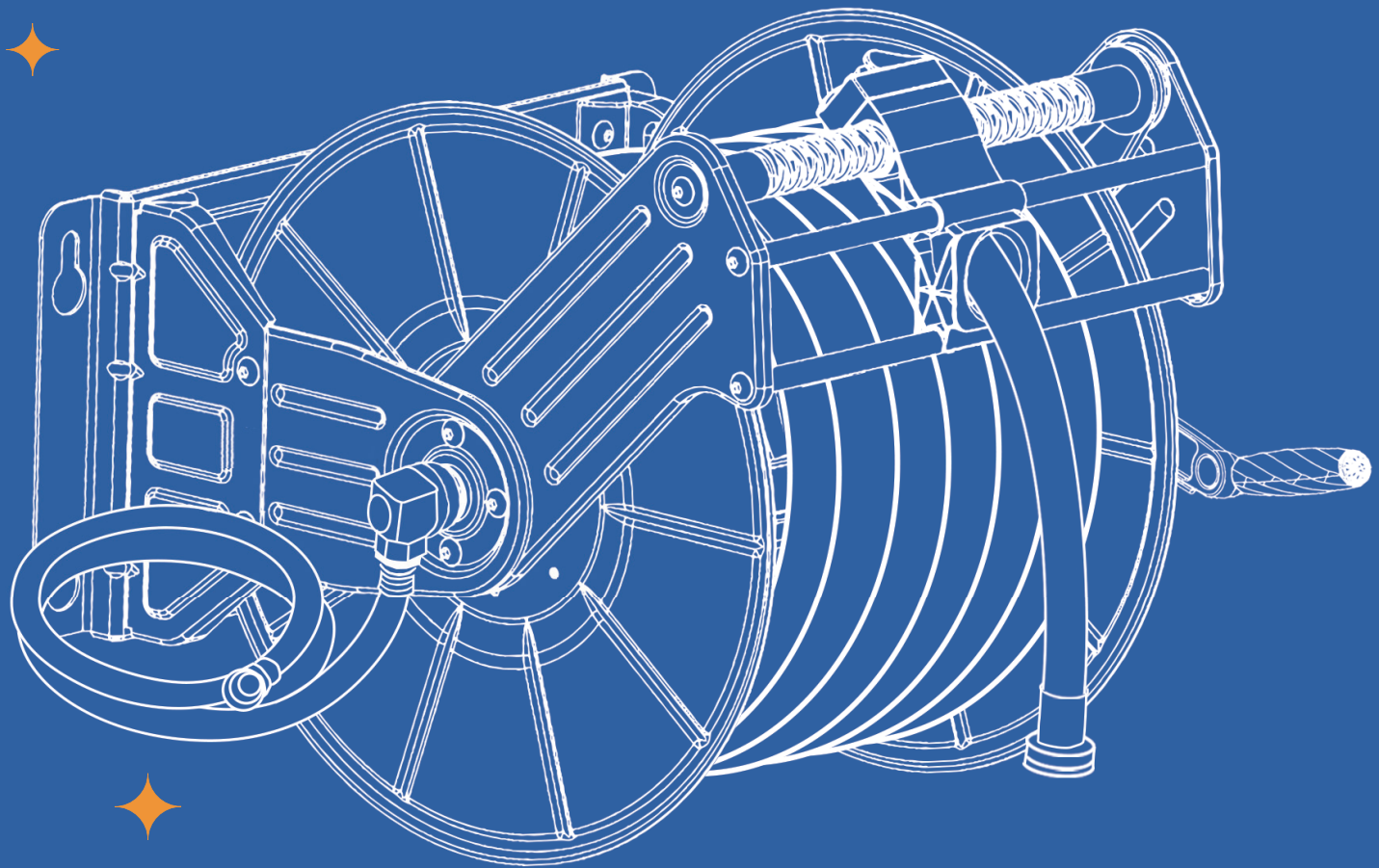


# STAINLESS STEEL GARDEN HOSE REEL

Model SW-8  
with 100ft Hose



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

