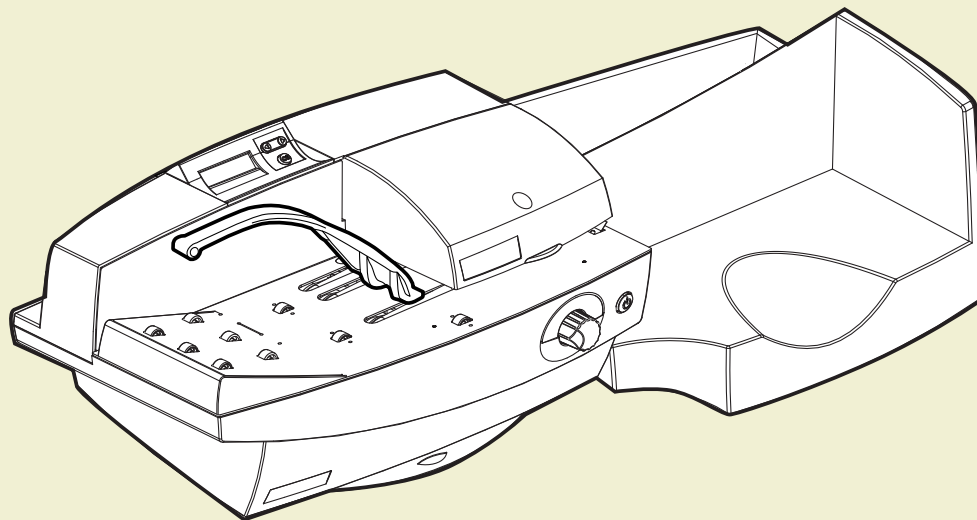


DL100™, DL200™ Letter Opener



Operator Guide

International English Edition
SV62219 Rev. E
October 15, 2024

NOTICE

The use of this information by the recipient or others for purposes other than the repair, adjustment or operation of Pitney Bowes equipment may constitute an infringement of patent and/or other intellectual property rights of Pitney Bowes or others. Pitney Bowes assumes no responsibility for any such use of the information.

Except as provided in writing, duly signed by an officer of Pitney Bowes, no license, either express or implied, under any Pitney Bowes or any third party's patent, copyright, or other intellectual property rights is granted by providing this information.

SV62219 Rev. E

Fifth Edition, October, 2025.

©2025 Pitney Bowes Inc. All rights reserved.

This book may not be reproduced in whole or in part in any fashion or stored in a retrieval system of any type or transmitted by any means, electronically or mechanically, without the express written permission of Pitney Bowes. We have made every reasonable effort to assure the accuracy and usefulness of this manual, however we can not assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

DL100, DL200 and Pitney Bowes Supply Line are trademarks or registered trademarks of Pitney Bowes, Inc.

Approvals Electromagnetic Compatibility**United States**

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Pitney Bowes) could void the user's authority to operate the equipment.

Canada

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

European Union (CE)

It is certified that this product complies with all applicable Directives of the European Union.

Use only the AC mains cable supplied with the product.

Follow the normal safety precautions for all office equipment:

- Use only Pitney Bowes approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters, can cause an explosive-like condition that could result in a personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container label.
- Material Safety Data Sheets can be obtained on the web from our Supplies team. Refer to the Contact Information List for more information.
- Use the AC adaptor power supply power cord supplied with the machine and plug it into a properly grounded wall outlet located near the machine and easily accessible.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewelry and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- Use the AC adaptor power supply included with this letter opener. Third-party adaptors may damage the letter opener.
- Plug the AC adaptor power supply power cord into a properly grounded wall outlet located near the machine and easily accessible.
- The AC adaptor/power cord is the primary means to disconnect the machine from the AC supply.
- Do not route the AC adaptor power supply cords over sharp edges or trapped between furniture.
- Be certain the area in front of the wall outlet into which the AC adaptor power supply is connected is free from obstruction.
- Before clearing a jam, be sure machine mechanisms come to a stop.
- When removing jammed material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover the vent openings.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment. If a wall outlet controlled by a wall switch is used, mail could be interrupted if the letter opener is plugged in when the wall switch is used to turn power off.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards for your workplace.
- In the event of use in Norway, the DL100/200 has been tested for IT power supply architectures up to 230V.

