



1/2 Inch Detent Anvil Impact Wrench Instruction Manual

We've tried to make this manual useful, simple, and understandable.

Please read it carefully, and keep it safe for future reference.



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THE ABC'S OF IMPACT WRENCH SAFETY

Read all safety warnings and instructions *before* using your impact wrench. They're pretty reasonable, and neglecting them may result in electric shock, fire, and/or serious injury. There are other (and much better) ways to get your adrenaline going.

Save this manual for future reference, review in between uses, and make sure that anyone who's going to test your new impact wrench has read and fully understood all the information in here as well.

In case this manual disappears into the black hole that all manuals seem to fall into, you can get a digital version of it at <https://nocry.com/pages/instructions>, or by letting us know at wecare@nocry.com.

So, let's get to it, shall we?

- ✓ **Only use your impact wrench for its intended use.** Would you use a screwdriver to hammer a nail? Exactly. A suitable tool will do a job a thousand times better and safer than one that wasn't designed for the task at hand.
- ✓ **Do not use your wrench as a drill for drilling holes.** Yes, we know it kind of looks like a drill, but power tools equipped with shut-off clutches are not designed for drilling applications. It drives bolts, not drills holes.
- ✓ **Before doing any work on the impact wrench,** either tool change, maintenance, cleaning, or during transport and storage, **remove the battery.**
- ✓ **Only use original NoCry compatible 20V batteries and chargers.** See page 14 for more details.

- ✓ **Always use black-carbonized-drop forged impact rated sockets** with the impact wrench for all tightening or loosening purposes. Normal chrome sockets can easily fracture and explode from the high forces this tool can produce.
- ✓ **Regularly check the socket for wear, cracks, or damage** before placing it onto the anvil of your impact wrench.
- ✓ **Before fastening a lug nut or bolt, check the torque with a torque wrench and tighten to the recommended torque rating** as the proper fastening torque may differ depending on the type or size of the nut or bolt.
- ✓ **Always use a torque limiting device when installing lug nuts on wheels.** Forgetting to do so could result in broken lugs.
- ✓ **Be careful when driving long screws or bolts** as the tool can slide off the fastener head and cause injury.
- ✓ **To keep your impact wrench well-maintained,** regularly check if any parts are misaligned, damaged or broken, or if there's anything else that might affect its performance. If you notice anything odd, definitely take it for repair **BEFORE** using it.
- ✓ **Work or repairs on any power tool should only be carried out by a professional.** It's best to leave the really serious stuff to a qualified repair technician who only uses original replacement parts.
- ✓ **Make sure that anyone using your impact wrench or servicing it is acquainted with this manual.** The exception to the rule are children and infirm people - they shouldn't be using your impact wrench even if they remember every word written here.

Work area safety

- ✓ **Keep your working area tidy and well lit.** Accidents are much more likely to happen in dirty, unorganized, or poorly lit workspaces - accidents that are easy to avoid with basic upkeep.
- ✓ **Your impact wrench isn't waterproof or splash proof.** Under no circumstances should you use it in the rain, spray with water, or immerse it in liquid or risk the danger of explosion or electrocution.
- ✓ **Do not operate your power tools in dusty or explosive areas,** such as in the presence of flammable liquids or gases, for a very simple reason - power tools may create sparks which could ignite dust or fumes..
- ✓ **Secure any movable workpiece(s) you're working on.** A workpiece secured with suitable clamps or in a vice is much more likely to be steady and stay in place than one held by hand.
- ✓ **Keep children and bystanders away.** Distractions can easily cause you to lose control, so consider operating your power tools a solo venture. You'll catch up with everyone later, when you've made progress with your project.
- ✓ **If you absolutely *must* have children in the working area, ensure that they're always closely supervised by another, *responsible*, adult,** and do not interfere with your work.
- ✓ **Familiarize yourself with your local general rules of occupational health and safety.** The sooner you do that, the sooner you can start using your impact wrench.
- ✓ **Only use your impact wrench, accessories, tool bits, etc. in accordance with these instructions.** Use of the wrench for anything other than its intended use could result in a hazardous situation, loss of limbs and or life *AND* voids your warranty (see page 28 for warranty details). In short, we really, really don't want you to have an accident. Really.

