

Do you have questions about your X-ACTO knife or office product?

Our frequently asked questions feature video solutions and how-to instructions to help you use our precision cutting products.

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How do I replace the blade on my X-ACTO knife?

- Begin by twisting the knurled metal collar to loosen the blade.
- Carefully remove the dull blade and dispose of it properly in the blade dispenser.
- Insert the new, sharp #11 blade into the metal collar.
- Finally, tighten the metal collar so the blade is secure.

How do I replace the cartridge in a X-ACTO rotary paper cutter?

- Changing the blade cartridge on your X-ACTO [rotary paper cutter](#) is an easy process because of our patented protected blade changing system.
- Begin by turning the blade cartridge counterclockwise toward the open circle icon.
- Carefully and slowly pull the blade cartridge toward you to remove.
- Insert the new blade cartridge by aligning the dot on the blade cartridge with the open circle icon on the blade handle.
- Turn the blade cartridge clockwise toward the dot to lock it into place and your X-ACTO rotary paper cutter will be back to cutting 10 sheets at a time.
- Last but not least, properly dispose of the old blade in a nearby trash receptacle.

How do I replace the cartridge on the Elmer's Crayon Pro sharpener?

- Begin by unplugging the Elmer's [Crayon Pro sharpener](#) from the wall.
- Next, remove the crayon shavings receptacle and turn the sharpener over to access the blue blade cartridge inside the sharpener cover.

- To remove the blade cartridge, rotate the black thumbwheel by hand until the protruding end of the red release button is facing out.
- Press the release button, slide the blue cartridge towards the rear of the unit, and lift it out.
- Next, insert the new cartridge carefully by placing the side with the keyway into the black thumbwheel and sliding it toward the front of the unit until the cartridge engages with the hole in the inside cover. Then pull straight up until you hear a click.
- Securely lock the cartridge in place by rotating the thumbwheel to the other side and pressing the red lock button. Remember to press the red lock button as it's a step that can easily be overlooked.
- When finished, turn the sharpener upright, set it firmly on a flat surface using its suction cup feet and plug the sharpener back into the wall.

How do I replace cutters on the X-ACTO School Pro Pencil Sharpener?

- First, gather the following tools:
 - Phillips-Head Screwdriver
 - Flat Head Screwdriver
- Begin by unplugging the [sharpener](#) from the wall.
- Turn the sharpener over and remove the three screws on the underside of the base.
- Next, remove the two screws beside the cutter assembly near the front of the unit and remove the top cover.
- Then, remove the three screws securing the cutter cover. To help with this process, place the motor mount on the base to support it.
- Next, remove the screw at the center of the large white gear. If your model does not have a screw at the center of the white gear, please contact customer service for assistance at 1-800-879-4868.
- Using a flathead screwdriver, gently pry the white gear off the carrier shaft and remove the cutter and carrier assembly.
- Install the new cutter and carrier assembly by sliding it into place.
- Reassemble the sharpener in the reverse order starting with the white gear, then the screws securing the cutter cover, the screws beside the cutter assembly and lastly the screws on the underside of the base.
- Make sure the power cord strain relief is properly slotted between the base and the top enclosure.
- Once plugged back into the wall, the sharpener is ready for use.

How do I replace the cutting strip on a X-ACTO rotary paper cutter?

- Begin by removing the cutting strip by gently prying it out of its track.
- Next, turn the cutting strip over to an unused side. Remember that each cutting strip has four sides that can be used before being totally replaced.

- Finally, insert the cutting strip back into the trimmer board to begin cutting with a new, precise surface.

How do I fix a jammed pencil sharpener?

Because of the variety of factors at work when sharpening a pencil, there are a couple different things that can cause it to jam.

- One of the more common causes for a jam is when the receptacle of a sharpener becomes overfilled. This usually causes pencil shavings to enter the ring gear at the back of the cutters, preventing them from rotating properly.
- To check for shavings in the ring gear, unplug the sharpener, remove the receptacle and turn the sharpener over for inspection
- To free the cutters from shaving debris, use a small tool such as a paper clip to clear the shavings out of the gear teeth.
- Pencil sharpener jams can also be caused by a foreign object being inserted into the sharpener's cutters.
- If that's the case, follow these simple steps to remove the object from the cutters.
- First, unplug the sharpener from the wall.
- Turn the sharpener over and remove the screws in the base that secure the top enclosure.
- Remove the top enclosure.
- Next, remove the screws holding the cutter cover to the motor mount.
- Inspect the inside bore of the cutter carrier and remove any foreign objects or debris.
- Reassemble the sharpener in the reverse order starting with the screws holding the cutter cover and then the screws securing the enclosure.
- Plug back into the wall and the sharpener is ready for use!

