keep the network settings, choose their (-Interface) variant.

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OFFICIAL SETTINGS RESET PROCEDURE

1. Clear warning 1099 with OFFLINE; in future, switch the printer off using the normal procedure.
2. To reset: from Online mode, switch to Offline, then enter Settings mode.
3. Choose [Tools], then [Reset], then [Settings].
4. Select the scope: [User Reset], [User Reset (-Interface)], [Factory Reset] (factory state), [Factory Reset (-Interface)] (factory state except for the [Interface] menu), [Interface] or [Printing].
5. Accept the confirmation to start the operation, or cancel.
6. Restart the printer if the display asks you to.

Sources: [Error Message 1099 \(Config Warning\)](#)  – CL4NX/CL6NX manual · [Error Message 1099 \(Config Warning\)](#)  – CL4NX Plus/CL6NX Plus manual · [Initializing the Setting Values on the Product](#)  – CL4NX/CL6NX manual · [Initializing the Setting Values on the Product](#)  – CL4NX Plus/CL6NX Plus manual (official documentation).

CL4NX RFID: tag encoding and RFID module errors

On the RFID versions of the CL4NX and CL4NX Plus, inlay errors are all dealt with in the same way; module faults are a matter for Sato support.

What should I do when my Sato CL4NX RFID cannot encode a tag (errors 1114 to 1131)?

Messages: 1018 (CL4NX), 1073 , 1114 to 1131 , 1144 (RFID versions).

Short answer: These errors mean that the printer could not find, read, write or lock the inlay. Sato asks you to check the inlay, then the printer and antenna settings, and to choose RETRY or ABORT. The faulty label has the message printed on it: do not reuse it.

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LIKELY CAUSE

According to the Sato manuals: 1114 = tag not found or unreadable; 1115 and 1123 = write failed (inlay locked or, in UHF, write power too low); 1116 = data read failed; 1117 = inlay locked or address not writable (ISO/IEC 15693, FeliCa); 1118 = value read back differs from the value written; 1119 = lock failed; 1120 = UID of another tag; 1121 = several tags picked up; 1124 = tag type incorrectly specified; 1125 = tag identifier not obtained; 1126 = RSSI below the threshold (UHF); 1129 = tag not supported or already encoded; 1131 = address beyond capacity (ISO/IEC 15693); 1144 = [Pitch Size] different from the tag length; 1073 = RFID media loaded with no RFID command; 1018 (CL4NX, firmware 1.11.5 or earlier) = inlay cannot be read or written.

WHAT TO DO

1. First inspect the inlay, then the printer's RFID and antenna parameters.
2. Press RETRY (resumes according to [Retry Mode]) or ABORT. To cancel the whole job, open and close the cover to go Offline, then press CANCEL.
3. Locked tags (1117, 1123): use unlocked tags. Tag type or model (1120, 1124, 1129): check the type specified, and the manufacturer and model of the inlay.
4. 1123 and 1126 (UHF): adjust [Write Power] or [Read Power] and, for 1126, the [Threshold Value]. 1125: improve the radio conditions. 1131: check the data size and the address.
5. 1144: enter the exact tag length in [Pitch Size] or measure it with [Label Measure Start], then open and close the head.
6. 1073: add the RFID command to the job, disable [RFID Undetected Warning] or load non-RFID media.
7. 1018: discard the faulty tag; the ABORT and RETRY buttons only appear after the number of attempts set in [Interface] > [RFID] > [Retries].

In the CL4NX/CL6NX manual, all these errors are marked "CL4NX Only"; in the CL4NX Plus/CL6NX Plus manual, errors 1117, 1120, 1124, 1125, 1129 and 1131 are marked "CL4NX Plus Only".

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Sources: [Error Message 1018 \(RFID Tag Error\) \(CL4NX only\)](#) [↗](#) – CL4NX/CL6NX manual · [Error Message 1073 \(RFID Undetected\) \(CL4NX Only\)](#) [↗](#) – CL4NX/CL6NX manual · [Error Message 1114 \(Tag not Found\) \(CL4NX Only\)](#) [↗](#) – CL4NX/CL6NX manual · [Error Message 1117 \(Write Tag Error\) \(CL4NX Only\)](#) [↗](#) – CL4NX/CL6NX manual · [Error Message 1115 \(Write Tag Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1116 \(Failed to Read the Tag Data\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1118 \(Write/Read Values Are not Consistent\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1119 \(Failed to Lock the Data\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1120 \(Wrong Tag UID Is Read\) \(CL4NX Plus Only\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1121 \(Multiple Tags Are Detected\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1123 \(Write Tag Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1124 \(Wrong Tag Type\) \(CL4NX Plus Only\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1125 \(Internal Error\) \(CL4NX Plus Only\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1126 \(Not Enough Power\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1129 \(Unsupported Tag Error\) \(CL4NX Plus Only\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1131 \(Exceed Address Error\) \(CL4NX Plus Only\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1144 \(RFID label pitch size Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

My Sato CL4NX shows “1019 RFID System Error”: can I carry on printing?

