

# **Shredder**

# **Déchiqeteuse**

## **SHG6**

**Operator Guide**  
**Guide d'utilisation**

## 2 | SHG6 Shredder

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Due to publication lead times and continuing product development, this manual may not reflect final product release configurations and recommended service procedures. Equipment and material specifications as well as performance features are subject to change without notice. Available product features may vary, depending on machine model, system software level and system setup. Some product features may be country specific.

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### Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Use only Pitney Bowes approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters, can cause an explosive-like condition that could result in a personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container label.
- To obtain Pitney Bowes supplies, please contact our Supply Line™ to place orders. Material Safety Data Sheets can be obtained on the web or from our Supply Line™.
- Use the power cord supplied with the system and plug it into a properly grounded wall outlet located near the system and easily accessible. Failure to properly ground the system can result in severe personal injury and/or fire.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to Pitney Bowes Service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
- Do not route the power cord over sharp edges or trapped between furniture.
- Insure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Read all instructions before attempting to operate the equipment.

**NOTE:** Always follow the specific occupational safety and health standards for your workplace.

## Important Safety Notes



**WARNING!** The machine may not be operated by more than one person at any given time. The machine was designed for safe operation by one person only.



**WARNING!** During the shredding process no other work may be performed on the machine (for example cleaning, etc.).



**WARNING!** The machine is not a toy, and is not suitable for use by children.

The overall technical safety concept of this machine (dimensions, feed openings, emergency shutdown devices etc.) does not provide for any guarantee regarding hazard-free operation by children.



**WARNING! Danger of injury.** Keep all loose articles of clothing, ties, jewelry, long hair or other loose objects away from opening!



**WARNING! Danger of injury.** Never insert fingers into opening.



**WARNING!** In case of danger switch the machine off by the power switch, or unplug the machine.



**WARNING!** Always unplug the machine from the AC outlet before opening the machine!. Repairs may only be performed by trained personnel.

## Compliance Information

### United States

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



**CAUTION:** Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Purpose of Machine

The SHG6 shredder is a machine used for shredding general documents and data media such as CD's, DVD's, credit cards and 3.5" diskettes.



**CAUTION:** This machine was designed to shred paper, credit cards and CD's, DVD's and 3.5" diskettes. Shredding other sorts of media may cause damage to the machine.



**WARNING!** Do not use the shredder as a step ladder or as a seat. This may cause severe injury and/or damage to the machine.

## Specifications

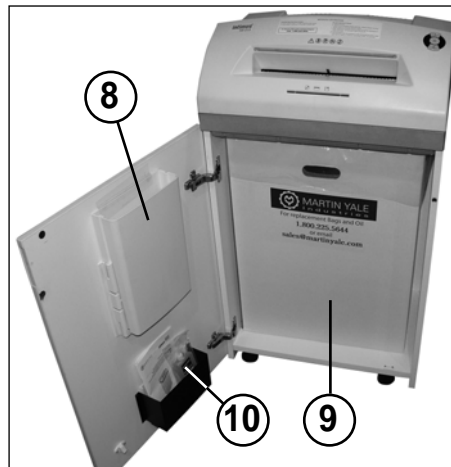
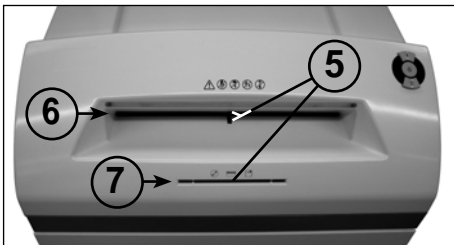
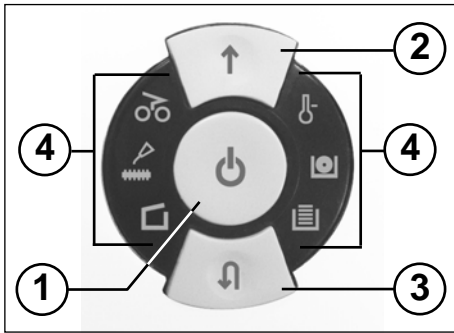
Model	Shredded Piece Size	Feeding Capacity	Max. Material Feed Width	Noise Level	Machine Dimensions	Weight	Power Consumption
<b>SHG6</b>	0.07" x 0.59" (paper) 0.32" strip (CD/DVD)	15 paper sheets (18 lb. bond) or 1 piece of media fed at a time	12-1/8" (paper) 5" (CD/DVD)	app. 57 dB(A)	21" width 15-1/2" depth 38-1/2" height	104 lbs.	120VAC 60HZ 12.0 Amps 1.4 kW








