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TROUBLESHOOTING GUIDE

Sato CL6NX Plus troubleshooting guide: errors, faults and fixes

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

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Sato CL6NX Plus product page** →

In brief. The Sato CL6NX Plus is a 6-inch industrial label printer (print width up to 167.5 mm), at 203 or 305 dpi, which prints by thermal transfer or direct thermal; an RFID version is available. The Sato manual links most errors to incorrectly loaded media or ribbon, a media sensor that is incorrectly set or dirty, or a dirty printhead. This guide covers the 48 error messages in the CL4NX Plus/CL6NX Plus manual that apply to the CL6NX Plus, 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.

- **A message is displayed** (1008 Out of Paper, 1009 Ribbon End, 1007 Head Open...): find its number in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with [sensor calibration](#), [label loading](#) and [ribbon loading](#), then [printhead cleaning](#) and the [pressure balance adjustment](#).

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

Which error is my Sato CL6NX Plus showing? Lookup by message number

The CL6NX Plus reports its errors with a four-digit number, an icon and the solution on the display, and with its LED turning red. The table links each message in the Sato manual to its cause and to its troubleshooting entry.

Message or state	LED light (Sato manual)	Likely cause	Entry
1001 Machine Error	● Red (error)	Internal printer fault	Machine Error
1003 Parity Error	● Red (error)	Incorrect RS-232C settings or RS-232C cable not properly connected	Communication errors
1004 Overrun Error	● Red (error)	Incorrect RS-232C settings or RS-232C cable not properly connected	Communication errors
1005 Framing Error	● Red (error)	Incorrect RS-232C settings or RS-232C cable not properly connected	Communication errors
1006 Buffer Overflow	● Red (error)	Data larger than the receive buffer, or incorrect interface settings	Communication errors

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Message or state	LED light (Sato manual)	Likely cause	Entry
1007 Head Open	● Red (error)	Printhead not locked or faulty head open sensor	<u>Head Open</u>
1008 Out of Paper	● Red (error)	Media missing, incorrectly loaded or jammed, or media sensor incorrectly set or dirty	<u>Out of Paper</u>
1009 Ribbon End	● Red (error)	Ribbon missing, run out or incorrectly loaded, or faulty ribbon sensor	<u>Ribbon End</u>
1010 Media Error	● Red (error)	Data format different from the media loaded, or incorrect sensor level	<u>Media Error</u>
1012 Head Error	● Red (error)	Worn print elements, or worn or damaged head	<u>Head Error</u>
1013 USB R/W Error	● Red (error)	USB memory stick removed during writing, full, faulty or not formatted	<u>USB memory stick</u>
1014 USB Memory Full	● Red (error)	Insufficient free space on the USB memory stick	<u>USB memory stick</u>
1015 Cutter Error	● Red (error)	Media jammed in the cutter, or blade not returning to its position	<u>Cutter Error</u>
1016 Cutter Cover Open	● Red (error)	Cutter release lever open, or faulty cutter	<u>Cutter Error</u>

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Message or state	LED light (Sato manual)	Likely cause	Entry
1017 SBPL Command Error	● Red (error)	Incorrect command or parameter in the print data	<u>Communication errors</u>
1019 RFID System Error	● Red (error)	Faulty RFID module, or SRA board incorrectly set or not connected	<u>RFID System Error</u>
1020 Calendar Error	● Red (error)	Incorrect date and time, or low clock battery	<u>Date and time</u>
1021 BCC Check Error	● Red (error)	Incorrect BCC code in the data transmitted	<u>Communication errors</u>
1022 Print Head Overheated	● Red (error)	Printer temperature beyond its tolerance value	<u>Print Head Overheated</u>
1023 NTP Error	● Red (error)	Cannot connect to the time server	<u>Date and time</u>
1024 Head Density Changed	● Red (error)	Head missing, or new head with a different resolution	<u>Head Error</u>
1028 Gap Not Found	● Red (error)	Gap between labels not found: media skewed, dirty sensor, incorrect sensor type or level	<u>Gap Not Found</u>

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Message or state	LED light (Sato manual)	Likely cause	Entry
1035 I-mark Not Found	● Red (error)	Black mark not found: media skewed, dirty sensor, incorrect sensor type or level	<u>Gap Not Found</u>
1046 EAP Authentication Error (EAP Failure)	● Red (error)	EAP authentication failure: incorrect Wi-Fi settings	<u>Wi-Fi</u>
1047 EAP Authentication Error (EAP Timeout)	● Red (error)	EAP authentication failure: access point or authentication server settings	<u>Wi-Fi</u>
1050 Bluetooth Error	● Red (error)	Faulty Bluetooth module	<u>Bluetooth and NFC</u>
1058 CRC Check Error	● Red (error)	CRC missing or incorrect in the data	<u>Communication errors</u>
1068 WLAN Error	● Red (error)	Damaged wireless LAN module	<u>Wi-Fi</u>
1073 RFID Undetected	● Red (error)	RFID tag loaded without an RFID transmission command in the data	<u>RFID tag errors</u>
1075 NFC Error	● Red (error)	NFC module not working properly	<u>Bluetooth and NFC</u>
1076 Invalid command in NFC	● Red (error)	Command error: settings not saved	<u>Bluetooth and NFC</u>

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Message or state	LED light (Sato manual)	Likely cause	Entry
1077 Barcode Reader Connection Error	● Red (error)	Cannot connect to the barcode verifier	Barcode verifier
1078 Barcode Reading Error	● Red (error)	Barcode misread by the verifier	Barcode verifier
1079 Barcode Reading Error (Checking Start Position Abnormality)	● Red (error)	Check start set beyond the media length	Barcode verifier
1080 Barcode Comparison Error	● Red (error)	Barcode read differs from the print data	Barcode verifier
1099 Config Warning	● Red (error)	Power cut off incorrectly (cord unplugged with the printer switched on)	Config Warning
1114 Tag not Found	● Red (error)	Tag not found or unreadable	RFID tag errors
1115 Write Tag Error	● Red (error)	Inlay write failure	RFID tag errors
1116 Failed to Read the Tag Data	● Red (error)	Failure to read the tag data	RFID tag errors
1118 Write/Read Values Are not Consistent	● Red (error)	Value written and value read back differ	RFID tag errors