Warning Labels



Moving mechanism can result in personal injury. Keep hands, long hair, ties, jewelry and loose clothing away from moving parts.

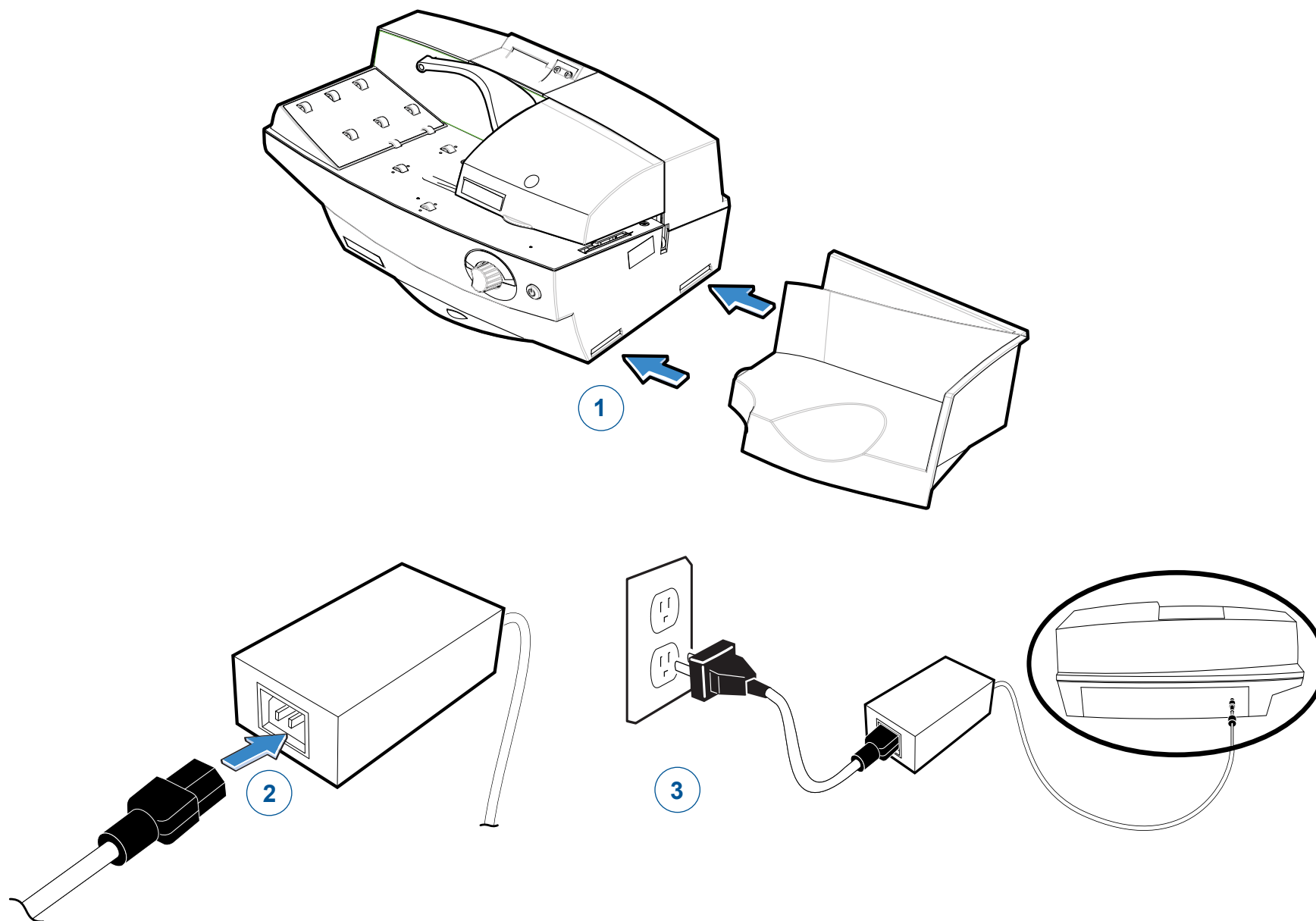


Cutter Blade Warning Label
Moving mechanism can result in personal injury. Keep hands away from moving parts.



