

Cross-Cut Shredder

SHG7

Operator Guide

US English Edition
SV62931 Rev. D
November 1, 2024

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Due to publication lead times and continuing product development, this manual may not reflect final product release configurations and recommended service procedures. Equipment and material specifications as well as performance features are subject to change without notice. Available product features may vary, depending on machine model, system software level and system setup. Some product features may be country specific.

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SV62931 Rev. D

November 1, 2024

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Safety Information

Familiarize yourself with proper procedures and methods before you install, operate or repair the system to avoid personal injury or damage to the equipment.

Important Safety Notes



Before operating, please read the Operating Manual!



WARNING! The machine may not be operated by more than one person at any given time. The machine was designed for safe operation by one person only.



WARNING! During the shredding process no other work may be performed on the machine (for example cleaning, etc.).



WARNING! The machine is not a toy, and is not suitable for use by children.

The overall technical safety concept of this machine (dimensions, feed openings, emergency shutdown devices etc.) does not provide for any guarantee regarding hazard-free operation by children.



WARNING! Danger of injury. Keep all loose articles of clothing, ties, jewelry, long hair or other loose objects away from opening!



WARNING! Danger of injury. Never insert fingers into opening.



WARNING! Moving parts can crush and cut fingers.



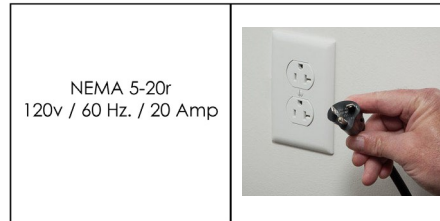
WARNING! In case of danger switch the machine off by the power switch, or unplug the machine.



WARNING! Always unplug the machine from the AC outlet before opening the machine!. Repairs may only be performed by trained personnel.

System Power Notes

- Use the power cord supplied with the machine chassis at the power entry and plug it into a properly grounded (earthed) and easily accessible wall outlet located near the machine. Failure to properly ground (earth) the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from AC power supply for Lock Out/Tag Out.
- DO NOT use an adapter plug on the line cord or wall outlet.
- DO NOT remove the ground pin from the line cord.
- The machine will be connected to a dedicated 20 Amp AC power line. A 20 Amp receptacle is shown. DO NOT route the power cord over sharp edges or trap it between furniture.



- Ensure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Ensure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- For Input modules and Output modules - power is distributed from the chassis. Use the AC connectors supplied with the modules to connect to system power. Do not connect external devices to the inserter.

Compliance Information

United States

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 Pitney Bowes Service or an experienced radio/TV technician for help.



CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance 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.

Service and Support

Technical Support

This product is serviceable. Visit the website for your country:

www.pitneybowes.com/us

www.pitneybowes.com/en/ca

Supplies

The following supplies are available for your cross-cut shredder:

Item Number	Item	Description
561-Q	PB4 High Capacity Office Shredder Bags	23.62" x 19.68" x 39.37" x 0.002"
561-M	Shredder Oil/Gallon Bottles	Four 1 gallon bottles per box
561-R	Shredder Container	22 ¾" W x 18 ¾" D x 24" H

Pitney Bowes Supply Line

Envelopes & Paper



Ink and Toner



Office Products



Postage Meter Supplies



Sealing Solutions



Shipping & Receiving



www.pitneybowes.us/shop/home/en-us/storeus

www.pitneybowes.ca/shop/home/en-ca/storeca

SHG7 Cross-Cut Shredder Overview

The SHG7 is a cross-cut shredder with security level 6. It is a medium volume and high security shredder that serves the shredding needs of organizations worldwide. NEVER run staples or paper clips through the SHG7. Due to its high security shred size, running anything other than paper may result in permanent damage to the cutting head and may void your warranty. With the speed of 54.3 ft/min, it can shred up to 11 sheets at 29 reams per hour. The SHG7 meets and exceeds NSA/CSS 02-01 Specifications. With a 16 inch feed opening, it can also shred 11" x17" (A3) ledger paper size.

