

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS



### 1. IS ELCOMAN A CERTIFIED COMPANY?

Elcoman is ISO 9001-2000 certified.

### 2. WHAT IS DIN 66399?

On the 1st August 2012 the German Institute for Standardisation (Deutsches Institut für Normung e.V.) has issued the new DIN 66399 regarding the new data carriers classification and the related Security Levels. This new classification replaces the previous DIN 32757 and meets the need to include the new data carriers that technology offers.

### 3. WHAT IS GDPR?

The General Data Protection Regulation (EU) 2016/679 (“GDPR”) is a regulation in EU law on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA). It also addresses the export of personal data outside the EU and EEA areas. The GDPR aims primarily to give control to individuals over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.[1]

Superseding the Data Protection Directive 95/46/EC, the regulation contains provisions and requirements pertaining to the processing of personally identifiable information (personal data) of individuals (formally called data subjects in the GDPR) inside the European Union, and applies to an enterprise established in the EU or—regardless of its location and the data subjects’ citizenship—that is processing the personal data of people inside the EU. Controllers of personal data must put in place appropriate technical and organisational measures to implement the data protection principles.

### 4. HOW CAN I FIND MY NEAREST DEALER?

Simply enter into the “Contacts and Distributors” section of our website and click on “Find a dealer” indicating the area where you live and send the message. We will get back to you as soon as possible with an email giving details of your nearest dealer.

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS

### 5. WHY SHOULD I CHOOSE A KOBRA PRODUCT RATHER THAN ANOTHER BRAND?

KOBRA products – professional shredders, office guillotines and flip charts – are unique and distinguished from the normal products on the market by their patented cutting edge electronic and mechanical systems, durable materials like steel, advanced technology and exclusive design.

KOBRA products possess distinctive qualities which place them at the top end of the market including, the high quality you associate with Made in Italy, certified and guaranteed to conform to European standards, added value, innovation and differentiation.

#### THE SPECIAL FEATURES OF KOBRA SHREDDERS ARE:

- **The Energy Smart LED system** with zero power consumption when the machine is on stand-by and consequent environmental benefits (an annual reduction of roughly 65 kg in carbon dioxide emissions per machine). This is in line with the Green Law already in force in Japan and the USA and the Kyoto Protocol.
- **Continuous round the clock operation without overheating** (no work cycle alternating operation and lengthy cool down periods as with shredders produced by the competition).
- **The double container** in the KOBRA 240 series for separating paper waste out from plastic from CD-ROMs and Floppy Disks.
- **The Turbo System** in the KOBRA 240 TURBO, which makes it possible to increase shredding capacity to up to 52 sheets at a time and clear jams caused by overloading the machine without scattering paper fragments all over the floor. With the KOBRA TURBO, there is no need to count to the maximum number of sheets before inserting them as with most shredders currently on the market.
- **The Super Potential Power System:** special chain drive and steel gears for optimum resistance and reliability.

#### KOBRA GUILLOTINES ARE UNIQUE TOO AND COME IN THE CONVENTIONAL LEVER MODEL OR WITH A ROTATING BLADE:

- **The Super Cut system** with its heat-treated high carbon steel blade guarantees maximum reliability and resistance to abrasion, ensuring no loss of performance over time.
- All rotating blade guillotines can cut large format paper because they have a special opening on the side.

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS

### 6. WHAT CRITERIA SHOULD I USE WHEN CHOOSING A SHREDDER?

In order of priority, the main criteria when choosing a shredder are as follows:

- The type of data support you wish to shred;
- The width of most of the documents to be shredded, technically known as "throat width";
- The security level of data illegibility to be attained, bearing in mind that the greater the security, the smaller the strip/fragment needs to be. This is known as "Shred Size";
- The shredding capacity required, that is how many sheets you wish to shred at a time;
- The shredder dimensions, bearing in mind where you want to locate it;
- The capacity of the waste container/bag;

Each of the selection criteria allow you to narrow the range of models from which to choose. This way you can choose the shredder best suited to your needs.

#### THE TYPE OF DATA SUPPORT YOU WISH TO SHRED

- *Paper only*: all KOBRA models
- *Paper and credit cards*: KOBRA S-200 and KOBRA S-150/E, KOBRA 240, KOBRA 240 Turbo, KOBRA 260, KOBRA 300, KOBRA 385, KOBRA 390, KOBRA 400, KOBRA 400WB, KOBRA CYCLONE
- *Paper, credit cards and CD-ROMs*: KOBRA 240 SS4- SS5, KOBRA 240 Turbo, KOBRA 260 S4- S5, KOBRA 300 SS4- SS5- CC4, KOBRA 390, KOBRA 400, KOBRA 400WB, KOBRA CYCLONE
- *Paper, credit cards, CD-ROMs and Floppy-Disks*: KOBRA 240 SS4- SS5, KOBRA 240 SS4 Turbo- SS5 Turbo- C4 Turbo, KOBRA 260 S4- S5, KOBRA 300 SS4- SS5, KOBRA 390, KOBRA 400 S5- C4, KOBRA 400WB, KOBRA CYCLONE