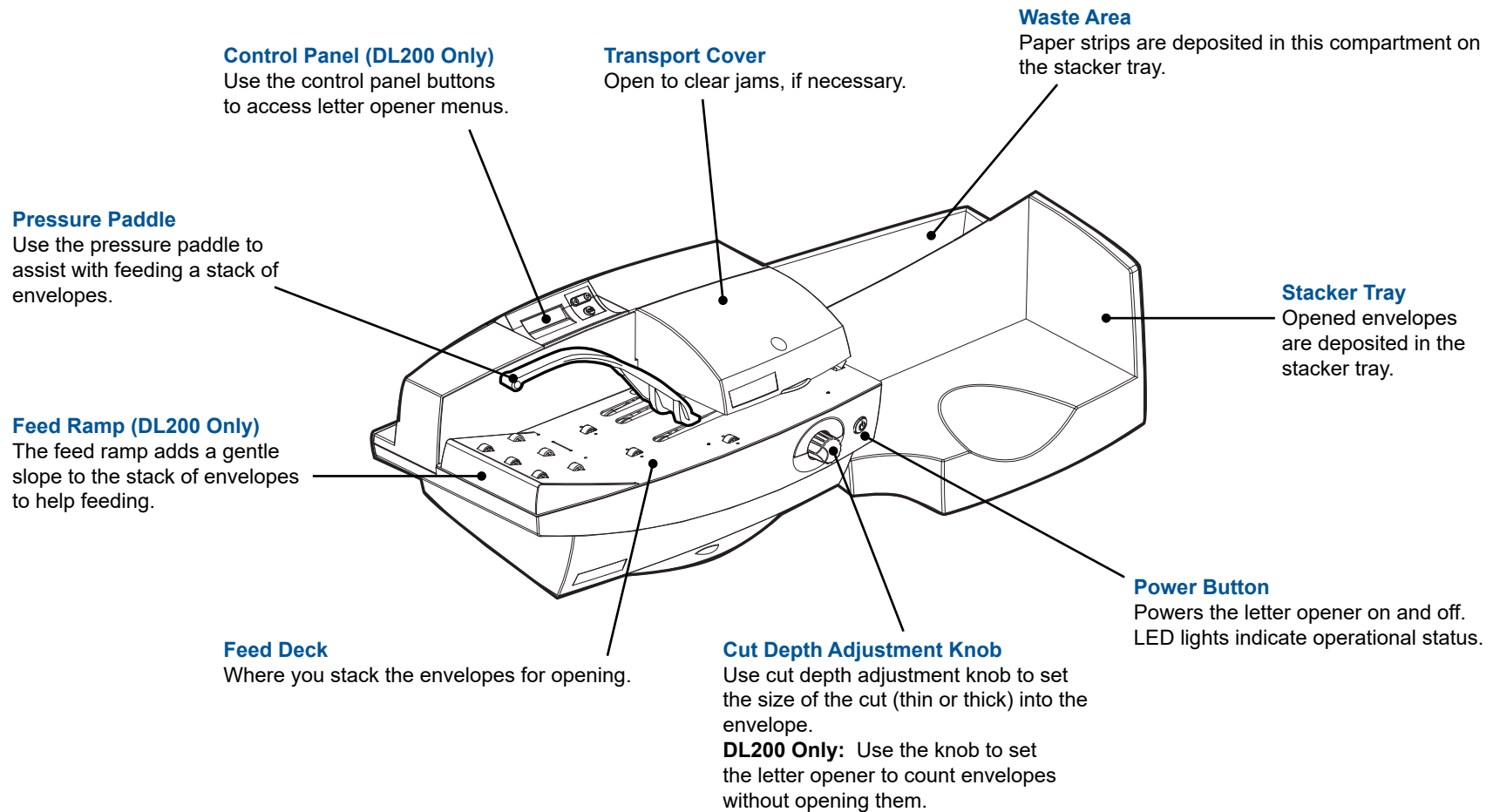
Pinch Point Warning Label
Moving mechanism can result in personal injury. Keep hands away from moving parts.

IMPORTANT: Please review the Safety Notes before setting up the DL100 or DL200.





