

DRAPER[®]

D20
MULTI-TOOL BATTERY SYSTEM

ORIGINAL
LANGUAGE



20V

HEAT GUN

07590



IMPORTANT

The heating wire element of this heat gun has a protective coating. Please note that due to the vaporization of this coating, some smoke may be generated during the first 20-30 seconds of use only.

UK
CA CE

These instructions accompanying the product are the original instructions. This document is part of the product, keep it for the life of the product passing it on to any subsequent holder of the product. Read all these instructions before assembling, operating or maintaining this product.

This manual has been compiled by Draper Tools describing the purpose for which the product has been designed, and contains all the necessary information to ensure its correct and safe use. By following all the general safety instructions contained in this manual, it will ensure both product and operator safety, together with longer life of the product itself.

All photographs and drawings in this manual are supplied by Draper Tools to help illustrate the operation of the product.

Whilst every effort has been made to ensure the accuracy of information contained in this manual, the Draper Tools policy of continuous improvement determines the right to make modifications without prior warning.

1. TITLE PAGE

1.1 INTRODUCTION:

USER MANUAL FOR: 20V Heat Gun

Stock No: 07590.

Part No: D20HG550/B.

1.2 REVISIONS:

Date first published August 2021.

As our user manuals are continually updated, users should make sure that they use the very latest version.

Downloads are available from: <http://drapertools.com/manuals>

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1.3 UNDERSTANDING THIS MANUAL'S SAFETY CONTENT:

Warning! – Information that draws attention to the risk of injury or death.

Important – Information that draws attention to the risk of damage to the product or surroundings.

1.4 COPYRIGHT © NOTICE:

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In all cases this copyright notice must remain intact.

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3. WARRANTY

3.1 WARRANTY

Draper tools have been carefully tested and inspected before shipment and are guaranteed to be free from defective materials and workmanship.

Should the tool develop a fault, please return the complete tool to your nearest distributor or contact:

Draper Tools Limited, Chandler's Ford, Eastleigh, Hampshire, SO53 1YF. England.

Telephone Sales Desk: +44 (0) 8049 4333 or Product Help Line +44 (0) 23 8049 4344.

A proof of purchase **must** be provided with the tool.

If upon inspection it is found that the fault occurring is due to defective materials or workmanship, repairs will be carried out free of charge. This warranty period covering parts/labour is 12 months from the date of purchase except where tools are hired out when the warranty period is 90 days from the date of purchase. This warranty does not apply to any consumable parts, any type of battery or normal wear and tear, nor does it cover any damage caused by misuse, careless or unsafe handling, alterations, accidents, or repairs attempted or made by any personnel other than the authorised Draper warranty repair agent.

Note: If the tool is found not to be within the terms of warranty, repairs and carriage charges will be quoted and made accordingly.

This warranty applies in lieu of any other warranty expressed or implied and variations of its terms are not authorised.

Your Draper warranty is not effective unless you can produce upon request a dated receipt or invoice to verify your proof of purchase within the warranty period.

Please note that this warranty is an additional benefit and does not affect your statutory rights.

Draper Tools Limited.

4. INTRODUCTION

4.1 SCOPE

As part of our core range, this product is suitable for enthusiasts and tradespeople alike. Any application other than that it was intended for, is considered misuse.

4.2 SPECIFICATION

Stock No.....	07590
Part No.....	D20HG550/B
Rated voltage.....	20V
Temperature (approx.).....	550°C
Weight (machine only):.....	0.600kg

4.3 HANDLING AND STORAGE

- Care must be taken when handling this product.
 - Dropping this power tool could have an effect on its accuracy and could also result in personal injury. This product is not a toy and must be respected.
- Environmental conditions can have a detrimental effect on this product if neglected.
 - Exposure to damp air can gradually corrode components.
 - If the product is unprotected from dust and debris, components will become clogged.
 - If not cleaned and maintained correctly or regularly, the machine will not perform at its best.