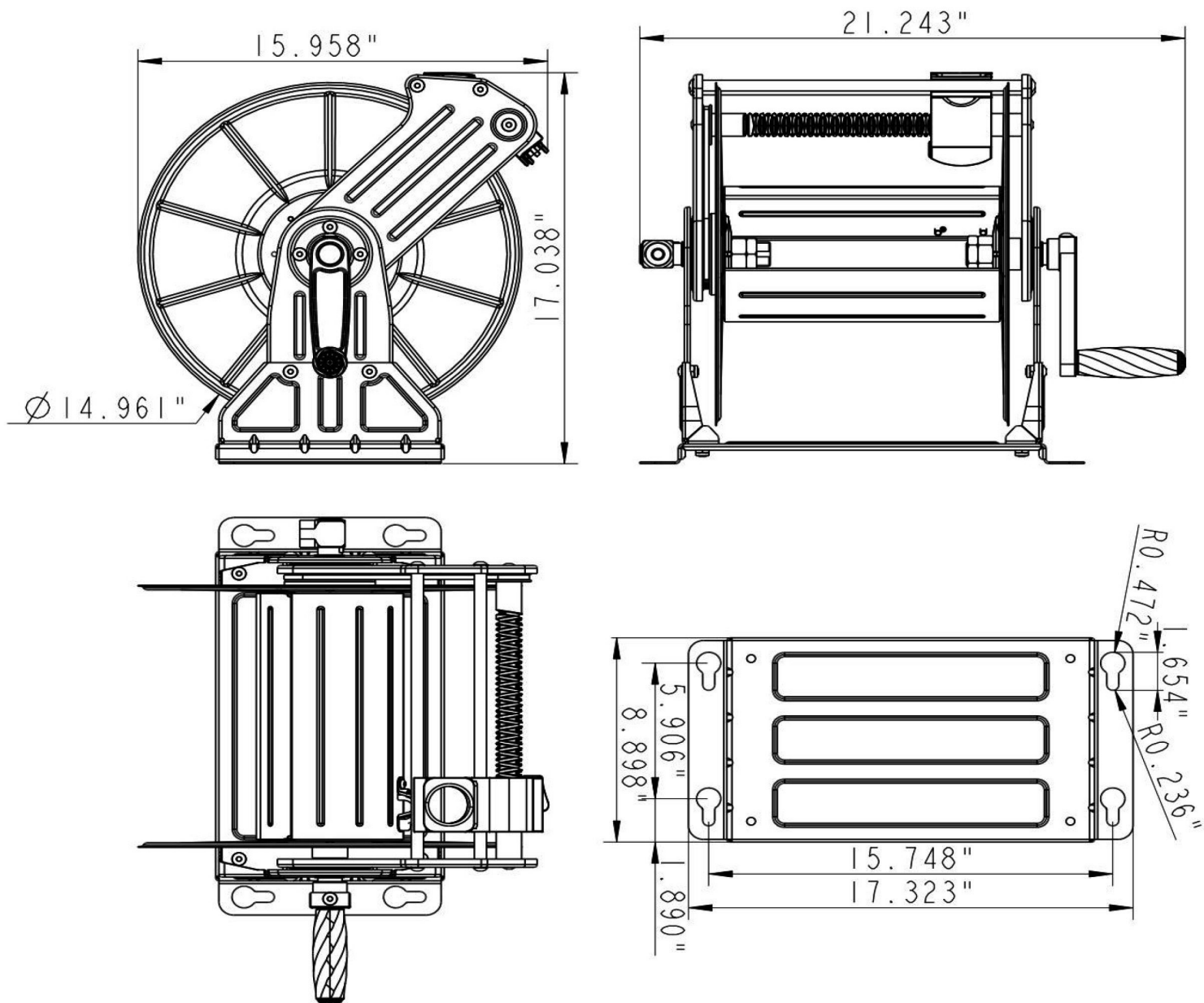
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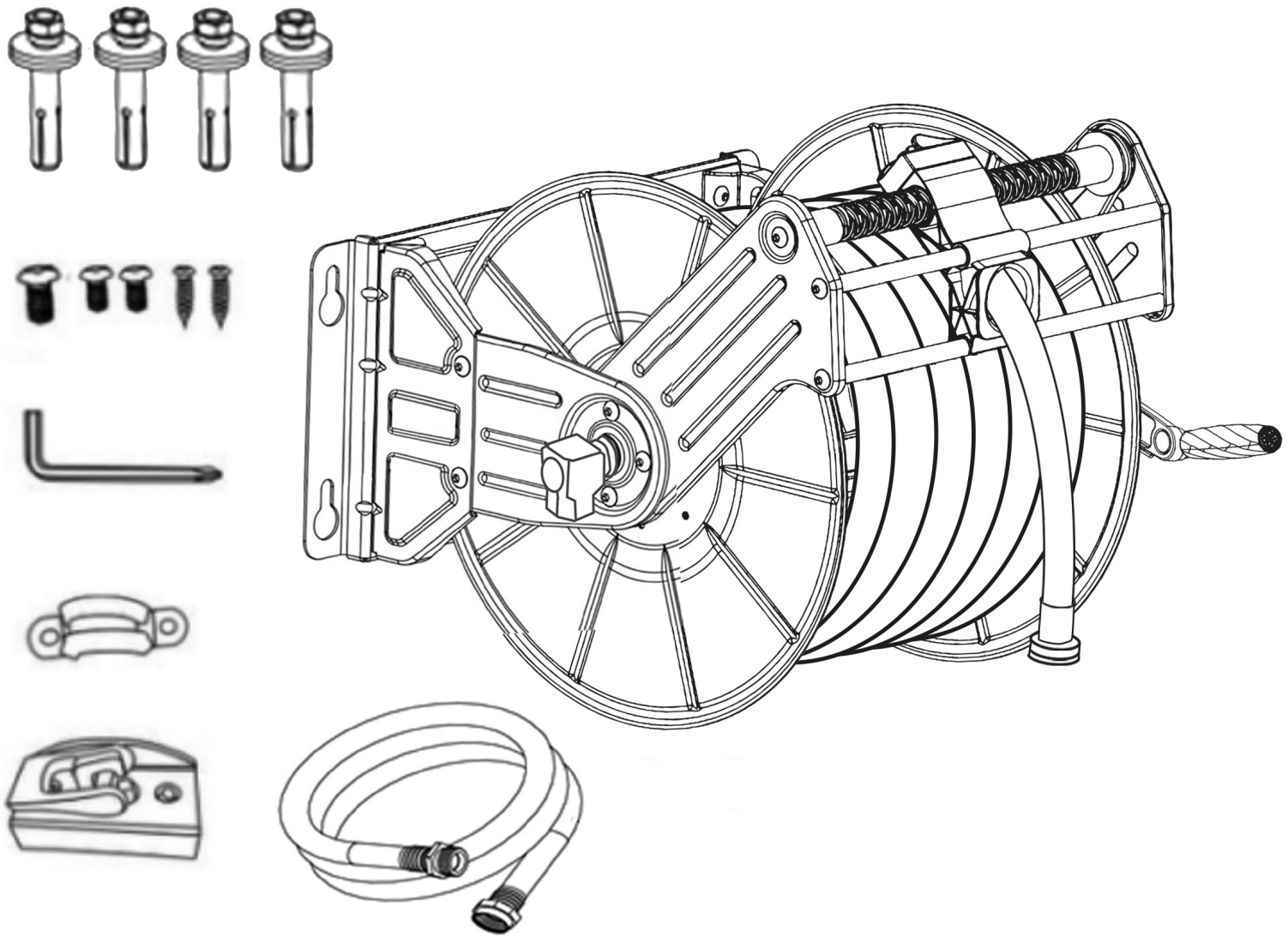
# PRODUCT INFORMATION