Messages: [Error Message 1019 \(RFID System Error\)](#) , [Error Message 1133 \(SRA Motor Unit Error\)](#) (CL4NX Plus) · LED: lit red.

Short answer: Yes, but without RFID: the RFID module is no longer working properly, so the printer can no longer read or write inlays, although it still prints the face of the labels. Clear the error with OFFLINE and have the module repaired or replaced by Sato technical support.

LIKELY CAUSE

CL4NX manual: faulty RFID module. CL4NX Plus manual: faulty RFID module, SATO RF Analyze (SRA) board incorrectly set or not connected; error 1133 additionally indicates a faulty SRA motor.

WHAT TO DO

1. Clear the message with the OFFLINE button.

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2. If necessary, continue printing the face of the labels, without encoding.
3. Call in Sato technical support for the RFID module or the SRA board.

When to call a technician: errors 1019 and 1133: repair or replacement of the RFID module, adjustment or connection of the SRA board, by Sato technical support.

Sources: [Error Message 1019 \(RFID System Error\) \(CL4NX Only\)](#) [↗](#) – CL4NX/CL6NX manual · [Error Message 1019 \(RFID System Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual · [Error Message 1133 \(SRA Motor Unit Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

Other Sato CL4NX faults: power, LED, verifier, clock, USB memory stick

Less common situations described in the Sato manuals.

My Sato CL4NX no longer switches on and the display stays black: what should I do?

Symptoms: display off, no response to the power switch.

Short answer: The Sato manuals have you check the cord connection at the printer end and at the socket end, then the power supply to the socket by trying another one. If the display stays off, contact Sato technical support.

LIKELY CAUSE

Only two checks in the manuals: the cord, at the printer end and at the socket end, and the power supply to the socket itself.

Caution: Do not handle the power switch or the cord with wet hands: risk of electric shock (Sato manual).

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WHAT TO DO

1. Push the cord firmly into the printer and into the socket, then switch on.
2. Try another mains socket.
3. Blue LED flashing every two seconds: the printer is starting up or in sleep mode, it is not faulty.

When to call a technician: if the printer does not switch on from a live socket, the manuals refer you to Sato technical support.

Sleep mode starts by default after 60 minutes of inactivity on the CL4NX and 45 minutes on the CL4NX Plus; the delay is changed in [Energy Saving]. Solid blue LED: online; LED off: switched off or Offline mode.

Sources: [No Power/Nothing on the Screen](#) – CL4NX/CL6NX manual · [LED Indicator](#) – CL4NX/CL6NX manual · [LED Indicator](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

What do barcode verifier errors 1077 to 1080 mean on a Sato CL4NX?

Messages: 1077 Barcode Reader Connection Error , 1078 Barcode Reading Error , 1079 Barcode Reading Error (Checking Start Position Abnormality) , 1080 Barcode Comparison Error .

Short answer: They come from the optional barcode verifier: verifier unreachable (1077), read failed (1078), check start outside the label (1079) or code read different from the data (1080). Check the connection, position and settings of the verifier, as well as the layout.

LIKELY CAUSE

CL4NX Plus manual: 1077 when the link with the verifier cannot be checked or fails, 1078 when the code is misread, 1079 when the check start exceeds the media length, 1080 when the reading does not match the data.

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WHAT TO DO

1. 1077: connect the verifier correctly, or disable the barcode check mode if you do not use it.
2. 1078 and 1080: check the label layout, the position of the verifier and its settings.
3. 1079: bring the check start position back within the media length.
4. OFFLINE switches to Offline mode while keeping the job; CANCEL (1078, 1080) cancels the job.

Sources: [Error Message 1077 \(Barcode Reader Connection Error\)](#) [Error Message 1078 \(Barcode Reading Error\)](#) [Error Message 1079 \(Barcode Reading Error \(Checking Start Position Abnormality\)\)](#) [Error Message 1080 \(Barcode Comparison Error\)](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

How do I fix the “1020 Calendar Error” or “1023 NTP Error” on a Sato CL4NX?

