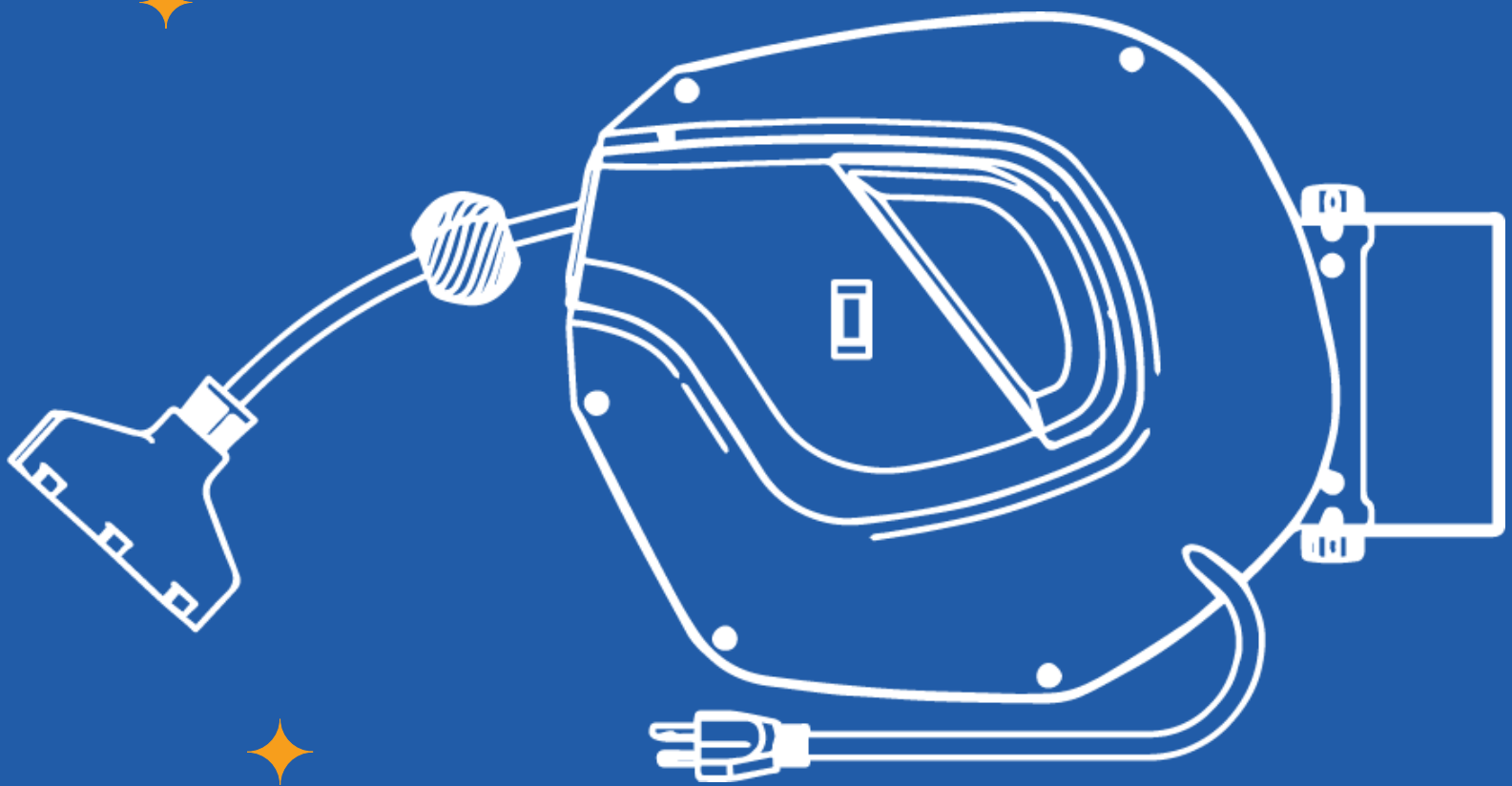


# EXTENSION CORD REEL

Model DE10-14



Read before use & keep for future reference.

