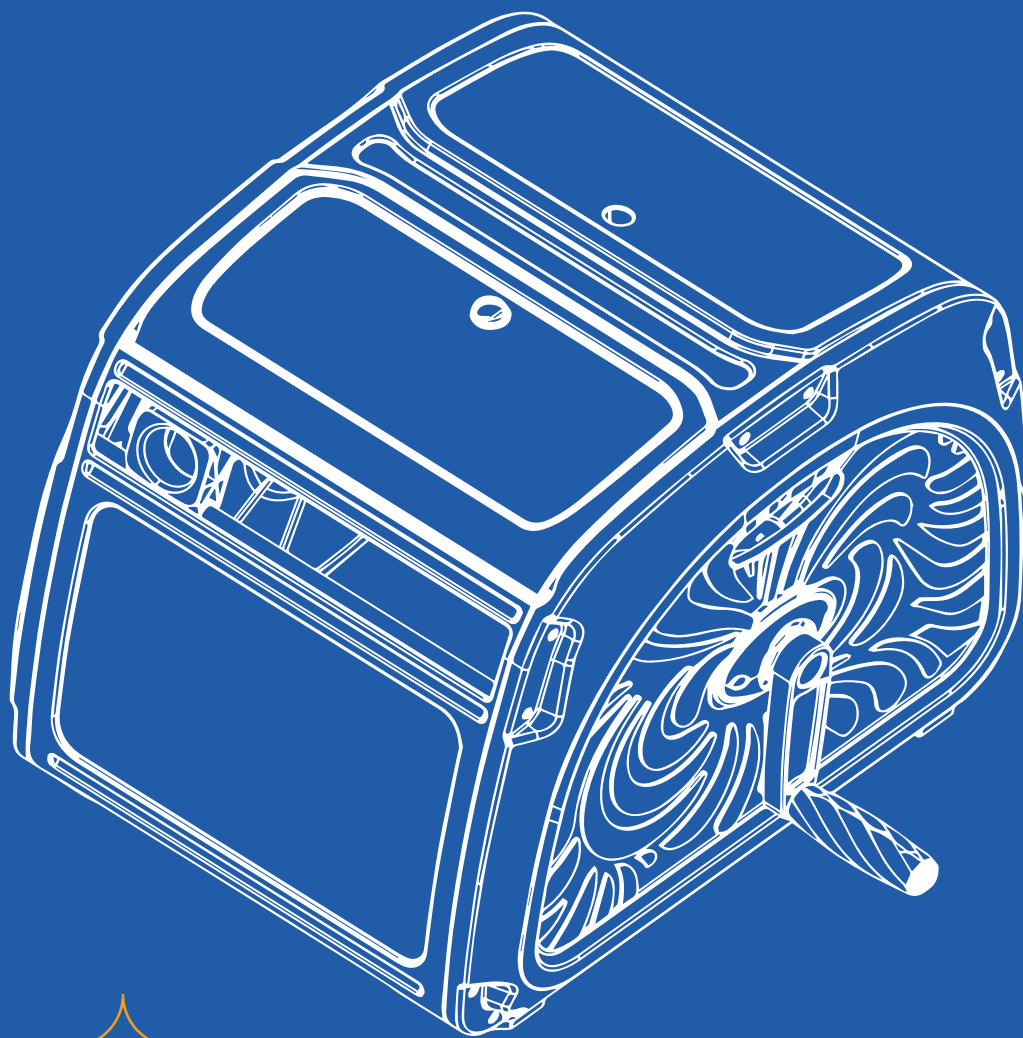


METAL GARDEN HOSE REEL BOX

Model SW-5
with 100ft Hose



Read before use & keep for future reference.

