



*Global Leader in High Security Information
End-of-Life Solutions for Over 50 Years*

Operation and Maintenance Manual

SEM Model IDShred65



MAN-010 | Created 7-10-19 – ECN-00477

For service, parts, and customer support, contact us:

SECURITY ENGINEERED MACHINERY
5 Walkup Drive • Westborough, MA 01581
service@semshred.com
1-508-366-1488
www.semshred.com

Disclaimers

Every care has been taken by the staff of SEM in compilation of the data contained in all training and informational materials (“collateral”) and in verification of its accuracy when published; however, the content of this collateral is subject to change without notice due to factors outside the control of SEM and this collateral should therefore be used as a guide only. The products referred to in these publications are continually improved through further research and development, which may lead to the alteration of information contained in this collateral. SEM does not accept any responsibility whatsoever for misrepresentation by any person of the information contained in this collateral and expressly disclaims any and all liability and responsibility to any person, whether a reader/viewer of this collateral or not, with respect to claims, losses, damage, or any other matter, either direct or consequential, arising out of or in relation to the use and reliance upon any information contained or products referred to in this collateral. SEM does not warrant that the equipment will work properly in all environments and applications, and makes no warranty or representation, either implied or expressed, with respect to the performance, throughput, or maintenance requirements of the machine. Performance, throughput, and maintenance requirements vary depending on screen size, feed rate, and media type as well as operational procedures. Information in this collateral is subject to change without notice and does not represent a commitment on the part of SEM. SEM assumes no responsibility for any inaccuracies that may be contained in this collateral or any omissions that may have occurred. SEM makes no commitment to update or keep current the information in this collateral and reserves the right to make improvements to this collateral and/or to the products described therein at any time without notice.

Proprietary Information: This document contains proprietary and confidential information of SEM, and shall not be used, disclosed or reproduced, in whole or in part, for any purpose, without the prior written consent of SEM. Title in and to this document and all information contained herein remains at all times in SEM. This information is exempted from disclosure under FOIA, as amended.

Table of Contents

Disclaimers.....	2
Safety	4
1.) Before Use	5
1.1 Warning Symbols.....	5
1.2 Additional Safety Notes	6
1.3 About Your Shredder.....	Error! Bookmark not defined.
1.4 Installation.....	6
1.5 Identification and Function of Parts	7
2.) Operating Instructions.....	8
2.1 Start up	8
2.2 Feeding Materials.....	8
2.3 Reverse Operation	9
2.4 Discarding Waste.....	9
2.5 Unacceptable Media.....	10
3.) Safety Functions	11
3.1 Safety Devices.....	11
3.2 Error Messages	12
4.) Maintenance.....	14
5.) Additional Troubleshooting.....	14

Safety

1. Read and understand instruction manual and be aware of all warning stickers.
2. Make sure that all guards and access panels are in place at all times, **EXCEPT** when the power is locked off for maintenance work or cleaning.
3. **Always** know or have quick access to emergency phone numbers.
4. **Always** ensure that all maintenance and operating personnel read and understand this manual, including those personnel working second or third shift.
5. **Always** have a standard break-in time for a new operator. A minimum of two hours is suggested.
6. **Always** wear safety glasses when operating shredder.
7. **Always** unplug shredder when servicing shredder or when performing routine shredder maintenance. This includes cleaning.
8. **Never** operate this or any other machine while under the influence of drugs, alcohol, or medications.
9. **Never** wear loose fitting clothing, ties, or jewelry while in the vicinity of this shredder.
10. **Never** allow long hair to be in the vicinity of the machine without use of a protective hair net.
11. **Never** place any part of your body in or on any part of the machine while in operation.
12. **Never** allow other personnel within ten feet of this machine while in operation.
13. **Never** remove guards, perform maintenance, or clear jam up debris without first unplugging shredder.
14. **Never** allow horse play around machine.
15. **Never** bypass or interfere with any safety limit switches or guards. Serious injury can result if bypassed.
16. **Do not disassemble or modify the machine in any way.** Injury, fire, or electrical shock may occur.
17. **Do not insert and shred any kind of battery.** A fire may result.
18. **Do not damage, deform, break or rest heavy objects on the power cord. Do not pull or bend the power cord with force.** A damaged power cord may cause a fire or electrical shock.
19. **Immediately stop the shredder by turning off the power and unplugging the power cord if the following situations occur:** smoke is emitting, there is an unusual color, or abnormal heat is generating. Contact SEM customer service at the number below.