Messages: **Error Message 1020 (Calendar Error)** , **Error Message 1023 (NTP Error)** .

Short answer: 1020: the date and time are wrong, or the calendar battery is getting low; redo the setting from the error screen. 1023: the printer could not reach the time server; check its address and the network connection.

LIKELY CAUSE

1020: calendar set to a wrong date or time, or calendar battery at the end of its life (both manuals); 1023: time server unreachable for setting the clock (CL4NX Plus manual).

WHAT TO DO

1. 1020: from the error screen, set the date and time again ([Regional] section), check them, then confirm.
2. If error 1020 comes back, the battery is the cause.

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3. 1023: check the time server address and the network link; with the clock kit (RTC), you can enter the date and time manually and do without NTP.
4. Error 1023 is cleared with OFFLINE or by changing the calendar setting.

When to call a technician: error 1020 caused by the calendar battery: replacement by Sato technical support.

Sources: [Error Message 1020 \(Calendar Error\)](#) ⓘ – CL4NX/CL6NX manual · [Error Message 1020 \(Calendar Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual · [Error Message 1023 \(NTP Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus manual (official documentation).

What should I do if my Sato CL4NX rejects the USB memory stick (error 1013 or 1014)?

Messages: **Error Message 1013 (USB R/W Error)** , **Error Message 1014 (USB Memory Full)** .

Short answer: The memory stick was removed during writing, does not have enough space, no longer accepts writing or is not formatted. Plug it back in, free up some space, change memory stick or format it in FAT32.

LIKELY CAUSE

Sato manuals: 1013 = memory stick disconnected during writing, insufficient space for the copy, write failed, memory stick not formatted; 1014 = memory stick full.

WHAT TO DO

1. Plug the memory stick back in if it was removed during writing.
2. Free up space on the memory stick or use a larger one.
3. If writing still fails, change memory stick; an unformatted memory stick must be formatted in FAT32.
4. Clear the error by unplugging and plugging the memory stick back in (1013), by inserting a memory stick with enough space (1014), or with OFFLINE.

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Sources: [Error Message 1013 \(USB R/W Error\)](#) [↗](#) – CL4NX/CL6NX manual · [Error Message 1014 \(USB Memory Full\)](#) [↗](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

When should you call a technician for a Sato CL4NX?

The entries first suggest reloading, cleaning, calibrating or restarting. The Sato manuals refer you to technical support in the following cases:

- **“Head Open” with the head locked:** faulty head open sensor.
- **Persistent “Out of Paper”:** despite correctly loaded media, a calibration and a clean sensor.
- **Persistent “Ribbon End”:** ribbon correctly loaded, printer restarted.
- **Persistent “1001 Machine Error” or “1135”:** internal fault, or unsupported option still reported.
- **Repeated “1066 Paper Jam”:** jam that recurs with correctly loaded media.
- **Incorrect feed after calibration:** Sato directs you to its dealer or its technical support.
- **Barcodes still unreadable:** head probably faulty.
- **“1012 Head Error” with a new head:** and any question about the UHF RFID antenna mounted on the head.
- **Repeated “1022 Print Head Overheated”:** overheating that recurs despite cooling.
- **“1068”, “1050” or “1075”:** Wi-Fi, Bluetooth or NFC module to be replaced or repaired.
- **“1016 Cutter Cover Open” with the lever locked:** faulty cutter.
- **“1019 RFID System Error” or “1133”:** RFID module or SRA board.
- **“1020 Calendar Error” that keeps coming back:** calendar battery to be replaced.
- **Printer that will not switch on:** even though the socket is live.

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Avoiding recurring faults on the Sato CL4NX: 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 CL4NX 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.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Sato technicians

Support from teams who know your equipment.

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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).

Sato CL4NX troubleshooting: frequently asked questions

How do I calibrate a Sato CL4NX?

Run [Auto-calibration] in the [Printing] menu, [Advanced] section, then [Calibrate]. Feed the media under the sensor guide, lock the head, choose [Gap + I-Mark], [Gap] or [I-Mark] and confirm. Then check in Offline mode that the media stops in the right place.
[See the detailed entry.](#)

What does error 1008 mean on a Sato CL4NX?

This is Sato's paper-out message (Out of Paper): the printer no longer sees any media, because it is missing, incorrectly threaded or jammed, or because the sensor is incorrectly set or dirty. Reload the roll, then calibrate and clean the sensor if the error comes back.
[See the detailed entry.](#)

What are the troubleshooting differences between the Sato CL4NX and the CL4NX Plus?

