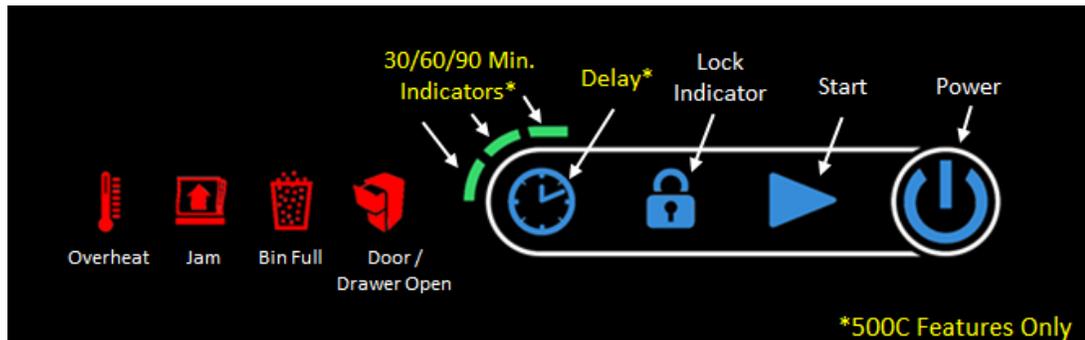


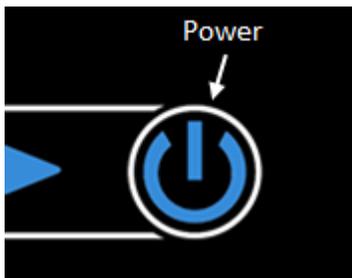
## FAQs

### AutoMax™ 300C and 500C



- SmartLock™ – what is this and how does this feature work?
  - When the start button is pressed to begin shredding, the paper drawer will lock and will remain locked until shredding is complete. A lock icon will illuminate on the control panel to indicate that the drawer is locked.
  - The machine will stay locked, even when the bin is full or in a power off state, until shredding is completed or JamGuard System™ is activated. If electricity is disconnected and eventually reconnected, the machine will automatically resume the shred cycle.
  - Note that if a jam occurs, SmartLock™ automatically deactivates so that the drawer can be opened and the jam cleared.
  
- What if a jam is not accessible via the drawer?
  - To access the inside of the machine, follow these steps (they are also located in the user manual):
    - Locate the access screw on the back of the machine and turn counter clockwise with a 6mm allen wrench (provided with machine).
    - The service hatch will begin to rise. Keep turning until the hatch panel is easily removed from the top of the machine.
    - To replace the service hatch, position hatch panel on top of the machine. Hold panel in place while turning the allen wrench clockwise until you feel resistance.
  - Review all warnings located underneath the service hatch before accessing the inside of the machine. Note that the shredder will not run if the hatch is not in place. Always replace the hatch to resume shredding.
  
- Is there a manual shredding option?
  - No. The AutoMax™ shredders do not have a manual feed shredding option. Our shredders can handle materials such as junk mail and CDs through our auto feed mechanism.
  
- Time Delay LEDs – what is this feature and how does it work? (500C only)
  - Time delay allows the shredder to be set to shred 30 minutes, 60 minutes or 90 minutes later so that shredding can occur during lunch or after work when it won't disrupt others.
  - There is an icon/button on the control panel that looks like a clock - press the button once for a 30 minute delay, twice for a 60 minute delay or three times for the 90 minute delay.
    - If the button is pressed four times, consecutively within a short period of time, no time delay will be set.
    - To cancel the time delay, a user will have to hold the clock icon down for 2 seconds.
  - Please note that the time delay can only be cancelled prior to the start of the shred cycle. Once the shred cycle begins, SmartLock™ is engaged, and the shred cycle cannot be canceled.

- Can they shred bulldog clips or plastic/wire binding combs?
  - No.
- Where should the CDs/DVDs be inserted for shredding?
  - CDs/DVDs will go in the same drawer as other documents and need to be interwoven between sheets of paper.
- What does the slowly blinking light indicate when the shredder is turned on?
  - After starting up the machine (plugging it in and turning the disconnect switch at the back of the machine to 'on'), the power button will blink slowly. Simply press the power button to turn the machine on.



- Why is there an extended run on time at the end of a shred cycle?
  - The extended run on time is to ensure that all remaining particles in the drawer are swept into the bin.
- What is the replacement bag item number for AutoMax™?
  - The shredder waste bag item # is 36056.
- What is the oiling procedure and how often should it be oiled?
  - All cross-cut shredders require oil for peak performance. Under **or** over oiling a machine could lead to issues such as diminished sheet capacity, intrusive noise when shredding and it could ultimately stop running. To avoid these problems, we recommend you oil your Fellowes® AutoMax™ shredder **once per month**.
  - Follow oiling procedure below:
    - Apply a light coating of oil between two sheets of paper (only use a non-aerosol vegetable oil in long nozzle container such as Fellowes 35250).
    - Open paper feed drawer and place oiled sheets in drawer.
    - Close the paper feed drawer and press start to shred the oiled sheets.
- If any unusual shredder behavior is experienced, call Customer Service at 1-800-955-0959: