

## WARRANTY, REGISTRATION & TECHNICAL SUPPORT

12x crosscut shredder

# ROYAL®

## 12x crosscut shredder

PLEASE FILL OUT AND RETURN THE WARRANTY CARD INCLUDED WITH YOUR NEW ROYAL PRODUCT OR FILL OUT THE WARRANTY REGISTRATION FORM ON THE ROYAL WEB PAGE AT WWW.ROYAL.COM. IT ENTITLES YOU TO PRODUCT WARRANTY AND TECHNICAL SUPPORT UNDER THE TERMS AND CONDITIONS DESCRIBED HEREIN.

**BE SURE TO KEEP A COPY OF YOUR SALES RECEIPT!**

### STANDARD WARRANTY

OLIVETTI OFFICE USA, Inc. d/b/a ROYAL CONSUMER BUSINESS PRODUCTS ("Royal"), 765 US Highway 202, Bridgewater, NJ, 08807 WARRANTS that your NEW Royal product is free of defects of workmanship and materials. If there is a defect or malfunction of this product, Royal will repair it free of charge as follows:

**PARTS:** New or comparable rebuilt parts in exchange for defective parts for ONE YEAR from date of customer purchase.

**LABOR:** Royal provides labor warranty for 1year from date of end-user purchase. Product must be sent postage prepaid and insured to Royal. At completion of the repair, the consumer will be responsible for return shipping charges from Royal, and for any parts or services no longer covered under warranty. This warranty does not apply to persons who purchased this product second hand or used.

This warranty does not include adjustments, parts and repair by circumstances beyond the control of Royal, including but not limited to, fire, or other casualty, accident, neglect, abuse, abnormal use or battery leakage damage.

THERE ARE NO OTHER EXPRESSED WARRANTIES EXCEPT AS STATED HEREIN. AFTER THE PERIOD OF EXPRESSED WARRANTY SET FORTH HEREIN, THERE ARE NO EXPRESSED OR IMPLIED WARRANTIES AND THOSE EXCLUDED INCLUDE THOSE OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. Royal shall NOT be held liable for CONSEQUENTIAL DAMAGES resulting from any failure, defect or malfunction of this product. Some States do not allow limitations on how long an implied warranty lasts and some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

### WARRANTY PROCEDURES

Royal has taken great care to insure the product you have purchased will provide years of trouble-free service. Should the product require service within the first 30 days after purchase, Royal strongly recommends you return the product to the place of purchase for replacement. Please note this 30-day replacement period may be subject to the limitations of the return policy that has been established by your retailer, may not be available at your retailer, or may be for a different period of time as established by your retailer. Your retailer may allow exchanges past this 30-day period. Should this be the case, Royal strongly recommends you return the product to the place of purchase for replacement.

#### TO OBTAIN SERVICE UNDER THE TERMS OF THIS WARRANTY:

In the event you are unable to obtain a replacement product from your retailer, please do the following:

1. Send a copy of your original sales receipt showing original purchase date along with your mailing address and a note describing the nature of the problem to:

Royal Consumer  
PO Box 6899  
Bridgewater, NJ 08807

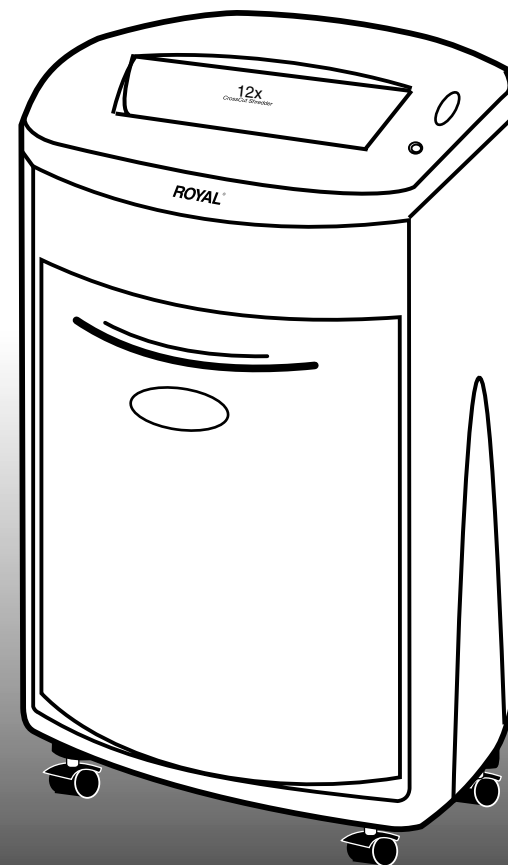
#### Do Not Return the Product to This Address!