Both Sato manuals use the same error numbering. Message 1018 only exists on the CL4NX with firmware 1.11.5 or earlier, and message 1133 only appears in the CL4NX Plus manual. The CL4NX Plus reaches 355.6 mm/s at 203 and 305 dpi, compared with 254 mm/s for the CL4NX at 203 dpi, and goes into sleep mode after 45 minutes instead of

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60.

How do I clean the printhead on a Sato CL4NX?

Switch the printer off, unplug it, unlock the head and remove the media and ribbon. Wipe the head, the plate, the ribbon roller and the platen roller with a cotton cloth moistened with cleaning liquid, without organic solvents. The head is very hot after printing: let it cool down. [See the detailed entry.](#)

How do I restore a Sato CL4NX to factory settings?

Switch to Offline mode, then to Settings mode, and choose [Tools], [Reset], then [Settings]. Select [Factory Reset], or [Factory Reset (-Interface)] to keep the network settings, and confirm. Sato points out that a reset is rarely necessary and can change the print conditions. [See the detailed entry.](#)

What should I do when a Sato CL4NX shows Paper Jam?

Error 1066 indicates a jam, or incorrectly loaded media. Clear the jammed media, unlock the head and reload the media so that its leading edge extends past the cutter blade. Be careful of the blade if the cutter is installed. [See the detailed entry.](#)

Why is my Sato CL4NX printing unreadable barcodes?

The CL4NX manual points to a dirty head or incorrectly loaded media and ribbon. Clean the head with the cleaning kit and reload the media and ribbon; if the barcodes are still unreadable, Sato mentions a faulty head. [See the detailed entry.](#)

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Why is the LED on my Sato CL4NX flashing blue?

A blue LED flashing every two seconds indicates that the printer is starting up or is in sleep mode: it is not faulty. Sleep mode starts by default after 60 minutes of inactivity on the CL4NX and 45 minutes on the CL4NX Plus. A red LED, on the other hand, indicates an error shown on the display. [See the detailed entry.](#)

Sources consulted

The causes, procedures and messages in this guide come from the pages below of the Sato CL4NX/CL6NX and CL4NX Plus/CL6NX Plus online operator manuals, consulted on 20 October 2026.

- [When an Error Message Appears](#)  – CL4NX/CL6NX Operator Manual **official**
- [When an Error Message Appears](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [LED Indicator](#)  – CL4NX/CL6NX Operator Manual **official**
- [LED Indicator](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [The LED Lights Red](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Operations When Errors Occur](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Hardware](#)  – CL4NX/CL6NX Operator Manual **official**
- [Hardware](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1001 \(Machine Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1001 \(Machine Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1003 \(Parity Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1004 \(Overrun Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1005 \(Framing Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1006 \(Buffer Overflow\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1007 \(Head Open\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1007 \(Head Open\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**

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- [Error Message 1008 \(Out of Paper\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1008 \(Out of Paper\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1009 \(Ribbon End\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1009 \(Ribbon End\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1010 \(Media Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1010 \(Media Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1012 \(Head Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1012 \(Head Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1013 \(USB R/W Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1014 \(USB Memory Full\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1015 \(Cutter Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1015 \(Cutter Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1016 \(Cutter Cover Open\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1017 \(SBPL Command Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1018 \(RFID Tag Error\) \(CL4NX only\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1019 \(RFID System Error\) \(CL4NX Only\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1019 \(RFID System Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1020 \(Calendar Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1020 \(Calendar Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1021 \(BCC Check Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1022 \(Print Head Overheated\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1022 \(Print Head Overheated\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1023 \(NTP Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1024 \(Head Density Changed\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1028 \(Gap Not Found\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1028 \(Gap Not Found\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1035 \(I-mark Not Found\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#)  – CL4NX/CL6NX Operator Manual **official**

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- [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1050 \(Bluetooth Error\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1058 \(CRC Check Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1066 \(Paper Jam\) \(CL4NX Only\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1066 \(Paper Jam\) \(CL4NX Plus Only\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1068 \(WLAN Error\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1073 \(RFID Undetected\) \(CL4NX Only\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1075 \(NFC Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1076 \(Invalid command in NFC\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1077 \(Barcode Reader Connection Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1078 \(Barcode Reading Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1079 \(Barcode Reading Error \(Checking Start Position Abnormality\)\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1080 \(Barcode Comparison Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1099 \(Config Warning\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1099 \(Config Warning\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1114 \(Tag not Found\) \(CL4NX Only\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1115 \(Write Tag Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1116 \(Failed to Read the Tag Data\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1117 \(Write Tag Error\) \(CL4NX Only\)](#) ⓘ – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1118 \(Write/Read Values Are not Consistent\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1119 \(Failed to Lock the Data\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1120 \(Wrong Tag UID Is Read\) \(CL4NX Plus Only\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1121 \(Multiple Tags Are Detected\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**