**THE WIDTH OF MOST OF THE DOCUMENTS TO BE SHREDDED, TECHNICALLY KNOWN AS "THROAT WIDTH"**: if 220 mm, the choice will be limited to the KOBRA 30-50 or KOBRA 100-200-150, if 240 mm, choose the KOBRA 240 and KOBRA 240 TURBO, and so on.

**THE SECURITY LEVEL OF DATA ILLEGIBILITY TO BE ATTAINED**, bearing in mind that the greater the security, the smaller the strip/fragment needs to be. This is known as "Shred Size" [..]

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS

### Shred Size and Security levels:

Security level 1: strip-cut with shred size  $\leq 12$  mm

Security level 2: strip-cut with shred size  $\leq 6$  mm

Security level 3: strip-cut with shred size  $\leq 2$  mm, cross-cut with shred size:  $\leq 4$ mm length and  $\leq 40$  mm width

Security level 4: cross-cut with shred size:  $\leq 2$  mm length and  $\leq 15$  mm width

Security level 5: cross-cut with shred size:  $\leq 0,8$  mm length and  $\leq 12,5$  mm width

Security level 6: cross-cut with shred size:  $\leq 1$  mm length and  $\leq 5$  mm width

**Also bear in mind that cross-cutting makes it even more difficult to reconstruct the data compared with strip-cutting.** Moreover, the smaller the fragments produced by shredding, the greater the reduction in waste volume and the more material can be shredded before waste bags fill up so they need to be emptied less often. Just think that a HS shredder set a security level 5 needs to be emptied 10 times less often than with strip-cutting.

### THE SHREDDER DIMENSIONS, BEARING IN MIND WHERE YOU WANT TO LOCATE IT:

- If it will be in a decentralized position, or you want a shredder for each work station, you need to look at the smaller models, max. height 56 cm: KOBRA 30-50, KOBRA 100-200-150, KOBRA 240, KOBRA 240 Turbo
- If it will be in a central position, that is you want one shredder for each office floor or just a few machines which may be used by many employees, then you need to choose a larger model from the KOBRA 260 series or above since these can operate non-stop and quickly destroy large volumes of material.

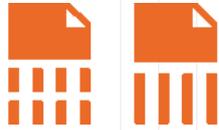
### THE CAPACITY OF THE WASTE CONTAINER/BAG:

this is given in liters and indicates how much shredded material can be collected. If you need greater capacity, go for a larger model. Also bear in mind that the smaller the shredded fragments, the greater the reduction in volume and the more material can be shredded before waste bags fill up so they need to be emptied less often. Just think that a HS shredder set a security level 5 needs to be emptied 10 times less often than with strip-cutting.

Each of the selection criteria allow you to narrow the range of models from which to choose. This way you can choose the shredder best suited to your needs.

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS



### 7. WHAT IS THE DIFFERENCE BETWEEN STRIP-CUTTING AND CROSS-CUTTING?

Strip-cutting means that the material is shredded into long strips, the width of which decides the security level. Cross-cutting shreds material into tiny pieces at a higher security level which depends on the width and length of the fragments (see answer to question 4.c.).

The smaller the fragment, the higher the security level and the greater the reduction in volume of shredded material, making it possible to shred greater volumes before the bag gets full and therefore requiring less frequent changing of bags. Just think that using a HS High Security shredder at level 5, the waste bags need to be changed 10 times less often than when using strip-cutting.

#### VOLUME REDUCTION TABLE:

Type of cut	No. Bags filled
Strip-cut	10 bags
cross-cut security level 3	4 bags
cross-cut security level 4	2 bags
cross-cut high security level 5	1 bags

The table shows that while shredding the same volume of material, 10 bags are filled with strip-cutting, 4 with cross-cutting at level 3, 2 with cross-cutting at level 4 and one with cross-cutting at level 5.

### 8. WHAT IS SO EXCLUSIVE ABOUT THE TECHNOLOGY IN THE KOBRA CYCLONE?

The KOBRA CYCLONE comes with an exclusive shredding technology which is silent and maintenance-free and makes it possible to shred up to 500 sheets at a time, as well as credit cards (45,000 an hour), CD-ROMS (15,000 an hour), Floppy Disks (7,000 an hour), card, aluminum cans and plastic bottles. A turbine produces a high-pressure airflow which, together with high speed rotating blades, shreds and transports the depressurized material to the waste bag.

