



# bonsaii

## Paper Shredder C277-B

### Instruction Manual



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

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

**Customer Service:**

✉ : [support@bonsaii.com](mailto:support@bonsaii.com)  
☎ : 1-844-728-6917

# TIPS:

Thank you for choosing our product!

To ensure that the machines are free of quality issues, we conduct 100% inspections. However, some shred papers may remain in the wastebasket or on the blades during machine testing. If this causes any discomfort or inconvenience, please contact our customer service and we will provide better service for you. Thank you!

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## IMPORTANT!

1. Please read and keep the manual for future reference.
2. Carefully read each step and follow the correct sequence of operation.
3. Please place the equipment on a flat and stable surface to prevent tipping over, as this may cause the machine to crack or become unusable.
4. The device should be placed as close as possible to an accessible wall outlet.
5. Do not disassemble, modify or repair the device on your own to avoid electric shock, injury or damage to the machine.
6. When you empty the wastebasket, move the device, or do not need to use the device for a period of time, make sure the device is turned off and unplug the power plug to prevent fire or electric shock.
7. Do not use flammable liquids, gases, water or cleaners to clean the device to avoid fire or electric shock.
8. Do not use the device in a high temperature, high humidity, or heavily dusty environment to prevent fire, electric shock, or machine malfunction.
9. Do not put tape, carbon copy paper, fabric, plastic film, etc. into the device for shredding to avoid damage to the machine.
10. Do not damage or process the power cord, and do not place heavy objects on the cable to avoid fire, injury or electric shock.
11. If smoke or odor occurs during use, immediately turn off the power and stop using it to prevent fire or electric shock.
12. Do not use the shredder or power cord if it is damaged or defective to avoid fire or electric shock.
13. Do not shred greeting cards with sound chips or batteries to avoid fire or electric shock.
14. Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

# IMPORTANT SAFETY INTRODUCTIONS BEFORE FIRST USE



WARNING



User information / safety instructions.



Please do not allow children to use the machine.

\* There are sharp blades inside the machine so as to avoid injury. Please be sure to exercise caution when using it.



Please do not put your hand close to the shredder blades and the paper feed opening.

\* There are sharp blades inside the machine so as to avoid injury. Please be sure to exercise caution when using it.



Please do not let hair near the shredder's feed opening.

\* If your hair is accidentally sucked in, please use the "reverse function" to remove the danger.



Please keep your clothing or some small items away from the feed opening of the paper shredder, such as ties, necklaces, sleeves, jewelry, etc.



Please don't use inflammable liquids, gases water and cleaner to clean 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 6 sheets in one time for the quantity of shredding.

**One folded sheet of paper equates to 2 sheets of paper.**

**Heavier paper, humidity or other than rated voltage may reduce capacity.**

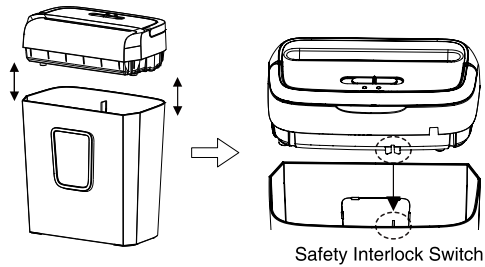
**85% Maximum sheets per pass to avoid jams.**

# KNOW YOUR SHREDDER



- ① Control panel (Control shredder's four status "REV", "OFF", "FWD", "AUTO")
- ② Indicator light (work status in green, overheat in red)
- ③ Feed opening
- ④ Shredder's handle
- ⑤ Wastebasket
- ⑥ Transparent Window

For safety reasons, shredder will operate only if the shredder head is in correct position and used with supplied Wastebasket.



# TECHNICAL SPECIFICATIONS

Voltage	120 VAC, 60Hz, 2.5A	Feed Opening (L*W)	220 x 3.4mm
Shred Capacity	6 sheets/time(A4 20LB) one sheet of credit card/time	Shred Type	Cross cut
Basket Capacity	13L/3.43Gal	Shred Paper Size	13/64x45/64Inches
Product Size (L*W*H)	11.81x7.09x14.25Inches	Shreddable Medium	Paper, plastic credit card, staple, clips

**TIPS: ONE FOLDED SHEET OF PAPER EQUATES TO 2 SHEETS OF PAPER**  
 Heavier paper, humidity or other than rated voltage may reduce shredding capacity.



# WARNING!

## 1. Bin Full:

When you see the paper scraps are filled up to the window of the bin, please empty the bin to prevent paper jams.