Personal safety

- ✓ **Vibration caused by the impact wrench action may be harmful** to your hands and arms. We recommend you use thick, cushioned gloves and take regular breaks.
- ✓ Only put **your finger on the trigger switch** when you are ready to start using the wrench. Learn to *never* carry power tools with your finger on the power switch or trigger - it only invites accidents.
- ✓ **Don't touch wrench sockets, lug nuts, and bolts right after using them at high speeds.** They get hot. Let them cool down first, or use suitable work gloves before handling.
- ✓ **Make sure you have a firm grip on your wrench,** it's really powerful and has very fast moving parts.
- ✓ **Always wait until the impact wrench has come to a complete stop** before placing it down, moving onto the next task, or inserting a wrench socket.
- ✓ **Hold your impact wrench by its insulated handle grip** when using in situations where the fastener may come into contact hidden wiring.
- ✓ **Make sure there is nothing stuck in the anvil and that the socket is correctly attached, before using your impact wrench.** It moves fast. And if you're not careful, it will ruin your day even faster.
- ✓ **There is a dress code - stick to it.** Do not wear loose clothing or jewelry, and keep your hair, clothing and gloves away from any moving parts to avoid them getting caught.
- ✓ **Common sense is the best protection, isn't it?** Stay alert and take regular breaks. Exercise common sense, and do not operate your impact wrench when you're tired, under the influence of drugs, alcohol, or strong medication.

Battery safety

- ✓ **Only use original NoCry 20V batteries.** Use of unoriginal batteries may lead to explosions. And who needs that?
- ✓ **The battery has built-in temperature-dependent overload protection:** When the load is too high or when the temperature goes above 158°F, the speed of the wrench will automatically be reduced until it cools to within its normal temperature range.
- ✓ **The battery has a built-in safety shut off system that protects the tool preventing the voltage from falling below a certain level.** This causes the LED lights to show two or three remaining charge levels when the battery is actually flat - see page 22 for more.
- ✓ **Do not use or store your battery in temperatures below 32°F** so as not to cause the battery to drain prematurely.
- ✓ There is **no need to open the battery** itself, so don't bother. You risk the danger of it short-circuiting, being electrocuted and it will also void your warranty (see page 28) - *really* not worth it.
- ✓ **Hazardous vapors may be emitted from the battery if it's damaged.** If you smell fumes or feel other than your usual self, stop working, ventilate the area properly, and seek medical help. The vapors can irritate the respiratory system and are dangerous.
- ✓ **When a battery pack is not in use, keep it away from other metal objects** such as paper clips, coins, keys, nails, screws etc. Shorting the battery terminals may cause burns or a fire.
- ✓ **Under abusive conditions, liquid may leak from the battery;** stay well clear. Liquid from the battery may cause irritation or burns. If you should make accidental contact, make sure to wash the affected areas thoroughly with water. If liquid contacts eyes, seek immediate medical attention.

Fast charger safety

- ✓ Your fast charger is designed to **charge your batteries indoors only and away from living areas**. Ideally batteries should be charged on a bench in a workshop or garage. If you do not have such a space, charge your batteries away from people in an area of infrequent use, just in case anything should happen. Better safe than sorry.
- ✓ **Keep your fast charger away from any kind of liquid or moisture**, as we don't need to tell you - electricity and water don't mix.
- ✓ **If the battery pack is cracked or damaged in any way, do not insert it in the charger**. There is a danger of electric shock or electrocution.
- ✓ When charging multiple batteries, **always allow the charger to cool down before charging another battery**.
- ✓ **Do not abuse the cord of the fast charger**. Never use it for carrying or pulling anything or forcefully unplug it. Keep the cord away from heat, oil, sharp edges or moving parts. Damaged or entangled cords increase the risk of electric shock.
- ✓ **Do not use the charger if it has been subjected to a heavy knock, dropped** or otherwise damaged in any way. Take the charger to an authorized service centre for a check or repair or contact us at wecare@nocry.com, and we'll sort it out ASAP.

NB! NoCry Work & Safety Gear and the manufacturing plant shall not be liable for any changes made to the tool, nor for any damage resulting from such changes.

Safety symbol meanings

These symbols are on your impact wrench for a reason - to keep you aware and safe. Please take them into account.



This impact wrench conforms with North American safety standards.



Read the instructions before starting to use this impact wrench.



Do not throw this impact wrench out with regular waste, but dispose of it in the appropriate manner so it can be recycled. See page 27 for how to responsibly dispose.



This impact wrench is intended for indoor use only.



Exercise overall caution when operating your impact wrench.



This impact wrench has a thermal fuse rating of 266°F. Fuse will blow to protect your drill should this temperature be exceeded.