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Message or state	LED light (Sato manual)	Likely cause	Entry
1119 Failed to Lock the Data	● Red (error)	Inlay lock failure	RFID tag errors
1121 Multiple Tags Are Detected	● Red (error)	Several inlays detected at the same time	RFID tag errors
1123 Write Tag Error	● Red (error)	Inlay write-locked, or write power too low (UHF)	RFID tag errors
1126 Not Enough Power	● Red (error)	Tag RSSI value below the RSSI filter threshold (UHF)	RFID tag errors
1133 SRA Motor Unit Error	● Red (error)	Faulty SATO RF Analyze (SRA) motor	RFID System Error
1135 Unsupported Option Error	● Red (error)	Unsupported optional equipment installed	Machine Error
1142 Host Receive Error	● Red (error)	Failure to receive the data on the host side	Communication errors
1144 RFID label pitch size Error	● Red (error)	[Pitch Size] length different from that of the RFID tag used	RFID tag errors

Numbers and labels taken from the “When an Error Message Appears” page of the CL4NX Plus/CL6NX Plus manual; the errors marked “CL4NX Plus Only” (1066, 1117, 1120, 1124, 1125, 1129, 1131) are excluded. The light state comes from the “LED Indicator” and “The LED Lights Red” pages of the same manual, which associate the lit red LED with 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.

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Sato CL6NX Plus error messages: causes and solutions

The Sato manual devotes a page to each error number. For the most frequent messages (head, paper, ribbon, machine fault): the short answer, the cause, the steps and the point at which you need to hand over to technical support.

Why does my Sato CL6NX Plus show “Error 1007 Head Open” when the head is closed?

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

Short answer: The printhead is not locked, or the sensor that detects its opening is faulty. Unlock the head, then press down on it until the lock lever engages; if the message is still displayed, the Sato manual refers you to technical support.

LIKELY CAUSE

The Sato manual cites two causes: the printhead is not locked, or the sensor that detects the opening and closing of the head is faulty.

Caution: Open the top cover fully so that it does not fall shut, and take care not to pinch your fingers when closing it (Sato manual).

WHAT TO DO

1. Push the head lock lever backwards to unlock the head.
2. Press down on the printhead until the lock lever engages.
3. The error clears as soon as the head is locked.
4. If the message is still displayed even though the head is properly locked, the head open sensor is the cause.

When to call a technician: if the error persists with the head locked, the head open sensor is faulty: the manual refers you to Sato technical support.

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

Why does my Sato CL6NX Plus show “Error 1008 Out of Paper” when a roll is loaded?

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

Short answer: For Sato, error 1008 means that the printer does not detect any paper: media missing, incorrectly loaded or jammed, or media sensor incorrectly set or dirty. Reload the roll; if the message comes back, calibrate and then clean the sensor.

LIKELY CAUSE

The Sato manual lists five causes: media not loaded, media incorrectly loaded, media sensor level incorrectly set, media jammed, sensor not working properly because it is dirty, a label is stuck to it or its sensitivity is low.

WHAT TO DO

1. Check that a roll is loaded and that it passes properly under the media damper and under the sensor guide (see [loading labels](#)).
2. Remove any media jammed in the paper path.
3. Set the media sensor level using automatic calibration (see [calibration](#)).
4. If the sensor is dirty or a label is stuck to it, clean it with the cleaning kit (see [cleaning](#)).
5. To clear the error once the media is loaded: open and close the head, or press the OFFLINE button.

When to call a technician: if the error persists after reloading, calibrating and cleaning the sensor, the manual refers you to Sato technical support.

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

Why does my Sato CL6NX Plus show “Error 1009 Ribbon End” when the ribbon is in place?

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

Short answer: The ribbon is missing, has run out or is incorrectly loaded, or the ribbon sensor is not working properly. Reload the ribbon and media correctly, then close the head; for a faulty sensor, Sato advises switching the printer off and on again.

LIKELY CAUSE

According to the Sato manual: ribbon not loaded, ribbon incorrectly loaded, no ribbon left, or ribbon sensor not working properly (dirty sensor or low sensitivity).

WHAT TO DO

1. If the ribbon roll is empty or missing, load a new ribbon (see [loading the ribbon](#)).
2. If the ribbon is in place, reload the ribbon and media correctly.
3. Close the head: the error clears. You can also press the OFFLINE button.
4. If the ribbon sensor is the cause, switch the printer off and on again.

When to call a technician: if the error persists with the ribbon correctly loaded, the manual refers you to Sato technical support.

To print on direct thermal media without a ribbon, Sato says to change the print method in the settings (see [loading the ribbon](#)).

Sources: [Error Message 1009 \(Ribbon End\)](#) · [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).

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What should I do when my Sato CL6NX Plus shows “Error 1001 Machine Error”?

Messages: `Error Message 1001 (Machine Error)` , `Error Message 1135 (Unsupported Option Error)` · Light: red LED (error).

Short answer: The Sato manual states that a fault has occurred in the printer. Switch it off and on again; if the error comes back, contact Sato technical support.

LIKELY CAUSE

1001: fault occurred in the printer. Message 1135 (Unsupported Option Error), which is also dealt with by switching the power off, indicates that an unsupported optional device is installed.

WHAT TO DO

1. Switch the printer off: this is the only way to clear error 1001.
2. Switch it back on and check whether the message comes back.
3. For error 1135: switch the printer off and remove the unsupported optional device.

When to call a technician: if “Machine Error” comes back after restarting, or if error 1135 persists without the option, the manual refers you to Sato technical support.

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

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Sato CL6NX Plus calibration: labels not detected, gap not found, stopping in the wrong place

The CL6NX Plus locates each label with a gap sensor (Gap) or a black mark sensor (I-Mark). These entries cover the official automatic calibration procedure and the sensor-related errors.

How do I calibrate the label sensor on a Sato CL6NX Plus (auto-calibration)?

Symptoms: labels not detected properly, errors 1008, 1010, 1028 or 1035, stopping in the wrong place.

Short answer: Sato calls this setting [Auto-calibration]: it automatically adjusts the level of the gap and black mark (I-Mark) sensors. It is started from the [Printing] > [Advanced] > [Calibrate] menu, with the head locked and the media fed under the sensor guide.

LIKELY CAUSE

The Sato manual asks you to adjust the media sensor level (Gap and I-Mark sensors) if the media is not detected properly.

