

## Help Line

|               |                 |
|---------------|-----------------|
| Australia     | +1-800-33-11-77 |
| Canada        | +1-800-665-4339 |
| México        | +1-800-234-1185 |
| United States | +1-800-955-0959 |

## Fellowes

|                |                        |
|----------------|------------------------|
| Australia      | +61-3-8336-97000       |
| Benelux        | +31-(0)-76-523-2090    |
| Canada         | + 1-905-475-6320       |
| Deutschland    | + 49-(0)-5131-49770    |
| France         | + 33-(0)-1-30-06-86-80 |
| Italia         | + 39-(0)-71-730041     |
| Japan          | + 81-(0)-3-5496-2401   |
| Korea          | + 82-(0)-2-3462-2884   |
| Malaysia       | + 60-(0)-35122-1231    |
| Polska         | + 48-(22)-771-47-40    |
| Spain          | + 34-91-748-05-01      |
| Singapore      | + (65)-6221-3811       |
| United Kingdom | + 44-(0)-1302-836836   |
| United States  | + 1-630-893-1600       |



**Fellowes**

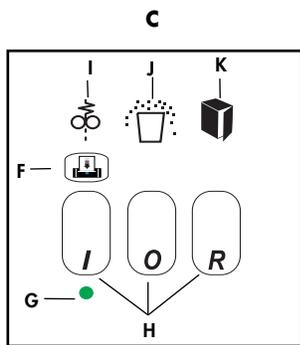
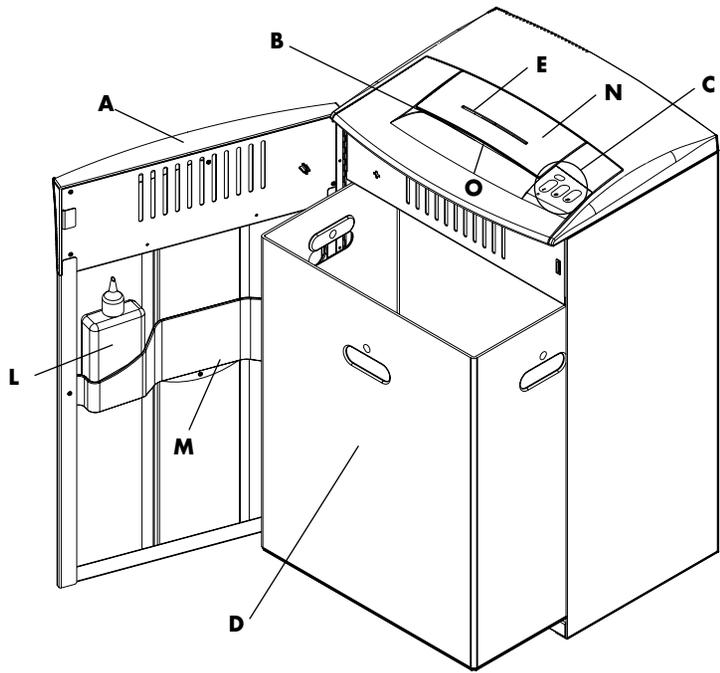


220-2/C-220  
220C-2/C-220C

**Fellowes** 1789 Norwood Avenue Itasca, Illinois 60143-1095 630-893-1600 <http://www.fellowes.com>

Australia Benelux Canada France Deutschland Italia Japan Korea Polska Singapore United Kingdom

**Get More Done Today™**





Fellowes

Dear Customer,

Thank you for buying a Fellowes Commercial Shredder. We have made many improvements in our commercial shredder since its introduction in 1982. We are confident that it offers you the greatest value for your money in its product category today. We hope it meets – or even exceeds – your expectations.

To ensure years of safe, efficient use, please read these few pages about your new shredder. If this manual doesn't answer all your questions or if you wish to comment on this product, we welcome your call or letter.