This impact wrench is Class II (double insulated).



Do not expose or immerse the battery to moisture, rain or water.



Do not burn or expose the battery to heat or open flames.



Do not throw this impact wrench out with regular waste, but dispose of it in the appropriate manner so it can be recycled. See page 24 for how to responsibly dispose.



Battery has a max operating temperature of 122°F. This operating temperature should not be exceeded.



Li-Ion

Battery contains lithium ion. Do not dispose of batteries with household items. Return exhausted batteries to your local collection or recycling point.



This impact wrench contains parts that can be recycled and should be done so in accordance with proper disposal practices.

TECHNICAL SPECIFICATIONS







Model	NoCry NIW-400NM 1/2 Impact Wrench
Voltage	100-130V AC, 60 Hz
Rated voltage	20V
Nut-busting torque	300ft lb
Fastening torque	260ft lb
Anvil diameter	1/2 inch

Max RPM	0-2200 rpm
Impact rate	0-2700 IPM
Sound pressure level	$L_{pA} = 95 \text{ dB(A)}$ $K_{pA} = 3\text{dB(A)}$
Sound vibration level*	$a_{hr}, AG = 9.09 \text{ m/s}^2$ $K = 1.5 \text{ m/s}^2$
Battery type	Lithium-Ion 20V 4000mAh D.C
Battery model	NBP-4.0 Ah
Battery max temp	122 °F
Battery charging time	2 hours
Total weight (main body and battery attached)	5.7lbs

*The actual vibration level when using the angle grinder can deviate from the indicated value, depending on how the tool is used.

INCLUDED ACCESSORIES & THEIR PURPOSES

These are the accessories you should find included in your cordless impact wrench kit. If there's anything missing, let us know to wecare@nocry.com, and we'll sort it out ASAP.

	<p>1 Canvas bag <i>(not included with bare tool)</i></p> <p>For storing your new impact wrench. Elastic hook & loop straps securely hold and store your tool, battery and fast charger protecting them against accidental knocks while carrying.</p>
	<p>1 Belt clip</p> <p>Comes unattached. Can be screw-fixed on either side of the tool - whichever is more comfortable for you. Be sure to only hang your tool from a work belt. To attach, simply screw in using a screwdriver. Easy.</p>
	<p>1 Rechargeable 20V 4 Ah battery <i>(not included with bare tool)</i></p> <p>Rechargeable from 0 to 100% in approximately 2 hours, and lasts for up to 200 charging cycles. Can be used with other NoCry cordless power tools. 4 LED light indicators show how much remaining charge is in the battery. See page 22 for more details.</p>
	<p>1 Fast charger <i>(not included with bare tool)</i></p> <p>Charging station for your NoCry batteries only. LED lights show when the battery is fully charged. Charges 2 Ah worth of power per hour, meaning it will take 45 minutes to charge a 1.5 Ah battery, 1.5 hours for 3 Ah, and 2 hours for 4 Ah batteries.</p>

HOW TO USE YOUR IMPACT WRENCH

How to turn the impact wrench on or off

Your impact wrench doesn't have an on/off switch as such. So...

To turn the wrench on...

- ✓ Attach battery pack, choose the rotation direction (find a how-to on page 16), and lightly squeeze the variable speed trigger switch.



To turn the wrench off...

- ✓ Release the speed trigger switch, and move the rotation direction switch to center position, or disconnect the battery pack.



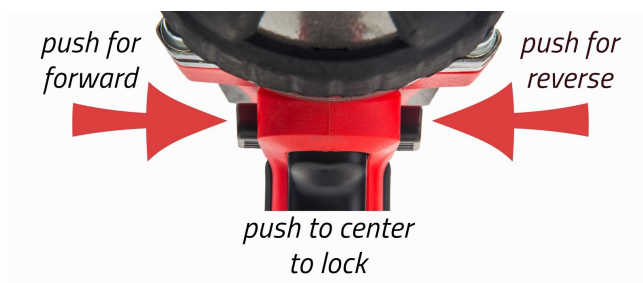
The impact wrench will not run unless the rotation direction switch is pushed fully to the left or right. Be sure to keep a firm grip of the wrench when releasing the trigger, as you might experience slight kick-back.

Pro tip: To counter the kick-back, apply counterforce in the opposite direction when releasing the trigger.

How to select and change the rotation direction

To prevent gear damage, always let the impact wrench come to a complete stop before changing the direction of rotation.