OFFICIAL CALIBRATION PROCEDURE

1. First check the sensor type in the [Printing] > [Sensor Type] menu: [Gap] for labels separated by a gap (transmissive sensor), [I-Mark] for black mark media (reflective sensor).
2. Push the head lock lever backwards to unlock the head.
3. Pass the media under the sensor guide. With labels, peel one label off its liner and position the media so that the sensor does not see a black mark.
4. Press down on the head until the lever locks: Sato states that the adjustment is only accurate with the head locked.
5. In [Printing] > [Advanced] > [Calibrate] > [Auto-calibration], choose the sensor to adjust: [Gap + I-Mark], [Gap] or [I-Mark], then confirm.

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6. On the confirmation screen, confirm to start the adjustment. The printer displays the result; confirm to exit.
7. Switch to Offline mode and feed the media to check that it stops correctly.

When to call a technician: if the media still does not feed correctly after [Auto-calibration], Sato asks you to contact your dealer or its technical support.

The [Calibrate] menu also allows manual adjustment of the levels ([GAP Levels], [GAP Slice Level], [I-Mark Levels], [I-Mark Slice Level]). For non-standard media (printing on the reverse side, special shape), the manual asks you to move the sensor guide to a position where it detects the gap or black mark.

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

Why does my Sato CL6NX Plus show “Error 1028 Gap Not Found” or “1035 I-mark Not Found”?

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

Short answer: The printer cannot find the gap between two labels (1028) or the black mark (1035). Reload the media perfectly straight, clean the sensor, check the sensor type, then run the calibration again.

LIKELY CAUSE

The Sato manual gives the same four causes for both messages: media feeding at an angle, label stuck on the sensor, incorrect sensor type, incorrect sensor level.

WHAT TO DO

1. Reload the media correctly so that it feeds straight (see [loading labels](#)).
2. Clean the media sensor with the cleaning kit, especially if a label is stuck to it.

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3. Set the sensor type according to your media: [Gap] for labels separated by a gap, [I-Mark] for black mark media.
4. Adjust the sensor level (see [calibration](#)).
5. To clear the error: press OFFLINE, or open and close the head.

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

What does “Error 1010 Media Error” mean on my Sato CL6NX Plus?

Message: **Error Message 1010 (Media Error)** · Light: red LED (error).

Short answer: The label length set in the print data does not match the media loaded, or the media feeds too far because the sensor level is incorrectly set. Correct the format in your software or recalibrate the sensor.

LIKELY CAUSE

According to Sato: media format different in the data and in the printer, data format longer than the media loaded, or excessive feed due to an incorrect sensor level.

WHAT TO DO

1. Compare the label format in the print data with the media actually loaded and correct the difference.
2. If the data is longer than the label, review the layout.
3. If the media feeds too far, adjust the sensor level (see [calibration](#)).
4. If the error persists, switch the printer off and on again.
5. To clear the error: open and close the head, or press OFFLINE.

This message only appears if the [Check Media Size] option in the [Printing] > [Advanced] menu is set to [Enabled].

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

Why does my Sato CL6NX Plus not stop in the right place, or print offset on the label?

Symptoms: the label does not stop, stops in the wrong place, print or cut offset in the feed direction.

Short answer: The Sato manual cites incorrectly loaded media, an unsuitable sensor type, a dirty sensor or platen roller, or a position that needs correcting. Reload the media, check [Sensor Type], clean, then adjust the print or stop position.

LIKELY CAUSE

Sato troubleshooting pages: media (and ribbon) incorrectly loaded, sensor type not matching the media, label stuck on the sensor, platen roller or sensor dirty, incorrect pitch or vertical base reference point setting, incorrect stop position (offset).

WHAT TO DO

1. Reload the media correctly and, for thermal transfer, the ribbon.
2. Choose the sensor type that matches your media ([Gap] or [I-Mark]).
3. Clean the media sensor and the platen roller with the cleaning kit (see [cleaning](#)).
4. If the print is offset in the feed direction, adjust the pitch and the vertical base reference point offset (“Adjusting the Print Position” section).
5. If the stop or cut falls 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).

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Loading labels and ribbon on the Sato CL6NX Plus: media not feeding, jam

Incorrectly loaded media or ribbon is the first check Sato asks for in most of its troubleshooting pages. Here are the loading procedures from the manual.

How do I load a label roll correctly in a Sato CL6NX Plus when the media does not feed?

Symptoms: the media does not feed, or feeds badly after a roll change.

Short answer: When the media does not feed, Sato asks you to look first at whether an error message is displayed, then to check the media and ribbon loading and that there is no jam. Reload the roll pushed all the way onto the roll holder, passing it under the damper and under the sensor guide.

LIKELY CAUSE

The causes cited on the “Media Does Not Feed” page: an error in progress, incorrectly loaded media or ribbon, jammed media.

Caution: Open the top cover fully so that it does not fall shut, and take care not to pinch your fingers when closing it (Sato manual).

OFFICIAL ROLL LOADING PROCEDURE

1. Open the top cover fully and push the head lock lever backwards.
2. Move the roll holder guide and the media guide outwards; turn the knob anticlockwise to release the media guide.
3. Place the roll on the roll holder, pushed all the way towards the inside of the printer, then press the roll holder guide lightly against the roll.
4. Pass the media under the media damper and under the sensor guide, until its end protrudes at the front.

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5. Press down on the head until the lever locks. Press the media guide lightly against the edge of the media and lock it with the knob.
6. Close the cover, press FEED in Offline mode to feed the media, then press ONLINE.

For thermal transfer, load the ribbon before printing (see [loading the ribbon](#)). If a message is displayed, deal with it first using the [lookup table](#).

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

How do I load the ribbon on a Sato CL6NX Plus, or print without a ribbon?

Symptoms: ribbon winding badly, error 1009 after a ribbon change, need to print in direct thermal.

Short answer: The ribbon is placed on the ribbon supply shaft, passes under the head, then is attached to the ribbon rewind shaft. To print without a ribbon on direct thermal media, Sato says to change the print method in the settings.

Caution: The head and the area around it are hot after printing: beware of burns. Touching the edge of the head with bare hands can cause injury (Sato manual).

OFFICIAL RIBBON LOADING PROCEDURE

1. Open the top cover fully and push the ribbon rewind shaft all the way in; remove the old ribbon if any is left.
2. Push the head lock lever backwards.
3. Slide the ribbon all the way onto the ribbon supply shaft, in the winding direction indicated.
4. Pass the ribbon under the printhead.
5. Turn the ribbon rewind shaft several times anticlockwise to attach the ribbon.
6. If the media is already loaded, lock the head; otherwise, load the media first. Close the cover.