**\* Never let the bin be full totally, otherwise, the paper scraps will be pulled into the cutters and cause paper jams.**

- ① If the shredder is jammed, please unplug it, empty the bin, and clean the paper scraps in the cutter.
- ② Place the shredder head on the bin properly, plug in the machine, and slide the switch to Rev for 5 seconds, then slide it to FWD for 5 seconds again, repeat 2-3 times.



Empty wastebasket when the window is filled



If the wastebasket becomes full and is not emptied, it will cause the paper to clog the machine's output

## 2. No Trash bag:

If using a plastic bag to line the wastebasket, please remove it. This may cause the shredder not to operate properly



No Trash bag

### Do not shred:



Large paper clips  
CDs/DVDs



Window envelopes, insulated  
envelopes or unopened junk mails



Adhesive materials



Newspaper



Continuous  
computer paper



Cardboard



Credit card made  
by metal



Laminated document  
and magazines

# OPERATING INSTRUCTIONS

## Control Switch

Using the switch located on the unit, select one of the following settings by sliding the switch either left or right.

### AUTO

This setting allows the shredder to be automatically started by inserting paper into the feed slot. Always feed the paper in as straight as possible. When the paper has passed through, the shredder will automatically stop. ⌚ Continuous operation around 3 minutes.

### OFF

This setting turns off all features of the shredder. For safety reasons, we recommend that you leave the shredder in the “OFF” position whenever the shredder is unattended or not in use.

### REV(REVERSE)

In the unlikely event of a paper jam, the reverse setting can be used to help clear the cutters of paper that did not pass through. Never attempt to clear a jam by using the reverse function until you have emptied the wastebasket.

### FWD(forward normal rotation)

Please slide the switch to this position and use hard paper like folded paper, postcards or cardboard to push out the jammed paper. This allows to manually activate the shredder into cutting mode, The machine will not stop automatically after the paper passes through this mode, and the switch should be slid to the automatic or off position.

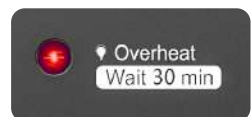
## LED Status Indicators

### Ready(Power On)

The green LED light indicates the shredder is “On” and ready to operate when paper is inserted.

### Overheat

Red light - Shredder has shredded continuously beyond the maximum shred time and needs to cool down before operation can restart. If this happens, switch the shredder off for 30 minutes or longer before resuming normal operation.



## Jam

Please move “control panel” from “AUTO” to “REV” position and pull out the jammed paper.



Move “control panel” from “REV” to “FWD” position for 3-5 seconds staying (repeat the operation around 2-3 times if get a very serious jam)



# PRODUCT MAINTENANCE

**Warning: Failure to properly maintain your shredder will void the warranty.**

Oil the shredder blades every month with basic vegetable, cooking oil or shredder oil.

Follow oiling procedure below (FIGURE 1). It helps to keep the shredder blades operating well over many years of use.



FIGURE 1

### Oiling procedure:

1. Turn off shredder.
2. Apply shredder oil across paper entry.
3. Turn shredder in reverse mode for 3-5 seconds.

**Note: lubricating oil is not included.**



### Caution:

1. Do not spray or store any aerosol products (such as cleaners, flammable liquids, gases, oils, etc.) inside or around the shredder.
2. DO NOT USE COMPRESSED AIR CANS ON THE SHREDDER.

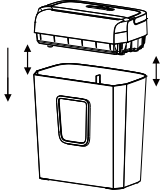


### TIPS

Only use professional shredder lubricant for shredder maintenance. Strip-cut shredders work best with lubricant oil packets, such as the bonsai shredder lubricant oil packet in a 24-pack/12-pack.



# TROUBLESHOOTING

Malfunction	Reason	Solution
The shredder does not work	The power plug doesn't connect to the power supply.	Make sure the unit is plugged in and that the outlet is in good working order.
	The shredder switch is not set to the "AUTO/ON" position.	Make sure the plug is inserted into the correct power outlet, and flip the switch to the "AUTO/ON" position, the power indicator lights up.
	Overheating with extended use.	In the event that the shredder has shred continuously beyond the maximum running time and overheated, the unit will automatically shut off. If this happens, switch the shredder off for 40 minutes or longer before resuming normal operation.
	Safety interlock switch not to operate properly.	Make sure the shredder head is correctly seated onto the included wastebasket, with all the words and icons facing towards you. The head unit is particularly designed to work only with the integrated wastebasket. The shredder is equipped with a safety interlocking mechanism, which prevents the shredder from working when the head unit is lifted, removed, or accidentally knocked over. The shredder will not function until the head unit is properly assembled as pictured.
		