- ✓ To move the anvil in a forwards/clockwise direction, push the rotational direction switch to the **left** of the center position (if holding the wrench in your right hand with the anvil facing away from you, use your index finger and push to the left).
- ✓ To move the anvil in a reverse/anticlockwise, push the rotational direction switch through to the **right** of the center position (if holding the wrench in your right hand with the anvil facing away from you, use your thumb finger and push to the right).



Cordless power tools **are always in operating condition**, which is why it is important to **push the rotational direction switch to the center position** when you aren't using the tool or are carrying it.

NB! There are directional arrows either side of the rotational direction switch to indicate forward/reverse.

How to adjust the speed

Using your finger, apply light pressure on the variable speed trigger switch to turn the anvil in the selected direction. Further increase finger pressure on the trigger to increase speed. Hold the trigger down fully for maximum speed. Feel the power.

How to change a socket

Before doing anything with your impact wrench, **remove the battery pack** to be sure that the wrench is switched off.

To change the socket on your impact wrench...

- ✓ Align the hole in the socket with the detent pin on the anvil, using a small pointed object (small screwdriver, or allen key works great!), push the socket onto the anvil.
- ✓ The detent pin will snap into place in the hole to secure the socket.
- ✓ Always check that the socket is securely connected to the anvil before use.

- ✓ To remove the socket, insert the tip of a small screwdriver or other thin object into the hole in the accessory and press in the detent pin. Pull the socket or accessory off the anvil using a bit of strength.



Before using a socket, check to make sure there are no cracks or any visible damage. Remember to choose sockets that match the nut/bolt you are working with.

NB! Only use black-carbonized drop-forged impact-rated sockets. Normal chrome sockets can easily fracture and explode from the high forces this tool can produce.

How to fasten a nut or bolt

To get the best out of your impact wrench, we have some general tips for you to consider. We don't mean to patronize, so if you are a seasoned wrench user, you can skip this bit.

- ✓ Before doing anything, **always check and verify the rated maximum torque capacity** of the nut/bolt you are going to be working with and if necessary, use a torque limiting device.

- ✓ **Check the directional rotation switch** for the correct setting (forward or reverse) to turn the impact wrench 'on'. See page 15 for how.
 - ✓ **Hold the tool firmly in one hand** and place the socket along the axis of the nut or bolt.
 - ✓ **Squeeze the trigger switch** to fasten the bolt or nut to the proper torque.
 - ✓ **Release your finger from the trigger switch**, to turn the impact wrench off.
Job done.
 - ✓ After fastening, **always check the torque with a torque wrench**. Use a torque stick to ensure that you torque the lug nut to the specified foot pound amount.
- The torque required to loosen a lug nut averages 75% to 80%** of the
- ✓ fastening torque, depending on the condition of the contacting surfaces. However, if rust or corrosion causes seizing, more torque may be required. On lighter jobs, run each fastener down to a relatively light torque and use a hand torque wrench for final fastening.

Now let's move on to some more **advanced tips...**

- ✓ To help prevent damaging the fasteners or workpieces, **always try to avoid over tightening**. Pay particular attention when tightening smaller fasteners as they require less impacting to reach optimum torque.
- ✓ A good habit to get into before starting your job is to **practice with various fasteners**, noting the length of time required to reach the desired torque. Check the tightness with a torque wrench. If the fasteners are too tight, reduce the impacting time. If they are not tight enough, increase the impacting time.

- ✓ When fastening lug nuts to wheels, **always thread the lug nuts by hand first** before taking an impact wrench to them. This avoids cross threading. Ensure you have one hand on the tire to stop it from spinning as you work.
- ✓ **Failure to use the correct size socket will cause a reduction in the fastening torque.** A worn socket (wear on the hex end or square end) will cause a reduction in the fastening torque. As previously mentioned, always **check your sockets for wear and tear.**
- ✓ Although the torque coefficient and the class of bolt may be the same, the **proper fastening torque will differ according to the diameter of the bolt.** Although the diameters of bolts may be the same, the proper fastening torque will differ according to the torque coefficient, the class of the bolt and the bolt length.
- ✓ The use of **universal joint or torque sticks** (available separately) will reduce the fastening force of the impact wrench somewhat. Compensate by fastening for a longer period of time.
- ✓ Keep in mind that **the way in which you hold the wrench or the material to be fastened** will affect the amount of torque needed.