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7. To print without a ribbon on direct thermal media (for example when the ribbon has run out), change the print method ([Print Method]) in the settings.

The ribbon path, ink side in or ink side out, is shown on a label stuck inside the cover. Sato recommends its original ribbons and media for optimum print quality.

Sources: [Loading the Ribbon](#) · [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 clear a label jam in a Sato CL6NX Plus?

Symptoms: media jammed in the printer or in the cutter.

Short answer: Sato asks you to find where the media has jammed, remove it, then reload the media. The video in the manual on loading and the media path helps you identify the internal parts.

Caution: If the cutter is installed, be careful of the blade when removing the media: it can injure you or someone else (Sato manual).

WHAT TO DO

1. Find where the media is jammed.
2. Remove the jammed media.
3. Reload the media (see [loading labels](#)).

On the CL6NX Plus, jams do not have a dedicated number: the manual reserves error 1066 (Paper Jam) for the CL4NX Plus. Jammed media can, however, trigger error 1008 or, in the cutter, error 1015.

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

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Sato CL6NX Plus print quality: faded, uneven or smudged print

The Sato manual links print defects to loading, a dirty head and sensor, the darkness and speed settings, and the printhead pressure balance, which matters on a 6-inch head.

Why is the print on my Sato CL6NX Plus faded, and how do I clean the printhead?

Symptoms: print too light over the whole label or on only part of it.

Short answer: Sato cites three causes: media or ribbon incorrectly loaded, head or sensor dirty, darkness and speed incorrectly set. Clean the head with the cleaning kit, run a test print, then adjust the darkness ([Darkness]) and speed ([Speed]).

LIKELY CAUSE

The “The Overall Printout Is Light” and “A Part of the Printout Is Light” pages list the same checks: media and ribbon loading, head or sensor dirty (or with a label stuck to it), print darkness and speed incorrectly set.

Caution: Never use organic solvents (thinner, benzine). The head and the area around it are hot after printing: beware of burns. Do not touch the edge of the head with bare hands: risk of injury (Sato manual).

OFFICIAL CLEANING PROCEDURE (CLEANING KIT)

1. Switch the printer off and unplug the power cord.
2. Open the top cover fully, push the lock lever backwards to release the head and remove the media and ribbon.
3. With a cotton cloth moistened with the cleaning liquid, clean the printhead, the plate, the ribbon roller and the platen roller.
4. Tilt the sensor guide lock downwards, take out the guide, then wipe the underside of the guide and the media sensor.

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5. Put the guide back in place and raise its lock; also clean the shaft of the head assembly while holding it.
6. Reload the media and ribbon, run a test print, then adjust the print darkness and speed if necessary.

Frequency given by Sato: cleaning kit on the head, the platen roller, the sensors and the media guide at every roll or every 150 m; cleaning sheet on the head and kit on the media and ribbon paths every six rolls or 900 m. The sheet is slipped in with the rough side facing the head, between the head and the roller; you lock the head, then pull the sheet out with both hands, two or three times. Conversely, print that is too dark comes from darkness set too high or a speed that is too slow, according to Sato.

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

Why does my Sato CL6NX Plus print lighter on one side of the label?

Symptoms: print sharp on one side, faded on the other; media drifting to the right.

Short answer: The Sato manual first points to the printhead pressure balance, then to loading and dirt. On the CL6NX Plus, set the knobs on top of the head assembly according to the width of your media, then check the result by printing.

LIKELY CAUSE

According to the “One Side of the Printout Is Light” page: head pressure balance incorrectly set, media or ribbon incorrectly loaded, head or sensor dirty.

WHAT TO DO

1. Open the top cover and locate the adjustment knobs on top of the head assembly.
2. Turn them according to the media width: the Sato table for the CL6NX Plus covers media from 50 to 180 mm in four ranges (three in Micro Label Print mode).

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3. Print to check that the quality is stable: Sato states that the values in the table are a guide only and vary with the media.
4. If the defect persists, reload the media and the ribbon.
5. Clean the head and the sensor (see [cleaning](#)), then run a test print.

Sato presents this setting as a follow-on from the head pressure setting, to be done in particular if the media drifts to the right when you are facing the printer.

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

Where do the black marks and smudges on the labels from my Sato CL6NX Plus come from?

Symptoms: black streaks, dirty areas on the label.

Short answer: Sato cites a dirty head or sensor (or a label stuck to it), incorrectly loaded media or ribbon, and an incorrectly set head pressure balance. Clean, reload, then adjust the pressure balance.

LIKELY CAUSE

The three checks on the “A Part of the Printout Is Dirty and Black Streaks Appear” page: cleanliness of the head and sensor, media and ribbon loading, printhead pressure balance.

WHAT TO DO

1. Clean the head and the media sensor (see [cleaning](#)), then run a test print.
2. Reload the media and ribbon correctly.
3. Adjust the printhead pressure balance (see [pressure balance](#)).

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



Sato CL6NX Plus printhead: Head Error, overheating, blank labels

Head errors reported by the printer and labels that come out unprinted: causes given by Sato and the head replacement procedure.

What should I do when my Sato CL6NX Plus shows “Error 1012 Head Error”?

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

Short answer: The head check has detected worn print elements, or the head is worn or damaged. Sato suggests switching the printer off or limiting the check to barcodes; a damaged head must be replaced.

LIKELY CAUSE

1012: worn print elements, or worn or damaged head. 1024: head missing, or new head with a different resolution from the old one.

Caution: Before replacing the head: unplug the cord, do not touch the power supply with wet hands (risk of electric shock), let the head cool down, wear gloves and do not touch its edge 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] function ([Printing] > [Advanced] menu): [All] checks the whole printed area, [Barcode] only the barcodes, [Off] disables the check.
2. To force the error to clear and resume printing, hold the DISMISS button down until the progress bar reaches the right-hand end.
3. Check the barcodes printed after a head error with a scanner, as Sato asks.

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4. If the head is worn or damaged, replace it: with the printer unplugged and cooled down, the head unlocked and the media and ribbon removed, press the lever to take out the head, then disconnect the three connectors on the CL6NX Plus.
5. Connect the connectors to the new head and push it in until it clicks, then reload the media and ribbon.
6. Error 1024: install the head, or a head with the same resolution as the old one.