For more information visit [giraffetools.com](http://giraffetools.com) or contact our customer service by sending an email to [contact@giraffetools.com](mailto:contact@giraffetools.com)



**GiRAFFE TOOLS**

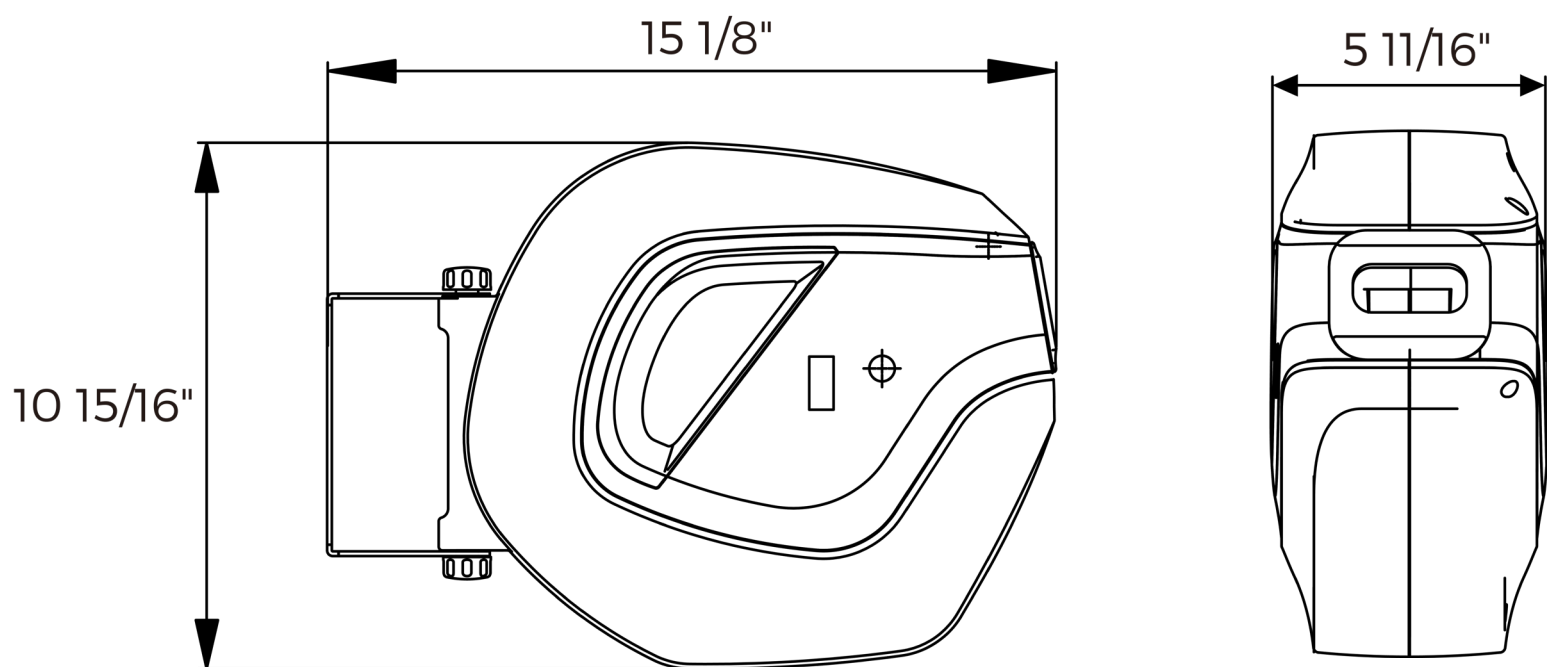
## MANUAL CONTENTS

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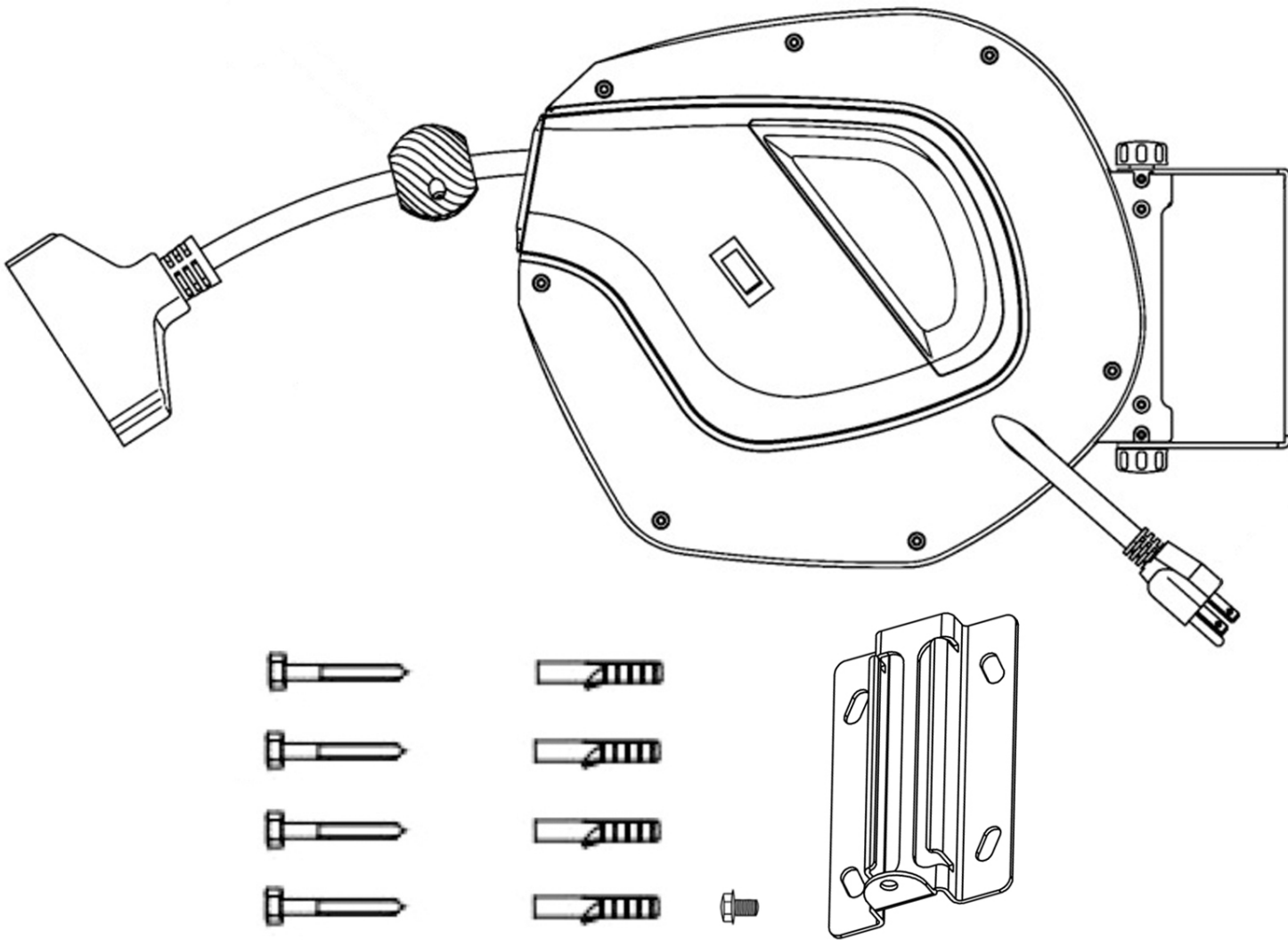
## PRODUCT INFORMATION

The Giraffe Tools extension cord reel is made of quality materials with an auto-retractable feature and has been cETLus certified. The cord reel includes a 50 feet cord with triple tap outlet for power tools, lighting, etc. The reel can be mounted on the wall or the ceiling by using the provided mounting bracket, which allows it to swing 180°.