IMPORTANT: Please note this machine is fitted with a safety thermal overload protection. If the product is used continuously too close to the work piece (i.e. misused) resulting in over heating and the machine potentially catching fire, the thermal overload protection will be activated and stop the heating element from operating within the machine. This will cause the gun to blow cool air until the inner components of the heat gun have cooled sufficiently. This process takes approximately 2 minutes. Repeat overloading will lead to permanent damage.

Remember the nozzle will remain hot for sometime - a safe storage location should be used.

Store in a dry location out of the reach of children.

5. HEALTH AND SAFETY INFORMATION

5.1 GENERAL SAFETY INSTRUCTIONS FOR POWER TOOL USE

When using any type of power tool there are steps that should be taken to make sure that you, as the user, remain safe.

Common sense and a respect for the tool will help reduce the risk of injury.

Read the instruction manual fully. Do not attempt any operation until you have read and understood this manual.

Most important you must know how to safely start and stop this machine, especially in an emergency.

Keep the work area tidy and clean. Attempting to clear clutter from around the machine during use will reduce your concentration. Mess on the floor creates a trip hazard. Any liquid spilt on the floor could result in you slipping.

Find a suitable location. If the machine is bench mounted, the location should provide good natural light or artificial lighting as a replacement. Avoid damp and dust locations as it will have a negative effect on the machine's performance. If the machine is portable do not expose the tool to rain. In all cases do not operate power tools near any flammable materials.

Keep bystanders away. Children, onlookers and passers by must be restricted from entering the work area for their own protection. The barrier must extend a suitable distance from the tool user.

Unplug and house all power tools that are not in use. A power tool should never be left unattended while connected to the power supply. They must be housed in a suitable location, away locked up and from children. This includes battery chargers.

Do not overload or misuse the tool. All tools are designed for a purpose and are limited to what they are capable of doing. Do not attempt to use a power tool (or adapt it in any way) for an application it is not designed for. Select a tool appropriate for the size of the job. Overloading a tool will result in tool failure and user injury. This covers the use of accessories.

Dress properly. Loose clothing, long hair and jewellery are all dangerous because they can become entangled in moving machinery. This can also result in parts of body being pulled into the machine. Clothing should be close fitted, with any long hair tied back and jewellery and neck ties removed. Footwear must be fully enclosed and have a non-slip sole.

Wear personal protective equipment (PPE). Dust, noise, vibration and swarf can all be dangerous if not suitably protected against. If the work involving the power tool creates dust or fumes wear a dust mask. Vibration to the hand, caused by operating some tools for longer periods must be protected against. Wear vibration reducing gloves and allow long breaks between uses. Protect against dust and swarf by wearing approved safety goggles or a face shield. These are some of the more common hazards and preventions, however, always find out what hazards are associated with the machine/work process and wear the most suitable protective equipment available.

Do not breathe contaminated air. If the work creates dust or fumes connect the machine (if possible) to an extraction system either locally or remotely. Working outdoors can also help if possible.

Move the machine as instructed. If the machine is hand held, do not carry it by the power supply cable. If the product is heavy, employ a second or third person to help move it safely or use a mechanical device. Always refer to the instructions for the correct method.

Do not overreach. Extending your body too far can result in a loss of balance and you falling. This could be from a height or onto a machine and will result in injury.

Maintain your tools correctly. A well maintained tool will do the job safely. Replace any damaged or missing parts immediately with original parts from the manufacturer. As applicable, keep blades sharp, moving parts clean, oiled or greased, handles clean, and emergency devices working.

5. HEALTH AND SAFETY INFORMATION

Wait for the machine to stop. Unless the machine is fitted with a safety brake, some parts may continue to move due to momentum. Wait for all parts to stop, then unplug it from the power supply before making any adjustments, carrying out maintenance operations or just finishing using the tool.

Remove and check setting tools. Some machinery requires the use of additional tools or keys to set, load or adjust the power tool. Before starting the power tool always check to make certain they have been removed and are safely away from the machine.

Prevent unintentional starting. Before plugging any machine in to the power supply, make sure the switch is in the OFF position. If the machine is portable, do not hold the machine near the switch and take care when putting the machine down, that nothing can operate the switch.