Parts and Locations

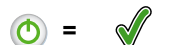

The DL100 or DL200 Letter Opener automatically opens a stack of envelopes by cutting a thin paper strip off of the top of each envelope. The DL100 or DL200 then stacks the envelopes, and separates the paper strips into the waste area on the stacker tray.

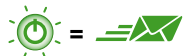



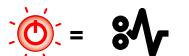

[Click here](#) to view detailed descriptions of the Power Button, Cut Depth Adjustment Knob and Control Panel.

Power Button Light States

 =  No Light: Sleep Mode (Press button to awake)

 =  Green Light: Ready (Press button to sleep)

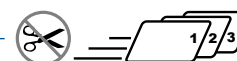
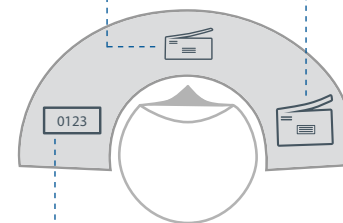
 =  Flashing Green Light: Machine Running

 =  Flashing Red Light: Jam, etc.

Cut Depth Adjustment Knob Settings

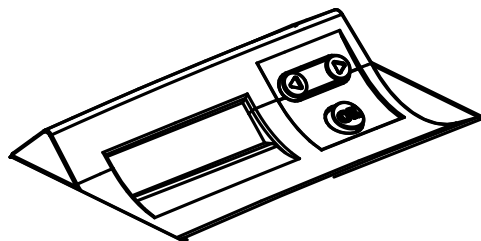
 Cut Thin Pieces


 Cut Thick Pieces




Count Pieces - No Cut (DL200 only)

Control Panel Buttons (DL200 Only)



 Use the left and right arrow buttons to scroll through the menus and options.

 Press the OK button to accept changes.

1. Press the power button to put the letter opener in sleep mode (no light).
2. Press any of the display buttons to enter the Setup menu.
3. Press the right and left arrow buttons to scroll through the available menu options.
4. Press **OK** to select an option.

Reset Counter to Zero	If you select this option, the system clears the counter and returns to the Main screen.
Total Pieces	If you select Total Pieces, the total piece count displays. The system automatically returns to the Main screen.
Change Language	If you select this option: <ul style="list-style-type: none"> • Use the right and left arrow buttons to scroll through the language options. • Press OK to select the appropriate language. The system returns to the Setup menu.
Set Clock	If you select this option: <ul style="list-style-type: none"> • Use the left and right arrow buttons to select the appropriate time (in HH format), and then press OK. The edit minutes screen displays. • Use the left and right arrow buttons to select the appropriate time (in MM format), and then press OK. The system returns to the Setup menu.
Change to 12/24 Hour Clock	If you select this option: <ul style="list-style-type: none"> • Use the right and left arrow buttons to toggle the format options: 12 hour clock or 24 hour clock. • Press OK to select the appropriate format. The system returns to the Setup menu.
Set Date	If you select this option: <ul style="list-style-type: none"> • Use the right and left arrow buttons to select the appropriate year (in YY format), and then press OK. • Use the right and left arrow buttons to select the appropriate month (in MMM format), and then press OK. • Use the right and left arrow buttons to select the appropriate date (in DD format), and then press OK. The system returns to the Setup Menu.
Change Date Format	If you select this option: <ul style="list-style-type: none"> • Use the right and left arrow buttons to scroll through the date format options: MM/DD/YY, DD/MM/YY or MMM DD YY. • Press OK to select the appropriate format. The system returns to the Setup menu.
Exit Setup	If you select this option, the system returns to the Main screen.

5. Press the power button. The green light appears, indicating the letter opener is ready to resume opening envelopes.

Follow the steps below to set up and open envelopes.

1. Turn the cut depth adjustment knob to the desired setting: to cut a thin piece, cut a thick piece, or count pieces (DL200 only).

IMPORTANT: Select this option carefully, to avoid cutting the contents of the envelope.

2. Tap envelopes so that contents fall away from the side of the envelope to be opened.

IMPORTANT: Make sure that coins, staples, paper clips, or other objects that may damage the knives of the letter opener are tapped away from the edge of the envelope to be opened.

3. If envelopes are the same size, align the right and bottom edges.

- Envelopes of different sizes and shapes can be fed without sorting, but you may find it more efficient to open batches of envelopes of the same size.
- Heavy or bulky envelopes may interfere with smooth operation; feed these separately.