## Servicing

This product is serviceable. Contact the appropriate service number for your country.

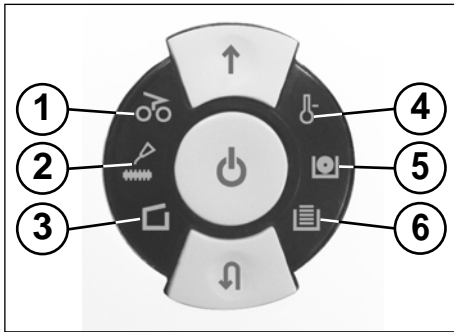
Country	Service Number	Availability	Website	Responsible Party
<b>United States</b>	1-800 522-0020 and follow the telephone prompts	Monday through Friday, 8:00 AM - 8:00 PM ET	<a href="http://www.pb.com">www.pb.com</a>	Pitney Bowes 1 Elmcroft Road Stamford, CT 06926
<b>Canada</b>	1-800-672-6937 and follow the telephone prompts	Monday through Friday, 8:00 AM - 8:00 PM ET	<a href="http://www.pitneybowes.ca">www.pitneybowes.ca</a>	Pitney Bowes Canada 5500 Explorer Drive Mississauga, ON L4W 5C7

## Parts of the Machine




Item	Part	Description
1	 ON/OFF/Stop button	<ul style="list-style-type: none"> <li>When pressed (if the machine is off), the  icon lights up and machine turns ON.</li> <li>When pressed and held for about three seconds (if the machine is on), the machine turns OFF. <i>NOTE:</i> The machine turns off automatically if it is not used after five minutes.</li> <li>When pressed if the cutter mechanism is running, the machine stops.</li> </ul>
2	 Forward Button	<ul style="list-style-type: none"> <li>When pressed briefly, the  icon lights up and the cutting mechanism runs forwards for a few seconds so remaining material can be cleared from the machine.</li> <li>When pressed and held for about two seconds, the  icon lights up and the cutting mechanism runs forward continually so you can feed material into the machine.</li> </ul>
3	 Reverse Button	When pressed, the  icon lights up and the cutter mechanism runs in reverse for a short time.
4	Control Panel Icons	Indicates status or condition of machine (see next page for details)
5	Material Sensors	Detects when material is fed into any of the feed slots, prompting the cutter mechanism to start shredding.
6	Paper Feed Slot	Allows you to feed paper for shredding
7	CD/DVD Feed Slot	Allows you to feed CDs/DVDs/floppy disks for shredding
8	CD/DVD Collection Bin	Collects and stores shredded CDs/DVDs/floppy disks
9	Paper Collection Bin	Collects and stores shredded paper
10	Bottle of Lubricating Oil	Used to lubricate the cutter mechanism when required