Cord Length	50 feet
Cord Specification	14AWG 3C SJT
Lead-in Cord Length	4.5 feet
Max. Voltage	125 VAC
Max. Amps	13 Amps
Overload Protection	Yes
Outlets (qty.)	3
Mounting Type	Swivel on Wall, Ceiling or Floor
Use Environment	Dry Indoors

## WHAT'S INSIDE THE BOX



- 1 x Cord Reel with Bracket
- 1 x Bracket Base
- 4 x Self-tapping Screw:  $\Phi 6*50$
- 4 x Expansion Anchor:  $\Phi 8*35$
- 1 x Small Screw
- 1 x Owner's Manual

## OPEN-BOX CHECK

1. Check whether all the parts above are included in the box.
2. Check for (white) scratches on the product.

If you have any of the issues, please contact the Giraffe Tools customer service team right away.

**Tips:** If you notice a strange smell upon opening your package, this is due to the sealed environment in which the package traveled overseas.

## TOOLS REQUIREMENT

Electric drill (5/16")

Hammer

Socket set or a Phillips screwdriver

## START TO INSTALL

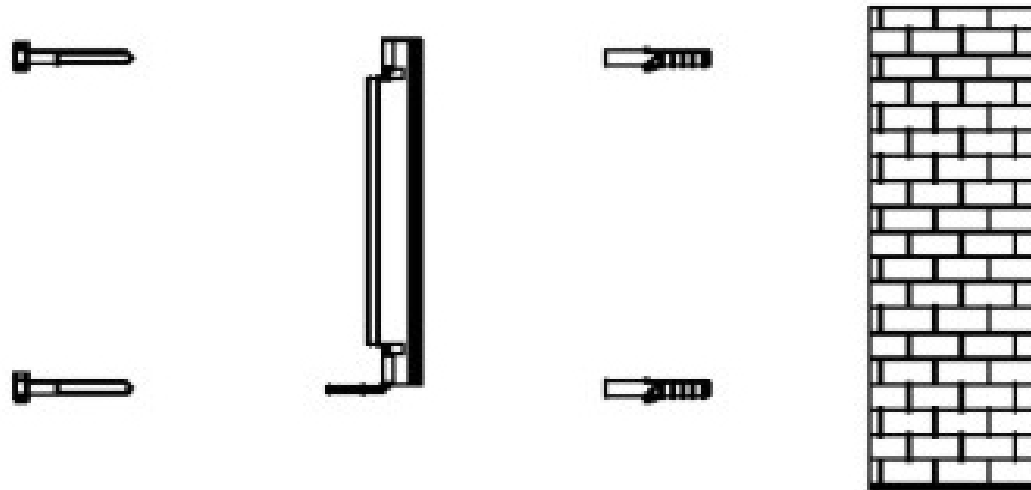


### Choose a place



Due to the weight of the filled reel and the pulling force during use, the bracket base must be installed on a solid surface. The surface needs to be able to withstand 20kg of force. As a matter of convenience, please install the cord reel close to your cordon socket and make sure the plug can reach that socket.

**Tips:** Please measure the correct drill bit width to use. Ensuring the wall anchors have a secure fit, you may drill slightly under size since masonry materials all have different sizing properties.



## ✦ Installing the bracket base ✦

1. Use the installation template (page 13) to mark the location of the 4 holes.
2. Use a 5/16" drill bit to drill 1-13/32" deep holes.

**Tips:** Depth is important. Mark a 1-13/32" depth with tape around the drill bit. If the hole is too deep and the wall anchor is rotating, use a matchstick or similar tool to tighten the hole tightly.

