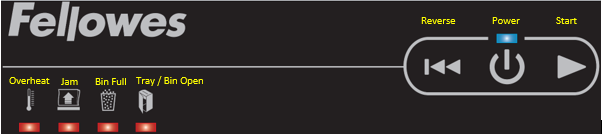
**FAQs - AutoMax™ 200C, 200M & 130C**



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

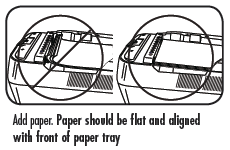
* **The 200C, 200M and 130C look the same and many of the specifications are similar. What are the main differences?**
  + The 200M is a P-5 micro-cut, whereas the 200C and 130C are both P-4 cross-cut shredders:
    - With the 200M, users empty the bin half as often because of the smaller particle size.
    - The 200M shreds each sheet of A4 paper into over 2000 particles per A4 sheet compared with 410 particles on the 200C and 130C.
  + The main differences between the 200C, 200M and 130C are sheet capacity, versatility and run time.
  + The 200C and 200M have castors, the 130C does not.
  + Only the 130C is supplied with a full colour, retail box.
* **What is the cut size of each machine?**
  + 200C and 130C: 4mm x 38mm (DIN Level P-4).
  + 200M: 2mm x 14mm (DIN Level P-5).
* **Are the sheet capacities of 130 and 200 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 at least one full shred cycle before the bin needs to be emptied. **Note:** For the most efficient bin utilization, we recommend that the user shakes the bin after each shred cycle to evenly distribute the shreds.

**\*\*\* 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 automatically shred 1 sheet of paper in their AutoMax™ if they want to.
* **What other materials besides paper can the 200C, 200M & 130C shred? Are there any special instructions for shredding other materials in the auto feed paper tray?**
  + 200C
    - The Auto Feed paper tray accepts paper held together by staples or paper clips.
    - The Manual Feed slot accepts paper held together by staples or paper clips, and shreds credit cards, CDs/DVDs and Junk Mail.
  + 200M
    - The Auto Feed Paper tray accepts paper held together by staples.
    - The Manual Feed slot accepts paper held together by staples, and shreds credit cards.
    - The 200M *cannot* shred paper held together by paper clips, and cannot shred CDs/DVDs or junk mail.
  + 130C
    - The Auto Feed Paper tray accepts paper held together by staples or paper clips.
    - The Manual Feed slot accepts paper held together by staples or paper clips and shreds credit cards.
    - The 130C *cannot* shred CDs/DVDs or Junk Mail.
    - Note that if staples or paper clips are in the center of the document as opposed to the edge, a disruption may occur. We suggest that these sheets be separated or the staple or paper clip be removed.



* + - The 200C, 200M and 130C can accept up to 20 sheets of paper stapled or paper clipped (200C and 130C only) together. Any quantity greater than 20 sheets must be separated to prevent shredding interruptions. Consult the user manual for full details.
* **Is there a special way that paper needs to be loaded into the paper tray for automatic shredding?**
  + Yes. The paper needs to be 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. It is okay for the other sides of the paper to be folded.
* Guidelines are included in the manual.
* Paper smaller than A4 should be mixed in between A4 pages to ensure it can be picked. Alternatively, shred using the manual slot.



* **After adding paper and closing the lid, why do I have to press the play button a few times before the shredder starts shredding?**
  + When the lid is opened, all power to the unit shuts off as an intentional safety precaution to prevent operation while the internal shredding components are exposed to the user. It then takes a few seconds for the power to recharge once the lid is closed again.
* **What is the cycle time to shred each machine’s capacity?**
  + The cycle time will vary dependent upon the materials being shredded (single sheets vs. stapled / paper clipped documents, etc.). However, the typical time to shred is 5-6 minutes for all three machines.
* **Is there a manual shredding option?**
  + Yes, there is a manual feed slot located at the top of the machine. The manual feed slot provides additional versatility and allows the user to also shred credit cards, CDs/DVDs (200C only) and Junk Mail (200C only).
  + The 200C/200M can shred up to 10 sheets manually and the 130C can shred up to 8 sheets manually using 70gsm paper.
* **For the 200C, how are CDs/DVDs shredded? Is it in the same paper tray along with all the other documents?**
  + No, CDs/DVDs must only be shredded through the manual feed slot.
* **Can they 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 can and cannot shred, please review the user manual.