Carefully select an extension lead. Some machines are not suitable for use with extension leads. If the tool is designed for use outdoors, use an extension lead also suitable for that environment. When using an extended lead, select one capable of handling the current (amps) drawn by the machine in use. Fully extend the lead regardless of the distance between the power supply and the tool. Excess current (amps) and a coiled extension lead will both cause the cable to heat up and can result in fire.

Concentrate and stay alert. Distractions are likely to cause an accident. Never operate a power tool if you are under the influence of drugs (prescription or otherwise), including alcohol or if you are feeling tired. Being disorientated will result in an accident.

Have this tool repaired by a qualified person. This tool is designed to conform to the relevant international and local standards and as such should be maintained and repaired by someone qualified, using only original parts supplied by the manufacturer. This will ensure the tool remains safe to use.

5.2 ADDITIONAL SAFETY INSTRUCTIONS FOR HEAT GUNS

NOTE: A FIRE COULD ARISE IF THIS HEAT GUN IS NOT USED WITH CARE.

- Do not use this heat gun as a hair dryer.
- Do not touch the hot metal nozzle.
- Allow the heat gun to cool down completely before storing.
- Do not direct the flow of hot air at persons or animals.
- Do not hold the metal nozzle too close to the work piece as the air flow will be restricted and may cause the heat gun to overheat. Position the nozzle at least 25mm from the work surface.
- Use in a well ventilated area as poisonous or inflammable fumes or gases may be produced from certain plastics, paints or similar materials.
- When working with or near easily combustible materials and inflammable gases, take special care. (Do not apply heat to any one area for long periods of time).
- Heat may be conducted to combustible materials which are not visible from the work area.
- Do not look directly into the metal nozzle when the machine is switched on.

5.3 RESIDUAL RISK

Important note: Although the safety instructions and operating manuals for our tools contain extensive instructions for safe working with power tools, every power tool involves a certain residual risk which can not be completely excluded by safety mechanisms. Power tools must therefore always be operated with caution!

5. HEALTH AND SAFETY INFORMATION

5.4 SAFETY INSTRUCTIONS FOR MAINS POWERED CHARGERS & BATTERY PACKS

Chargers

- The charger is for indoor use only.
- Prior to plugging the charger in to the supply, check that the plug and the cable are in good repair. If either are damaged, have the defective item replaced immediately by a suitably qualified person. If the casing of the battery charger is damaged, it is good policy to have the charger checked over by a suitably qualified person.
- Only use a correctly rated mains outlet to provide power, do not plug into site generators, attach to engine generators or D.C. sources. Do not use a mains socket outlet that is not switched.
- Use the correct Draper charger in conjunction with its corresponding battery pack (consult the Draper website for more information or to find your local Draper stockist).
- Do not charge any other batteries with Draper chargers. Any other application is considered misuse.
- Do not attempt to charge battery packs that are too hot (over 30°C) or too cold (under 5°C), if these conditions apply set the battery pack aside to “normalise” before proceeding with the charging operation.
- Set up the charger and cable in a safe place where it won't be knocked, tripped over, stepped on, etc. and where it is well ventilated. Make sure the ventilation slots in the charger case are not obstructed, plug the charger into the socket outlet.
- Inspect the battery pack for damage, if it is undamaged, plug it into the charger, ensuring the correct orientation. (Most chargers and batteries have ‘keys’ etc, to make sure the battery pack is not inserted incorrectly, if you are having to ‘force’ the battery pack into the charger, the chances are you have it the wrong way round, check and try again.)
- Switch the charger on and check that the correct indicators illuminate, allow the battery pack to charge (see the specific instructions for your charger). Once charging is complete, switch the charger off, remove the battery pack and store, repeat the procedure if you have more than one battery pack to charge.

Caution: When the battery charger has been continuously used, the battery charger will be hot. Once the charging has been completed, give 15 minutes rest until the next charge.

