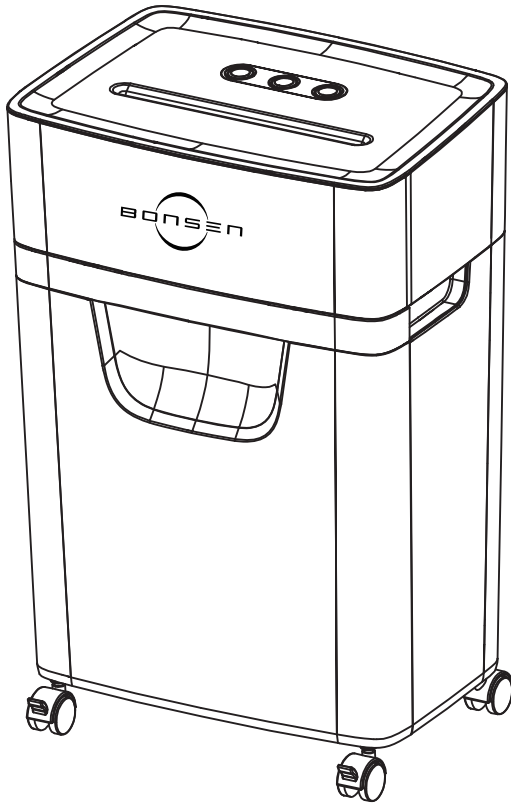


# BONSEN



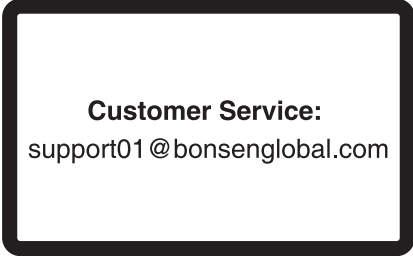
## **USER'S MANUAL CROSS-CUT PAPER SHREDDER S3102 16 SHEETS**

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THIS INSTRUCTION BOOKLET CONTAINS IMPORTANT SAFETY INFORMATION. PLEASE READ AND KEEP IT FOR FUTURE REFERENCE.

# CONTACT US!

Please give us a chance to make it right and do better! Contact our friendly customer service department for help firstly. Replacements for missing or damaged parts will be shipped.




**Customer Service:**  
support01@bonsenglobal.com

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## BEFORE YOU START

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ Please place this machine on a flat and stable surface, please be careful not to tip over the machine.
  - \* In case the machine breaks down and cannot be used appropriately.
- ⚠ Dangerous, please do not disassembly, modify or repair the machine in any way on your own.
  - \* To avoid electric shock or accidental injury.
- ⚠ When emptying the waste bin, moving, or not using the machine for a certain period of time, please unplug and disconnect the power.
  - \*To avoid fire accident or electric shock.
- ⚠ Please do not splash water in this machine.
  - \* To avoid fire accident or electric shock.
- ⚠ Please do not use this machine near a heating machine or a cooling machine, or in a place with high temperature, high humidity, and heavy dust.


\* To avoid fire accident or electric shock.

 Please do not put adhesive tape, carbon paper, fabric, plastic film, etc. into the Machine for crushing.


\* To avoid failures of the machine.

 Please do not damage or process the power cables, or do not place heavy objects on the cables.

\* To avoid fire accident or electric shock.

 If abnormal conditions such as smoke or odor occurred, please disconnect the power and stop using it immediately.

\* To avoid fire accident or electric shock.

 Please do not use if the shredder or the power cable is damaged or defective.

\* To avoid fire accident or electric shock.

# IMPORTANT SAFETY INTRODUCTIONS



This is the safety alert symbol. It is used to alert you to potential injury hazards. Obey all safety messages that follow this symbol to avoid possible injury and death.



Thank you for buying this product, we would like to express our heartfelt thanks and best wishes to you for your support again! The functions of this product are suitable for personal and group office use, and we believe that the appearance, shredding ability and confidentiality of this product will provide you with a smooth shredding experience.