3. Hammer the wall anchor into the 4 holes.
4. Hold the bracket base in place, put the screws in, and then use a socket set or a Phillips screwdriver to tighten.

## ✦ Setting up extension cord reel ✦

Slide the cord reel bracket onto the base, tighten the small screw on the bottom.

## PRODUCT TESTING

1. Check whether the LED-light works as intended.
2. Check whether the cord retracts as intended:
  - Can't retract automatically
  - Unable to pause

If you have any of the above questions, please contact the customer service email [contact@giraffetools.com](mailto:contact@giraffetools.com) and provide the corresponding video and order number.

# HOW TO

## Lock / Extend the cord

1. Pull the cord to the desired length and stop, the cord will lock.
2. To extend the cord to a longer length, pull the cord once more and stop at the new desired length.

## Retract / Shorten the cord

1. To unlock the cord, give the cord a small tug and release the force, the cord will start retraction.
2. To shorten the cord to a new length, let the cord retract to the desired length, pull the cord out a little and then stop.

**Tips:** cord can only be locked during pulling out process and can not be locked during retraction. Always gently retract the cord. If this is not done with caution, the cord reel might get damaged. Walk backwards at a steady speed, the self-segmenting mechanism will insert the cord and weave neatly into the reel, to ensure that it is free from kinks and tangles.

## Recommended usage

1. There is an "**STOP**" indicator 3 feet before end of the cord. Do not extend the cord beyond this indicator, otherwise, the retraction mechanism will be destroyed.
2. Tools connected to the cord should never be used to pull the cord. Always pull the cord itself.
3. Remove tools from the extension cord after use. Do not allow tools to hang from cord.
4. Always retract the cord after each use.
5. Adjust the cable stopper to the suitable position when required.

## Remove the cord reel from bracket

Loosen the small screw on the bracket bottom and lift the cord reel out of the bracket base.

# PROBLEM GUIDE

## The bracket fell off the wall

Check whether the bracket was installed correctly.

## Bracket cracking

If bracket cracking occurs, please contact our customer service team by sending an email to [contact@giraffetools.com](mailto:contact@giraffetools.com) with your order number and a picture of the issue.

## The cord cannot be retracted or extended

It is possible for the cord to become jammed if it retracts unassisted. To free the cord of a jam, pull the cord firmly until it is fully extended. It should now be able to retract once again. Be sure to walk with the cord in hand at a slow speed as it retracts, until it is fully stowed.

## The cord is hard to pull

1. Is the cord reel installed at the correct height? If the cord bends too much at the outlet, the cord may rub on the orifice, making it difficult to pull.
2. All mounting holes must be fixed to the wall with screws.
3. Send a photo of the problem to the customer service for help.

## No electrical power output

Check all connections ensuring they are properly wired. Press the reset button on the side of the reel case. If it still doesn't work, contact customer service team by sending an email to [contact@giraffetools.com](mailto:contact@giraffetools.com) with your order number and a video of the malfunctioning product.



# MAINTENANCE

## SAFETY PRECAUTIONS

1. **DO NOT ALLOW THE CORD TO RETRACT AT HIGH SPEED.** This may damage the cord reel. Always walk backwards at a steady pace when retracting the cord.
2. **DO NOT OPEN THE REEL CASING.** The internal spring system is under high tension, accidental release can cause severe personal injury. Do not disassemble any parts for any reason.
3. **DO NOT USE IF DAMAGED.** Check for frayed or broken wires before each using the reel. Never operate the reel with a damaged part.
4. **DO NOT USE WHEN WET.** Keep connection away from water. Do not use the reel in damp or wet conditions, expose to rain or moisture.
5. **AVOID OVERHEATING.** Do not expose to extreme heat or flame. Uncoil cord and do not cover it with any material.
6. Make sure the power source is compatible with the voltage rating. Power source must have protection against short circuit and overload.
7. **DO NOT USE ANY CHEMICALS** or substances on this cord, such as dialysis, petroleum solvents, lactic acid, etc.
8. **DISCONNECT THE REEL FROM POWER** immediately, when malfunction occurs. Never remove, tamper with, or cut out the safety devices fitted by the manufacturer.
9. Do not drive, drag or place objects over cord. Keep children and pets away from cord.

