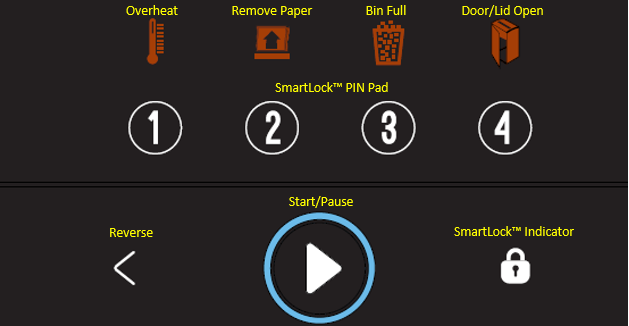
**FAQs - AutoMax™ 350C and 550C**



**\*\*\* GENERAL \*\*\***

* **What is the cut size of each machine?**
  + 550C and 350C: 4mm x 38mm (DIN Level P-4)
* **Are the sheet capacities of 550C & 350C based on the physical capacity of the paper tray?**
  + Yes. Each unit has a “Max” fill indicator located in the auto feed paper tray. Additionally, the user will not be able to shut the lid if the tray is filled beyond capacity.



* + Based on the mix of shredded materials, the waste bin should be able to fit one full shred cycle before the bin needs to be emptied. **Note:** For the most efficient bin utilisation, we recommend that the user shakes the bin after each shred cycle to evenly distribute the shredded paper.

**\*\*\* THE SHREDDING PROCESS \*\*\***

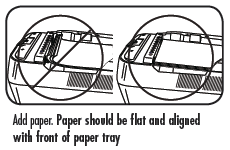
* **Is there a minimum sheet capacity we would recommend before starting the shredding cycle?**

No. We do not have a minimum capacity, so consumers can shred 1 sheet of paper in their AutoMax™ if they really want to.

* **Are there any special instructions for shredding other materials in the auto feed paper tray?**
  + If staples or paper clips are in the center of the document, a disruption may occur. We suggest that these sheets be separated or the staple or paper clip be removed to shred automatically.



* + The 350C and 550C can automatically shred up to 20 sheets of paper stapled or paper clipped together. Any quantity greater than 20 sheets must be separated to prevent shredding interruptions.
* **What other materials besides paper can the 550C & 350C shred?** 
  + The Auto Feed Paper Tray can also shred documents held together by staples and paper clips.
  + The Manual Feed Slot should be used to shred credit cards, CDs/DVDs, junk mail, folded paper and paper smaller than A4 size.
* **Is there a special way that paper needs to be loaded into the paper tray for automatic shredding?**
  + Yes. The paper needs to be organised into a neat stack and aligned with the front edge of the paper tray. This will ensure that the picker will be able to reach the paper and pull it into the cutters.
* Paper smaller than A4 should be mixed in between A4 pages to ensure it can be picked. Alternatively, shred using the manual slot.
* Guidelines for loading the paper are included in the manual and the Quick Start Guide (illustration below), as well as a sticker affixed to the inside of the machine (image below).



* **What is the cycle time to shred each machine’s capacity?**
  + The cycle time will vary dependent upon the materials being shredded (number of single sheets vs. bound documents, etc.); however, the typical time to shred is 13 minutes for the 550C and 9 minutes for the 350C.
* **Is there a manual shredding option?**
  + Yes, there is a manual feed slot located at the top of the machine. This provides additional versatility and allows the user to also shred credit cards, CDs/DVDs and Junk Mail.
  + The 550C can shred up to 14 sheets manually and the 350C can shred up to 12 sheets manually using 70gsm paper.
* **Where are the CDs/DVDs inserted to be shredded? Is it in the same paper tray along with all the other documents that are to be shredded?**
  + No, CDs/DVDs can only be shredded through the manual feed slot.
* **Can the 350C & 550C shred bulldog clips, plastic or wire binding combs or magazines?**
  + No.  We do not recommend any Fellowes shredders to shred these types of materials. For more information on what the shredders specifically cannot shred, please review the user manual.
* **Why is the “start” button flashing?**

This means there is paper loaded into the tray and the machine is ready to shred. If the “start” button is solid, it means the shredder is powered on and the tray is empty and ready to accept a shred job.

**\*\*\* USAGE & TROUBLESHOOTING \*\*\***

* **What are the recommended maximum daily capacities for the two AutoMax™ shredders?** 
  + 550C – 3000 sheets, 10 credit cards, 10 CDs
  + 350C – 2000 sheets, 10 credit cards, 10 CDs
  + Note: AutoMax™ can technically handle more than the suggested capacities indicated above. However, consistent overuse of the machine may shorten the life of the machine. If larger shredding volumes are required, a commercial level manual feed shredder (e.g. 425Ci) would be recommended.
* **Can the manual feed option be used while the machine is in an auto feed cycle? What will happen if a user tries to shred manually during an auto feed cycle?**
  + No, the manual feed option cannot be used while auto feed is engaged. If the user attempts to manually feed paper during an automatic cycle, the paper in the auto feed tray will block the manually fed paper from entering the cutters.
* **The run time is 45 mins on the 350C, what is the off or cool down time?**
  + Cool down time is 30 minutes.
  + Note: If SmartLock is activated, the shredder will remain locked during the cool down period. Shredding will automatically resume once the shredder has cooled down.
* **When the shredder lid is opened, a metal blade is visible. Is this okay?**
  + Yes. The unit is programmed to rotate the disc that pulls paper into the cutters to a fixed position under the housing at the end of each shred cycle. However, if an interruption of the normal shredding process occurs (bin full, paper jam) the metal blade might be showing. When the shredding cycle resumes (bin emptied, paper jam cleared etc), it should park properly under the housing. Note that this issue will have no effect on the performance of the machine and the unit can continue to be used by the customer.



