



bonsaii

bonsaii Paper Shredder Cautions & Troubleshooting














Customer Service: customer-care@bonsaii.com

Dear customer,
 Thank you for buying this quality product. Please read this instruction carefully before initial operation. Particularly take note of the following safety instructions. Please keep this instruction for future reference and pass it, when handing over this item.

Cautions:



1. Keep all loose articles of clothing, ties , jewelry , hair  or other small items away from the feed opening to prevent injury.
2. Keep in the OFF position when the shredder is not in use for prolonged periods of time.
3. Do not place hands  or fingers into the shredder throat as serious injury could result.
4. Always turn off or unplug the shredder prior to moving, cleaning or emptying the wastebasket.
5. Empty wastebasket frequently.
6. The document shredder must always be deactivated and disconnected from the electrical line prior to moving, transporting and cleaning the device and prior to emptying the waste basket.
7. Please do not leave the document shredder unattended e.g. in the event children  or pets are nearby.
8. The device can shred credit card.
9. The device may not be operated with a damaged power cord.
10. For indoor use only.
11. This machine is no toy. Keep it away from children  and pets.
12. To protect the machine well, we suggest the user to operate it in this way: work 4 minutes then rest 40 mins.
13. Please do not spray any flammable gas or oil  onto this shredder, it may cause fire.
14. Please read the manual before operating the machine .
15. Sharp edges, Do not touch .
16. This equipment is not intended for use by children. Avoid touching the media feed opening with the hands, clothing or hair. Unplug this equipment when not in use for an extended period of time .
17. Shred width of 5 x 40mm .

Troubleshooting

Malfunction	Reason	Solution
Stop Working	The power plug is not connected to the power supply.	Plug in again correctly
	The machine head is not aligned with the jam position of the paper waste bucket	Lift the head of the machine and align it with the paper scrap bucket.
	Power supply voltage is too low or no power supply	Turn off the power switch and wait for the voltage to return to be normal before operating the machine
	The machine enters the protection mode due to overheating after continuous working for a long time.	Wait for the machine to cool down naturally
	The thickness of paper is too thin	Add an opaque paper or fold the transparent paper multiple times
	Overloading is not in contact	Reduce paper quantity to an acceptable amount and refeed into the paper entry
	Damage of power cable	Please replace the power cable with the same parameters. If not, please contact customer service.
	The basket is full	Dump confetti
Jam	Paper jam beyond the rated shredded paper	Toggle the switch to the "reverse" position to eject excess paper
Keep Running	Paper dust and other foreign objects cover the sensor.	Clean the dust or foreign objects.
Loud Noise	The shredder is placed on a unsuitable place.	Change location

Should the instructions above not help resolve the issue, then please contact our product support:
 Email Service: customer-care@bonsaii.com