When to call a technician: if the error persists after replacing the head, or for any question about the UHF RFID antenna attached to the head, Sato refers you to its dealer or its technical support.

Sato states that [Head Check] is a guide and does not guarantee that barcodes are readable: regular checks with a scanner are still necessary.

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

Why does my Sato CL6NX Plus stop with “Error 1022 Print Head Overheated”?

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

Short answer: The printer's temperature has exceeded its tolerance value. Stop printing and let the machine cool down; if the error happens again, contact Sato technical support.

LIKELY CAUSE

According to the Sato manual, the product's temperature has exceeded its tolerance value.

Caution: The head and the area around it stay hot after printing: do not touch them until they have cooled down (Sato manual).

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WHAT TO DO

1. Stop the printer's operation.
2. Let the temperature come down: this is also what clears the error.
3. Then restart printing.

When to call a technician: if the overheating happens again, the manual refers you to Sato technical support.

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

Why does my Sato CL6NX Plus feed labels without printing anything?

Symptoms: the right number of labels comes out, but they stay blank.

Short answer: Sato cites incorrectly loaded media or ribbon, a dirty head or sensor, or an incorrectly installed printhead. Reload the media and ribbon, clean the head, then check that the head is fitted properly.

LIKELY CAUSE

The three checks on the “Media Is Fed According to the Specified Number, but Not Printed” page: media and ribbon loading, cleanliness of the head and sensor, installation of the head.

WHAT TO DO

1. Reload the media and ribbon correctly (see [loading the ribbon](#)).
2. Clean the head and the sensor (see [cleaning](#)), then run a test print.
3. Check that the printhead is installed 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).

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

My Sato CL6NX Plus is not communicating: network, USB, Wi-Fi, Bluetooth and data errors

The “Cannot Communicate” pages of the Sato manual and the error messages related to the interface or to the data received.

Why is my Sato CL6NX Plus not communicating over the Ethernet network (LAN)?

Symptoms: jobs sent over the network do not arrive, the printer does not respond to ping.

Short answer: Sato asks you to check the LAN cable, then the port and protocol in the interface settings, then the response to ping. If there is no response, check the printer's IP address and subnet mask, as well as the hub.

LIKELY CAUSE

“Cannot Communicate via LAN” page: LAN cable not properly connected, port or protocol incorrectly set, incorrect IP address or subnet mask, hub switched off or faulty.

WHAT TO DO

1. Reconnect the LAN cable correctly.
2. Redo the port and protocol in the printer's interface settings.
3. Ping the printer. If there is no response, check the IP address and the subnet mask in the interface settings.
4. Check that the hub is switched on and is not faulty.
5. If nothing changes, switch the printer off and on again.

The manual states that pressing the designated button for 5 seconds displays the product information: model, version, serial numbers and IP address.

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

What should I do if my Sato CL6NX Plus does not print over USB?

Symptoms: printer not recognised or jobs stuck over USB.

Short answer: Check the USB cable and the interface settings, try another USB port on the computer and check the printer name in the driver. As a last resort, Sato advises restarting the printer and the computer, then reinstalling the driver as administrator.

LIKELY CAUSE

“Cannot Communicate via USB” page: cable not properly connected, incorrect interface settings, computer's USB port disabled, incorrect printer name in the driver.

WHAT TO DO

1. Reconnect the USB cable correctly.
2. Redo the printer's [USB] interface settings.
3. Try another USB port on the computer and disconnect the other USB devices.
4. In Windows, open Devices and Printers > Printer properties > General and make the printer name in the driver match.
5. Switch the printer and the computer off and on again.
6. If communication does not come back, uninstall the driver, then reinstall it as administrator.

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

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Why will my Sato CL6NX Plus not connect over Wi-Fi (errors 1046, 1047 or 1068)?

Possible messages: Error Message 1046 (EAP Authentication Error (EAP Failure)) , Error Message 1047 (EAP Authentication Error (EAP Timeout)) , Error Message 1068 (WLAN Error) .

Short answer: Wi-Fi is an option: check that the module is installed and that the printer's network is set to [Auto] or [Wi-Fi]. Errors 1046 and 1047 indicate an EAP authentication failure to be corrected in the settings; error 1068 indicates a damaged module that needs replacing.

LIKELY CAUSE

“Cannot Communicate via Wireless LAN” page: wireless LAN module missing, network set to neither [Auto] nor [Wi-Fi], interference from devices on the same band (Wi-Fi, microwave ovens), an obstacle such as metal shelving, incorrect interface settings. Messages: 1046 and 1047 = EAP authentication failure, 1068 = wireless LAN module damaged.

WHAT TO DO

1. Check that the optional wireless LAN module is installed.
2. Set the printer's network to [Auto] or [Wi-Fi]. In [Auto] mode, disconnect the LAN cable, then switch the printer back on.
3. Move the printer away from devices that use the same frequency band and clear any obstacles between the printer and the host.
4. Redo the [Wi-Fi] interface settings.
5. Error 1046: correct the Wi-Fi settings (EAP Conf. section), then press OFFLINE.
6. Error 1047: check the access point and authentication server settings, then press OFFLINE.
7. If nothing changes, switch the printer off and on again.

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When to call a technician: error 1068 (WLAN Error): the wireless LAN module is damaged and must be replaced; the manual refers you to Sato technical support.

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

Why is my Sato CL6NX Plus not communicating over Bluetooth or NFC?

Possible messages: **Error Message 1050 (Bluetooth Error)** , **Error Message 1075 (NFC Error)** , **Error Message 1076 (Invalid command in NFC)** .

Short answer: Bluetooth is an option: check that the module is installed and enabled, move sources of interference away and redo the interface settings. Errors 1050 (Bluetooth) and 1075 (NFC) indicate a faulty module to be repaired or replaced by Sato.

LIKELY CAUSE

“Cannot Communicate via Bluetooth” page: optional Bluetooth module missing, Bluetooth disabled, interference, metal obstacle, incorrect interface settings. Messages: 1050 = faulty Bluetooth module, 1075 = faulty NFC module, 1076 = command error, settings not saved.

WHAT TO DO

1. Check that the optional Bluetooth module is installed (ask Sato) and that the function is enabled in the printer.
2. Move the printer away from devices on the same frequency band and from metal obstacles.
3. Redo the [Bluetooth] interface settings.
4. Switch the printer and the computer off and on again; if necessary, reinstall the driver as administrator.