Sincerely,

James Fellowes  
Chairman & CEO

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## Product Profile

This product is built to shred **paper, staples, small paper clips and credit cards**. It is not built to shred adhesive labels, transparencies, newspaper, cardboard, large paper clips, or plastic (other than credit cards). Attempting to shred items not intended for this shredder may cause damage.

|                            | Strip-cut<br>(220-2/C-220) | Confetti-cut<br>(220C-2/C-220C) |
|----------------------------|----------------------------|---------------------------------|
| <b>Paper</b>               |                            |                                 |
| Sheet capacity*            | 18-20 sheets               | 12-14 sheets                    |
| Paper shred size           | 7/32" (5.8 mm)             | 5/32" x 1" (3.9 x 25 mm)        |
| Maximum paper width        | 9.5" (241 mm)              | 9.5" (241 mm)                   |
| Recommended daily capacity | 4,000 sheets               | 2,000 sheets                    |
| <b>Credit Cards</b>        |                            |                                 |
| Credit card capacity       | 1                          | N/A                             |
| Recommended daily capacity | 10                         | N/A                             |
| <b>CDs/DVDs</b>            |                            |                                 |
| CDs/DVDs capacity          | 1                          | N/A                             |
| Recommended daily capacity | 10                         | N/A                             |

\*Based on 20 lb., 8-1/2" x 11" paper with shredder operating at rated voltage; heavier paper, high humidity, or other than rated voltage may reduce sheet capacity.

## ⚠ IMPORTANT SAFETY INSTRUCTIONS READ ALL INSTRUCTIONS BEFORE USING

### While setting up shredder

- Check shredder for damage or defects; some paper particles in the basket are normal due to product testing and does not indicate a defect.
- Avoid touching exposed blades on underside of confetti-cut shredder head.
- Plug power cord in an outlet that can easily be reached. The plug is the primary electrical disconnect.
- Make sure the electrical rating listed on the serial label (near the power cord on the back of the shredder) matches the available electric power.
- Do not place shredder near or over a heat or water source.
- Secure shredder to wall with hardware provided in order to meet UL 60950 stability requirements.

### While operating shredder

- Keep hands and hanging objects (jewelry, ties, loose clothing, long hair, etc.) away from paper entry.
- Keep children and pets away from the shredder.



### When not in use

- Always turn off and unplug shredder
- Unplug before emptying basket
- Do not open shredder head: Danger of electric shock. Opening shredder head will void the warranty.



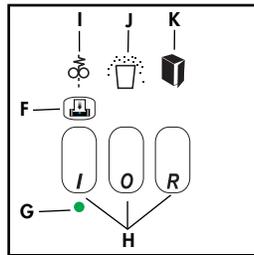
**NOTE:** Do not use flammable synthetic oil, petroleum-based products or aerosols of any kind on or near product at any time.

## Set-Up

- Make sure the back of the shredder is at least 2" (5 cm) away from walls or furniture to ensure sufficient ventilation.
- Open the cabinet door and pull the waste basket (D) completely out of the cabinet.
- Put plastic waste bag in basket (sample bags provided). Allow bag edges to overhang. Contact Fellowes to order more bags (part # 36054).
- Slide the waste basket into the cabinet and shut the cabinet door (A).
- Plug the power cord into a convenient outlet.
- Store use and care manual in slot (M) inside cabinet door (A).

## Operation

### Control Switches



#### Control Switch (H)

- I AUTOMATIC**  
Turns on the automatic-start sensor and the green Ready light.
- O OFF**  
Turns off the automatic-start sensor and the green Ready light.
- R REVERSE**  
Runs shredder in reverse mode. Press and hold to activate.

#### Turbo Jam Release Button (F)

Runs shredder when button is held down.

### Troubleshooting Lights

#### Ready Light (G)

(Green) Shredder is in automatic start mode.

#### Paper Jam (I)

(Red) Shredder is jammed (e.g., too much paper fed at one time).

#### Basket Full (J)

(Red) Waste basket is full or paper has collected under cutting cylinders.

#### Door Ajar (K)

(Red) Cabinet door is open.

