

# Shredder FAQ's



## 1. What are the differences between cut types on shredders?

The differences are that the shredder cut is based on the level of security needed.

- Strip Shredder - 40 to 50 strips on an A4 document
- Confetti/Cross Cut Shredder - 200 bits on an A4 document
- Micro-shred Shredder - 2000 bits on an A4 document

A strip cut shredder will cut into strips that vary in width (usually 2 - 6mm wide) and the length of the shredded paper will be the same as the paper being shredded. This offers the lowest level of security in its cut.

There is no difference between confetti cut shredders and cross cut shredders; both cut the paper vertically and horizontally. These types of cuts offer a higher level of security than the strip cut shredders. It is difficult to retrieve information on documents shredded on this type of machine and it is suitable for documents of a sensitive nature. This type of cut is smaller than the strip cut, so also means that you don't have to change the bags of shredded paper as often.

Micro-shred paper shredders offer the best option for highly sensitive and confidential documents as it is virtually impossible to retrieve information from paper fed through this type of shredder.

## 2. What speed of shredder do I need?

- A basic shredder will cut on average eight to nine sheets in up to eight minutes, typically one user
- A slightly more advanced shredder will cut 10 to 18 sheets in 7 to 30 minutes, typically 6 to 10 users
- A heavy duty office shredder will shred on average 13 to 38 sheets in 45 minutes of continuous shredding, typically 10+ users.

## 3. Can I shred labels with a paper shredder?

No, we do not recommend shredding adhesive backed labels. Such items include; mailing labels, envelopes, stickers or any material that has a sticky or gummy backing. Using your shredder to destroy these types of documents can cause permanent and irreparable damage to your shredder, which may not be covered under the warranty on your machine.

## 4. What is thermal overload protection?

Thermal overload protection is a feature in some shredders that helps to prevent the machine from overheating.

Most shredders cannot shred continuously and require a certain amount of time for the motor to cool down before beginning another cycle.

Thermal overload protection protects your shredder and prevents the motor from burning out. This feature will shut down the shredder and force the cool down period. This feature is most useful when large and continuous volumes are being shredded. However, if use is infrequent, then this feature is less important.



## 5. How long should I allow for my shredder to cool down?

We recommend letting the shredder cool down for the recommended cool down period. This varies between shredder makes and models and will be highlighted in the supplier manual.

The shorter the cool down time, the shorter the next shredding cycle will be since the motor may not have cooled completely. If the recommended cool down time is 15 minutes, you would just need to wait 15 minutes before shredding again.

## 6. Why do I need to oil a shredder?

Regular oiling is a necessary maintenance step to keeping the shredder functioning properly and prolonging its life. Failure to oil the blades regularly could result in excessive noise during operation and shredding less than its capacity.

The frequency of oiling needed is determined by a range of factors such as the type of paper, the amount being shredded and whether the shredding is intermittent or continuous. For instance, if shredding continuously, oiling may need to occur every 10 minutes. We recommend that you oil a cross cut shredder each time the wastebasket is emptied. High security shredders should be oiled every 15 minutes or when capacity drops.

## 7. How do I oil my shredder?

There are various acceptable oiling methods. You could put the tip of the oil bottle and squeeze oil across the paper entry, making one or two sweeps the length of the entry, while at the same time pressing the reverse button for around 10 seconds.

You could squeeze oil across the paper entry and then shred one piece of paper. Alternatively, you can apply oil to a piece of paper in a zigzag motion and then shred that paper.

## 8. Can I use any type of oil?

Using oil other than the one recommended by the manufacturer may cause your warranty to become null and void should any problems occur with your shredder. Never use flammable synthetic oil, petroleum-based, aerosol lubricants or WD40 to oil the cutting blades.

## 9. What should I do if my shredder is jammed?

Firstly, ensure the wastebasket is empty. Then, if your shredder has a reverse switch, move the power switch to the reverse position and this will reverse the jammed paper out of the shredder.

If the shredder jams again then try alternating the control switch slowly between reverse and auto position to attempt to move jammed paper completely through the shredder. Repeat this process until the jam is cleared.

If necessary, turn off your shredder and carefully pull out the paper to clear jam. Once cleared, move switch to auto/on to continue shredding. The machine may also be jamming because the cutting cylinder needs to be oiled.



## 10. What should I do if my shredder will not shred?

This likely has to do with the sensor of your shredder. When shredding small documents, such as checks or receipts, be sure that you are inserting the paper directly over this sensor. These vary with each shredder model and make but on small shredders, the sensor is usually a mechanical sensor which looks like a plastic bar or lever in the very centre of the mouth of the shredder. Some machines have an electronic sensor. These sensors are also located in the very centre of the mouth of the shredder and look like small glass beads or marbles. These sense if paper is being inserted into the shredder. As with the mechanical sensor, paper must be inserted in the very centre for the shredder to detect paper.

## 11. What should I do if my shredder will not stop shredding?

If you find your shredder won't stop, this usually indicates that paper dust, debris or oil has covered the sensors; indicating to the shredder that paper is being entered and can cause the machine to run continuously. Cross cut shredders are more susceptible to this than strip cut shredders since the oil can very easily cloud the sensors.

Simply wipe off the sensors to clear away anything that may interfere, and your shredder should be back to normal.