## CARE & MAINTENANCE

1. Make sure the cord is in proper working order and that the insulation is not cut or worn as this could represent a hazard and jeopardize operation.
2. Cord should be cleaned using a warm, damp cloth.
3. Detergents or solvents which could prove incompatible with cord-winder materials should not be used on the cord.

## PERSONAL PRECAUTIONS

Do not operate any tool when tired or under the influence of drugs, alcohol, or medications.

# WARRANTY

At Giraffe Tools, we conduct rigorous testing on every machine before it leaves the factory and perform a lifetime test on every thousand machines to ensure they will withstand many years of use beyond the warranty period.

In addition to our thorough testing, we offer a **24-month warranty** on all original Giraffe Tools new products. The following specifics apply:

1. Giraffe Tools warrants its products against defects in parts and materials for a period of 24 months from the original purchase date. Please note that this warranty does not apply to **products acquired second hand**.
2. All warranty periods commence on the date of purchase and are non-transferable.
3. The warranty is limited to the provision of a replacement or refund free of charge within the specified period, provided that the above conditions are met, and the original proof of purchase is presented.
4. For quality-related warranty claims, items will be replaced with a new item of equal value when available. In situations where a replacement is not available or preferred, Giraffe Tools will offer a full refund.
5. Warranties on all replacements follow the same 24-month warranty time frame as the original defective item. Warranties on fully refunded products will be voided after the refund is released.

## Process:

- Buyers must provide sufficient proof of purchase.
- Giraffe Tools must document what happens when buyers troubleshoot the product.
- Visible proof depicting the defect, such as pictures or videos, is required.
- It may be necessary to return an item for quality inspection.
- For defective items that Giraffe Tools needs to have returned, warrantion those replacements are voided if the wrong item is returned to Giraffe Tools or if the defective item is not returned.

**Valid proof of purchase:**

- Order number from online purchases made through Giraffe Tools or Giraffe Tools's authorized resellers.
- Sales invoice that shows a description of the product along with its price.

**Not Covered Under Warranty:**

- Purchases from unauthorized resellers.
- Alterations not carried out or authorized by Giraffe Tools authorized resellers.
- Products without sufficient proof of purchase.
- Second-hand products.
- Items that have expired their warranty period.
- Damage from misuse of products, including, but not limited to, improper storage, falls, extreme temperatures, water, and improper operation of devices.