## Control Panel Icons



Item	Icon	Meaning	Description
1		Operation Error	Lights when one of the following occurs: <ul style="list-style-type: none"> <li>• <b>Material jam in machine</b> (too much material has been fed into the cutters) - the cutters jam, run in reverse for a short time, and stop. The motor turns off.</li> <li>• <b>Simultaneous material feed</b> (material has been fed into both slots at the same time) - the cutter mechanism stops, runs in reverse for a short time, and stops. The motor turns off.</li> <li>• <b>Material sensors blocked when door open</b> (there is material left in one of the two feed slots when the door is opened) - the cutter mechanism stops and the motor turns off.</li> <li>• <b>Material sensors blocked when machine turned on</b> (there is material left in one of the two feed slots when the machine is switched on) - the cutter mechanism does not start.</li> </ul>
2		Lubrication Needed	Lights when the cutter mechanism needs lubricating. See Maintenance section for procedure.
3		Door Open/ Fault	Lights when one of the following occurs: <ul style="list-style-type: none"> <li>• <b>Door open</b> (the door for the paper collection bin is open) - the machine turns off and cannot be started as long as the door remains open.</li> <li>• <b>Electrical fault</b> (there is an electrical fault in the door sensor) - the light flashes and the machine turns off. Call for servicing.</li> </ul>
4		Motor/ Electrical Fault	Lights when one of the following occurs: <ul style="list-style-type: none"> <li>• <b>Motor protection</b> (motor has been overloaded) - the machine turns off and cannot be started until the motor has cooled down.</li> <li>• <b>Electrical fault</b> (an electrical fault occurred inside the control board) - the light flashes and the machine turns off. Call for servicing.</li> </ul>
5		CD/DVD Collection Bin Full	Lights when the CD/DVD collection bin is full and needs emptying. The machine stops. (You can still feed paper in the paper slot during this time.)
6		Paper Collection Bin Full	Lights when the paper collection bin is full and needs emptying. The machine stops. (You can still feed CDs/DVDs in the CD/DVD slot during this time.)


## Operation

1. Press the **ON/OFF/Stop**  button. The button lights up, indicating the machine is ready for shredding.
2. Load material by using one of the following methods:



**WARNING!** Moving parts can crush and cut fingers.

- a. Feed paper into the paper feed slot.

**NOTE** For shredding transparent films, the machine must be manually switched to forward running mode by pressing and holding the **forward**  button for approximately two seconds.

**NOTE:** To help prevent you from feeding too much material and creating a jam, a visual display of the motor load is displayed during the paper shredding process. Colored lights over the paper feed slot indicate the how much the motor is under load:

- Green light: load < 50%
- Yellow light: load 50 - 75%
- Red light: load 75 - 100%





**CAUTION:** Do not feed the shredder with more than 15 pages at a time. This will cause a jam and/or machine overload.

- b. Feed data media (CDs/DVDs, etc.) *individually* into the separate CD/DVD feed slot.







**CAUTION:** Do not shred paper and CD/DVDs using both slots at the same time. This will cause a jam and/or machine overload.

4. The machine automatically switches to forward running, drawing the material in and automatically switching off after shredding. To stop the shredding process, briefly press the **ON/OFF/Stop**  button. To continue, press and hold the **forward**  button for approximately two seconds.
5. Material is collected in two different collection bins to ensure that waste is properly separated.

**NOTE:** The machine turns off automatically if it is not used after five minutes.


## Emptying the Paper Collection Bin


When the paper collection bin becomes full, the paper collection bin full  icon lights up and the machine turns off. To empty:

1. Open the door.
2. Pull out the receptacle from the lower part of the housing and empty the contents.
3. Slide the emptied receptacle back into the lower part of the housing and close the door.
4. If the operation error  icon lights up, press the **forward**  button briefly. The remaining material in the feed slot is shredded and the operation error  icon light goes out.

**NOTE:** The machine will only run if the door is closed.

## Emptying the CD/DVD Collection Bin

When the CD/DVD collection bin becomes full (i.e., after shredding about 20 CD's/DVDs), the CD/DVD collection bin full  icon lights up and the machine turns off. To empty:

1. Open the door.
2. Remove the collection bin from the inside of the door and empty the contents.
3. Press the **forward**  button briefly to acknowledge that the CD/DVD collection bin has been emptied. This resets the CD/DVD shredding counter back to zero.
4. Attach the emptied collection bin to the door and close the door.