1.) Before Use

1.1 Warning Symbols

In this manual and on the IDShred65 we have provided the following warning symbols to help prevent any injuries or damages to you or your property. Each symbol is defined below.



“Warning”: Serious injuries may result if this symbol is ignored and the shredder is used improperly.



Keep out of reach of infants and children. Sharp cutters inside may cause injury.



Never insert hands or foreign objects into the feed opening or waste opening. Sharp cutters are inside, and serious injury may result.



Do not use oils or sprays on the shredder. Do not use the shredder with wet hands. A fire, explosion, or shock may occur.



Keep all loose articles or clothing, ties, jewelry, long hair, or any other loose objects a way from the feed opening. Severe injury may result.

1.2 Additional Safety Notes

- Do not place the shredder on an unstable, uneven, or tilted floor. Should the shredder fall it may result in injury.
- Do not place objects on top of the shredder. Do not sit or stand on top of the shredder.
- Do not place the shredder in a humid or dusty area. Do not install the shredder near a radiator or heat source.
- Do not use water to clean the shredder. Use a dry cloth – see page 14 section 4.
- Do not use polishing compounds, cleaners, petroleum-based products, or aerosols of any kind on or near the shredder at any time.
- Always unplug the shredder before attempting to move the unit.
- After using the shredder remember to turn off the breaker switch. If it is not used for an extended period of time, disconnect the plug from the outlet.
- Do not pull on the power cord when unplugging the machine. Disconnect from the plug.

1.3 About Your Shredder

The IDShred65 is a 120V cross cut shredder that is 37" x 19.75" x 20.75" (W x D x H) and weighs 196lbs. It is capable of shredding dog tags and both plastic and metal credit cards with RFID chips through a 2.25"x.15" feed chute to a final particle size of 4mm x 40mm.