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- [Error Message 1123 \(Write Tag Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1124 \(Wrong Tag Type\) \(CL4NX Plus Only\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1125 \(Internal Error\) \(CL4NX Plus Only\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1126 \(Not Enough Power\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1129 \(Unsupported Tag Error\) \(CL4NX Plus Only\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1131 \(Exceed Address Error\) \(CL4NX Plus Only\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1133 \(SRA Motor Unit Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1135 \(Unsupported Option Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1135 \(Unsupported Option Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1142 \(Host Receive Error\)](#)  – CL4NX/CL6NX Operator Manual **official**
- [Error Message 1144 \(RFID label pitch size Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [\[Calibrate\]](#)  – CL4NX/CL6NX Operator Manual **official**
- [\[Auto-calibration\]](#)  – CL4NX/CL6NX Operator Manual **official**
- [\[Auto-calibration\]](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Media Sensor Type](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Loading the Media Roll](#)  – CL4NX/CL6NX Operator Manual **official**
- [Loading the Media Roll](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Loading the Ribbon](#)  – CL4NX/CL6NX Operator Manual **official**
- [Loading the Ribbon](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cleaning Using the Cleaning Kit](#)  – CL4NX/CL6NX Operator Manual **official**
- [Cleaning Using the Cleaning Kit](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cleaning Intervals](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [\[Head Check\]](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Replacing the Print Head](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Pressure Balance Setting](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Initializing the Setting Values on the Product](#)  – CL4NX/CL6NX Operator Manual **official**
- [Initializing the Setting Values on the Product](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**

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- [The Overall Printout Is Light](#)  – CL4NX/CL6NX Operator Manual **official**
- [A Part of the Printout Is Light](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [The Overall Printout Is too Dark](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [One Side of the Printout Is Light](#)  – CL4NX/CL6NX Operator Manual **official**
- [The Printout Is Shifted to One Side](#)  – CL4NX/CL6NX Operator Manual **official**
- [A Part of the Printout Is Dirty and Black Streaks Appear](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Read the Barcode](#)  – CL4NX/CL6NX Operator Manual **official**
- [Media Does Not Feed](#)  – CL4NX/CL6NX Operator Manual **official**
- [Media Is Fed According to the Specified Number, but Not Printed](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [The Label Does Not Stop at the Specified Position/the Label Does Not Stop](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [The Print Position Is Shifted Vertically from the Media Feed Direction](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Print Stop Position and Cut Position Are Shifted](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Want to Print Using the Direct Thermal Media Without Using the Ribbon \(Such as When the Ribbon Runs Out\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [The Media Has Jammed](#)  – CL4NX/CL6NX Operator Manual **official**
- [The Media Is Not Cut](#)  – CL4NX/CL6NX Operator Manual **official**
- [No Power/Nothing on the Screen](#)  – CL4NX/CL6NX Operator Manual **official**
- [Cannot Communicate via LAN](#)  – CL4NX/CL6NX Operator Manual **official**
- [Cannot Communicate via LAN](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Communicate via USB](#)  – CL4NX/CL6NX Operator Manual **official**
- [Cannot Communicate via USB](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Communicate via Wireless LAN](#)  – CL4NX/CL6NX Operator Manual **official**
- [Cannot Communicate via Bluetooth](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Output After Data Is Sent](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**

Some of the equivalent pages of the CL4NX/CL6NX manual were not consulted for this guide (errors 1004 to 1006, 1014, 1021, 1023, 1035, 1047, 1058, 1075 to 1080, 1115, 1116, 1118 to 1131, 1144, Bluetooth troubleshooting pages, “Cannot Output After Data Is Sent” and print position pages), nor were the “Print

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Head Balance” and “Head Pressure Setting” pages and the “CL NX Error Message 1008 Out of Paper” article from the Sato help centre; their content was taken from the CL4NX Plus/CL6NX Plus manual where it was available. 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): [Sato CL4NX](#)
- [All Sato printer troubleshooting guides](#) (FX3-LX, PW208NX, CL6NX Plus, CT4-LX, PW4NX, WS2, WS4)
- [Maintenance and repair of Sato 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)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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🔧 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
🔧 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
🔧 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
🔧 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

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🔧 TECHNICAL HOTLINE	+33 4 42 60 78 76

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