**NOTE:** The machine will only run if the door is closed.

## Maintenance


### Cleaning the Material Sensor Photocells



At some point, paper shreds or dust may accumulate on material sensor photocells that may impair their function. For example, after a paper jam, if paper particles should come to rest in the feed slot, the machine may not turn off because the sensors are detecting “paper” in the machine that it thinks it needs to move through the shredder.

To remove these paper strips and clean the photocells, you can:


- pass another sheet of paper through the feed slot and switch the machine to reverse
- wipe the top and bottom photocells with a small brush or cotton swab

### Lubricating the Cutter Blades

The cutter blades must be lubricated after a specific operating time (you will know this when the lubrication needed  icon lights up). Follow these steps to lubricate the cutter blades:

1. Open the door.
2. Remove the lubrication oil bottle from the holder in the door and close the door.
3. Pour a little oil onto a sheet of paper and feed this through the paper feed slot onto the cutters. The paper is drawn in and the oil is distributed to the cutter blades.
4. When finished, open the door.
5. Press the **reverse**  button and keep it held down until the lubrication needed  icon goes out.
6. Close the door.
7. The cutters does a cleaning cycle automatically (runs forward and reverse) and switches off. The machine is ready for use again.

### Automatic Energy Saving

If the machine is not used after five minutes, it automatically turns off. Press the **ON/OFF/Stop**  button to turn it on again.


### Disposing Of The Machine

Dispose of the machine in an environmentally friendly fashion at the end of its useful service life. Do not dispose of any of the parts included in the machine or its packaging with household waste.



## Troubleshooting

### Material Jam

When too much material is being fed in either feed slot, the cutters jam, run in reverse for a short time (material is released), and stop. The motor turns off and the operation error  icon lights up. To fix:

#### Paper

1. Remove the paper that has been fed back.
2. The cutter starts running forwards automatically and shreds the remaining paper.
3. Continue shredding with less paper.

#### CD/DVD Media

1. Remove the media that has been fed back.





**WARNING! Remove the material carefully as there is the risk of being injured by the sharp cut surfaces.**

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2. The cutter starts running forwards automatically and shreds the remaining media. If necessary, switch the cutters manually from forward to reverse until the material has gone through completely and been shredded
3. Continue shredding by feeding *one piece in at a time*.


### Simultaneous Material Feed

If material is fed into the two feed slots at the same time, the cutters jam, run in reverse for a short time (material is released), and stop. The motor turns off and the operation error  icon lights up.


Take the material out of one of the slots. Press the **forward**  button briefly. The material in the other slot is fed to the cutters and shredded.

### Material Sensors Blocked When Door Opened

If there is material in one of the two feed slots when the door is opened, the motor turns off and the cutters stop. The operation error  icon lights up.

Close the door and press the **forward**  button briefly. The existing material is fed to the cutters and shredded.

### Material Sensors Blocked When Machine Turned On

If there is material in one of the two feed slots when the machine is turned on, the operation error icon  lights up.




Remove the material and press the **forward**  button briefly.

### Motor Overload

If the motor becomes overloaded, the machine turns off and motor/electrical fault  icon lights up.

Wait about 25 to 40 minutes until the machine cools down before trying to restart.

### Electrical Fault

If the motor/electrical fault  icon flashes together with the ON/OFF/Stop  button being lit, or only the door open/fault  icon flashes, there is an electrical fault. The machine cannot be started. Call for servicing.

## Troubleshooting

### *Check List*

If the machine isn't working, check the following:

- Is the plug connected to the AC outlet?
- Is the door closed?
- Is the paper collection bin full?
- Is the CD/DVD collection bin full?
- Is there a material jam in the machine?
- Is there a motor overload condition?

If you can't resolve the issue, please call for servicing.