- After charging is complete, unplug the charger from the socket outlet by pulling on the plug. Do not pull on the cable. Store the charger in a dry secure place.
- If, when the charger was switched on, the correct indications did not occur, leave for two or three minutes to allow the charger to stabilise, if the correct indications occur, allow the charging cycle to proceed as normal. If no indication appears at all, switch off, remove the battery pack, unplug the charger, check that the charger contacts and the battery contacts are clean and repeat the process. If there is still no indication, switch off, remove the battery pack, unplug the charger and check the fuse. If the fuse is blown, replace and repeat the process. If the fuse blows again, or if the fuse was intact, attempt no further action. Refer the charger to a suitably qualified person for repair.

Battery packs

- Before charging, read the instructions.
- For indoor use. Do not expose to rain.
- Only use Draper D20 battery packs with this product. Consult your Draper stockist for details.
- Do not charge any other manufacturer's battery packs using Draper chargers. Any other application is considered misuse.
- The battery must be removed from the appliance before it is recycled.

5. HEALTH AND SAFETY INFORMATION

- The charger must be disconnected from the supply mains when removing the battery.
- The battery is to be disposed of in-line with local authority procedures.
- Do not use any other than the designated Draper batteries/chargers with this product.
- Do not crush, open or burn the battery. Exposure to potentially harmful materials may occur.
- In case of fire use CO₂ or dry chemical extinguisher.
- Do not expose to high temperatures >50°C. The battery may degrade at high temperatures.
- Charge battery in conditions between 5°C to 30°C with the specified charger designed for this battery.
- Do not use battery if it has been stored at 5°C or less. Allow it to “normalise” at room temperature before usage/charging.

Warning!

- Leaking battery packs
 - The electrolyte in battery packs is corrosive. Avoid contact with the skin.
 - If contact is made, flush the area with running water, pat dry and seek medical attention and advice at the earliest opportunity.
 - Inform medical personnel that the contaminant is a “high alkaline, corrosive liquid”.
 - If electrolyte comes into contact with the eyes, flush with copious amounts of water only. Seek medical attention immediately, relaying the information above.

5.5 CONNECTION TO THE POWER SUPPLY (CHARGER)

Caution: Risk of electric shock. Do not open.

This appliance is supplied with a moulded 3 pin mains plug for your safety. The value of the fuse fitted is marked on the pin face of the plug. Should the fuse need replacing, ensure the substitute is of the correct rating, approved to BS1362 and ASTA or BSI Kite marked.

ASTA 

BSI 


The fuse cover is removable with a small plain slot screwdriver. Ensure the fuse cover is replaced before attempting to connect the plug to an electrical outlet. If the cover is missing, a replacement must be obtained or the plug replaced with a suitable type.

If a replacement plug is to be fitted this must be carried out by a qualified electrician.

The damaged or incomplete plug, when cut from the cable should be disabled to prevent connection to a live electrical outlet.

This appliance is Class II[†] and is designed for connection to a power supply matching that detailed on the rating label and compatible with the plug fitted.

If an extension lead is required, use an approved and compatible lead rated for this appliance. Follow all the instructions supplied with the extension lead.

[†]*Double insulated*  : This product requires no earth connection as supplementary insulation is applied to the basic insulation to protect against electric shock in the event of failure of the basic insulation.

IMPORTANT

If using an extension lead, follow the instructions that came with your lead regarding maximum load while cable is wound. If in doubt, ensure that the entire cable is unwound. Using a coiled extension lead will generate heat which could melt the lead and cause a fire.

6. TECHNICAL DESCRIPTION

6.1 IDENTIFICATION



- ① LED work light.
- ② Trigger switch.
- ③ Soft grip handle.

- ④ Safety switch.
- ⑤ Battery mount.

7. UNPACKING AND CHECKING

7.1 PACKAGING

Carefully remove the product from the packaging and examine it for any sign of damage that may have happened during shipping. Lay the contents out and check them against the parts shown below. If any part is damaged or missing, please contact the Draper Help Line (the telephone number appears on the Title page) and do not attempt to use the product.

The packaging material should be retained at least during the warranty period, in case the machine needs to be returned for repair.

Warning!