4. Lift the pressure paddle.

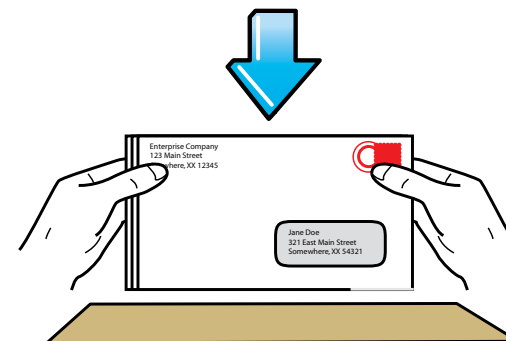
5. Place the envelopes on the feed deck so the sides to be opened are against the feeder wall.

6. Return the pressure paddle to its original position. The feeder will automatically open and stack the envelopes on the stacker tray.

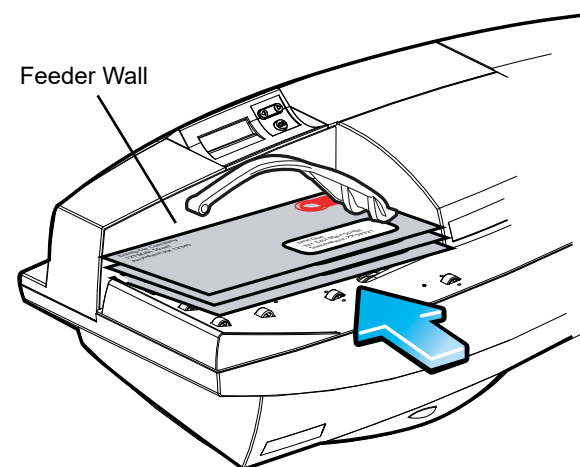
IMPORTANT: Do not turn the cut depth adjustment knob while the letter opener is processing envelopes.

7. If the stack runs out and you want to open additional envelopes, follow steps 1-6.
8. Press the power button when done.

- 2 Tap the envelopes.

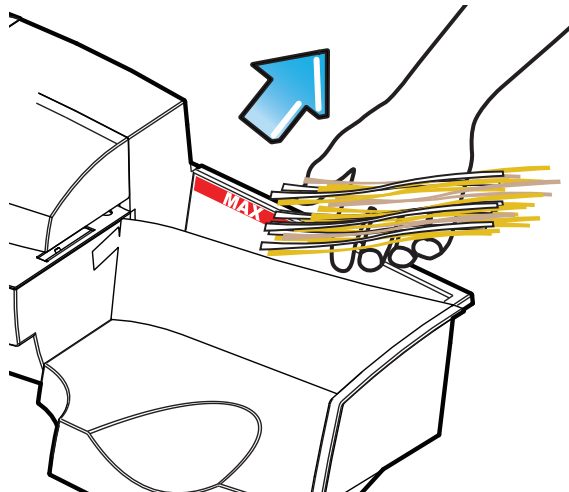
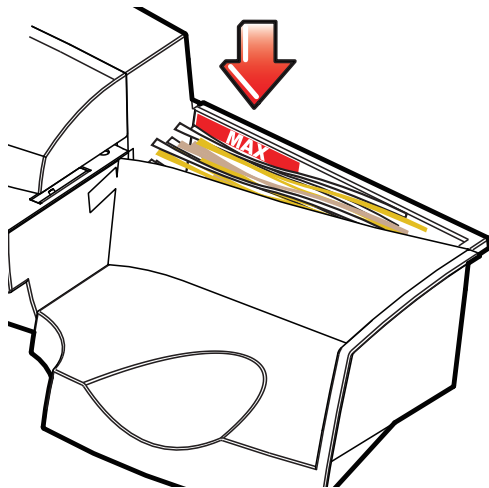


- 3 Align the bottom and right edges.