	Using plastic bag to line the wastebasket.	Please remove it. This may cause the shredder not to operate properly.
	The waste paper basket is full.	Please empty the waste paper basket.
	The activation sensor of the shredder is not activated.	Please make sure to insert the paper or credit card into the center of the paper feed slot (especially for smaller paper or credit cards) to activate the device.
	Damage of power cable.	Please replace the power cable with the same parameters by professional person or contact with our customer service.
Other issues.	Please kindly contact with our customer service.	
Unable to shred paper.	Shred materials that are not compatible with the machine.	Never shred the following items: large paper clips (if unable to remove, try to remove small paper clips if possible), envelopes (especially those with windows or adhesive flaps), adhesive materials such as label stickers or sticky notes, newspaper, thin paper, or any similar type of paper, transparencies, film or laminated documents, long forms or rolled paper, cardboard/corrugated cardboard or fabric, plastic or hard objects (except for applicable credit cards and CDs).

Malfunction	Reason	Solution
Unable to shred MAX paper	Paper is jammed in the paper feed slot or the output tray	<p>1) Lift up the shredder and check whether the outlet is blocked by paper. If there is a lot of paper attached to the outlet, please disconnect the power supply, manually remove the paper at the outlet, and then place the shredder on the Waste paper basket correctly. Move "control panel" from "REV" to FWD position for 3-5 seconds staying (repeat the operation around 2-3 times if get a very serious jam)</p> <p>2) Switch the shredder to Reverse (REV) mode. While in Reverse, the shredder will back up and loosen the jammed paper. If required, you may need to tug and remove several sheets to effectively clear the machine. When jammed paper is loosened or removed, switch back to the Auto-On mode to continue shredding. Repeat steps if needed.</p> <p>3) With stubborn situations where the reverse function does not help, you may need to clean the jammed paper with shredder oil (cooking oil is acceptable, but don't use aerosol). Start by drizzling oil into the feed slot where the paper is jammed. Let it soak for about 30 minutes to completely saturate. Turn the shredder to Auto-On (or FWD) mode. If required, an index card or a rigid sheet of cardstock (old greeting card or folded file folder) can be fed into the shredder to help push the jammed paper through.</p> <p>4) With the shredder unplugged, you may use a set needle-nose pliers or tweezers to remove the blockage.</p>
The shredder is constantly running while in "Auto (On)" mode.	The mechanical sensors may be covered with paper scraps and other debris. The mechanical sensors are located in the middle of the shredder's paper feed slot and appear as small plastic dividers.	The activation sensor of the shredder may get jammed with paper. Insert a credit card or any rigid card material (such as an old greeting card or folded document) directly into the center of the paper feed slot and apply force to help push the jammed paper. This usually clears any paper blockage in the activation sensor and paper feed slot.
The shredder runs in "Rev (Reverse)" mode but not in "Auto (On)" mode.	The paper feed slot may also get paper jams.	Insert a credit card or any stiff cardstock (such as an old greeting card or folded file) directly into the center of the paper feed slot and apply pressure to push the cardstock out. This usually clears any paper jams.

# LIMITED WARRANTY

Warranty Period: Machines are covered by a 1-year limited warranty and cutters are warranted for 1 years from the date of your original retail purchase from us. The warranty is not transferable to any subsequent purchaser or recipient of the product.

We have great confidence in our products and offer a 30-day money-back guarantee. During this period, if the product has manufacturing defects or fails to meet your expectations, please notify us via email within 30 days of receiving the product. We will assist you in returning or replacing the product. Once the complete return is processed, your original payment method will be refunded in full. After 30 days, a restocking fee of 20% may be charged for the return, and all shipping and handling costs will be borne by the customer. After 60 days, the product is non-refundable.

Further details regarding returns are as follows:

If you receive a damaged product, you must notify us within 48 hours of receipt. We will investigate the claim and inform the shipping company of the damage. Please keep all packaging for bonsaii or the shipping company to inspect if necessary. These investigations may take a few days, but the replacement of the goods will be processed as soon as possible.

If the product has defects or damages, we are sorry to hear that it did not meet your expectations perfectly. We aim to resolve this issue as quickly as possible with the help of our customer support team and quality assurance team. They will need to know your order information and the issues you have encountered with the product. Please inform us of your concerns by email and provide the order number. We may require you to take a short video or photos of the product's flaws. After preliminary analysis of the video or images, if it is confirmed that the product has defects, we will immediately send a brand-new replacement product. If we determine that you have misjudged the condition of the product and there are no defects, we will provide you with the correct instructions for use and assist you in using the product correctly.

In line with our policy of continuous development we reserve the right to change this product, packing and documentation specification without notice.

If you have any questions or any confusions, Please kindly contact with us:

**support@bonsaii.com.**



**Manufacture: Bosen Electronics Limited**

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**Made in China**