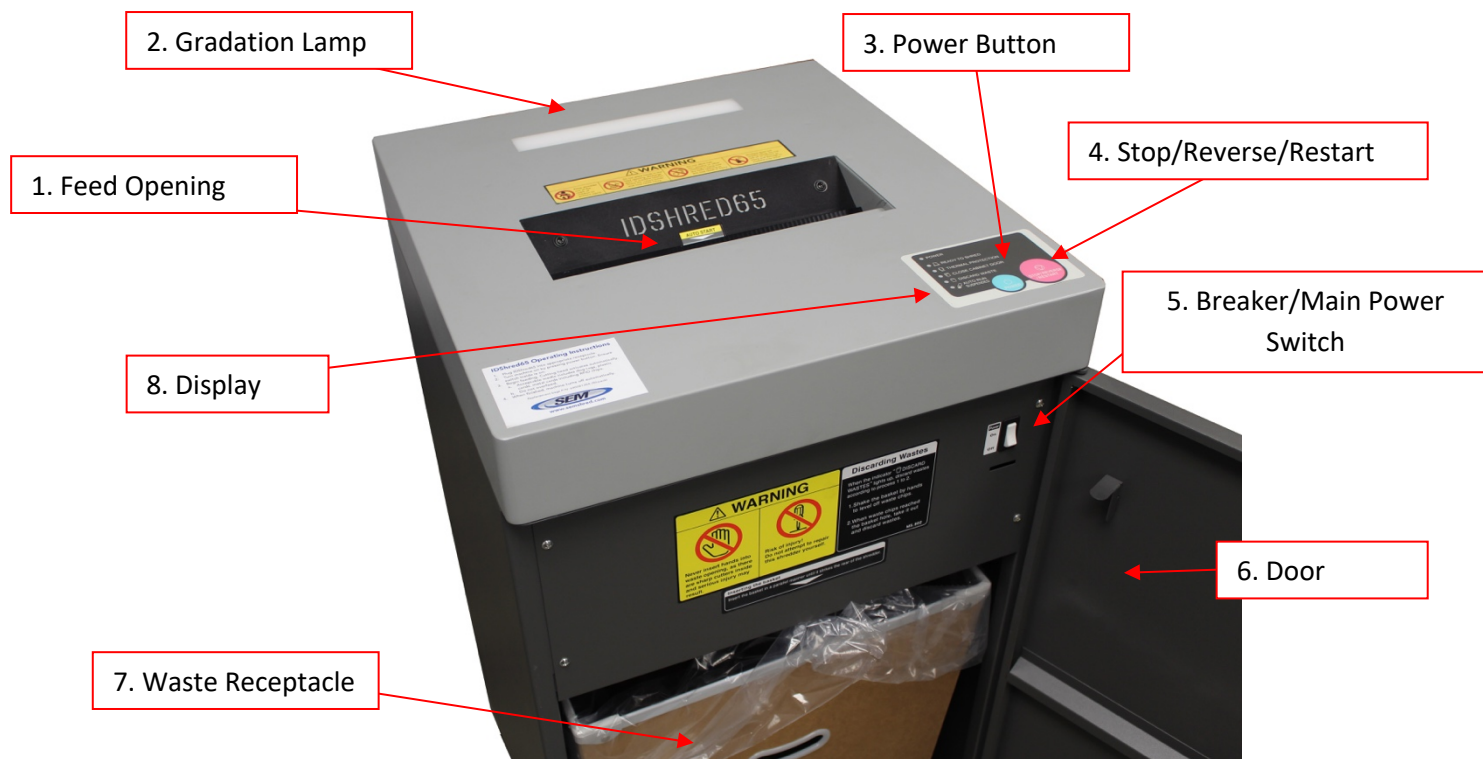


1.4 Installation

- 1.) When installing the shredder, keep the unit away from heat sources such as radiators and heating ducts. Ensure that the floor is both level and stable.
- 2.) When placing the shredder in its location, lock the two front casters. The caster lock is unlocked in the up position and locked in the down position. Be sure to unlock the casters before trying to move.
- 3.) Connect the power supply cord to a dedicated building outlet. Handle the power supply cord with care.
- 4.) Line a plastic bag firmly inside the waste basket in the inside of the cabinet for easy disposal of chips. SEM recommends using two bags when shredding heavy material to prevent tearing in a single bag.

Note: Be sure to remove the air between the plastic bag and the basket. Leaving too much air between the bag and the waste basket may cause the waste sensor to accidentally respond.

1.5 Identification and Function of Parts



1. **Feed Opening:** Insert material to be shredded.
2. **Gradation Lamp:** As the machine goes through various functions, the lamp will display different colors. See more in operating instructions and error messages.
3. **Power Button:** Press this key after turning on the main power switch to power on the machine. The gradation lamp will indicate that it is ready to shred by showing a solid blue color and the READY TO SHRED indicator will illuminate. After being idle for five minutes the machine will go into power saving mode.
4. **Stop/Reverse/Restart:** Press this key to stop the shredding process at any time. After stopping the process, if material is detected in the feed chute, the gradation lamp will flash blue as an alarm will sound. If you wish to continue shredding, press this key again. Continuously holding this button down will cause the cutters to reverse.
5. **Breaker/Main Power Switch:** Used as the main ON/OFF switch. Also functions as a circuit breaker. It works in case circuit failure or motor lock in order to protect the motor from overloading.
6. **Door:** Open to set and remove the waste basket. Must be closed for machine to operate.
7. **Waste Receptable:** Collects shredded media.
8. **Display:** LED panel showing various machine states.

2.) Operating Instructions

2.1 Start up

Ensure that the unit is plugged in and the main power switch is on and press the **Power** button. The POWER indicator will illuminate, and the gradation lamp will turn a solid blue color. When the **READY TO SHRED** indicator is illuminated, the machine is ready to begin shredding.

If the machine is idle for more than five minutes, the shredder will enter power saving mode and shut down all power. To restore power simply press the **Power** button.

Note: If shredding material is placed in the feed chute and then the **Power** button is pressed, the gradation lamp will flash blue instead of being a solid color and an alarm will sound. Hit the **Stop/Reverse** button. Once the gradation lamp is solid blue, the machine is ready to shred again.

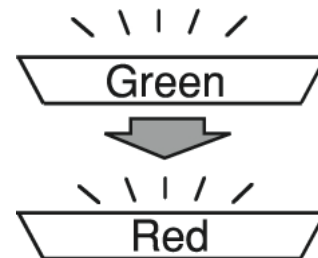
2.2 Feeding Materials

Feed the material one piece at a time into the slot of the feed chute in a straight and even manner. The auto-start will activate, and the shredding operation will begin once the media is detected by the sensor.