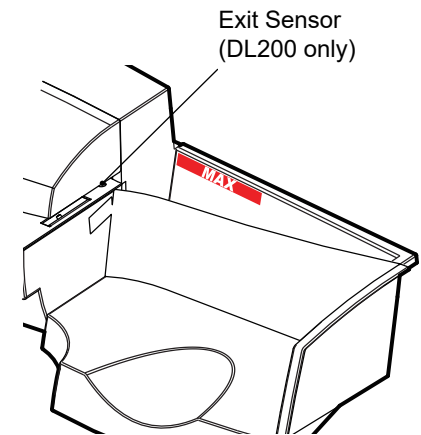
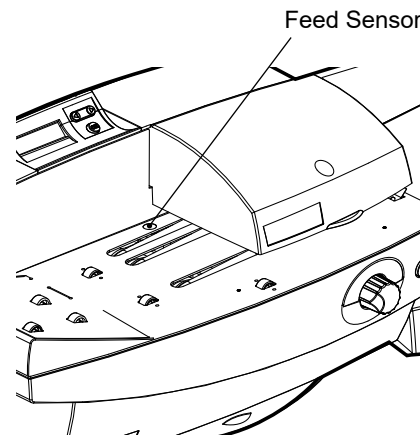


Cleaning the Waste Area

Remove paper strips from the waste area after opening a stack of envelopes, as a large accumulation of paper strips can interfere with proper operation of the letter opener.

***Cleaning the Sensors***

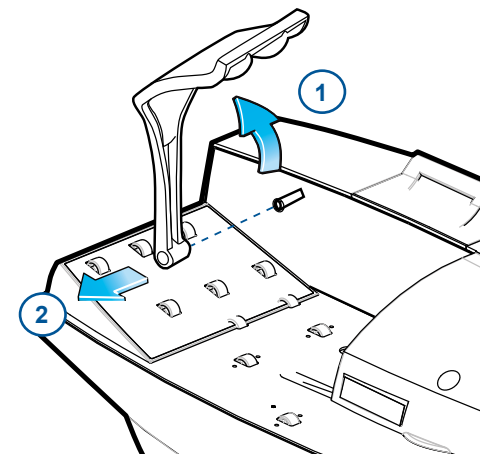
Wipe the feed sensor and exit sensor windows with a damp cloth on a regular basis.

***Removing the Pressure Paddle***

If necessary, the pressure paddle can be removed.

1. Lift the pressure paddle into the vertical position.
2. Gently pull the paddle to remove it from the pressure paddle shaft on the feeder wall.

To reattach the pressure paddle, hold the paddle in the vertical position. Slide the paddle back on to the pressure paddle shaft until it is seated firmly in place.



Clearing a Jam

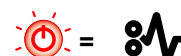
Poor operation or jams will occur if paper strips are allowed to accumulate, if the cut depth adjustment knob is turned while envelopes are processing, or if an attempt is made to feed an envelope that falls outside of the specifications mentioned.

The flashing red power button light state indicates that a jam has occurred. Allow a few moments for the motor to cool; then turn the letter opener off.

Clearing an Envelope Jam

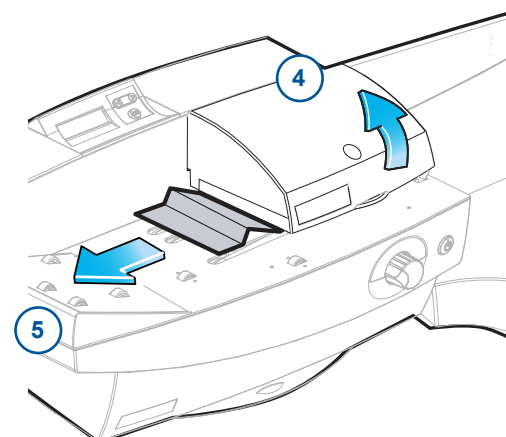
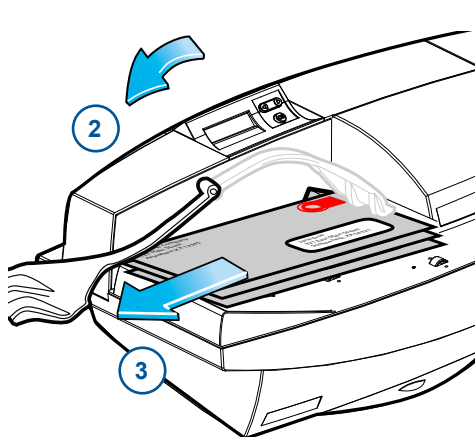


WARNING! Rotary knife may be hot after prolonged use; do not touch the knife while removing the envelope.



