

FAQ – FIRST AID

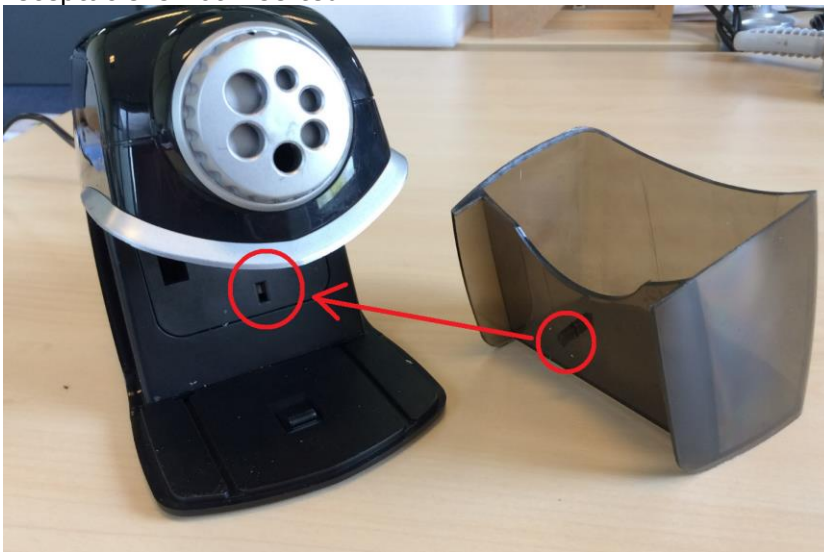
If your machine doesn't work correctly, please follow the following steps

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1. The pencil sharpener won't start

The device has a protection so that the pencil sharpener cannot start when the receptacle is not inserted:



So, it is obvious that, when the plastic pin is broken on the receptacle, the pencil sharpener will not engage



It also happens, even when the plastic pin is intact, that the pencil sharpener still won't work. Then it can be related to a bad contact between pencil sharpener and receptacle. Best way to try it, is to put a pencil in the pencil sharpener and try pressing the contact point manually with a screw driver or something. If it engages, then there is a bad contact and support Acropaq needs to be contacted for warranty replacement



2. Pencils don't get sharpened any more

Just like a manual pencil sharpener, this is the #1 cause of problems. Most likely you have lead stuck in the blades. Luckily it is very easy to fix! Many new users often think that their sharpener is broken, when it is simply jammed with a tiny piece of lead.

How to fix it:

- Remove the receptacle
- Look very closely inside the blades when holding the sharpener on his side



- Notice that here is a tiny pin of lead stuck at the end of the blades:



- Try to remove/loosen it with something really thin, like a tooth pick
- After that try to get it out by holding the pencil sharpener face down and gently tap on the back (then the jammed lead will fall out)

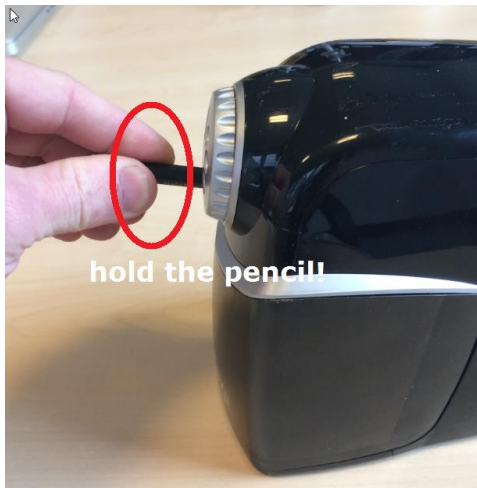
3. What is the best way to sharpen a pencil ?

We often see that people don't really know how to use the pencil sharpener correctly, leading to a poor result:



So what can be the fault of that ?

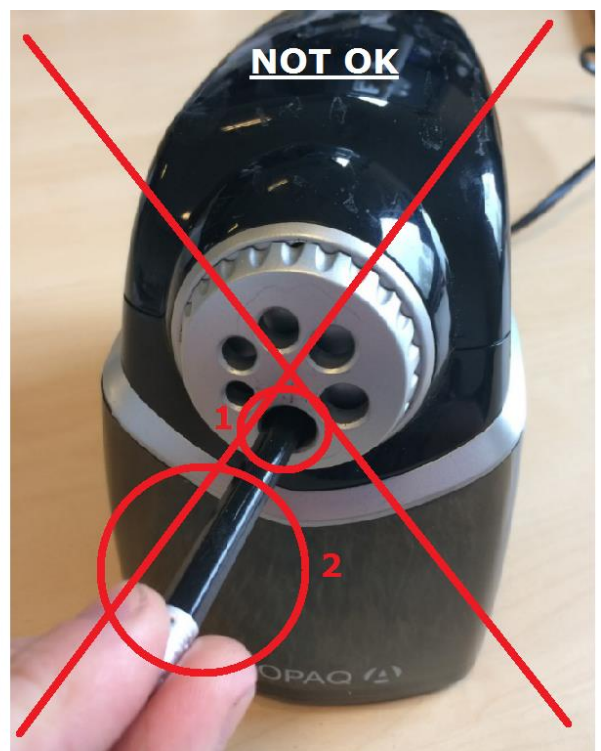
When sharpening the pencil, HOLD the pencil firmly into your hand, do NOT let it spin!



Also keep in mind that you should choose the proper hole for the pencil you want to sharpen and to hold it straight forward into the hole!



1. diameter hole is suited for pencil
2. pencil is hold straight



1. Hole is to big for the pencil
2. pencil is not straight foward into the hole!

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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