It has been developed with the best standards which makes it a highly safe product. It incorporates many control features. Its dust proof cabin lets users operate it in clean environment. A 46.23 gallon capacity catch basket is provided for holding shredding waste. The shredder does not work with full catch basket or if the door is opened. The shredder alerts the user about it and resumes operation once the basket is being emptied and door is closed.

Being an energy efficient shredder, it also has in-built power saving mechanism which switches off the shredder after 10 minutes of inactivity to save the power. It also features DLS (Dynamic Load Sensor) technology to deal with paper jams. The DLS detects the load created by the amount of paper in the cutting cylinders. When the system is over loaded the unit reverses and the paper is released so the operator can remove the paper and separate into smaller stacks to continue shredding. It weighs 198 pounds and is mounted on casters for easy mobility.



CAUTION: The machine may only be used to shred paper! Shredding of other types of data carriers and also of staples and paper clips may lead to injuries (for example due to splintering of hard materials etc.) and damage to the machine (for example destruction of the cutter etc.).



WARNING! Do not use the shredder as a step ladder or as a seat. This may cause severe injury and/or damage to the machine.

* 20-lb. bond = 75g/m² sheet. Capacities vary depending on quality, weight, grain of paper and sufficient power supply.

SHG7 Specifications and Technical Data

Shredded Piece Size	0.03x0.18 in.
Cutting Width	0.03x0.18 in.
Cutting Speed	9.05 in./sec
Cutting Capacity	Capacity up to 11 sheets* NOTE: Meets and exceeds NSA/CSS 02-01 Specifications - 11 sheets at 29 reams / hr.
Noise Level	52 db(A)
Use Time	Up to 5 hours of shredding per day
Machine Dimensions	Width: 25.98", Depth: 22.05", Height: 41.34"
Feed Opening/Working Width	16"
Bin Capacity	46.2 gal
Shreds Credit Cards	No
Shreds Paper Clips	No
Shreds Staples	No
Shreds CDS and DVDS	No
Power Consumption	1.9 kW
Supply Voltage	110 V
Weight	approximately 198 lbs

* 20-lb. Bond = 75g/m² sheet. Capacities vary depending on paper weight, quality, amount of ink coverage, and a sufficient power supply.