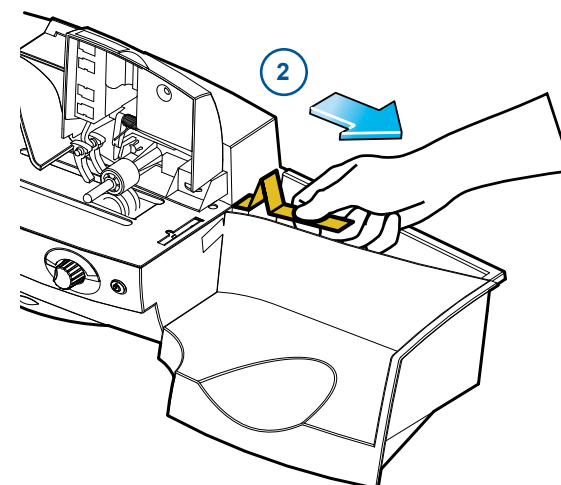
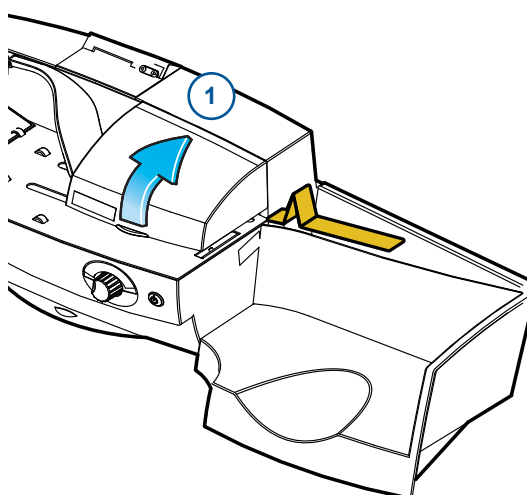
Flashing Red Light: Jam, etc.

1. Turn the letter opener off.
2. Lift the pressure paddle.
3. Remove envelopes from the feed deck.
4. Open the transport cover.
5. Remove envelope or paper strips from the envelope path.
6. Close transport cover.
7. Turn the letter opener back on.



Clearing a Strip Jam

1. Open the transport cover.
2. Remove the paper strip from the envelope path.
3. Close the transport cover.



Cleaning the Sensors

Wipe the sensor windows whenever a problem (such as envelopes not feeding) occurs that may be caused by a dirty sensor. Refer to the *Maintenance* section for instructions.

Equipment Specifications

Physical Dimensions	Height : 9.84 in. (25 cm) Depth : 15.75 in. (40 cm) Length : 37.4 in. (95 cm)
Weight	33.07 lbs. (15 kg)
Electrical	100-240 VAC, 50/60 Hz
Acoustical Noise	<73 dBA
Throughput	DL100: Up to 150 letters per minute DL200: Up to 250 letters per minute
Product Life	5 years or 500,000 cycles
Environmental Limits	Operating Limits - °F (°C) Temperature: 55 (13) to 95 (35) Humidity: 8% to 95% Maximum Wet Bulb Temperature: 80 (27) Storage Limits - °F (°C) Temperature: 15 (-9) to 120 (49) Humidity: 5% to 95% Maximum Wet Bulb Temperature: 85 (29) Transit (>24h) Limits - °F (°C) Temperature: -40 (-40) to 140 (60) Humidity: 5% to 100% Maximum Wet Bulb Temperature: 85 (29)

Material Specifications

Envelope Size	Min.: 3 in. (76.2 mm) x 5 in. (127 mm) Max.: 10.24 in. (260 mm) x 12.99 in. (330 mm)
Envelope Thickness	Min.: 0.008 in. (0.2 mm) Max.: 0.39 in. (10 mm)

USA Contacts

Product Name - DL100, DL200

- For frequently asked questions, go to: www.pitneybowes.com/us and click **Support**.
- To place requests for service or training or to view and pay invoices online, go to: www.pitneybowes.com/us and click **Sign In**.

Canada Contacts

Product Name - DL100, DL200

- For frequently asked questions or to order supplies, go to: www.pitneybowes.com/ca/en

Other Country Contacts

Contact information is given in a separate publication supplied with the product.