- Some of the packaging materials used may be harmful to children. Do not leave any of these materials in the reach of children.
- If any of the packaging is to be thrown away, make sure they are disposed of correctly, according to local regulations.

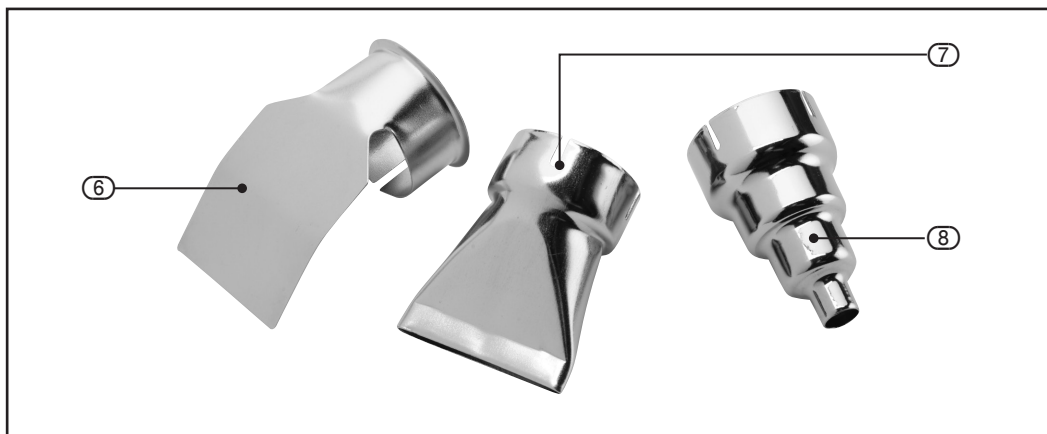
7.2 D20 MULTI-TOOL INTERCHANGEABLE BATTERY SYSTEM

The D20 range of tools are a range of tools suitable for enthusiasts and tradespersons alike, featuring a wide array of machines all running from the same range of batteries. Many different capacity batteries are available making sure you can balance tool weight with longevity and find a battery that meets your needs. To find out the latest range of accessories including batteries and chargers please consult the Draper website for more information or to find your local Draper stockist.



7.3 WHAT'S IN THE BOX

As well as the main product, there are several parts not fitted or attached to it.



- ⑥ Reflector hook nozzle.
- ⑦ Glass protector nozzle.
- ⑧ Concentrator nozzle.

8. PREPARING THE HEAT GUN

8.1 BATTERY PACK CHARGING – FIGS. 1 – 2

This power product is supplied “bare”, without battery pack or charger. Compatible batteries, chargers and accessories are available through Draper Tools stockists.

Important: Only Draper designated battery packs and chargers can be used in conjunction with this product. Use of any other third party battery packs/chargers with this product is considered misuse and will invalidate the product’s warranty.

Once connected to the mains supply, recharging of the battery can be left generally unsupervised, requiring minimal attention. Complex circuit construction monitors the battery condition, adjusting the recharge current to suit. When the recharge cycle is complete, to maintain the full capacity, a low output current will continue as required.

Warning! Check the condition of the charger and battery prior to each charge. If there is any sign of damage then do not commence charging, seek advice from Draper Tools.

The battery pack is supplied un-charged and must be charged before initial use.

To charge the battery pack (24), it must first be removed from the tool.

To release the battery pack:

- Press the battery release button (24.1) and gently slide the battery pack off (Fig.1).
- Plug the battery charger (23) unit into a 230V/ AC 13amp three pin supply socket.
- The red LED (23.1) will illuminate to show the charger has power.
- Slide the battery into the charger (the battery is shaped to fit into the charger one way only).
- After a few seconds delay, the red LED (23.1) will flash to show that charging has begun, then illuminate solid red.
- Whilst the battery is charging, the green LED (23.2) will flash, (the red LED will go from flashing to constant red).
- When the battery is fully charged when the green LED stops flashing and remains a constant green. The red LED will extinguish.

Caution: Do not pull the plug out of the power supply by pulling on the cord. Make sure to grasp the plug when removing from power supply to avoid damaging the cord.



