



Powershred® 21Cs  
The World's Toughest Shredders®



PLEASE READ THESE INSTRUCTIONS BEFORE USE.  
DO NOT DISCARD: KEEP FOR FUTURE REFERENCE.



## KEY

- |                            |                                     |
|----------------------------|-------------------------------------|
| A. Shredder head           | F. Control switch and LEDs          |
| B. Paper/credit card entry | ▶ 1. Auto-On (green)                |
| C. Pull-out bin            | ○ 2. OFF                            |
| D. Window                  | ⏪ 3. Reverse                        |
| E. See safety instructions | ⏸ 4. Standby                        |
|                            | ⚡ 5. SafeSense® Technology (yellow) |
|                            | ⚡ 6. Overheat (red)                 |

## CAPABILITIES

**Will shred:** Paper, small paper clips, plastic credit cards, staples and junkmail

**Will not shred:** Continuous forms, adhesive labels, transparencies, newspaper, CD/DVDs, cardboard, large paper clips, laminates, file folders, X-rays or plastic other than noted above

**Paper shred size:**

Cross-Cut.....4mm x 52mm

## Maximum:

Sheets per pass .....12\*

Cards per pass.....1\*

Paper width.....230mm

\*A4 (70g) paper at 220-240V, 50/60 Hz, 2.3Amps; heavier paper, humidity or other than rated voltage may reduce capacity. Maximum recommended daily usage rates: 120 sheets, 5 credit cards (♻️) 12 sheets per pass to avoid jams.

Fellowes SafeSense® shredders are designed to be operated in home and office environments ranging between 50 – 80 degrees Fahrenheit (10 – 26 degrees Celsius) and 40 – 80% relative humidity.

## ⚠️ WARNING: IMPORTANT SAFETY INSTRUCTIONS — Read Before Using!

- Operation, maintenance, and service requirements are covered in the instruction manual. Read the entire instruction manual before operating shredders.
- Keep away from children and pets. Keep hands away from paper entry. Always set to off or unplug when not in use.
- Keep foreign objects – gloves, jewelry, clothing, hair, etc. – away from shredder openings. If object enters top opening, switch to Reverse (⏪) to back out object.
- DO NOT use aerosol products, petroleum based or aerosol lubricants on or near shredder. DO NOT USE “CANNED AIR” OR “AIR DUSTERS” ON SHREDDER. Vapors from propellants and petroleum based lubricants may combust causing serious injury.
- Do not use if damaged or defective. Do not disassemble shredder. Do not place near or over heat source or water.
- Avoid touching exposed cutting blades under shredder head.
- Shredder must be plugged into a properly grounded wall outlet or socket of the voltage and amperage designated on the label. The grounded outlet or socket must be installed near the equipment and easily accessible. Energy converters, transformers, or extension cords should not be used with this product.
- FIRE HAZARD – Do NOT shred greeting cards with sound chips or batteries.
- For indoor use only.
- Unplug shredder before cleaning or servicing.

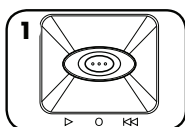
## BASIC SHREDDING OPERATION



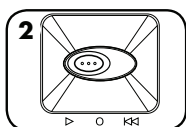
**Continuous operation:**  
5-minute maximum

**NOTE:** Shredder runs briefly after each pass to clear entry. Continuous operation beyond 5-minutes will trigger 30-minute cool down period.

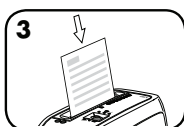
### PAPER/CARD



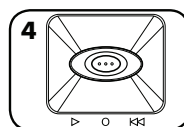
Set to Off (○)



Press Auto-On (▶)



Feed paper/card straight into paper entry and release



Set to Off (○)

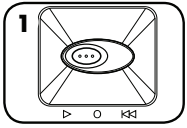
## ADVANCED PRODUCT FEATURES



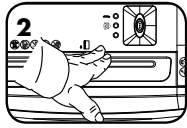
### SAFESENSE® TECHNOLOGY OPERATION

Stops shredding immediately when hands touch the paper opening.

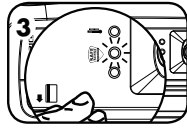
#### SET-UP AND TESTING



Press Auto-On (▶)



Touch test area and look for the SafeSense® indicator to illuminate



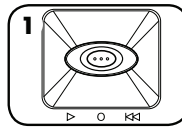
SafeSense® is active and working properly

## PRODUCT MAINTENANCE

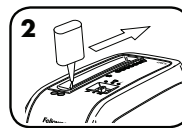
### OILING SHREDDER

All cross-cut 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 each time you empty your waste bin.

