

# FAQ – FIRST AID

If your machine doesn't work correctly, please follow the following steps

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### 1. The shredder doesn't do nothing

First check if the blue lamp is light on:



The device has a protection so that you cannot shred paper when the cutting unit is not placed on the paper bin.

→ Insure that the shredder unit is correctly put on the waste bin

**PLEASE MAKE SURE WHEN YOU CONTINUE THAT YOU DISCONNECT THE POWER**

If the problem persists, then check the 'contacts' points between shredder unit and waste bin



The plastic line in the waste bin should be undamaged

The contact on the bottom of the shredder unit should be 'clickable' when you press onto it with something thin (like a knife):



Surely check that it is not stuck

## 2. Shredder doesn't start automatically

Check that the shredder is punt on 'AUTO':



**PLEASE MAKE SURE WHEN YOU CONTINUE THAT YOU DISCONNECT THE POWER**

The shredder also has an eye (that detects when paper is inserted)

Check if nothing is blocking the eye



To clean, you can use a brush to gently pass some times over the eye (both sides):



And of course, if you are experiencing any other issues, please feel free to contact us in all times

ACROPAQ is always at your service!

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