



Avery Dennison UK

Consumer Helpline: 0800 80 50 20

Consumer email: consumerservice-uk@eu.averydennison.com

Avery[®] Frequently Asked Questions

Trimmers and Guillotines - General Information Questions

Q: My trimmer isn't cutting properly, what can I do?

A: If your trimmer or guillotine isn't cutting properly it could be leaving a ragged edge, have a blunt blade, be tearing or folding the paper or the blade may not be rotating. You should call the Consumer Centre on 0800 374036 for a new blade or cutterhead.

Q: My product is not cutting cleanly on laminated sheets or other non-standard materials?

A: Avery Trimmers and Guillotines are designed for cutting conventional paper. Although they will cut many different materials we can only recommend and guarantee that the products will cut paper to the specified grade and quantity.

Q: I have broken or lost parts for my trimmer/guillotine, where can I get new parts?

A: We offer a spare parts service. You can call 0800 374036 to order yours.

Q: My guillotine is out of warranty but needs new blades?

A: For safety reasons we are unable to send blades for guillotines. You can return your guillotine to us and we will refurbish it for you, unless it is beyond economic repair. For more information call 0800 374036

Q: I have bought a guillotine but I am left handed and am finding it difficult to cut paper. Is there a solution?

A: Unfortunately Avery guillotines are only designed for use by right handed people. Avery produces various ranges of paper trimmers which are designed for use by both right and left handed people. For more information please call the Avery Consumer centre on 0800 374036.

Q: How do I stop the paper folding or tearing when I use my Avery Guillotine?

A: It depends where it is folding or tearing. If it is at the handle end you can try placing the paper under the guard and then firmly press on it to hold the paper in place. Slowly push the blade inwards towards the board with a slight pressure and push down with a quick motion. Pushing the blade slowly increases the chance of a poor cut. If it is folding or tearing at the hinge end the blade needs to be replaced. Call the Consumer Centre on 0800 374036.

Q: What should I do if the guard is cracked on my guillotine?

A: You should call 0800 374036 to arrange a replacement guard.



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Q: I have bought an Avery Compact Trimmer. How do I cut A4 paper in half?

A: The compact trimmers are designed to be compact so the baseboard is not big enough to print the 148.5mm required for A5. You will need to purchase an A4 or A3 trimmer from another Avery paper trimmer range.

Q: The white nylon disc is broken on my Precision Trimmer, how do I get a replacement?

A: If you call 0800 374036 we will be able to arrange a replacement for you.

Q: The cutterhead on my trimmer is not working as it should be. What is the problem?

A: It may be that the cutterhead is stiff; the rotary cutter is sitting on the top of the board or is cutting into the pressure pad; the cutterhead is spinning or rotating around the guide rail. Check to see if the blade has ridden up onto the board as this may have happened through overloading the trimmer. If this has happened remove the screws from one end of the guide rail and then remove the two screws on the underside of the side mould and it will come away. Loosen the screw at the other end of the guide rail then re-sit the rotary blade overhanging the edge of the fixed blade on the base board. Replace the side mould and screws and this should make your trimmer work properly. If the rotary blade is damaged the cutterhead will need to be replaced. You may also need to replace the pressure pad. For more help call 0800 374036.



If you need further assistance, please call Avery Dennison UK
Consumer Helpline on 0800 80 50 20

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