Warning: Remove your hands immediately when the media begins shredding.

As you feed media the gradation lamp will change different colors based on the volume of the media being fed. The colors are as follows:

- Green (Good)
- Yellow
- Orange
- Red
- Flashes Red (Overloaded)



To ensure that the shredder continues to run effectively and efficiently, it is recommended to keep the gradation lamp showing green. Do not exceed the maximum capacity.

If the machine capacity is exceeded and the gradation lamp begins flashing red, the blades will stop and begin to reverse. Remove the media that was being fed and try again with a slower feed rate.

Note: If the **AUTO RUN SUSPENDED** indicator flashes while the gradation lamp is flashing blue, media or a foreign object is being detected in the feed chute.

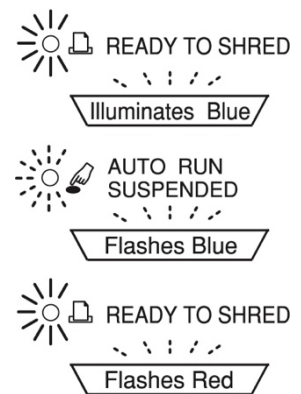
After the media has been shredded and gone through the cutting unit, the blades will continue to rotate for approximately ten seconds. For continuous shredding, insert the next piece of media to be shredded within ten seconds of the previous material.

To stop the shredding process, press the **Stop/Reverse/Restart** button. The cutting unit will cease operation. If the media has gone through the cutting unit, the display should indicate *READY TO SHRED* with the gradation lamp illuminating blue. If media remains in the chute, the display should indicate *AUTO RUN SUSPENDED*, the gradation lamp flashes blue, and an alarm sounds every five seconds.

2.3 Reverse Operation

Reverse operation is possible during the three following displays:

1. *READY TO SHRED* indicator and a solid blue gradation lamp.
2. *AUTO RUN SUSPENDED* indicator and a flashing blue gradation lamp.
3. *READY TO SHRED* indicator and a flashing red gradation lamp.



Press the **Stop/Reverse/Restart** button and hold it down. While you are pressing the button, the cutter will rotate in the reverse direction. The gradation lamp will illuminate pink while running in reverse.

2.4 Discarding Waste

It is important to regularly check waste bin every 100 cards or tags and dispose of the waste properly. Do not wait for the discard waste indicator to illuminate, as it is meant as a safety feature only.

When the waste basket is full, the display *DISCARD WASTE* will flash while an alarm sounds and the gradation lamp flashes green. The shredder will level the media automatically for about ten seconds across the waste basket.

Caution: Do not open the cabinet door during this operation.

After leveling the media, the *DISCARD WASTE* indicator will illuminate, and the gradation lamp will shut off. Open the cabinet door and shake the waste basket carefully by hand to further level off the media. When the waste is full and the gradation light flashes green, proceed to empty the waste basket.

2.5 Unacceptable Media

The IDShred65 is capable of shredding dog tags, metal and plastic cards with RFID. Do not shred the following materials as it may deteriorate shredding capacity, damage the machine, and void warranty:

- Carbon paper
- Chemical paper
- Cardboard
- Tape
- Paper with adhesive
- Film
- Plastic bag
- Gum
- Leather
- Cloth

3.) Safety Functions

3.1 Safety Devices

1. **Motor Thermal Overload Protection:** When the motor is locked or overloaded for an extended period of time, the motor thermal protection is activated to cut off power.

The *THERMAL PROTECTION* indicator flashes and the gradation lamp is off. Wait until the *THERMAL PROTECTION* indicator goes off to resume shredding. Wait time could be approximately 30 minutes.