Aside from its extremely high shredding capacity, there is also the advantage of being able to choose the most appropriate security level from five different levels (security levels 2, 3, or 4 and high security levels 5 and 6) and this can be varied at any time so as to adjust the machine to your shredding requirements.

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS



### 9. DO KOBRA SHREDDERS CONSUME MUCH POWER? WHAT IS THE ENERGY SMART SYSTEM?

KOBRA shredders have been designed to be environmentally friendly. The exclusive Energy Smart electronic system with LED means zero power consumption when the machine is on stand-by with consequent positive environmental impact (an annual reduction of roughly 65 kg in carbon dioxide emissions per machine).

This is in line with the Green Law already in force in Japan and the USA and the Kyoto Protocol as well as saving money (about €20 savings per annum for each machine which, considering the machine pool in a company and use over a number of years, amounts to a considerable saving.

### 10. WHAT DIFFERENCE IS THERE BETWEEN SWITCHING ON/OFF AUTOMATICALLY BY MEANS OF A SENSOR AND USING ELECTRONIC EYES?

The automatic on/off sensor on the KOBRA S-30 and KOBRA S-50 shredders is based on a mechanical system: a lever is moved when material is introduced into the shredder and this starts the machine. Automatic starting and stopping is controlled by photocells in all other shredder models. An electronic system with optical sensors reduces the risk of jamming since the machine starts as soon as a light beam is broken when material to be shredded is inserted.

### 11. IF I USE A KOBRA SHREDDER DO I HAVE TO WAIT FOR THE MACHINE TO COOL DOWN BEFORE USING IT AGAIN?

Shredders available from the competition have a “work cycle”, that is, alternating periods of operation and cooling down: when the machine has been used, you have to wait for it to cool down to avoid damaging the motor.

KOBRA shredders from the KOBRA 240 range and above attain continuous round the clock operation without overheating so there is no problem with uninterrupted shredding and no tedious waiting around for the machine to cool down.

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS



### 12. WHAT IS THE TURBO BOOST SYSTEM FOR?

The Turbo Boost System, a feature of the KOBRA 240 TURBO series of shredders, is a booster system which makes it possible to increase shredding capacity to up to 52 sheets at a time.

This boost in power also means that by simply pressing the Turbo button you can clear jams caused by overloading the machine without scattering paper fragments all over the floor. With the KOBRA TURBO, there is no need to count to the maximum number of sheets before inserting them as with most shredders currently on the market.

### 13. WHAT SHOULD I DO IF THE MACHINE JAMS?

If jamming is caused by overloading the shredder, just press the 'Reverse' button to extract the excess material and then insert the right amount of paper. In KOBRA 240 TURBO models, the problem can be solved simply and without scattering paper fragments all over the floor: press the Turbo button to increase shredding capacity and so destroy all the material in the shredder.

### 14. IS IT POSSIBLE TO DISTINGUISH THE FRAGMENTS OF SHREDDED PAPER FROM THE PLASIC OF CDS OR FLOPPY DISKS?

KOBRA 240 series shredders come with a special container, the only one of its kind: it is a double container which separates shredded paper from the plastic from CD-ROMs and Floppy-Disks. By simply turning a handle, you choose which container section to collect the pieces in.

### 15. WHAT CRITERIA SHOULD I USE WHEN CHOOSING A GUILLOTINE?

In order of priority, the selection criteria for a guillotine are as follows:

#### a) Blade type:

- lever: comes on the traditional guillotine, ideal for cutting large volumes (from 15 to 40 sheets depending on the model)
- rotating blade: for a quick precision cut, with the advantage of cutting in both directions, cutting paper of a larger format than the cutter thanks to the special opening on the side, trimming the material quickly and cleanly [...]

# FAQ

## HERE ARE THE ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS



[...] rotating blade guillotines for greater thicknesses, capable of cutting up to 27 sheets at a time, represent a valid alternative to lever guillotines.

**b) Width of material to be cut, called “throat width”;** bear in mind that rotating blade guillotines can cut larger format paper thanks to the special opening on the side

**c) Cutting capacity:** no. of sheets to be cut at a time

**d) Dimensions**

### 16. WHAT IS THE DIFFERENCE BETWEEN A GUILLOTINE WITH A LEVER AND ONE USING ROTATING BLADES?

Type of blade:

- lever: comes on the traditional guillotine, ideal for cutting large volumes (from 15 to 40 sheets depending on the model)

- rotating blade: for a quick precision cut, with the advantage of cutting in both directions, cutting paper of a larger format than the cutter thanks to the special opening on the side, trimming the material quickly and cleanly; rotating blade guillotines for greater thicknesses, capable of cutting up to 27 sheets at a time, represent a valid alternative to lever guillotines.