THE ABC'S OF NOCRY BATTERIES

Only original NoCry 20V lithium ion batteries can be used with your cordless impact wrench, using other branded batteries are incompatible and can lead to injuries and pose a fire hazard.

How to remove or insert a battery

Place the wrench on a flat surface and check the direction switch is in the centre position.

To remove a battery...



- 1.** Hold the wrench by the handle in one hand, and press and hold the unlock button with the other.



- 2.** Gently slide the body of the tool away from the base of the battery. There's no need to exert any unnecessary force as you can damage the battery power contacts.

To insert a battery...








- 1.** Line the connectors of the battery up with the base of the wrench handle.
- 2.** Slide the tool and the battery towards each other. Ensure the contacts make a 'click'.
- 3.** Check the battery is securely attached to the impact wrench before using again.

When to charge the battery

Despite coming partially charged out of the box, we recommend completely charging your battery **before** using your power tool for the first time.

The battery charge level indicators on the back of the battery tells you know how much charge remains in your battery. Simply press the charge indicator button to see how much juice you have left. The handy table below shows the charge level indicators in relation to how much battery remains.

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

The battery has a built-in safety shut off system that protects the tool preventing the voltage from falling below a certain level. This causes the LED lights to show two or three remaining charge levels - even though the tool is effectively flat. When this occurs, don't be alarmed, your tool and battery are fine - just charge the battery as normal.

We recommend not to use or store your battery in temperatures below 32°F so as not to cause the battery to drain

prematurely. A battery's charge will naturally dissipate over time and therefore its best to charge your battery again if not in use for a long period.

NB! Be on the lookout for when your battery pack nears the end of its lifecycle, which should be after 200 charging cycles, or 1-2 years of regular use. Should your tool start acting strange, it might be time to replace the battery. Please remember to properly dispose of the battery. See our 'responsible disposal' guide on page 27.

MAINTENANCE

Good news - there are no parts inside your impact wrench that require professional service, maintenance or lubrication. All that's needed is some good old fashioned TLC - love your power tools and they will love you back.

For safety reasons and your overall peace of mind, we recommend having your impact wrench given a once-over by an expert once every 12 months to ensure that continues to operate safely. We must mention that all (potentially deviating) national inspection and maintenance regulations must be observed and adhered to.

How to clean your impact wrench

Before starting to clean your impact wrench, **remove the battery**.

For the most part, you'll face the issue of oil or dirt in or around the anvil or alien debris clogging the vents.

- ✓ **To clean the anvil** - wipe it down with a soft dry cloth with a little bit of alcohol to remove any oil.
- ✓ **To clean the vents** - visually check that there is nothing clogging the ventilation slots and use compressed dry air at low pressure (don't forget to wear safety glasses) to remove any lodged debris.

NB! Do not use cleaning agents or solvents, as they may damage the plastic parts. In between cleanings, keep all safety devices, air vents and the motor housing away from dirt, dust and water as much as possible. Never use water or chemical cleaners to clean your impact wrench.

TROUBLESHOOTING

If these tips and solutions do not help solve the issue or if you have any other questions, or just want to say hello, get in touch with us at wecare@nocry.com.

Battery is not charging

Possible solution 1: Firstly, check the fast charger is properly connected to the wall socket. And when putting your battery to charge, make sure that the battery *clicks* into the charger, like when changing the battery. The battery won't start charging unless there is a '*click*'.

Possible solution 2: Don't use the battery to the point where it is completely flat. When the battery charge indicator shows one triangle (see page 22), take the battery out and place it to charge. Running a battery down to empty will diminishes the life of the battery over time. Charging it as soon as the battery life runs low will ensure that the battery holds its charge for the maximum amount of time possible while in use.

Possible solution 3: To ensure that the batteries are being charged correctly, try to keep them at a temperature around 65-75 °F. They shouldn't be allowed to go below 60°F or above 80°F. Charging outside of this temperature range will shorten battery life, limiting the time the battery can hold its charge while in use. Do not use or store your battery in temperatures below 32°F

NB: Battery life will depend on usage, as it might be hours, days or weeks before the tool is used again. The included battery will hold its charge long enough for any novice or semi pro amount of use -whether to change a tire now and again and then stored away, or used professionally every day for hours at a time.

Anvil is stuck

Possible solution: Clean the anvil using a soft dry cloth with alcohol to get rid of any dirt, oil, or alien debris that may obstruct the anvils movement. If the anvil is still unresponsive after cleaning, you may need to replace your anvil. Taking it to your nearest repairman is your best bet, alternatively you can always contact us on wecare@nocry.com.