2. You will receive a return authorization number within 7-10 business days from the date your return request is received if it is determined that there is a basis for a replacement product. The return authorization form you receive will list the return procedures, applicable charges, if any, and the correct shipping address for the returned product.

#### PRODUCT SUPPORT HOTLINE:

For questions on use of this product call 908-429-4357 Monday through Friday between the hours of 8:30AM and 5:00PM EST. You can also email Royal at [hotline@royal.com](mailto:hotline@royal.com). Allow two to three weeks for email response.

## OPERATIONAL MANUAL



**ROYAL®**  
Consumer Business Products  
A DIVISION OF OLIVETTI OFFICE USA  
765 U.S. Highway 202  
Bridgewater, NJ 08807

12XIM901DC

## 12X PAPER SHREDDER

### Setup:

1. The shredder and wastebasket housing come pre-assembled.
2. Slide the wastebasket fully into the wastebasket housing.
3. Plug the power cord into any standard 120-volt AC outlet.
4. Place the Power Slide Switch in the Auto position.

### Operating the shredder:

With the power cord plugged in and the wastebasket in place, the green Ready light will be on. If the wastebasket is not inserted fully into the cabinet, the Ready light will not light up and the shredder will not work. Place the Power Switch in the Auto position. The shredder is now ready for use. Remember to empty the wastebasket frequently.

The model 12X Power Slide Switch is located on the top of the shredder. The main switch has three (3) settings:

1. When **Auto** is selected, the shredding process is started automatically by inserting the paper into the feed opening. The shredder will stop automatically when the paper has completed its travel through the feed opening.
2. **Off** is used to terminate the AC power to the shredder. This mode is recommended when the shredder is not being used for a prolonged period of time.
3. **Rev** is used to assist in the removal of a paper jam, which reverses the shredding process prior to a completed cycle, thus clearing the cutters.

When manually changing direction, pause in the **Off** position long enough for the motor to stop.

### Shredder capacity:

The 12X will shred up to twelve (12) sheets of 20-lb. bond paper and will accept paper widths up to 8 3/4". When shredding small material like envelopes or credit card receipts, insert them in the middle of the feed opening.

### 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. Remove all paper clips and staples from paper before shredding. The 12X will cut staples; however, it is not recommended.
4. Do not place hands or fingers into the shredder throat as serious injury could result.
5. When manually changing feed direction, pause in the Off position long enough for the motor to stop.
6. Continuous shredding of computer paper is normally 1 or 2 sheets at a time. If continuous shredding is required, it is recommended that the wastebasket be checked and emptied frequently to avoid paper jams or possible damage to the shredder.
7. Always turn off or unplug the shredder prior to moving, cleaning or emptying the wastebasket.
8. Empty wastebasket frequently.

## 12X PAPER SHREDDER

### Paper jams and motor overload situations:

The 12X is equipped with an automatic motor reversal device and a motor overload protection circuit. The shredder will either automatically reverse the paper out of the shredder throat or power may terminate automatically in case of the following abnormal situations:

1. Exceeding the shredding capacity, eg. Inserting more than twelve (12) sheets of 20-lbs. paper in one pass, or if the paper is not fed squarely into the feed opening
2. Operating the shredder at the maximum 12-sheet capacity continuously for a prolonged period of time.

Both abnormal operations may result in the activation of the automatic reversal of the paper or the thermal motor overload protection, which terminates the power to the shredder. A minor paper jam may cause the paper to feed in the opposite direction and be ejected from the feed opening. A major paper jam could cause the thermal motor overload protection to terminate AC power to the motor. Never allow the shredder to remain in a jammed condition with the AC power turned on. If this occurs you should:

### In case of a minor paper jam:

1. The automatic paper reverse feature should eject the minor paper jam from the feed opening.

### In case of a major paper:

1. Set the power switch to the Off position or unplug the power cord from the AC outlet and wait at least 30 minutes for the thermal overload protection to reset.
2. Grasp the excess paper from the top and pull it out as you place the power switch in the Rev position. Be careful not to place your fingers near the feed opening or serious harm could result.
3. Set the power switch back to the Auto position.
4. You are now ready to resume normal shredding.

### Specifications:

Shred Type:	Cross-Cut
Shred Width:	1/8" (3mm) x 3/8" 10mm
Shredding Capacity:	12 Sheets
Feed Opening:	8 3/4" (222mm)
Dimension:	16 7/8" (429mm)W x 13" (330mm)D x 23 1/2" (597mm)H
Weight:	42 lbs. (19 kg.)
Input:	120 volt AC, 10 amp.