**\*\*\* USAGE & Troubleshooting \*\*\***

* **What is the recommended maximum daily usage?**
  + 200M - 400 sheets, 25 credit cards.
  + 200C – 400 sheets, 25 credit cards, 10 CDs.
  + 130C – 260 sheets, 10 credit cards.
* **Why won’t the shredder lid close?**
  + To ensure that the latch clicks fully into place, press firmly down on the front center of the lid (directly over the latch).
  + If the lid won’t close, it could be that the number of sheets has exceeded the “Max” fill indicator. Remove sheets and re-try.
* **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.
* **Will the shred cycle automatically restart after clearing a jam, emptying the bin or other shredding interruption?**
  + After any type of shred cycle interruption, the unit may automatically restart once the door and/or shredder lid is closed. However, if the unit does not automatically restart, the user can simply press the Start button and the shred cycle will resume.
* **Why does the picker automatically go in reverse during the shred cycle?**
  + If the machine thinks that it may have missed grabbing the paper, it will reverse in an attempt to re-pick it. Also, at the end of a shred cycle it will reverse to ensure that all paper has been picked from the tray.
* **Why is there an extended run on time at the end of the shred cycle?**
  + For automatic shredding, the extended run on is to ensure that all paper and particles have been cleared from the paper tray and the cutters.
  + For manual shredding, the extended run on is to ensure that the auto feed mechanism within the housing returns to the correct position for the next automatic shred cycle.
* **If the shredders reach their maximum run time, what is the cool down period?**
  + Cool down time is up to 25 minutes (though could potentially take longer depending on the user environment).
* **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, etc.), 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 (blade concealed).      Abnormal parking position (blade showing).

**\*\*\* 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
* If a consumer call is received regarding any noise issues, direct them to a Fellowes TASS representative for assistance.
* **Do they have Jam Proof technology?**
  + No; these machines have and Auto Reverse function.
* **What is Auto Reverse? Is this a form of anti-jam? How does it work? Is paper simply reversed back into the tray?**
  + Auto Reverse is on many of our machines today (e.g. 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: 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.
  + Note that the user should first open the lid and attempt to remove the paper from the cutters before using the Manual Reverse button for assistance.
* **Do they have Energy Savings System?**
  + No. They do not have ESS but they do have Sleep Mode, meaning they’ll shut off after 2 minutes of inactivity.
* **Is there a locking feature on these models similar to the SmartLock feature on the AutoMax™ 350C & 550C?**
  + No. The 200C, 200M and 130C are designed to meet the needs of 1-3 users who are shredding in their personal work area. Because the user will be near the shredder, we don’t consider security to be as big a concern as it would be for a shredder that sits in a communal area away from the user’s desk.

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

* **How do you oil the cutters? How often should the shredder be oiled?**
  + These AutoMax shredders are oiled similar 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 described in the user manuals.
  + We do not recommend the use of oiling sheets/shredder lubricant sheets.
* **What is the accompanying shredder waste bag item number?**
  + The recommended shredder waste bag is item #36053.
  + This information is included in the user manual.
* **When the bin is full and a user removes the bin for emptying, they may notice paper particles accumulating under the cutters. (Example pictured below). Is this ok?**



* + Yes, as typically these particles will drop into the bin once the shredding cycle is restarted.
  + If the paper does not automatically drop into the bin after shredding resumes (or if improper materials were shredded), the bin full light may come on again even though the bin has been emptied. The user may then carefully remove any clumps of paper by hand.
  + If this occurs repeatedly, it may indicate a malfunction and will require service/replacement or closer inspection by Fellowes.
* **Are the 200C and 130C serviced in the field?**
  + No. TASS will handle any returns of defective units and provide replacements for machines within warranty.