How do I adjust the laser on a X-ACTO Laser Paper Cutter with a plastic base?

- After being shipped or transported home from the store there are a couple things to check to ensure your X-ACTO Laser Paper Cutter is working properly.
- First and foremost, you'll need to power the cutter with four AA batteries.
- You can do this by removing the screw from the underside of the laser housing, then remove the cover, install the batteries, replace the cover and secure the screw in place.
- After the [paper cutter](#) is powered, it's important to ensure the laser hasn't shifted in transportation.
- To do this, remove the screw that houses the laser mechanism.
- Then, squeeze the sides of the laser cover gently to remove the cover and access the laser mechanism.
- The next step is to adjust the laser rotation and position to the desired angle by loosening and tightening the adjustment screw respectively.
- When the laser is at the desired angle, simply replace the cover and you'll be ready to use your X-ACTO Laser Paper Cutter.

How do I use the X-ACTO Foam Board Cutter, item X7747?

- The X-ACTO Foam Board Cutter is the first tool designed specifically for cutting foam board. Because the type of product is so unique, here are some quick tips for how to maximize your X-ACTO Foam Board Cutter.
- To make basic straight cuts, begin by removing the second blade from the handle. Depending on if you are left or right-handed, you can remove either side blade to provide you with the best position for cutting.
- Using a natural pulling motion toward you, you can create clean cuts a half inch deep with just one pass. Note: You can use the cutter freehand or with a straight edge to create precise cuts.
- To cut 45 degree bevel cuts, snap the adapter onto the cutter. Then extend the blade to its longest length position.
- After that, simply apply ample pressure in a pulling movement toward you to cut through the foam while at this angle.
- By adding the second blade back to the X-ACTO Foam Board Cutter, you can create channel and V groove cuts for creating models and shadowboxes.
- To cut foam board using a channel method, move the blade depth selection to the midpoint to allow for a cut through the first layer of paper and the foam layer.
- Next, use the "nose" of the cutter with the blade retracted to remove the channel of foam and paper that was cut.
- The resulting channel provides the perfect tongue and groove for endless creativity.
- To cut foam board using a V-cut method, adjust the cutter so you are using both blades again and adjust the depth to the mid point.
- Snap the 45 degree adapter onto the cutter handle.
- Next, pull the cutter gently toward you. This will result in one blade cutting the first layer of paper and the second blade scoring the first layer of paper.
- Last but not least, flip the piece around and make the "opposite" cut in the channel. This will then create a V cut. This cut provides a professional looking 90 degree corner.

How frequently should I change my blade on my X-ACTO knife?

How often you should change your [X-ACTO blade](#) will vary depending on the type of material that you are cutting. If you are cutting cardboard or foam board, you may need to change your blade very frequently. View the video above to watch one recommended method for cutting foamboard with an X-ACTO knife. If you are cutting paper, the blade life will be longer. We recommend changing your X-ACTO blade frequently to insure that you always get a precise cut.

How do I choose the right paper cutter for me?

It can be confusing to know which type of paper cutter is best for you. Here are definitions of rotary and guillotine paper cutter to help.

Rotary

- Uses a circular blade that is safely enclosed in the handle that slides along the metal rail
- Safer cutting for lower sheet capacities
- Perfect for craft and school projects
- Safe blade changing system so that a sharp blade is always ready
- Portability

Guillotine

- High end solution that is designed for higher volume cutting
- Handle is brought down in one motion to cut through paper with straight, clean cuts
- Ideal for cutting thick stacks of paper into various sizes
- Perfect for classroom and office use
- It is also important to consider which type of environment you will be using your cutter.

Home

- Uses: Scrapbooking, card making and school projects
- Sheet capacity: 1 to 3
- Recommended cutter: Razor

Small Office

- Uses: Document and presentation trimming
- Sheet capacity: up to 10 sheets
- Recommended cutter: Rotary

Large Office

- Uses: High sheet capacity trimming to provide quick cutting solutions
- Sheet capacity: up to 15 to 20 sheets
- Recommended cutter: Guillotine

What X-ACTO handles work with each X-ACTO blade?

View our [Knife Matrix](#) to see all compatible knife/blade combinations.

How do you safely store and dispose of blades?

X-ACTO recommends using its 15 pack dispenser. This dispenser provides a new blade as well as a slit to insert used blades for easy disposal. It's also recommended to wrap the blade in tape prior to throwing it away.