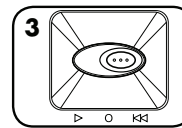
#### FOLLOW OILING PROCEDURE BELOW AND REPEAT TWICE



Set to Off (○)



\*Apply oil across entry



Set to Reverse (|◀◀) 2-3 seconds

**CAUTION** \*Only use a non-aerosol vegetable oil in long nozzle container such as Fellowes 35250

## TROUBLESHOOTING

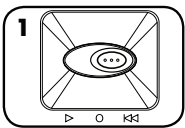


**Overheat Indicator:** When the Overheat Indicator is illuminated, the shredder has exceeded its maximum operating temperature and needs to cool down. This indicator will remain illuminated and the shredder will not operate for the duration of the recovery time. See Basic Shredding Operation for more information about the continuous operation and recovery time for this shredder.

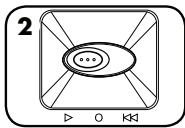


**SafeSense® Indicator:** If hands are too close to the paper entry, the SafeSense® indicator will illuminate and the shredder will stop shredding.

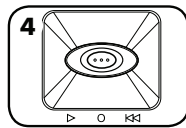
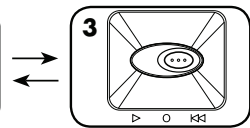
#### PAPER JAM



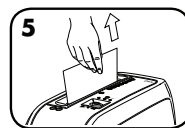
Set to Reverse (|◀◀) for 2-3 seconds



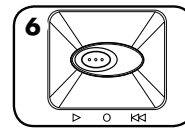
Alternate slowly back and forth



Set to Off (○) and unplug



Gently pull uncut paper from paper entry. Plug in



Set to Auto-On (▶) and resume shredding

## LIMITED PRODUCT WARRANTY

**Limited Warranty:** Fellowes, Inc. ("Fellowes") warrants the parts of the machine to be free of defects in material and workmanship and provides service and support for 2 years from the date of purchase by the original consumer. Fellowes warrants the cutting blades of the machine to be free from defects in material and workmanship for 5 years from the date of purchase by the original consumer. If any part is found to be defective during the warranty 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, failure to comply with product usage standards, shredder operation using an improper power supply (other than listed on the label), or unauthorized repair. Fellowes reserves the right to charge the consumers for any additional costs

Australia Residents Only:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under Fellowes' Warranty are in addition to other rights and remedies under a law in relation to the shredder.

incurred by Fellowes to provide parts or services outside of the country where the shredder is initially sold by an authorized reseller. 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. The duration, terms, and conditions of this warranty are valid worldwide, except where different limitations, restrictions, or conditions may be required by local law. For more details or to obtain service under this warranty, please contact us or your dealer.



## CUSTOMER SERVICE & SUPPORT

[www.fellowes.com](http://www.fellowes.com)

Australia: 1 800 33 11 77

Europe: 00-800-1810-1810

United Kingdom: +44 (0) 1302 836836

United States: 001-800-514-9057

## Declaration of Conformity

### Fellowes, Inc.

Unit 2 Ontario Drive, New Rossington, Doncaster, DN11 0BF, England declares that the product model 21Cs conforms with the requirements of the Restriction of Hazardous Substances Directive (2011/65/EU + 2015/863/EU), the Low Voltage Directive (2014/35/EU), the Electromagnetic Compatibility Directive (2014/30/EU), the WEEE directive (2012/19/EU), and below harmonized European EN Standards.

Safety: EN60950-1: 2006/A2:2013

EMC Standard: EN55014-1:2006+A1:2009+A2:2011  
EN55014-2:2015  
EN61000-3-2:2014  
EN61000-3-3:2013

Year Affixed: 19

Itasca, Illinois, USA  
January 1, 2019

**John Fellowes**  
President & CEO

## Waste Electrical and Electronic Equipment (WEEE)

This product is classified as Electrical and Electronic Equipment. Should the time come for you to dispose of this product please ensure that it is not mixed with general household waste. For proper treatment, recovery and recycling, please take this product to a designated collection point. Please contact your local authority for further details of your nearest designated collection point.



1789 Norwood Avenue, Itasca, Illinois 60143 • 1-800-955-0959 • [www.fellowes.com](http://www.fellowes.com)