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5. Error 1076: check the command sent, then press OFFLINE.

When to call a technician: errors 1050 and 1075: the Bluetooth module must be repaired and the NFC module replaced; the manual refers you to Sato technical support.

Sources: [Cannot Communicate via Bluetooth](#) · [Error Message 1050 \(Bluetooth Error\)](#) · [Error Message 1075 \(NFC Error\)](#) · [Error Message 1076 \(Invalid command in NFC\)](#) – CL4NX Plus/CL6NX Plus manual (official documentation).

What do communication errors 1003 to 1006, 1017, 1021, 1058 and 1142 mean on my Sato CL6NX Plus?

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: These messages concern the link with the computer or the data received. Errors 1003 to 1005 come from incorrect RS-232C settings or a cable that is not properly connected; the others from data that is too large or incorrect, or from reception being impossible on the host side.

LIKELY CAUSE

According to the Sato manual: 1003, 1004 and 1005 = incorrect RS-232C settings or RS-232C cable not properly connected; 1006 = data larger than the receive buffer, or incorrect interface settings; 1017 = incorrect command or parameter in the data; 1021 = incorrect BCC code; 1058 = CRC missing or incorrect; 1142 = reception failure on the host side.

WHAT TO DO

1. 1003, 1004, 1005: redo the RS-232C interface settings. If the cable is the cause, switch the printer off, reconnect the cable correctly, then switch back on. Clear the error with OFFLINE.

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2. 1006: set the host so that it does not send more data than the receive buffer can hold, and review the interface settings on both sides.
3. 1017: check the print data. The code “Caaa: <bb>: cc” displayed under the number gives the position of the faulty command, its name and the type of error. Clear with CANCEL.
4. 1021 and 1058: check the data transmitted and the interface settings, then choose PRINT to resume at the item in error or CANCEL to cancel it and move on to the next one.
5. 1142: switch the printer off, check the host's reception settings, then switch back on.
6. If nothing prints and there is no message: check the interface cable, the interface settings according to the computer and the network, then the driver settings.

Error 1017 is only displayed if [Show Error] is enabled in the [Applications] > [SBPL] menu.

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

Sato CL6NX Plus cutter: Cutter Error and no cut

Errors of the optional cutter and labels not cut, according to the Sato manual.



What should I do when my Sato CL6NX Plus shows “Error 1015 Cutter Error” or no longer cuts the labels?

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

Short answer: With the optional cutter, error 1015 indicates media jammed in the cutter or a blade that does not return to its position; error 1016, a cutter release lever left open. Remove the jammed media and press FEED, or close and lock the cutter; otherwise, switch the printer off and on again.

LIKELY CAUSE

According to the Sato manual: 1015 = media jammed in the cutter, or blade not returning to its position; 1016 = cutter release lever open, or faulty cutter.

Caution: The cutter blade is sharp: take care not to injure yourself when removing the media (Sato manual).

WHAT TO DO

1. 1015: remove the media jammed in the cutter (the video in the manual shows the media path).
2. Press FEED to return the blade to its position; this is also the button that clears error 1015.
3. 1016: close and lock the cutter release lever.
4. If the labels are not cut and there is no error message: press FEED in Offline mode, then check the print mode ([Print Mode]) in the settings.
5. If the problem persists, switch the printer off and on again.

When to call a technician: if error 1016 persists with the lever closed, the manual suggests a faulty cutter: after restarting, contact Sato technical support.

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

Resetting a Sato CL6NX Plus: Config Warning and return to factory settings

The configuration warning and the official procedure for resetting the settings.

How do I reset a Sato CL6NX Plus after the “1099 Config Warning” message?

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

Short answer: Warning 1099 appears when the power has been cut off incorrectly, for example by unplugging the cord with the printer switched on. Clear it with OFFLINE, from now on switch the printer off normally and, if necessary, reset it via [Tools] > [Reset].

LIKELY CAUSE

According to the Sato manual, the power was cut off improperly, for example by pulling out the power cord while the printer was switched on.

Caution: Sato states that a reset is not usually necessary and can change the print conditions: note down your settings before starting it.

OFFICIAL SETTINGS RESET PROCEDURE

1. Press OFFLINE to clear warning 1099, and from now on switch the printer off using the normal procedure.
2. To reset: in Online mode, switch to Offline mode, then enter Settings mode.
3. Select [Tools], then [Reset], then [Settings].

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4. Choose the type of reset: [User Reset], [User Reset (-Interface)] (without touching the [Interface] menu), [Factory Reset] (return to factory state), [Factory Reset (-Interface)], [Interface] or [Printing] (a single menu).
5. Accept the confirmation screen to start the reset, or cancel.
6. If a message asks you to, restart the printer to apply the changes.

The manual also provides for initialising the data stored in the printer, described in a separate section.

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

Sato CL6NX Plus RFID errors: tag not found, write impossible, RFID module

On the RFID version, the Sato manual describes a series of encoding and module errors. They are grouped here into two entries.

What should I do when my Sato CL6NX Plus RFID shows a tag error (1114 Tag not Found, 1115 Write Tag Error...)?

Messages: 1073 , 1114 , 1115 , 1116 , 1118 , 1119 , 1121 , 1123 , 1126 , 1144 (RFID models).

Short answer: These errors indicate that the printer did not find, read, write or lock the RFID inlay. Sato asks you to check the inlay, then the printer and antenna settings, and to press RETRY to try again or ABORT. Do not use the faulty label: the error message is printed on it.



LIKELY CAUSE

According to the Sato manual: 1114 = tag not found or unreadable; 1115 = write failure; 1116 = failure to read the tag data; 1118 = value written and value read back differ; 1119 = lock failure; 1121 = several inlays picked up at the same time; 1123 = inlay locked or write power too low (UHF); 1126 = tag RSSI below the filter threshold (UHF); 1144 = [Pitch Size] length different from that of the tag; 1073 = RFID tag loaded without an RFID transmission command, with [RFID Undetected Warning] enabled.

WHAT TO DO

1. Check the inlay, then the printer's RFID and antenna settings.
2. Press RETRY to start the recovery operation defined in [Retry Mode], or press ABORT.
3. To cancel the whole job: open and close the cover to switch to Offline mode, then press CANCEL.
4. 1123 and 1126: use unlocked tags and adjust [Write Power] or [Read Power]; for 1126, also check the [Threshold Value].
5. 1144: enter the exact tag length in [Pitch Size], or measure it with [Label Measure Start]; clear by opening and closing the head.
6. 1073: add an RFID transmission command to the job, disable [RFID Undetected Warning] or load non-RFID media; clear with CANCEL or by opening and closing the head.