Parts of the Machine

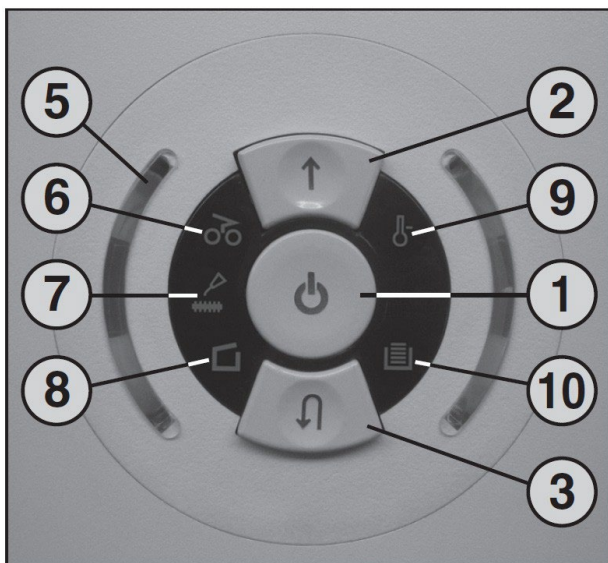


Figure 1 Parts of the Machine














Figure 2 Light Barrier









P.I.P.S.™

Personal Injury Protection Shield™

Item	Part	Icon	Description
1	Function button Ready/Off/Stop		<p>This button has three functions:</p> <ul style="list-style-type: none"> a. Ready The machine changes to “Ready” if you press this button briefly. At the same time the integral LED display  comes on. b. Off The machine switches off if it is in the “Ready” mode and the button is held down for about 3 seconds. NOTE: The machine switches off automatically if it is not used for about 10 minutes. c. Stop If you press this button briefly when the cutters are running they switch off and stop.
2	Forward button		<p>This button has two functions:</p> <ul style="list-style-type: none"> a. If this button is pressed briefly, the cutting mechanism runs forwards for a few seconds, e.g. to remove remaining material from the cutting mechanism. At the same time the integrated LED display  lights up. b. If this button is pressed and held for approx. two secs., the cutting mechanism runs forwards continually and materials to be shredded can be fed into the machine. At the same time the integrated LED display  lights up.
3	Reverse button		<p>If you press this button, the cutters run backwards. At the same time the integral LED display  comes on.</p>
4	Light barrier (Forward motion)		<p>The shredding procedure starts as soon as material is fed into the feed slot. At the same time the integral forward button LED display  comes on.</p>
5	Control display (Load level of the motor)		<p>Displays the current load level of the motor during the shredding process via different color lights. See “Dynamic Load Display” on page 14.</p>
6	Control display (Material jam in machine/ Light barrier covered when door opens or when machine turned on)		<p>For the procedures see the relevant description under the.</p> <ul style="list-style-type: none"> a. Material jam in machine Comes on when too much material has been fed into the cutters. The cutters jam, then run in reverse for a short time and stop. The motor switches off. b. Light barrier covered when door open Comes on when there is still material in the feed slot when the door is opened. The cutters stop. The motor switches off. c. Light barrier covered When Machine turned on Comes on when there is still material in the feed slot when the machine is switched on.



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Item	Part	Icon	Description
7	Control display (Oil cutters)		The oiler is internal and self-contained. All you have to do is change the jug when it is empty. On the initial installation there is a plug in the oiler hose that is inserted into the oil jug. You need to remove the plug or cut it off, taking care not to cut off too much length of hose
8	Control display (Door open/ Door malfunction)		<p>a. Door open Comes on if the door on the lower part of the machine is opened. The machine switches off automatically and cannot be started as long as the door remains open.</p> <p>b. Electrical fault Flashes when there is an electrical fault in the door sensor. The machine switches off. Contact Pitney Bowes Service.</p>
9	Control display (Motor overload/Electrical fault)		<p>To find out what to do see the relevant description, see “Motor Protection” on page 17.</p> <p>a. Motor protection Comes on when the motor has been overloaded and has switched off. The machine cannot be started while the motor is cooling down.</p> <p>b. Electrical fault Flashes when there is an electrical fault inside the control board. At the same time the function button (1) LED display  flashes. The machine switches off. Contact Pitney Bowes Service.</p>
10	Control display (Collection bin full)		Lit when the collection bin is full and needs to be emptied. The cutter is switched off.
11	P.I.P.S.™ (Personal Injury Protection Shield™)		Prevents unwanted objects from entering the cutter assembly. Lift upward to remove any paper caught in the throat.

Operation

Switching the Machine On

Proceed as follows to switch the machine to “Ready”:

- Press the **ON/Sleep/Stop**  button to turn on the machine.
 - If the  button lights up, the machine is ready to be fed material.

Feeding of Single Sheets

- Feed paper through the inlet guide to the cutting system.
- Machine switches automatically to forward and draws paper in. The machine switches off automatically after shredding.

By briefly pressing the function button (1) (Stop function), the shredding process can be stopped at any time. To continue, press and hold the **forward**  button (2) for approximately 2 seconds.

If the machine is not used for a period of approximately 10 minutes, it automatically switches off.

1. Load material by using one of the following methods:



WARNING! Moving parts can crush and cut fingers.

- a. Feed paper into the paper feed slot.



CAUTION: Do not feed the shredder with more than 11 pages of 20 lb. paper at a time. This will cause a jam and/or machine overload.