2. **Cabinet Door Switch:** When you open the cabinet door, the power will shut off. To restore power close the door and press the **Power** button.
3. **Overflow Stop:** When the waste basket becomes full, the *DISCARD WASTE* indicator will flash and cutting operation will cease. The display will indicate *DISCARD WASTE* and the gradation lamp will shut off. Discard the waste and place the waste bin back into the shredder cabinet. Flip the breaker switch to the ON position if off, close the door, and push the **Power** button.
4. **Auto-Reverse:** The shredder will stop operation if media over the maximum capacity is fed into the feed chute. The cutter unit will automatically reverse so the operator can remove the media. During this time, the *READY TO SHRED* display indicator will flash while the gradation lamp flashes red.
5. **Breaker:** In the event an electrical problem occurs or the motor is locked for an extended period of time, the breaker switch will activate to prevent any damage to the motor and/or electrical circuits. This is also the main power switch.
6. **Feed Opening Switch:** The feed opening switch will activate if the feed chute is expanded due to excessive feeding or a jam. The activation of the feed opening switch causes the shredder to cease operation while the jam is being removed. The **Stop/Reverse/Restart** button can be held down during this time.
7. **Auto Cleaning:** To prevent from jamming, the cutter rotates in the reverse direction after shredding or when the waste basket becomes full. At this time the *READY TO SHRED* indicator will turn off and the gradation lamp will illuminate green. Resume shredding when the *READY TO SHRED* indicator illuminates and the gradation lamp illuminates blue.

3.2 Error Messages

1. Indicators: **READY TO SHRED + AUTO RUN SUSPENDED**

Gradation Lamp: Goes from blue to off.

If media or any foreign objects are left in the feed chute (without shredding) for approximately three minutes, the shredder will temporarily cease operation and this error message will be displayed.

To correct this error:

1. Turn off the breaker and unplug the machine.
2. Remove the media or foreign object from the feed chute.
3. Plug in the shredder, turn on the breaker, and restore power.

2. Indicators: **THERMAL PROTECTION + AUTO RUN SUSPENDED**

Gradation Lamp: Goes from red to off.

After the auto-reverse function is activated and media continues to remain in the feed chute for over two minutes, the machine will temporarily cease operation and this error message will be displayed.

To correct this error:

1. Turn off the breaker and unplug the machine.
2. Remove the media or foreign object from the feed chute.
3. Plug in the shredder, turn on the breaker, and restore power.

3. Indicators: **CLOSE THE DOOR + AUTO RUN SUSPENDED**

Gradation Lamp: Off.

If the shredder is operated continuously for over 30 minutes, the shredder will cease operation temporarily and this error message will be displayed.

To correct this error:

1. Turn off the breaker.
2. Turn on the breaker and restore power.

4. Indicators: *DISCARD WASTE + AUTO RUN SUSPENDED*
Gradation Lamp: Off.

If the fan press motor is locked and unable to rotate, the machine will temporarily cease operation to protect the motor from burn out. This error message will be displayed.

To correct this error:

1. Turn off the breaker.
2. Check the waste basket. If full, empty the basket.
3. Turn on the breaker.

If any of these problems can't be solved with the corrective steps, contact SEM customer service at service@semshred.com.

4.) Maintenance

- Be sure to unplug the shredder from its power source before cleaning or performing maintenance.
- For your safety, maintenance work should be limited only to cleaning the exterior and or the inside of the shredder cabinet.
- Use a dry soft cloth to clean the shredder cabinet. In case of heavy stains, use a light cleanser suitable for countertops. Make sure to squeeze the excess cleaner from the cloth before wiping to avoid electrical shock.

5.) Additional Troubleshooting

Inserting media into the machine but the machine does not respond:

- Check the power supply.
- Is the machine plugged in?
- Is the breaker turned on?
- Is the AUTO RUN SUSPENDED indicator flashing?
- Is the overflow stop activated?
- Is the cabinet door open?
- Is power save mode on?
- Are any error messages being displayed? If so, see pages 12-13.

The shredder continues to operate. Does not stop:

- Check to see if media is stuck in the feed opening. If yes:
 - Press the **Stop/Reverse/Restart** button
 - Unplug the shredder
 - Remove the media

Shredder automatically reverses when media is fed.

- **Confirm the media being fed does not exceed maximum feed rate.**



**Global Leader in High Security Information
End-of-Life Solutions for Over 50 Years**

For service, parts, and customer support, contact us:

SECURITY ENGINEERED MACHINERY

5 Walkup Drive • Westborough, MA 01581

service@semshred.com

1-508-366-1488

www.semshred.com

Follow us on social media:

 Facebook: <https://www.facebook.com/semshred>

 Twitter: <https://twitter.com/semsecure>

 LinkedIn: <https://www.linkedin.com/company/security-engineered-machinery>

 Youtube: <https://www.youtube.com/user/datadestruction>