Please kindly let children and pets keep away from the machine.

\* There are sharp blades inside the machine so as to avoid injury.



Please kindly let your hands keep away from the sharp blades and the entry of paper shredder.

\* There are sharp blades inside the machine so as to avoid injury.



Please kindly let your hair keeps away from the entry of paper shredder.

\* If your hair is accidentally sucked in, please kindly try to press the “Reverse” button and get rid of the danger.



Please kindly let your clothing or some small items keep away from the entry of paper shredder like tie, necklace, sleeves, jewelry, etc.



\* If something is accidentally sucked in, please kindly try to press the “Reverse” button and get rid of the danger.



Please do not spray flammable gas on the machine.

\* To avoid fire accident.



Please kindly don't touch the sharp edges to avoid injury.



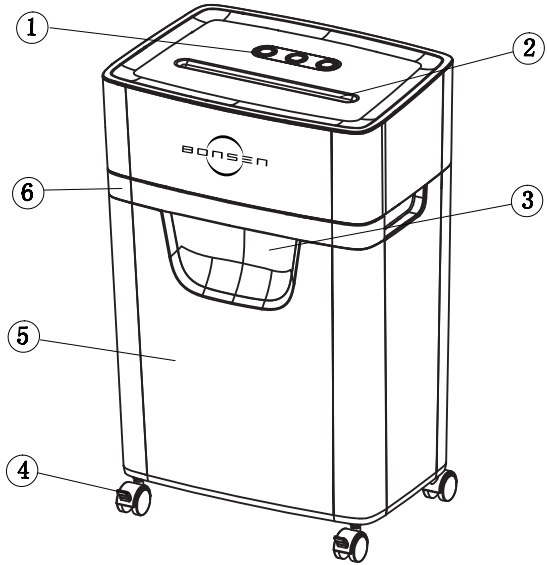
This equipment is not intended for use by children. Avoid touching the media feed opening with the hands, clothing or hair. Unplug this equipment when not in use for an extended period of time, hazardous moving part is in this equipment, keep body parts away from moving parts.



It cannot be over 16 sheets in one time for the quantity of shredding.

# KNOW YOUR SHREDDER

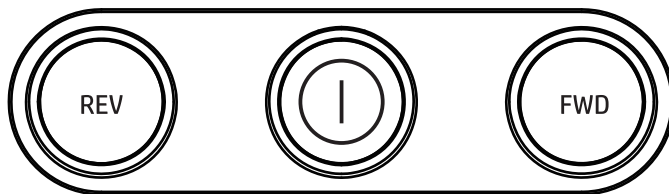
- ①. Function Buttons
- ②. Paper Entry
- ③. Viewing Window
- ④. Castors
- ⑤. Waste Bin
- ⑥. Grip



## PRODUCT SPECIFICATIONS




Voltage/Frequency	120V/60Hz	Paper Shred Size (L*W)	0.16x1.38inches (4x35mm)
Shredding Capacity	16 sheets/time(A4 75g/m <sup>2</sup> ) one sheet of CD/time one sheet of credit card/time	Shred Type	Cross-Cut
Continuous Run Time	around 30 min	Paper Entry Size	8.66x0.2inches 220x5mm
Product Dimensions (LxWxH)	14x9,4x21.02inches 354x240x534mm	Cool down time	≤20min
Shred Functions	paper, credit card, staple, clips,CD	Security level	P-4
Net Weight	21.1 LBS (9.57KG)	Waste Bin Capacity	5.3 Gallons (20L)
Noise	≤62 dB		

# CONTROL PANEL



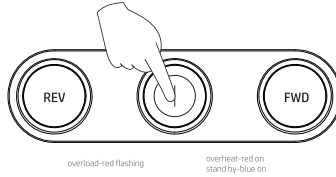
overload-red flashing

overheat-red on  
stand by-blue on

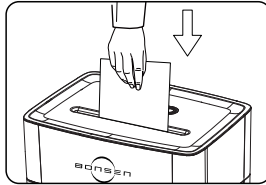
Button&Indicator	Name	Function
	Reverse running button	To make the paper rise up when the shredder gets the trouble in paper jam.
	On/Off button	ON/OFF function, Overloading reminding, Overheating reminding.
	Forward running button	To make the shredder compulsorily work.

