Q1 It is taking longer than expected to drill a hole in my pencil with Hole 1.

A You may not be applying enough force when turning the pencil. Children or people whose grip is not strong enough may find it difficult to drill a hole without help. Please use under adult supervision.

① Grip the pencil firmly and, applying enough force to push the pencil into Hole 1, turn it clockwise. (Do not apply too much force, as doing so may hurt your fingers. To avoid hurting your fingers, see Q7.) Pencils may split when you first try. Practice on a few longer pencils. Adjust the force you apply to ascertain the appropriate level so you can make a hole without cracking the pencil.

② Remove shavings from the drill hole (Hole 1) through the ejection window as necessary. [Figure 1] If the gap between the drilling tool and the pencil is filled with shavings, making a hole will be difficult. You may need to take four steps or so to drill the hole. If you come to feel that the pencil is not being drilled, pull the pencil out 5 mm or so, and remove shavings between the drill and pencil through the ejection window. Turn the pencil counter-clockwise slightly so that the shavings are at the bottom, and eject the shavings to the bottom cover through the ejection window.

③ When you get the feel that you are drilling, hold your TSUNAGO with one hand and the pencil with the other and, applying a little force, push the pencil into Hole 1 and twist them as though you are wringing out a rag. [Figure 2] The ability to drill a hole varies from person to person.

Q2 When drilling a hole in a pencil, the hole moves off-center.

A If there is a big difference in size between Hole 1 and the pencil, the hole you are drilling may move further from the center of the pencil. If the size of the pencil fits Hole 1 perfectly, the hole will be drilled at the center of the pencil.

① Place your TSUNAGO on a desktop and insert the pencil into Hole 1. [Figure 3]

② Turn the pencil slightly to make sure that the pencil is in place (or at the center of Hole 1). If the pencil is not positioned correctly, re-insert it.

③ When the pencil is positioned correctly, start drilling the hole. Checking that the pencil is still positioned correctly, gradually deepen the hole.

④ Ensuring that the hole is still centered, adjust your grip on the pencil so that it is easier to hold when completing the hole.
**Q3** When shaving one end of a pencil as a convex end, the pencil lead breaks and the broken lead gets stuck.

**A** Remove the clear-smoke bottom cover from your TSUNAGO sharpener and remove the broken lead with a toothpick (see Q5). [Figure 4]

Never use a metal object such as the tip of a ballpoint pen or mechanical pencil. Such objects will damage the blade, making it unable to sharpen pencils. Also, never use your finger to remove a broken pencil lead. Doing so may cause injury.

**Q4** When joining convex and concave ends, the joint is uneven. [Figure 5]

**A** The convex end has not been shaved appropriately. When shaving the convex end with Hole 2, a sliding sound may be heard at first. If so, apply a little force to push the pencil in when shaving the convex end. When the sliding sound stops, shave the pencil normally. Do not continue to apply force once the sound has stopped. If you continue to apply force, the pencil lead will be more easily broken. Stop shaving when a shaving appears at the shaving blade. There is no shaving stopper, so it is possible to shave the pencil further than necessary. Keep an eye on how much you have shaved when shaving your pencil.

**Q5** I cannot remove the shavings from my TSUNAGO.

**A** To remove the top cover of your TSUNAGO, hold the top in one hand and the clear-smoke bottom cover in the other (Figure 6), and turn the top cover counter-clockwise.

**Q6** What kinds of pencils cannot be used with my TSUNAGO?

**A** The following pencils cannot be inserted into your TSUNAGO:
- Pencils with a lead diameter of 3 mm or more
- Pencils with soft leads, color pencils, and cosmetic pencils
- Pencils with erasers, resin, or metal fittings on the end

The TSUNAGO can be used on any round, triangular, square, or pentagonal-shaped pencil that can be inserted into your TSUNAGO with a maximum lead diameter of 3 mm. We have not tested all types of pencils. In addition to the above-mentioned pencil types, some other types of pencils may not work with your TSUNAGO.

**Q7** When a pencil is very short, it is difficult to make a hole in the pencil with my TSUNAGO.

**A** A pencil extender will help. This will also serve to protect your fingers from the tip of the pencil lead. Alternatively, wind a rubber band or similar around the pencil. This will serve as a slip stopper or cushion. [Figure 7]

**Q8** My hands are blackened when shaving pencils.

**A** It is unavoidable for your hands to be blackened because the pencil leads are black. We recommend wearing household rubber gloves. [Figure 7]