3. The machine automatically switches to forward running, drawing the material in and automatically switching off after shredding. To stop the shredding process, briefly press the **ON/Sleep/Stop**  button. To continue, press and hold the **forward**  button for approximately two seconds.

NOTE: The machine turns off automatically if it is not used after 10 minutes.




Figure 3 Receptacle







NOTE: In order to always obtain a correct cutting result in terms of particle size and thus achieve the safety class according to DIN 32757 as stated in the brochure, the material to be cut must always be fed into the cutting mechanism at a right angle to the cutting mechanism and in appropriate quantities in the middle of the inlet slot.



WARNING: Never feed the shredder with a quantity of material exceeding the maximum indicated. Refer to “SHG7 Specifications and Technical Data” on page 9! Should the machine become overloaded, follow the instructions under “Material Jam in the Machine” on page 17.

Emptying the Receptacle

When the receptacle ("Figure 3 Receptacle") is full, the machine turns off automatically. The control display  (10) comes on. Empty the receptacle as follows:

- Open the door. The control display  (8) comes on. If there is still material in the feed slot, the control display  (6) also comes on.
- Remove the bag and dispose of the contents. The control display  (10) goes out.
- Place empty sack into receptacle and close door. The control display  (8) goes out.
- If the control display  (6) comes on, press the **forward**  button (2) briefly. The remaining material in the feed slot is shredded and the display goes out.

NOTE: The machine will only run if the door is closed.

Dynamic Load Display

To prevent a material jam and therefore ensure continual and effective destruction of the data storage media, the current load level of the motor is displayed during the shredding process by means of different color lights on the control display (5) "Parts of the Machine" on page 10 next to the control buttons as follows:

Green light: load < 50%

Yellow light: load 50 - 75%

Red light: load 75 - 100%

Maintenance

Cleaning the Material Sensor Photocells

At some point, paper shreds or dust may accumulate on material sensor photocells that may impair their function. For example, after a paper jam, if paper particles should come to rest in the feed slot, the machine may not turn off because the sensors are detecting “paper” in the machine that it thinks it needs to move through the shredder.



To remove these paper strips and clean the photocells, you can:


- pass another sheet of paper through the feed slot and switch the machine to reverse
- wipe the top and bottom photocells with a small brush or cotton swab

Lubricating the Cutter Blades



Your Pitney Bowes SHG7 is equipped with an automatic oiling mechanism. When first setting up the machine and after any extended period of non-use, allow the machine to run for a period of time to allow the tubing to fill with oil and the wick inside the machine to become saturated. If you need to use the shredder before the oiler wick is saturated, please oil the cylinder manually. Follow these steps to lubricate the cutter blades manually:

1. Pour a little oil onto a sheet of paper and feed this through the paper feed slot onto the cutters.
The paper is drawn in and the oil is distributed to the cutter blades.
2. When finished, pull out the collection bin.
3. Press the **reverse**  button and keep it held down until the lubrication needed  icon goes out.

NOTE: If the machine is equipped with an auto-oiler, the lubrication needed  light will not display. We recommend you reverse the machine every time you empty the waste bin.

4. The cutters will run a cleaning cycle automatically (forward and reverse) and will then shut off.
The machine is ready for use again.


NOTE: Even though equipped with the automatic oiler, you should still run the motor in reverse for ~ 15 to 20 seconds after every 20 to 30 minutes of use.



CAUTION: Failure to prime the oiler and / or failure to oil the machine in the proper manner will result in the voiding of your manufacturer warranty.

Automatic Energy Saving



If the machine is not used after 10 minutes, it automatically turns off.
Press the **ON/Sleep/Stop**  button to turn it on again.

Cleaning the Photocells

If paper particles should come to rest in the inlet guide (“Figure 4 Cleaning the Photocells”), for example after a paper jam, it is possible that the machine will not turn off, due to the broken light barrier.

To remove these paper strips and also to clean the photocell, pass another sheet of paper through the feed slot, or switch the machine to reverse and wipe both “eyes” of the photocell with a brush.