FIG.1



FIG.2

8. PREPARING THE HEAT GUN

To remove the battery from the battery charger:

- Supporting the battery charger with hand, pull out the battery from the battery charger.

Caution: If the battery charger has been in continuous use it will be hot. Once the charging has been completed, leave the charger 15 minutes to cool until next use.

If the battery is charged when it is warm due to battery use or exposure to sunlight, the battery will not be recharged. In such a case, let the battery cool before charging.

If the red indicator flickers rapidly at 0.2 second intervals, check or and remove any foreign objects in the charger's battery slot. If there are no foreign objects, it is probable that the battery or charger is malfunctioning. Allow battery/charger to normalise and try again. If a fault remains after trying this then contact Draper Tools.



8.2 BATTERY PACK CHARGE STATUS – FIG. 3

To display the amount of charge left in the battery pack, press the charge level indicator button (24.2).

8.3 BATTERY PACK PROTECTION FEATURES

Overcharging protection: This feature that ensures that the battery pack can never be overcharged. When the battery pack reaches full charge capacity, the transformer/charger will automatically shut off, protecting the internal components from being damaged.

Over-discharging protection: This feature will stop the battery pack from discharging beyond the recommended lowest safety voltage.

Overheating protection: The battery pack contains an internal thermistor cut-off sensor which shuts off the battery pack should it become too hot during operation. This can happen if the tool is overloaded or being used for extended periods. Up to 30 minutes cooling time may be required, depending on ambient temperature.

Current protection: Should the battery be overloaded and the maximum current draw be exceeded, the battery will shut off to protect the internal components. The battery pack will resume working once excessive current draw has returned to normal, safe level.






Charge level indicator	Amount of charge remaining
	0 – 10%
	10 – 25%
	25 – 50%
	50 – 75%
	75 – 100%

FIG.3

8. PREPARING THE HEAT GUN

Short circuit protection: If, for any reason, the battery pack was to short circuit, the short circuit protection would immediately stop the battery pack from operating.

8.4 BATTERY LIFE EFFICIENCY AND CHARGING ADVICE

- Avoid recharging at high temperatures. A rechargeable battery will be hot immediately after use. If such a battery is recharged immediately after use, its internal chemical substance will deteriorate, and the battery life will be shortened. Leave the battery and recharge it after it has cooled for a while.
- The battery should only be used and/or charged when battery temperature is between 5°C and 30°C.
- The battery needs to be warmed-up or cooled down in order to prevent damage to the batteries internal components,

Note: If battery is too hot or too cold, allow it to 'normalise' before use or charging.

Note: Failure to warm up or cool down a battery could result in serious damage to the battery, charger and user.

9. BASIC HEAT GUN OPERATIONS

9.1 SAFETY SWITCH – FIG.4

The safety switch stops accidental operation of the trigger. To use push the safety switch (3) to either the left or right of its usual position.

9.2 OPERATING THE TRIGGER SWITCH – FIG.5

Operate the trigger (4) by first pushing the safety switch left or right and then pull trigger. Release to stop operation.

9.3 PAINT REMOVAL FROM WINDOW FRAMES – FIG.6

IMPORTANT: Do not direct the heat gun at the glass during use as it may crack. Always use the glass protection nozzle (7). Do not touch the glass with the hot nozzle.

9.4 HEATING AND SHAPING PLASTIC TUBING – FIG.7

Fit the reflector hook nozzle (8). Carefully heat the tubing evenly moving it from side to side.

9.5 DEFROSTING WATER PIPES

IMPORTANT: Do not defrost plastic tubing/piping. Fit the reflector hook nozzle (8). Gently heat the frozen area of the pipe starting from the edge of the area and moving in towards the centre.

IMPORTANT: Take care not to heat the pipe too quickly as this could cause the pipe to crack and burst. Do not overheat water pipe joints as these are only soldered together (max. 200°C).