## PRODUCTS RECOMMENDED



**5/8" Retractable Hose Reel, 60-115ft**



**1/2" Retractable Hose Reel, 78-155ft**



**Retractable Air Hose Reel**



**Grandfalls Pressure Washer**



**Grandfalls Pressure Washer, 65ft**



**Pressure Hoses 25-100ft**



**Hose Reel Cart 150-250ft**



**Hybrid Hose with Swivel Grip 2.5-100ft**



**Customized Garden Hose 6-100ft**



Scan code to visit Giraffe Tools store on Amazon.com



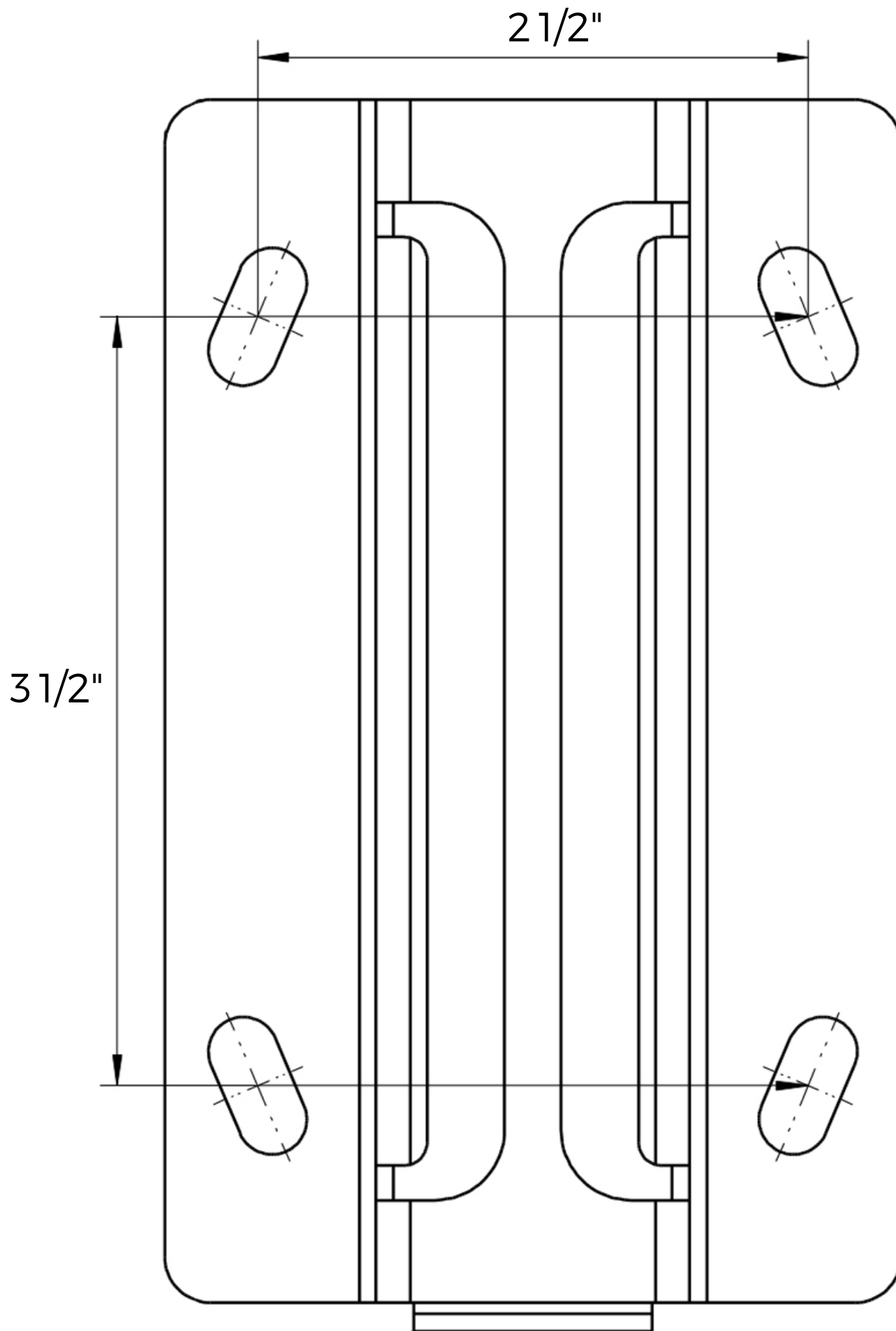
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If you are interested in the above products, you can visit giraffetools.com or search for Giraffe Tools on Amazon

# INSTALLATION TEMPLATE





# WE WILL DO THE HEAVY LIFTING



To purchase Giraffe Tools products and more, visit [giraffetools.com](https://giraffetools.com) or search for Giraffe Tools on Amazon.com.



Complete your registration online for a  
100 DAYS WARRANTY EXTENSION



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[contact@giraffetools.com](mailto:contact@giraffetools.com)



+1 (833)583-0881

(9am - 5pm EST)