Figure 4 Cleaning the Photocells




Disposing Of The Machine



Dispose of the machine in an environmentally friendly fashion at the end of its useful service life. Do not dispose of any of the parts included in the machine or its packaging with household waste.

Emptying the Collection Bin

When the collection bin becomes full of *paper*, the collection bin full  icon lights up and the machine turns off.


1. Pull out the collection bin and empty the contents.
2. Push back in the emptied collection bin all the way.
3. If the operation error  icon lights up, press the **forward**  button briefly. The remaining material in the feed slot is shredded and the operation error  icon light goes out.

NOTE: The machine will only run if the collection bin is properly pushed in.



Malfunctions

Material Jam in the Machine


If a jam is caused by too much material being fed in the following happens:


- The cutters jam, then run in reverse for a short time (material is released) and stop. The motor switches off. The control display  (6) comes on.

Proceed as follows:


- Remove the paper that has been fed back.
- The cutters now run forwards automatically and shred the remaining paper in the cutters. During the forward run, the **forward**  button (2) LED display comes on. The control display  (6) goes out.
- Continue shredding with less paper.


Light Barrier Covered When Door Opened

Should there still be material in the feed slot when the door is opened, the motor switches off and the cutters stop. The control display  (6) comes on.

Close the door and acknowledge the status by pressing the **forward**  button (2) briefly. The existing material is fed to the cutters and shredded.

Light Barrier Covered When Machine Turned On

Should there still be material in the feed slot when the machine is switched on the control display  (6) comes on.




Remove the material and acknowledge the status by pressing the **forward**  button (2) briefly.

Motor Protection

Should the motor be overloaded it switches off. The control display  (9) comes on.

The machine can be started again after a cooling down period of about 15 – 20 minutes (depending on the model and the room temperature).

Electrical Fault

If the control display  (9) **flashes** together with the function button (1) LED display  or only the control display (8)  **flashes** there is an electrical fault. The machine cannot be started.

Contact Pitney Bowes Service.

Fault Check List

Should the machine not work, check the following points:

- is the **plug** connected to the power supply?
- is the **door** closed?
- is the **receptacle** full? Follow the instructions under “Emptying the Receptacle” on page 14.
- Is there a **material jam** in the machine? Refer to “Material Jam” on page 18.
- Is the **motor** overloaded? Refer to “Motor Overload” on page 18.

If none of these test points apply, please contact Pitney Bowes Service.


Troubleshooting

Motor Overload

Should the motor be overloaded it switches off. The control display  (9) comes on.

The machine can be started again after a cooling down period of about 15 – 20 minutes (depending on the model and the room temperature).


Material Jam


When too much material is being fed in the feed slot, the cutters jam, run in reverse for a short time (material is released), and stop. The motor turns off and the operation error  icon lights up. To fix:

Paper




1. Remove the paper that has been fed back.
2. The cutter starts running forwards automatically and shreds the remaining paper.
3. Continue shredding with less paper.

Material Sensors Blocked When Collection Bin Opened

If there is material in the feed slot when the collection bin is opened, the motor turns off and the cutters stop. The operation error  icon lights up.

Push in the bin and press the **forward**  button briefly. The existing material is fed to the cutters and shredded.

Electrical Fault

If the motor/electrical fault  icon flashes together with the **ON/Sleep/Stop**  button being lit, or only the collection bin open/fault  icon flashes, there is an electrical fault. The machine cannot be started. Please contact Pitney Bowes Service.

Check List

If the machine isn't working, check the following:

- ☐ Is the plug connected to the AC outlet?
- ☐ Is the operator interlock enabled?
- ☐ Is the collection bin properly pushed in?
- ☐ Is the collection bin full?
- ☐ Is there a material jam in the machine?
- ☐ Is there a motor overload condition?

If you can't resolve the issue, contact Pitney Bowes Service.

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For Service or Supplies

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