Normal parking position (tip of blade concealed) Abnormal parking position (blade showing)

* **What if the control panel unresponsive (it doesn’t do anything) when the user presses a button?**
  + Ensure the unit is plugged in and disconnect power switch is on (located on rear of unit). If power is on, the user should perform a power cycle using the disconnect switch on the rear of the unit (power the unit off and then on again).

**\*\*\* FEATURES \*\*\***

* **Do these shredders have SilentShred™? What are the decibel level ratings?**
  + Yes, these will be marketed as having SilentShred™
  + Noise level at no load is 60dB
  + Noise level at capacity load is 65dB
* **Do they have Jam Proof technology?**

No. These models have Auto Reverse

* **What is Auto Reverse? Is this a form of anti-jam? How does it work? Is paper simply reversed back into the drawer?**
  + Auto Reverse is on many of our machines today (ex. 90S, 99Ms & 450M).  The paper will reverse back into the auto feed paper tray or will reverse out of the manual feed slot enough so that users can pull it from the cutters, like our current machines.
  + Note the following:
    - Paper is pulled from the bottom of the stack into the cutters. The user will need to remove any paper on top of the jammed sheet to pull it from the cutters.
    - The user should first open the lid and attempt to remove the paper from the cutters before using the Manual Reverse button for assistance.
    - If a jam occurs, SmartLock™ will not automatically deactivate. The previously entered 4-digit PIN will be needed to unlock the machine; or the machine will automatically unlock after 30 minutes of inactivity.
* **Do they have Energy Savings System?**

No. They do not have ESS, but they will have Sleep Mode, so they’ll shut off after 2 minutes of inactivity.

* **How can the shredder be accessed once an auto feed cycle is in progress?**
  + If the SmartLock system is not activated, simply open the lid to add or remove documents from the existing stack
  + If the SmartLock system is activated, press the lock icon and input the previously entered 4-digit PIN. The machine will audibly unlock. Add or remove documents as required.
* **Does the shredder have to be locked during use (with the SmartLock system)**

No, using SmartLock is optional.

* **How does SmartLock work?**
  + 1. Load a stack of paper into the shredder and close the lid.
    2. Press the lock icon. The lock icon and keypad will illuminate. Enter any 4-digit PIN combination. NOTE: It is very important that the user remembers their code as once the machine locks, it will not unlock unless the correct code is re-entered or the shred job is completed. There will be an audible locking sound indicating that the shredder is securely locked.
    3. To unlock the machine, press the lock icon and re-enter the same 4-digit PIN. The machine will audibly unlock and the user can access the documents in the shredder.
  + Note the following:
    - If the lid is locked but the lock icon is off (not lit), the user should perform a power cycle using the on/off switch on the rear of the unit (turn the unit off and then back on again) and attempt to open the lid. If it is still locked, wait 30 minutes and complete the power cycle again.

*This might happen when the user enters the correct code to unlock the unit but it doesn’t unlock, or when the shredding job is complete (no paper in the tray) and the unit doesn’t unlock. The user can confirm if there is no paper in the bed if the play button is solid (not flashing).*

* + - The machine will stay locked, even when the bin is full, the power is turned off, the shredder is in cool-down period or a jam occurs. It will unlock once the shred job is completed. If electricity is disconnected and eventually reconnected, the machine will automatically resume the shred cycle.
* **SMARTLOCK™ OVERRIDE CODE – FOR INTERNAL USE ONLY**

If the machine will not unlock follow these steps:

* 1. Turn the shredder off using the disconnect switch located on the back of the machine.
  2. Hold the start (play) button down while turning the machine back on (continue to hold the start button).
  3. The keypad will illuminate, release the start button.
  4. Enter 4-3-2-1 and then 1-2-3-4.
  5. The keypad will flash twice and then the machine will audibly unlock.

**\*\*\* MAINTENANCE \*\*\***

* **How do you oil the cutters? How often do you have to oil?**
  + The 550C & 350C are oiled similarly to how our manual feed machines are oiled. The only difference is that the lid of the shredder will need to be opened to access the cutters. Once the lid is open, oil is carefully applied across the cutters (do not get oil in paper tray). Then close the lid and press and hold the Forward button for 2-3 seconds.
  + We recommend oiling each time the bin is emptied with Fellowes oil #35250.
  + Note that the “how to oil” guide is currently listed in the manuals.
  + We do not recommend the use of oiling sheets/shredder lubricant sheets.
* **What is the accompanying shredder waste bag item #?**
  + The recommended shredder waste bag is item #36054 (same as 125/225 series bags).
  + This information is included in the manual.