# OPERATING INSTRUCTIONS

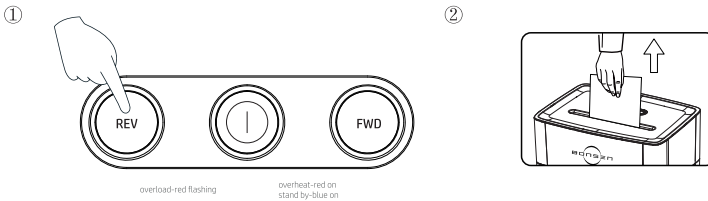
1. Press (⊙) ON to activate (blue).



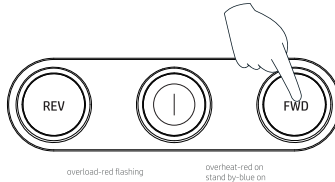
2. Feed paper straight into paper entry and release.



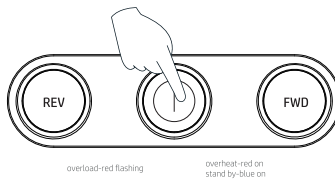
3. Press (⊙) to reverse (blue), Pull out the jammed paper.  
(Releasing your finger the light will be OFF and stop "Reverse")



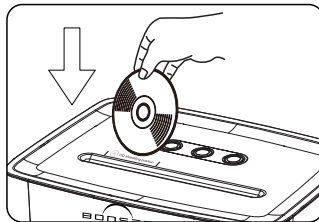
4. Press (⊙) to forward (blue), and stay for 3-5 seconds. Repeat the action around 2-3 times if get a very serious jam.(Releasing your finger the light will be OFF and stop"Forward")



5. When finished shredding set to OFF (⊙).



**Shred CD**(Hold the edge of CD, place the CD within the marked area, feed straight into paper entry and release).



**Overheat** (overheat indicator is in red, need to wait for cooling down )

🕒 **Cool down around 20 minutes**

**Overload** (overload indicator is in red with flashing, need to take out excess papers).

**Clean the confetti** (Waste bin full indicator is in red with flashing, the machine stops working, pulls out the waste bin, and cleans the confetti to put the waste bin in place, the machine can continue to use).

## PRODUCT MAINTENANCE

1. All shredders require oil for peak performance. If not oiled, a machine may experience diminished sheet capacity, intrusive noise when shredding, and could ultimately stop running. To avoid these problems, we recommend you oil your shredder once a month.
2. Due to the precision and sharpness of the blades of the shredder, please keep foreign objects like clothes corner, tie, hair, etc. away from shredder openings to avoid damage in daily use.
3. When the waste bin is full, please empty it in time to avoid affecting the normal operation of the machine.
4. Do not put broken fabric, plastic (except for credit card) , hard metal, etc. into the shredder.
5. In order to prolong the service life of the shredder, it is advisable that the amount of shredded paper should be lower than the maximum amount of shredded paper specified in the manual.
6. While clean the face of machine, please kindly plug out first or make the shredder under OFF status and then wipe it with a soft cloth with detergent or soft soapy water. Please kindly don't let the detergent or soapy water goes through the shredder inside and don't use bleach, gasoline or thin liquid to wash the shredder. Please don't allow sharp objects to scratch the casing, which may affect the effect of shredder vision or will damage the shredder.