For convenience and energy savings, your shredder is equipped with an **automatic-start sensor** (O). This means that when the control switch (H) is in the automatic [I] position, the shredder will start running when you put paper into it and stop a few seconds after the paper has passed through.

**CAUTION:** The automatic-start sensor cannot tell the difference between paper and other objects. This feature can also be a hazard. Always turn off the shredder when it is not in use. Unplug the shredder if it will not be used for an extended period.



### To shred

Press control switch (H) to automatic [I] position. Green ready light (G) should turn on.

#### PAPER

- Feed paper straight into entry (O), releasing when shredder begins shredding; see *Product Profile* for limits on paper width, shreddable items, sheet capacity, etc.
- Press control switch to off [O] position after cutting has stopped.

#### CDs, DVDs (220-2/C-220 only)

- Hold CD or DVD at the edge and feed one at a time, straight into entry (E) releasing when shredding begins. Shredder will stop when item has passed through entry. CDs and DVDs will be shredded into small particles.

**CAUTION:** Do not hold CD or DVD with finger through the center ring while feeding into shredder.

### To empty waste basket

If basket full light (J) is on, follow these steps until light turns off.



- Press Turbo Jam Release Button (F) to finish shredding any paper in the paper entry.
  - Press the off [O] button.
  - Open the cabinet door (A) and pull out the waste basket (D).
  - Remove the full bag and replace with a new bag.
  - Slide the waste basket (D) into the cabinet and shut the cabinet door (A).
- Press and hold the reverse [R] button for a few seconds to clear paper shreds that have collected under cutting cylinders.
  - Alternate between Turbo Jam Release Button (F) and reverse [R] for a few seconds in each position.

**Caution:** The shredder may be damaged if you alternate too rapidly between forward and reverse.
- Unplug shredder, open cabinet door (A) and remove wastebasket (D).
  - Carefully clear any paper shreds that have collected on under side of paper entry (B).

**Caution:** Model 220C-2/C-220C (confetti cut model) has exposed blades on underside of paper entry. Use care when removing paper shreds.

### To clear a paper jam

- If paper jam light (I) is on, follow these steps until light turns off.
- Check the waste basket (D) and empty the bag if full.
- Press and hold the reverse [R] button to back paper out of the paper entry (B). Try pulling gently on the paper to remove it from the shredder.
- Alternate between forward and reverse, as needed, until the jam clears:
  - Press and hold the manual forward button (F) for a few seconds.
  - Press and hold the reverse [R] button for a few seconds.
- Continue alternating between forward and reverse until the jam clears.



**Caution:** The shredder may be damaged if you alternate too rapidly between forward and reverse.

## Maintenance

**Empty waste basket regularly** to ensure the smooth functioning of the cutting cylinders. The shredder will not operate when the basket is full.

Oil **confetti-cut model** (220C-2/C-220C) regularly to ensure proper operation.

If used at or near daily capacity, apply oil every time you empty the basket.

Use Fellowes Powershred Lubricant #32250 or other non-aerosol vegetable-based oil in a long-nozzle container (sample oil provided).

**CAUTION:** Do not use flammable synthetic oil, petroleum-based products, or aerosol lubricants of any kind.



### To oil the cutting cylinders

- Lift paper entry flap (N) and apply oil over full width of cutting cylinders through the paper entry (B).
- Press and hold the Turbo Jam Release Button (F) for at least 3 seconds.
- Press and hold the reverse [R] button for at least 3 seconds.
- Repeat the forward/reverse sequence 3 or more times.
- Store oil bottle in slot (L) inside cabinet door (A).