For more information visit giraffetools.com or contact our customer service by sending an email to contact@giraffetools.com



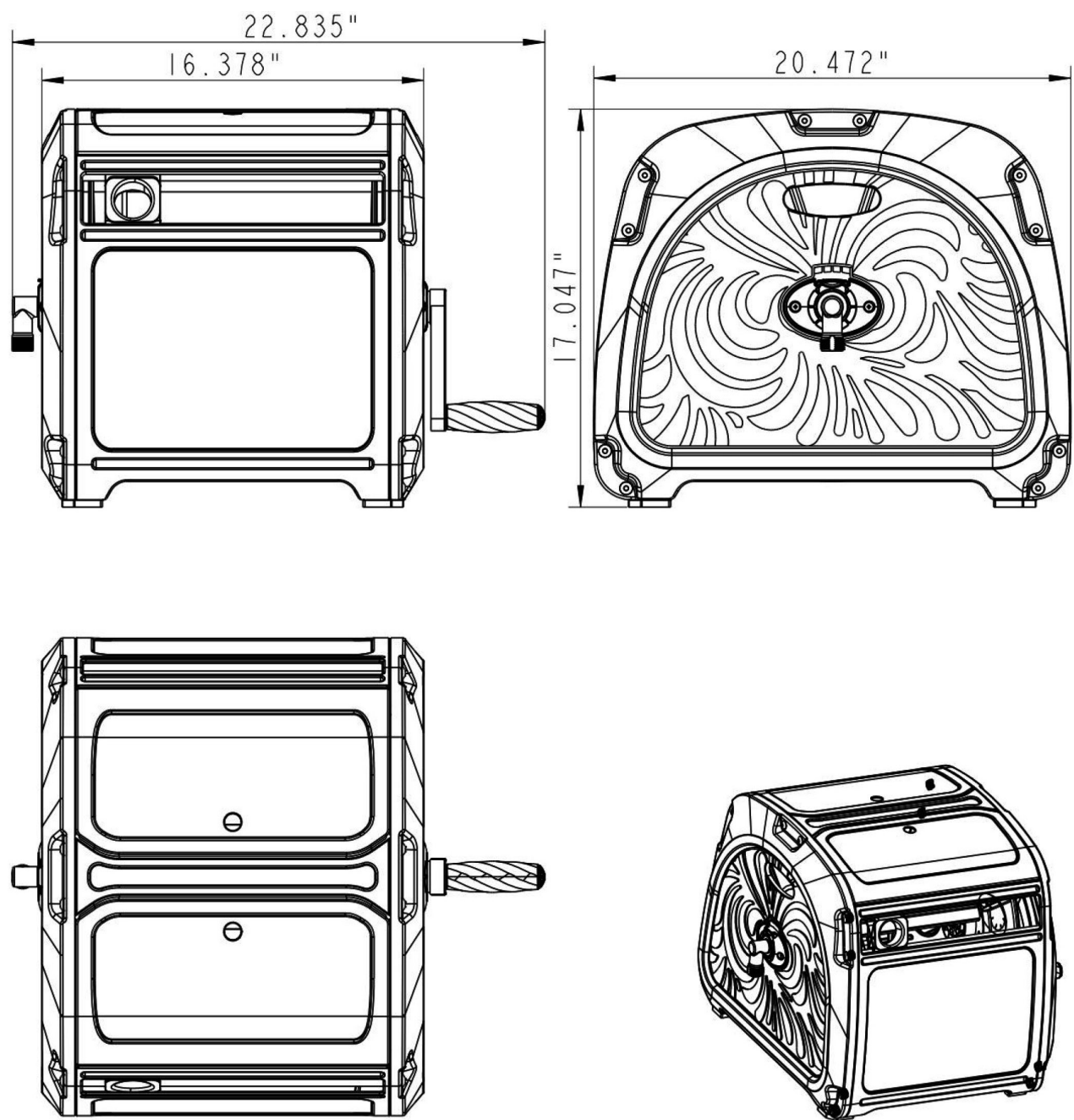
GiRAFFE TOOLS

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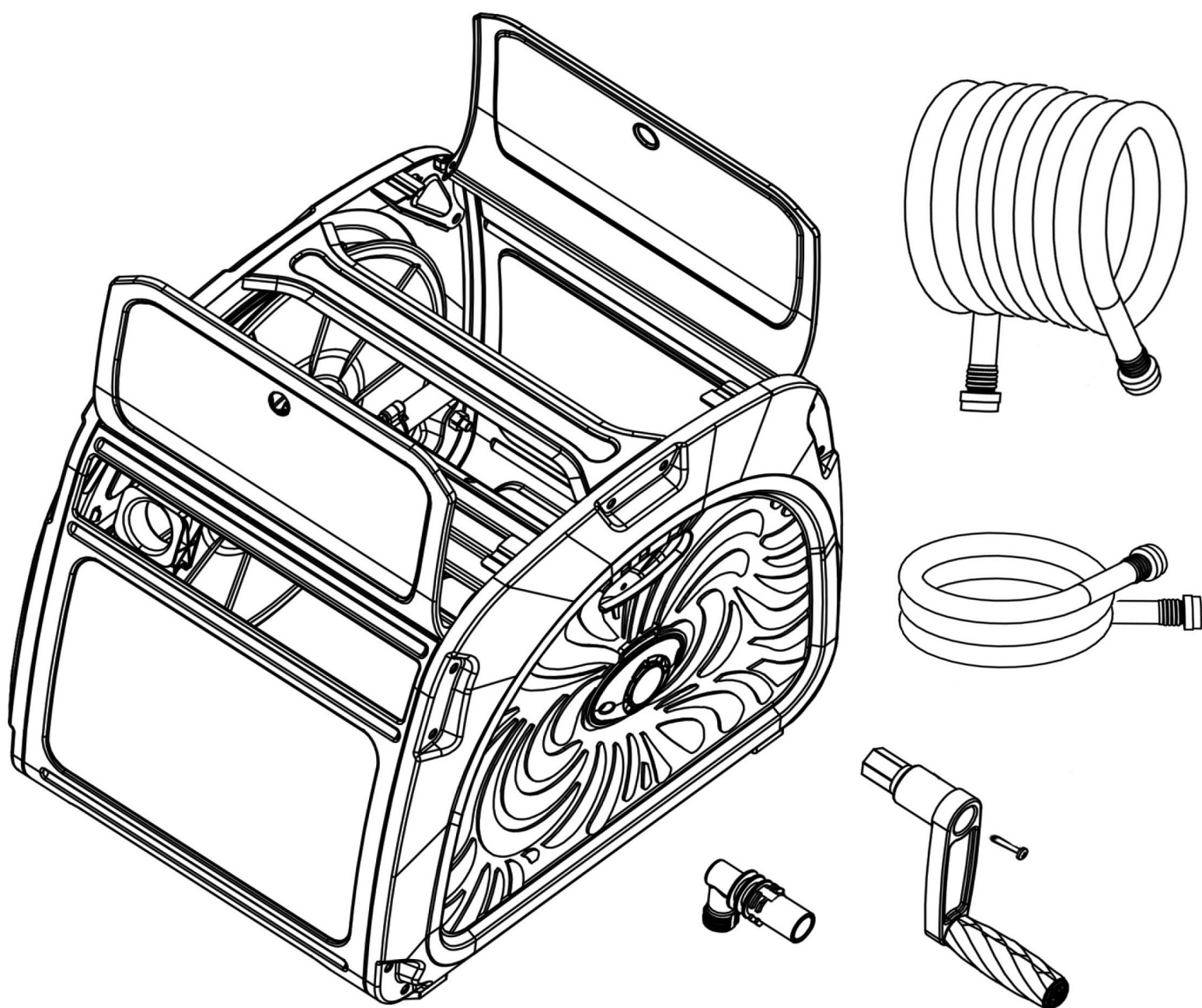
PRODUCT INFORMATION

The Giraffe Tools metal hose reel box is made of sturdy metal with an anti-rust powder coating for extra strength and durability. Equipped with a 5ft. 5/8" leader hose and a 100ft. 5/8" long hose.