# TROUBLE SHOOTING

Malfunction	Reason	Solution
Stop Working	The power plug is not connected or connected well.	Please kindly check if you use the shredder with related voltage. If yes, Please kindly plug in again.
	The voltage is too low or not available.	Please kindly unplug the shredder and refind related voltage to use the shredder.
	The paper doesn't be put the position of shredder feed opening.	Please kindly refeed the paper into the shredder feed opening.
	The shredder is under protection status for overheating.	Wait for the shredder to cool down.
	The shredder is overloading.	Please kindly take out excess paper and put the paper into the shredder feed opening again.
	The thickness of paper is too thin or too transparent.	Add an opaque paper or fold the transparent paper by multiple.
	The basket doesn't be assembled well.	Please kindly assembled the shredder again.
	Defective of power line.	Please kindly contact with us customer service to replace new one for you.
	The basket of shredder is full.	Please kindly empty the basket in time.
Paper jam.	The number of shredded paper exceeds the rated number of shredded paper.	Using the function of "Reverse" to pull out the jam paper.
	The shredded media contains paper with a thickness of more than 75g/m <sup>2</sup> or similar adhesive paper, such as express bags, envelopes, and colored promotional paper.	Using the function of "Reverse" to pull out the jam paper.
Keep Running	Paper dust and other foreign objects cover the sensor.	Please kindly unplug the shredder and clean the dust or foreign objects.
Loud Noise	The shredder is placed on a unsuitable place.	Change location.

If the above answers cannot solve your problems, please kindly contact with us customer service team via email [support01@bonsenglobal.com](mailto:support01@bonsenglobal.com).

# LIMITED WARRANTY

This product implements free maintenance for product failures due to non-human factors within 12 months.

We stand by our product and offer a 30-day money-back guarantee. During this time, you could return them without any paying extra fee if there is a manufacturing defect in it. Please rest assured that the returns are free and easy if there is a manufacturing defect. Otherwise, it would be the customer's responsibility to cover the shipping fee. Products on sale are also returnable.

If the product isn't meeting your expectations, please email within 30-days of receipt. We will help you to either return or exchange your product. Your original form of payment will be refunded in full once the full return is complete. After 30-days orders may be subject to a 20% restocking fee and all shipping and handling charges will be the responsibility of the customer. Additional return details are listed below. After 60-days the purchase from BONSEN is non-refundable.

If you receive a damaged product, you must notify BONSEN within 48 hours of delivery. BONSEN will investigate the claim and notify the freight company of the damage. Please retain all packaging in the event that BONSEN or the freight company needs to inspect it. These investigations may take several days but merchandise replacements will be processed as soon as possible.

For product arrived defective or damage, We're sorry to hear that your BONSEN product arrived in less than perfect condition. We'd like to resolve this issue right away with the help of our Customer Support Team and Quality Assurance team. They'll need to know a bit of information on your order as well as the issue you're experiencing with your BONSEN product. To report your issue, please reach out to our Customer Support team by emailing [support01@bonsenglobal.com](mailto:support01@bonsenglobal.com) with your order number. We may need you to make a short video, or take some pictures of the defects of the product and send them to [support01@bonsenglobal.com](mailto:support01@bonsenglobal.com). After a preliminary analysis on the video or pictures, we will send you a brand new replacement right away if it is confirm to be defective on its arrival. If we determine that you have misrepresented BONSEN product's condition and that product is not defective, we will send you the right instructions and help you to use the product correctly.

If you have any questions or any confusions, Please kindly contact with us: **[support01@bonsenglobal.com](mailto:support01@bonsenglobal.com)**.

# Recycle of the Shredder

Please make sure to send waste electronic products and packaging materials to special collection points, so as to avoid uncontrolled and unnecessary waste disposal and help material recycling.



The packaging materials have been selected for their environmental friendliness and ease of disposal and are therefore recyclable. Dispose of packaging materials that are no longer needed in accordance with applicable local regulations.

**B O N S E N**

**Manufacture: Bonsen Electronics Limited**

Address: No.11-12, Lun Pin Chong Industrial Zone San Tun

Community, Hou Jie Town 523941 Dongguan City,

Guangdong PEOPLE'S REPUBLIC OF CHINA

Contact: 1-844-728-6917

Customer Service: support01@bonsenglobal.com

**Designed in Georgia  
Made in China**