Errors 1117, 1120, 1124, 1125, 1129 and 1131, specific to certain HF tags (ISO/IEC 15693, ISO/IEC 14443 type A, FeliCa), are reserved for the CL4NX Plus in the manual: they do not concern the CL6NX Plus.

Sources: [Error Message 1114 \(Tag not Found\)](#) · [Error Message 1115 \(Write Tag Error\)](#) · [Error Message 1116 \(Failed to Read the Tag Data\)](#) · [Error Message 1118 \(Write/Read Values Are not Consistent\)](#) · [Error Message 1119 \(Failed to Lock the Data\)](#) · [Error Message 1121 \(Multiple Tags Are Detected\)](#) · [Error Message 1123 \(Write Tag Error\)](#) · [Error Message 1126 \(Not Enough Power\)](#) · [Error Message 1144 \(RFID label pitch size Error\)](#) · [Error Message 1073 \(RFID Undetected\)](#) · CL4NX Plus/CL6NX Plus manual (official documentation).

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What does “Error 1019 RFID System Error” mean on my Sato CL6NX Plus RFID?

Messages: Error Message 1019 (RFID System Error) , Error Message 1133 (SRA Motor Unit Error) · Light: red LED (error).

Short answer: The RFID module is not working properly, or the SATO RF Analyze (SRA) board is incorrectly set or not connected. These cases are a matter for Sato technical support; in the meantime, printing on the face of the label is still possible, but not writing or reading inlays.

LIKELY CAUSE

According to the Sato manual: 1019 = faulty RFID module, SRA board incorrectly set or SRA board not connected; 1133 = faulty SRA motor, which requires the RFID module to be replaced.

WHAT TO DO

1. Press OFFLINE to clear the error.
2. If necessary, continue printing on the face of the labels, without RFID encoding.
3. Contact Sato technical support to have the RFID module repaired or replaced, or to have the SRA board adjusted and connected.

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

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Other Sato CL6NX Plus problems: power, barcode verifier, clock, USB memory stick

Less frequent problems described in the Sato manual.

Why does my Sato CL6NX Plus not switch on or show nothing on the display?

Symptoms: display off, no response when switched on.

Short answer: Sato asks you to check that the cord is properly connected to the printer and to the socket, then that the socket is live by trying another socket. If the display stays off, contact Sato technical support.

LIKELY CAUSE

“No Power/Nothing on the Screen” page: cord not properly connected at the printer end or the socket end, or socket not live.

Caution: Do not switch the printer on or off, or plug it in or unplug it, with wet hands: risk of electric shock (Sato manual).

WHAT TO DO

1. Connect the power cord firmly to the printer and to the socket, then switch the printer on.
2. Plug the printer into another socket.
3. If the LED is flashing blue every two seconds, the printer is not faulty: it is starting up or it is in sleep mode (energy saving).

When to call a technician: if the printer still has no power from a working socket, the manual refers you to Sato technical support.

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According to the manual, the printer goes into sleep mode by default after 45 minutes of inactivity; this delay is set in the [Energy Saving] menu. Solid blue LED: Online mode; LED off: printer switched off or in Offline mode.

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

What should I do when the barcode verifier on my Sato CL6NX Plus shows an error from 1077 to 1080?

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

Short answer: These errors concern the optional barcode verifier: no connection (1077), code misread (1078), check start beyond 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

According to the Sato manual: 1077 = connection to the verifier cannot be checked or communication failed; 1078 = barcode misread; 1079 = check start position greater than the media length; 1080 = read result different from the print data.

WHAT TO DO

1. 1077: check the verifier and reconnect it correctly. If you do not use barcode checking, disable this mode. Clear with OFFLINE.
2. 1078 and 1080: check the layout, then the position and settings of the verifier.
3. 1079: set the check start position to a value less than the media length.
4. To clear: OFFLINE switches to Offline mode while keeping the job; CANCEL (1078, 1080) cancels the job.

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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).

Why does my Sato CL6NX Plus show “1020 Calendar Error” or “1023 NTP Error”?

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

Short answer: Error 1020 indicates an incorrect date and time or a low clock battery; error 1023, that the connection to the time server (NTP) is impossible. Set the date and time again, or check the time server address and the network connection.

LIKELY CAUSE

According to the Sato manual: 1020 = incorrect calendar date and time, or low calendar battery; 1023 = cannot connect to the time server to set the date and time.

WHAT TO DO

1. 1020: set the date and time again ([Regional] menu) from the error screen, check them, then confirm.
2. 1023: check the time server address and the printer's connection to this server.
3. With the clock kit (RTC) installed, you can also set the date and time manually and work without NTP.
4. To clear error 1023: press OFFLINE or change the calendar setting.

When to call a technician: error 1020 caused by a low clock battery: it is replaced through Sato technical support.

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

What should I do when my Sato CL6NX Plus shows “1013 USB R/W Error” or “1014 USB Memory Full”?

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

Short answer: These messages concern the USB memory stick plugged into the printer: memory stick removed during writing, insufficient space, write impossible or memory stick not formatted. Plug the memory stick back in, free up space or use a memory stick formatted in FAT32.

LIKELY CAUSE

According to the Sato manual: 1013 = USB memory stick disconnected during writing, insufficient space for the copy, write failure or memory stick not formatted; 1014 = insufficient free space on the memory stick.

WHAT TO DO

1. Plug the USB memory stick back in if it was removed during writing.
2. Delete unnecessary data from the memory stick, or use a memory stick with enough space.
3. If writing still fails, replace the memory stick; if it is not formatted, format it in FAT32.
4. To clear the error: plug in and then remove the memory stick (1013), plug in a memory stick with enough space (1014), or press OFFLINE.

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

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When should you call a technician for a Sato CL6NX Plus?

