

SF120 FREQUENTLY ASKED QUESTIONS

The shredder won't operate or will not turn on:

1. Check to make sure the shredder is plugged in.
2. Make sure the shredder bin is securely in place.

The shredder suddenly stops in the middle of a shred cycle:

1. Check to see if you exceeded the maximum sheet count of 12. If so, depress the "reverse" button to clear out the paper at the shred opening.
2. The "overheat" feature has turned on. Wait 30-40 minutes for the shredder to cool down before you resume shredding.

Paper Jams and how to remove them:

Depress the "reverse" button and carefully pull out the paper.

The shredder makes a terrible noise and is running sluggishly:

1. If the shredder is making more noise than usual, there could be something internally wrong with it. The most common reason for this is a broken gear. Gears can break from exceeding the paper at a pass count capacity and can be replaced by an Authorized Service Center.
2. **IMPORTANT:** Never apply petroleum based-oils such as WD-40 or spray canned air into the shredder. The use of these products could damage the shredder. Our shredders do not need to be lubricated.

Why does my shredder only work in Reverse?

This likely has to do with the Auto Run Sensor not being engaged correctly. Make sure no paper is inserted in the throat area. Turn the shredder On and Off. If that does not resolve the situation, please call our Customer Support at 800-272-6229.

The Auto Paper Sensor is not being engaged and won't shred:

1. Make sure what you are shredding is placed in the center of the opening. This is where the sensor is located.
2. Make sure no paper is located under the sensor or is interfering with the sensor. If you see any pieces of paper in the throat, unplug the shredder and remove the pieces.

Understanding the LED Message Center:

- **ready** - Lets you know the shredder is working and ready to shred.
- **overheat** - After a period of constant running, the shredder will experience increased heat which will turn the shredder off. This is normal. Let the shredder rest for 30-40 minutes and then continue to shred.
- **overload** - The overload LED indicates an excessive amount of paper has been inserted into the manual shred slot. Depress the "reverse" button and gently remove the paper. To avoid this, make sure no more than 12 sheets are being shred at a time.
- **bin full** - Indicates the bin is full and needs to be emptied. Reinsert the clean bin and continue to shred.

Can this shredder accept Credit Cards, CDs, Paper Clips or Staples?

1. Credit cards - Only plastic credit cards can be shredded. Be sure to insert credit cards into the center of the manual shred slot.
2. CDs - This shredder will shred CDs. Be sure to insert CD into the center of the manual shred slot.
3. Paper Clips and Staples - These items should never be shredded in the Automatic Feed Opening. Small paper clips and staples can be shred in the Manual Feed Slot.

Can I shred labels?

Unfortunately, you cannot. Labels will harm the internal mechanism of the shredder.

What is the warranty on my shredder?

There is a full one-year parts and labor warranty and a three-year warranty on the cutting blades.

To locate a Service Center near you or for additional questions:

Please call Customer Support at 800-272-6229