Hose Length	5/8" x 100 ft.
Connection Type	3/4" GHT
Working Temperature	32°F - 104°F
Max. Working Pressure	1.2 MPA
Item Weight	18.5 kg / 40.8 lbs

WHAT'S INSIDE THE BOX



1 x Hose Reel Box
1 x 5ft Leader Hose
1 x 100ft Long Hose (Already Installed)
1 x L-shaped Leader Hose Connector

1 x Crank Handle
1 x Screw
1 x Nut (attached to reel side cover)
1 x Owner's Manual

OPEN-BOX CHECK

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

If you have any of the above two questions, 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

Socket set or a Phillips screwdriver

START TO INSTALL



Choose a place



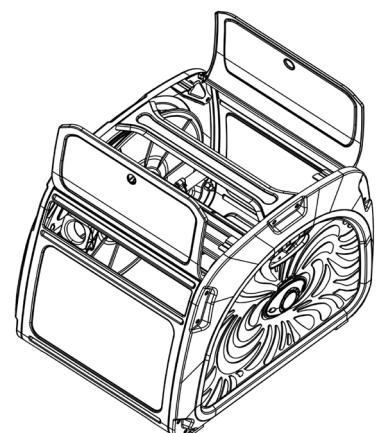
As a matter of convenience, please install the hose reel close to your chosen water source. Make sure the leader hose can reach the faucet prior to mounting the hose reel.



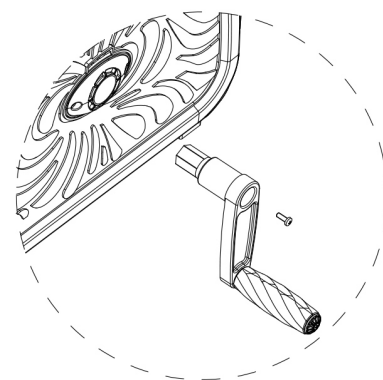
Installing the reel



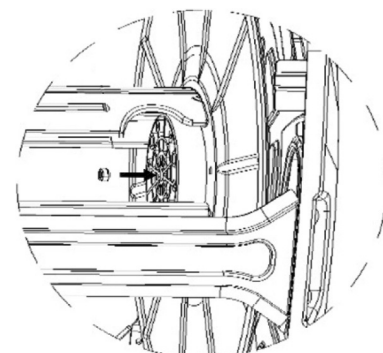
1. Open the lid, take out the crank handle, and the lead hose (with the L-shaped connector on one hose end).



2. Install the crank handle: Align the screw holes on the crank handle and the side cover, insert the screw and tighten the screw with a screwdriver.

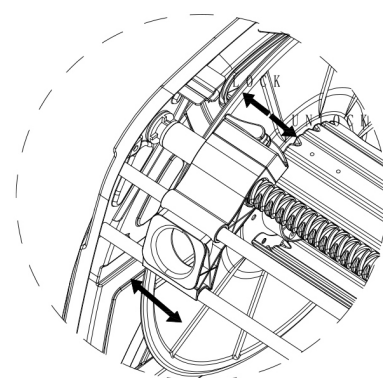


Notice: The nut has been fixed in advance in the corresponding position on the side cover. If you do not find the nut in the corresponding position, please look through the packaging or contact Giraffe Tools customer service team.

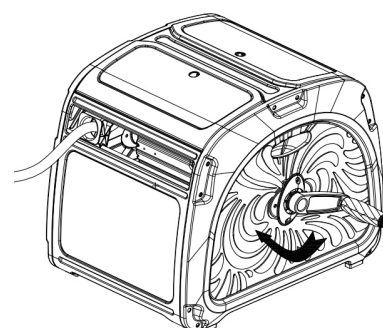


3. Check if the hose guide is in the right position: Align with the hose and move in the direction of the hose in and out. If not, lift the latch to unlock the regulator and adjust its position, then re-lock the regulator through the latch.

Notice: Make sure the guide system regulator is placed at the screw rod with thread, otherwise the guide system may be out of operation.