The entries above first suggest reloading, cleaning, calibrating or restarting. In the following cases, the Sato manual refers you to its technical support:

- **Persistent “1007 Head Open”, with the head locked:** faulty head open sensor.
- **Persistent “1008 Out of Paper”:** after reloading, calibrating and cleaning the sensor.
- **Persistent “1009 Ribbon End”:** ribbon correctly loaded and printer restarted.
- **Persistent “1001 Machine Error” or “1135 Unsupported Option Error”:** internal fault or unsupported option after restarting.
- **Media not feeding properly after calibration:** Sato asks you to contact its dealer or its technical support.
- **“1012 Head Error” after replacing the head:** and any question about the UHF RFID antenna attached to the head.
- **Repeated “1022 Print Head Overheated”:** overheating that recurs despite cooling.
- **“1068 WLAN Error”:** damaged wireless LAN module to be replaced.
- **“1050 Bluetooth Error” or “1075 NFC Error”:** Bluetooth module to be repaired or NFC module to be replaced.
- **“1016 Cutter Cover Open” with the lever closed:** faulty cutter.
- **“1019 RFID System Error” or “1133 SRA Motor Unit Error”:** RFID module or SRA board to be repaired, adjusted or replaced.
- **“1020 Calendar Error” caused by the battery:** clock battery to be replaced.
- **No power from a working socket:** printer that does not switch on despite the cord checks.

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Avoiding recurring faults on the Sato CL6NX Plus: 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 CL6NX Plus 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 CL6NX Plus troubleshooting: frequently asked questions

How do I calibrate a Sato CL6NX Plus?

Use the [Auto-calibration] function in the [Printing] menu, [Advanced] section, then [Calibrate]. Unlock the head, pass the media under the sensor guide, lock the head, choose [Gap + I-Mark], [Gap] or [I-Mark] and confirm. Then check that the media feeds and stops correctly. [See the detailed entry.](#)

What does error 1008 mean on a Sato CL6NX Plus?

Error 1008 (Out of Paper) means that the printer does not detect any paper: media missing, incorrectly loaded or jammed, or media sensor incorrectly set or dirty. Reload the roll; if the message comes back, calibrate and then clean the sensor. Clear the error by opening and closing the head, or with the OFFLINE button. [See the detailed entry.](#)

How do I clean the printhead on a Sato CL6NX Plus?

Switch the printer off and unplug it, release the head and remove the media and ribbon. Clean the head, the plate, the ribbon roller and the platen roller with a cotton cloth moistened with the liquid from the Sato cleaning kit, without organic solvents. Be careful: the head is hot after printing. [See the detailed entry.](#)

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Why is the LED on my Sato CL6NX Plus red?

According to the Sato manual, the red LED indicates a product error. The number and the solution are shown on the display: follow the message to clear the error. A blue LED flashing every two seconds only indicates sleep mode or start-up.

Why does my Sato CL6NX Plus print lighter on one side?

The Sato manual first points to the printhead pressure balance, then to loading and dirt. Set the knobs on top of the head assembly according to the width of your media, then check the result by printing. [See the detailed entry.](#)

How do I reset a Sato CL6NX Plus to factory settings?

Switch to Offline mode, then to Settings mode, and select [Tools], [Reset], then [Settings]. Choose [Factory Reset] to return to the factory state, or [Factory Reset (-Interface)] to keep the interface settings, then confirm. Sato states that a reset is not usually necessary and can change the print conditions. [See the detailed entry.](#)

What should I do about error 1012 Head Error on a Sato CL6NX Plus?

The head check has detected worn print elements, or the head is worn or damaged. Sato suggests switching the printer off or limiting the check to barcodes; a damaged head must be replaced. Check the barcodes printed after the error with a scanner. [See the detailed entry.](#)

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Why does my Sato CL6NX Plus show Head Open when the head is closed?

The printhead is not locked, or the sensor that detects its opening is faulty. Unlock the head, then press down on it until the lock lever engages. If the message is still displayed, the Sato manual refers you to technical support. [See the detailed entry.](#)

Sources consulted

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

- [When an Error Message Appears](#) [↗](#) – CL4NX Plus/CL6NX Plus 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 Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1001 \(Machine Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1003 \(Parity Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus 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 Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1008 \(Out of Paper\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1009 \(Ribbon End\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1010 \(Media Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1012 \(Head Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1013 \(USB R/W Error\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1014 \(USB Memory Full\)](#) [↗](#) – CL4NX Plus/CL6NX Plus Operator Manual **official**

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- [Error Message 1015 \(Cutter Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1016 \(Cutter Cover Open\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1017 \(SBPL Command Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1019 \(RFID System Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus 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 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 Plus/CL6NX Plus 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 Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1050 \(Bluetooth Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1058 \(CRC Check Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1066 \(Paper Jam\) \(CL4NX Plus Only\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1068 \(WLAN Error\)](#) ⓘ – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1073 \(RFID Undetected\)](#) ⓘ – CL4NX Plus/CL6NX Plus 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 Plus/CL6NX Plus Operator Manual **official**

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- [Error Message 1114 \(Tag not Found\)](#)  – CL4NX Plus/CL6NX Plus 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 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 1121 \(Multiple Tags Are Detected\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1123 \(Write Tag Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1126 \(Not Enough Power\)](#)  – 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 Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1142 \(Host Receive Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Error Message 1144 \(RFID label pitch size Error\)](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [\[Calibrate\]](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [\[Auto-calibration\]](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Media Sensor Type](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Adjusting the Position of the Media Sensor](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Loading the Media Roll](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Loading the Ribbon](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cleaning Using the Cleaning Kit](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cleaning Intervals](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cleaning Using the Cleaning Sheet](#)  – 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 Plus/CL6NX Plus Operator Manual **official**
- [Procedures for Initializing](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [The Overall Printout Is Light](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [A Part of the Printout Is Light](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**

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- [One Side 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**
- [A Part of the Printout Is Dirty and Black Streaks Appear](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Media Does Not Feed](#)  – CL4NX Plus/CL6NX Plus 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 Plus/CL6NX Plus Operator Manual **official**
- [The Media Is Not Cut](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [No Power/Nothing on the Screen](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Communicate via LAN](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Communicate via USB](#)  – CL4NX Plus/CL6NX Plus Operator Manual **official**
- [Cannot Communicate via Wireless LAN](#)  – CL4NX Plus/CL6NX Plus 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**

The “Print Head Balance” and “Head Pressure Setting” pages of the CL4NX Plus/CL6NX Plus manual, as well as the “CL NX Error Message 1008 Out of Paper” article from the Sato help centre (helpcenter.sato-global.com), were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Sato CL6NX Plus](#)
- [All Sato printer troubleshooting guides](#) (FX3-LX, PW208NX, CL4NX, CT4-LX, PW4NX, WS2, WS4)

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- [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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