Trigger is stuck

Possible solution 1: Make sure the rotational direction button is not in the center position. Sounds like a straightforward solution, but sometimes it's the most obvious things that cause the most confusion.

Possible solution 2: Clean around the trigger switch thoroughly to remove any dirt or alien debris that may be blocking the trigger. If this doesn't help, then something internally could be preventing the trigger from moving. You will have to take your wrench in for repair or contact us on wecare@nocry.com.

Unresponsive wrench

Possible solution 1: Try re-inserting the battery pack. If this doesn't help, your batteries may be flat and you may need to charge them.

Possible solution 2: Again, double check that the rotational direction button is not in the center position.

Socket will not catch

Possible solution 1: Check you have the correct size socket for the nut or bolt you are working with.

Possible solution 2: Check that you have the correct rotational direction button selected.

Socket falls out of anvil

Possible solution: Ensure the socket is properly secured to the anvil, refer to page 18 for details on how to do this.

Wrench feels hot

Possible solution: It's normal for the tool to get hot after extended use. However, be sure to take regular breaks to allow the wrench to cool down. Run the wrench for approximately three minutes at maximum speed with no load and clean and clear vents.

Stuck lug nut or bolt

Possible solution: Use your wrench on each stuck lug nut in 10-15 second bursts. Leave for a short time and repeat until they begin to come loose.

IMPACT WRENCH LIABILITY

This product is covered by an EU directive, valid since 01.01.1990, specifying that the manufacturer is only liable for products if all the parts originate from the manufacturer or are approved by them, and if the units are mounted and operated properly.

If accessories or spare parts from third parties are used, liability can be partially or completely inapplicable. So no using those shifty parts you picked up on the cheap. In extreme cases the responsible authorities can prohibit the use of the entire unit.

We recommend you always buy original parts and accessories as compliance with all safety regulations is guaranteed, meaning you are covered and protected. Another weight off your mind.

RESPONSIBLE DISPOSAL

This product has been marked with a symbol relating to removing electric and electronic waste.

The Waste Electrical & Electronic Equipment Regulations (WEEE) requires that any product showing this marking must not be disposed of with other household or commercial waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate any such products from other waste types and recycle it responsibly at your local recycling facility. Check with your local authority, recycling centre or retailer for recycling advice. Don't just chuck it in the trash or leave out on the street.

WARRANTY

All NoCry products are inspected and tested to ensure their quality before leaving the factory. If you're not happy with your NoCry product, please contact us within 30 days of receiving it at wecare@nocry.com to return it for free for a replacement product or to receive a full refund. The choice is yours.

Each NoCry electric product is warranted to be free of defects in material and workmanship for the period of FOUR years from the date of original purchase. Warranty does not cover normal wear and tear, abuse, altered products, modifications, and products that have been repaired or attempted to be repaired by others than NoCry. At NoCry's discretion, a defective product will be repaired or replaced.

This warranty gives you specific legal rights, but may be superseded by any other rights or warranties in effect, which may vary from state to state (or based on your local jurisdiction). If you think you might have a defective product, please contact us at wecare@nocry.com. Our customer care team will be happy to help and start the (free) procedure to determine whether your product is defective.

NoCry's warranty applies to ONLY products being sold by Authorized Resellers. We regretfully will not provide any warranty for products sold by any other sources. Proof of purchase will be required to obtain warranty. Please review the warranty carefully, and contact us if you have any questions.

HOW TO CONTACT NOCRY

We're glad to have you join the NoCry community, and we hope you are happy with your new NoCry Impact Wrench. If you have any questions or concerns, let us know by emailing wecare@nocry.com.

We'd also love to connect with you via social media. You can find us on Instagram, Facebook and Pinterest by searching "NoCry Work & Safety Gear".

Thumbs up or thumbs down for your experience with your NoCry Impact Wrench?



If this is your response, know that at NoCry, we try to treat everyone like we'd treat our own mom. On her birthday, no less. So **please let us know what went wrong by sending us an email at wecare@nocry.com**. We'll be on the case right away.



If you're happy with your purchase, why not spread the word to others who are looking for an impact wrench AND **help us serve you better and grow as a company**, by leaving a review on Amazon? To leave a review, go to Amazon > Orders (top menu) > Write a product review. Or search for the NoCry impact wrench on Amazon, and leave your review that way.