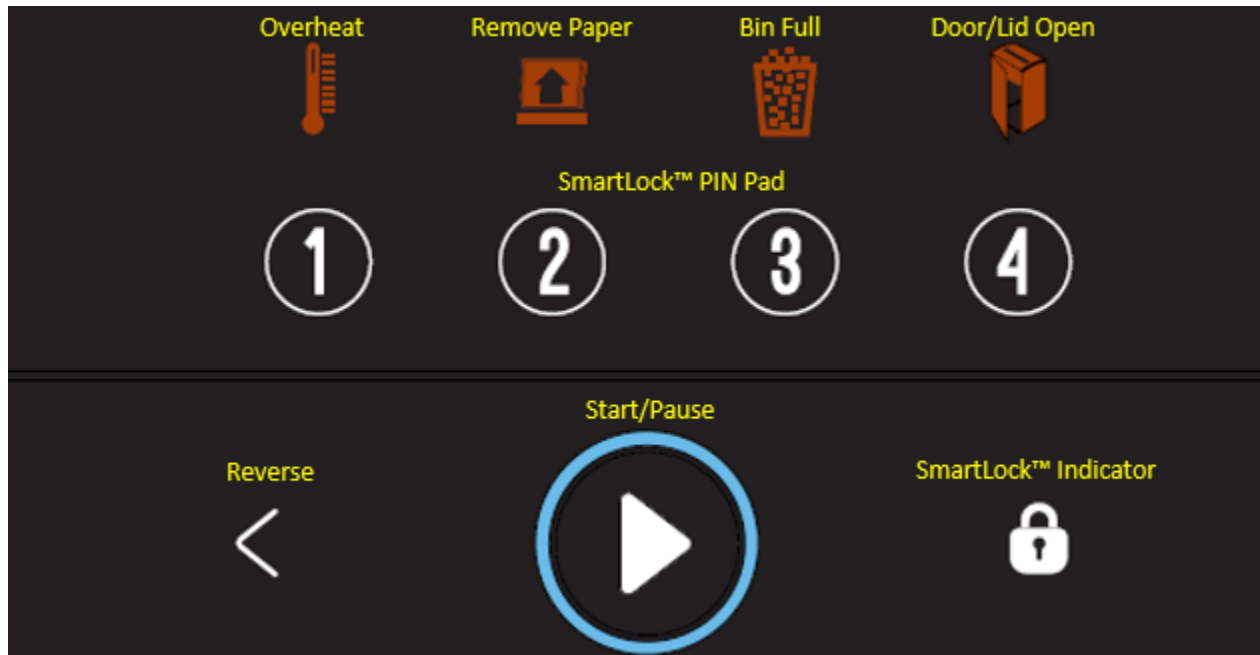


# FAQs

## AutoMax™ 350C and 550C

### Control Panel



- SmartLock™
  - Does the shredder have to be locked during use? No, using SmartLock is optional.
  - How does SmartLock work?
    - Load a stack of paper into the shredder and close the lid.
    - 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 reentered or the shred job is completed.** There will be an audible locking sound indicating that the shredder is securely locked.
    - To unlock the machine, press the lock icon and reenter the 4-digit PIN. Machine will audibly unlock and the user can access 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 disconnect switch on the rear of the unit (power the unit off and then on again). 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 yet it doesn't unlock; or this might happen when the shredding job is complete (no paper in the bed) 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 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.

- 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 and Junk Mail.
  - The 550C can shred up to 14 sheets manually and the 350C can shred up to 12 sheets manually.
- 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 the cutters.
- What other materials besides paper can the 550C & 350C shred?
  - The Auto Feed Paper Tray can also shred staples and paper clips.
  - The Manual Feed Slot can also shred 8.5" x 14" paper, credit cards, CDs/DVDs, junk mail, folded paper, glossy paper and double-sided printed paper.
- 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 as to what the shredders specifically cannot shred, please review the 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.
- How do you oil the cutters? How often do you have to oil?
  - The 550C & 350C are oiled similarly to how our traditional 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" 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.
- Are the 550C & 350C UL approved? Yes.
- Do these shredders have auto voltage? No. Auto voltage suggests that a machine can operate in a variable voltage environment, whereas we build our machines to specific market voltages (i.e. US is 120V, EU is 230V, etc.).
- If any unusual shredder behavior is experienced, call Customer Service at 1-800-955-0959.