

FAQ – FIRST AID

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

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1. The shredder doesn't do nothing

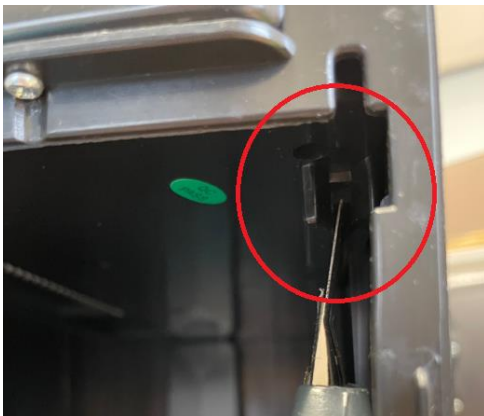
The device has a protection so that you cannot shred paper when bin is not (properly) inserted into the shredder

→ Insure that the waste bin is correctly placed



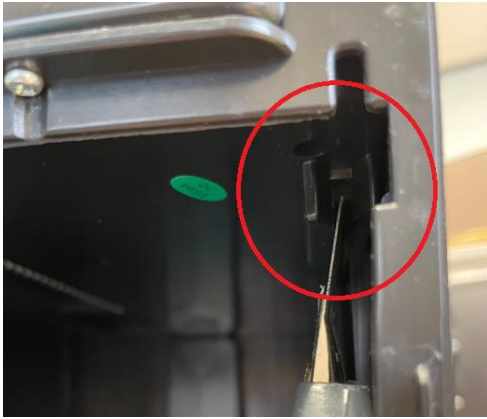
PLEASE MAKE SURE WHEN YOU CONTINUE THAT YOU DISCONNECT THE POWER

If the problem persists, then check the 'contacts' points between shredder unit and waste bin



The plastic line in the waste bin must be undamaged !!!!

The contact on the bottom of the shredder unit should be 'clickable' when you press onto it with something thin (like a knife):



Surely check that it is not stuck

2. Shredder doesn't start automatically

Check that the shredder is punt on 'AUTO':



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The shredder also has an eye (that detects when paper is inserted)

Check if nothing is blocking the eye



To clean, you can use a brush to gently pass some times over the eye (both sides):

3. Clearing paper jams

If too much paper is fed into the cutting mechanism, a paper jam occurs. The shredder switches off automatically in the event of a paper jam.

Proceed as follows:

- Press the Rev button to activate reverse operation and feed the paper back out.
- Remove any residual paper from the entry using the forward feed (Auto).

Note! If the jam is not cleared by the reverse/forward running process, disconnect the power plug and remove the residual paper from the cutting mechanism manually.

- Set the sliding switch to Auto.
- Reduce the quantity of paper being shredded and continue with the shredding process.

Rev setting (reverse operation)

Set the sliding switch to Rev so that the cutting mechanism runs in reverse and releases the paper.

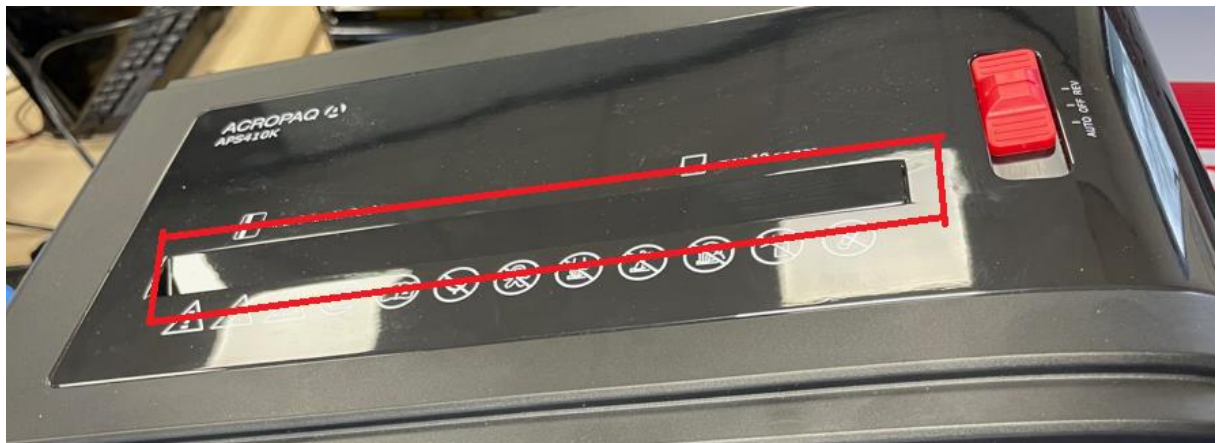
Forward feed (Auto)

Set the sliding switch to Auto in order to ensure any residual paper is shredded and removed from the cutting mechanism.

4. Weird sound coming from shredder

PLEASE MAKE SURE WHEN YOU CONTINUE THAT YOU DISCONNECT THE POWER

Check The above feeder if you see any abnormal things inside the cutting mechanism:

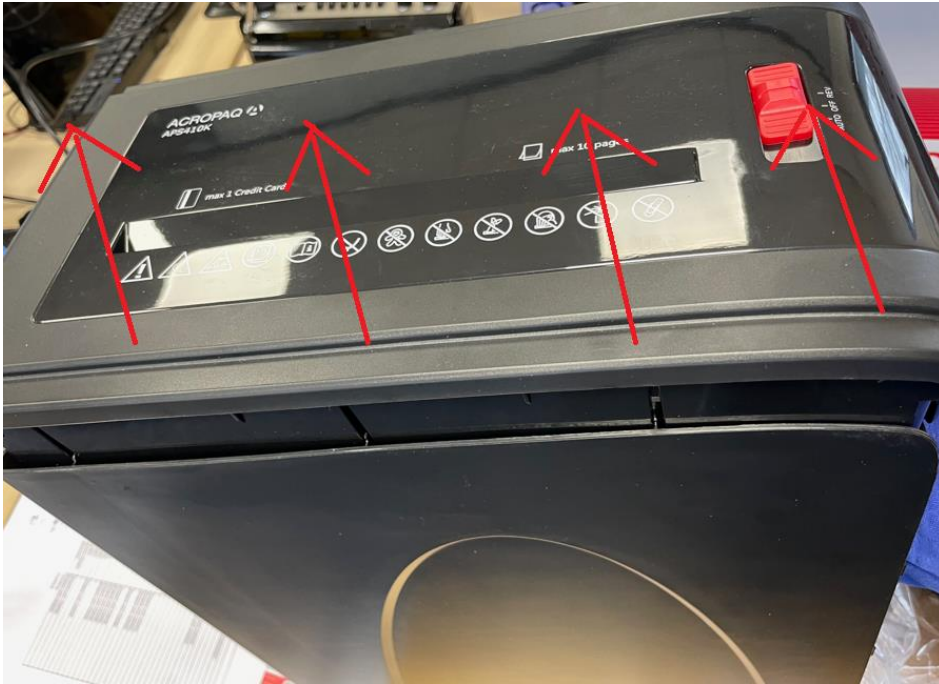


If you don't see anything, we can also check the cuttings knives from underneath. For that we need to unscrew the cutting head

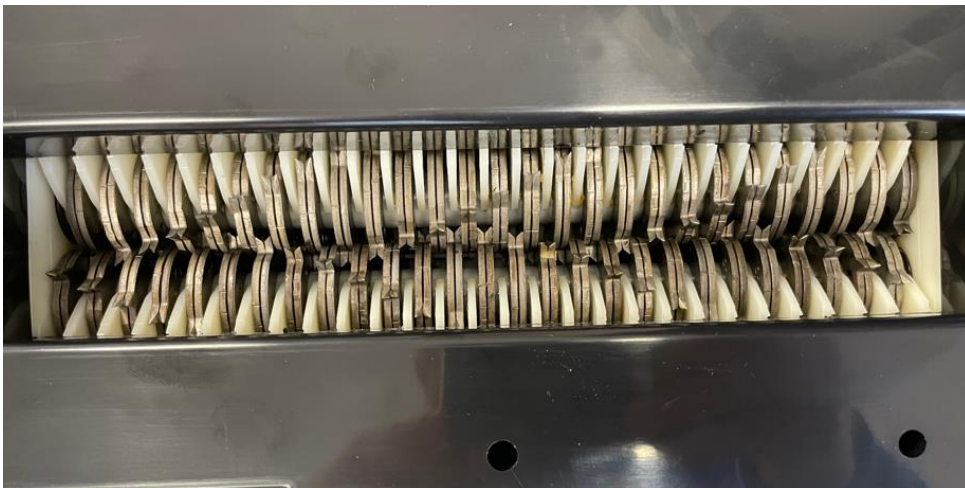
Remove the 3 screws (2 front, 1 back):



Lift up the cutting head:



Check in the cutting knives if anything blocks (paperclip / staples ...)



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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