FIG.4



FIG.5

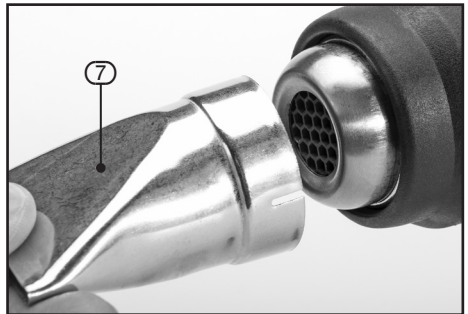


FIG.6

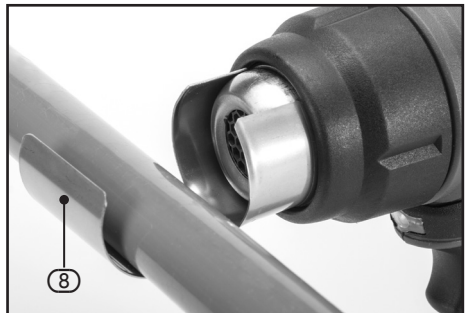


FIG.7

10. MAINTENANCE AND TROUBLESHOOTING

10.1 MAINTENANCE

Regular inspection and cleaning reduces the necessity for maintenance operations and will keep your tool in good working condition.

The motor must be correctly ventilated during tool operation. Avoid blocking the air inlets and vacuum the ventilation slots regularly.

10.2 TROUBLESHOOTING GUIDE

Problem	Possible Cause	Remedy
Motor does not start.	1. Battery not charged.	1. Re-charge battery.
	2. Battery faulty or damaged.	2. Replace battery.
	3. Blown fuse in charger plug.	3. Replace fuse.
	4. Thermal overload.	4. Allow to cool for 2 minutes.
Motor runs, but slowly/losing power.	1. Battery not charged.	1. Re-charge battery.
	2. Battery faulty or damaged.	2. Replace battery.

11. OPTIONAL ACCESSORIES

11.1 OPTIONAL ACCESSORIES

A full range of accessories are available from Draper Tools.

Please visit our website for details: www.drapertools.com

12. DISPOSAL

12.1 DISPOSAL

- At the end of the machine's working life, or when it can no longer be repaired, ensure that it is disposed of according to national regulations.
- Contact your local authority for details of collection schemes in your area.

In all circumstances:

- Do not dispose of power tools with domestic waste.
- Do not incinerate.
- Do not dispose of WEEE* as unsorted municipal waste.



Li-ion

* Waste Electrical & Electronic Equipment.

12.2 BATTERY PACK DISPOSAL INFORMATION

Warning!

- Do not put battery pack in fire or mutilate – cells may burst or release toxic materials.
- Do not short circuit cells, may cause burns.
- The battery pack must be removed from the appliance before it is scrapped.
- The battery pack is to be disposed of safely.
- Do not mutilate batteries, corrosive electrolyte will be released.
- Do not dispose of batteries or cells in a charged condition.

Expired batteries must be recycled/disposed of in accordance with the appropriate regulation or legislation. They should be returned to your local warranty agent/stockist.

13. EXPLANATION OF SYMBOLS

13.1 EXPLANATION OF SYMBOLS



Read the instruction manual.



Wear face mask and safety glasses.



Wear ear defenders.



Wear protective gloves.



Do not abandon into the environment.



Keep out of the reach of children.



Warning!



Single value noise marking.
(Maximum declared A-Weighted sound power level in decibels).



Class II construction
(Double insulated).



WEEE –
Waste Electrical & Electronic Equipment.
Do not dispose of Waste Electrical & Electronic Equipment in with domestic rubbish.



Lithium-ion product.

Li-ion



Do not incinerate or throw onto fire.



For indoor use only.
Do not expose to rain.



Short-circuit-proof safety isolating transformer.



Fuse.



Polarity indication.



Rated voltage.

CONTACTS

Draper Tools Limited

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Hampshire. SO53 1YF. U.K.

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General Enquiries: (023) 8026 6355

Service/Warranty Repair Agent:

For aftersales servicing or warranty repairs, please contact the
Draper Tools Help Line for details of an agent in your local area.

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