

# FAQ – FIRST AID S100

If your machine doesn't work correctly, please follow the following steps

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### 1. Pencils don't get sharpened any more

Just like a manual pencil sharpener, this is the #1 cause of problems. Most likely you have lead stuck in the blade. Luckily it is very easy to fix! Many new users often think that their sharpener is broken, when it is simply jammed with a tiny piece of lead.

How to fix it:

- Remove the receptacle



- Turn the pencil sharpener around and remove the 3 screws:



- You will now see this:



- Look very closely inside the end of blades and try to see if there is a piece of pencil stuck inside



- Notice that here is a tiny pin of lead stuck at the end of the blades:



- Try to remove/loosen it with something really thin, like a tooth pick or a cutter blade



- After that try to get it out by holding the pencil sharpener face down and gently tap on the back (then the jammed lead will fall out)



And of course, if you are experiencing any other issues, please feel free to contact us in all times

ACROPAQ is always at your service!

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