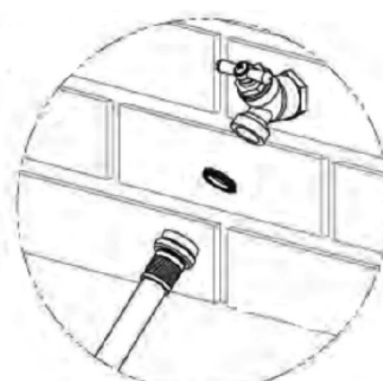


4. Close the lid, rotate the crank handle clockwise to wind the hose into the cabinet.



5. Connect the leader hose with a faucet.

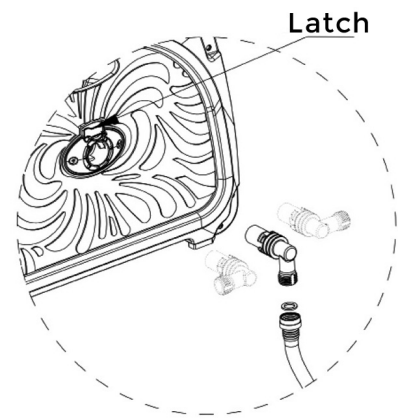
Tips: To prevent leakage, it is recommended to use a wrench. Make sure the rubber washer is placed in the connector.



6. Tighten the L-shaped connector with the leader hose. Insert this connector into the water inlet of the reel box, and press the latch down to fix.

Tips: You can adjust the direction of the connector by lifting the latch, turning the connector to the desired orientation, and then pressing the latch down to secure.

Notice: Be sure to press the latch completely, otherwise the leader hose will detach from the hose reel under high water pressure.



Your hose reel is now installed and ready to use!

PRODUCT TESTING

1. Check whether the water hose is leaking:
 - Leaking near the faucet
 - Leaking near the hose reel
2. Check whether the washers are in the hose connection.

If you have any of the issues mentioned above, please contact the customer service by sending an email to contact@giraffetools.com and provide the corresponding video and order number.

PROBLEM GUIDE

The screw of the handle cannot be tightened

Make sure the screw is long enough, otherwise take a picture of the screw and contact the customer service team.

White dot on the product

Wipe gently with a cloth moistened with alcohol.

Inlet hole & Handle hole

Turn the side of the hose guider towards you, the left side is the water inlet hole, the right side is the handle hole.

Scratches on the product

Take a picture of the scratches and contact the customer service team.

Leakage near the connection

Contact customer service team by sending an email to contact@giraffetools.com with attached picture or video.

Leakage near the entry point of the leader hose

1. If leakage occurs where the hose is connected to the reel, try to tighten it. Tighten one turn at a time.
2. Check whether the washer is in the hose connection.

Notice: In order to speed up the communication efficiency, please write the purchase channel and order number when you send the email, attach a picture or video of the corresponding problem, and we will solve the problem for you as soon as possible.

MAINTENANCE

DO NOT EXPOSE THE HOSE REEL TO THE COLD ENVIRONMENT IN WINTER

In winter, the water in the hose will expand and contract. The water might freeze and in turn crack the hose.

DO NOT USE ANY CHEMICALS

Do not use any chemicals or substances on this hose, such as dialysis, petroleum solvents, lactic acid, etc.

DO NOT IMMERSE THE HOSE REEL IN WATER

Do not immerse the hose reel in water when cleaning. It is easy to wipe the housing with a damp cloth to extend the life of the hose reel.

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



Scan code to visit giraffetools.com



Scan code to join our facebook group

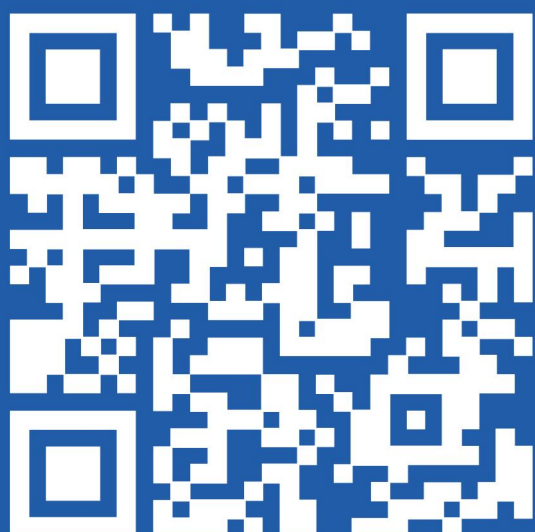
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WE WILL DO THE HEAVY LIFTING



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100 DAYS WARRANTY EXTENSION



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+1 (833)583-0881

(9am - 5pm EST, Mon - Fri, excluding national holidays)