# Troubleshooting

If there is a problem with your shredder, check these symptoms and remedies. If you cannot solve the problem, call your local dealer or contact Fellowes directly. **Do not open shredder head** to attempt repair. You could be exposed to serious electric shock and will void the warranty.

| Symptom  | Remedy   |
|--|--|
| Ready Light (G) will not light   | Make sure shredder is plugged in. Press the automatic button [I].  |
| Shredder does not start or stops while shredding   | <ul style="list-style-type: none"> <li>• Make sure shredder is plugged in. Check Troubleshooting lights.</li> <li>• Shredder is jammed. Follow the instructions under <i>Operation</i>.</li> </ul> |
| Door ajar light (K) is on   | Make sure the cabinet door (A) is closed.  |
| Basket full light (J) is on   | Empty the waste basket. Follow the instructions under <i>Operation</i> .   |
| Paper jam light (I) is on   | Clear the paper jam. Follow the instructions under <i>Operation</i> .  |
| Confetti-cut shredder (220C-2/C-220C) Shredder sheet capacity decreases, noise level increases, or cutting cylinders stop with a squeak or rubbing sound | Oil the cutting cylinders. Follow the instructions under <i>Maintenance</i> .  |
| Shredder runs for a few seconds after the paper has cleared the cutters  | No action required. This is a self-cleaning function.  |

# Supplies

The following items for the 220-2/C-220 and 220C-2/C-220C shredders are available from Fellowes:

| Item                                 | Quantity      | Part Number |
|--------------------------------------|---------------|-------------|
| Waste bags (in dispenser)            | 50/roll       | 36054       |
| Waste basket (box)                   | 1 box         | 31731       |
| Powershred Lubricant (220C-2/C-220C) | 12 oz. bottle | 32250       |

To purchase supplies, contact Fellowes at the appropriate location listed on the back page of this instruction manual, or visit us at [www.fellowes.com](http://www.fellowes.com).

Fellowes conducts extensive testing to ensure that these shredders are capable of meeting all of the specifications listed in the Product Profile (see page 2). However, the actual sheet capacity is dependent on a number of factors including the type and weight of paper, the humidity, the voltage level of the power source, the temperature of the motor, and the care with which the operator feeds the paper. Safety agency testing is conducted to ensure that the shredder will operate to specifications even if the available voltage is 10% below or 6% above the rated voltage. During this testing 2.5 minutes was taken to empty the basket each time it filled and the following capacities were used for temperature rise testing:

| Voltage    | Hertz   | Cut Size & Type    | Number of Sheets | Paper Size & Weight |
|------------|---------|--------------------|------------------|---------------------|
| 220-240VAC | 50HZ    | 3.9mm Strip Cut    | 17               | A4 70g.             |
| 220-240VAC | 50HZ    | 5.8mm Strip Cut    | 19               | A4 70g.             |
| 220-240VAC | 50HZ    | 3.9mm Confetti Cut | 13               | A4 70g.             |
| 120V       | 60Hz    | 5.8mm Strip Cut    | 19               | 8.5x11 20 lb.       |
| 120V       | 60Hz    | 3.9mm Confetti Cut | 13               | 8.5x11 20 lb.       |
| 100V       | 50/60Hz | 3.9mm Strip Cut    | 17               | A4 70g.             |
| 100V       | 50/60Hz | 3.9mm Confetti Cut | 13               | A4 70g.             |

# Warranty

Fellowes, Inc. ("Fellowes") warrants the cutting cylinders of the machine to be free from defects in material and workmanship for 20 years from the date of purchase by the original consumer. Fellowes warrants all other parts of the machine to be free of defects in material and workmanship for 2 years from the date of purchase by the original consumer. If any part is found to be defective during the warrant period, your sole and exclusive remedy will be repair or replacement, at Fellowes' option and expense, of the defective part.

This warranty does not apply in cases of abuse, mishandling, or unauthorized repair. ANY IMPLIED WARRANTY, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED IN DURATION TO THE APPROPRIATE WARRANTY PERIOD SET FORTH ABOVE. In no event shall Fellowes be liable for any consequential or incidental damages attributable to this product. This warranty gives you specific legal rights. You may have other legal rights that vary from state to state.

For more detail or to obtain service under this warranty, please contact the appropriate location listed in the Contact for Service section of this instruction manual.

Warrantor: Fellowes, Inc.