The Giraffe Tools stainless steel hose reel is made of industrial-grade, tough gauge stainless steel 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
Mount Type	Wall, Ceiling or Floor
Item Weight	15.5 kg / 34.1 lbs

## WHAT'S INSIDE THE BOX



1 x Hose Reel

1 x 5ft Leader Hose

1 x 100ft Long Hose (Already Installed)

1 x Crank Handle

1 x Guide System Regulator

4 x Expansion Bolt:  $\Phi 12*70$

2 x Self-tapping Screw M4-14

1 x Phillips Screw M8-12

2 x Phillips Screw M6-10 (Already Installed)

1 x Steel Hoop (Already Installed)

1 x Allen Wrench with Phillips Screw Head

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 these issues, please contact the Giraffe Tools customer service team right away.

**Note:** 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 (9/16")

Hammer

Socket set or a Phillips screwdriver

## START TO INSTALL



### Choose a place



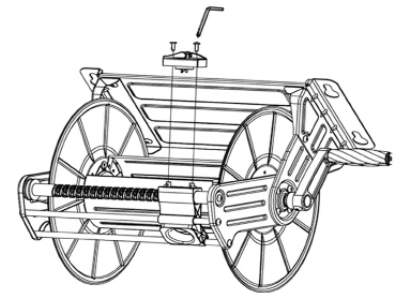
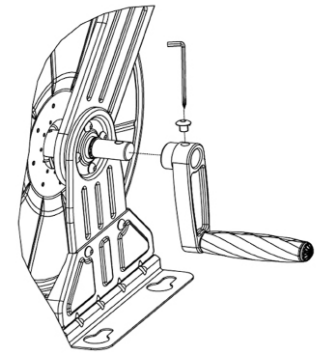
Due to the weight of the filled reel and the pulling force during use, the reel must be installed on a solid surface.

**Notice:** The surface needs to be able to withstand 50kg of force. 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 ✦

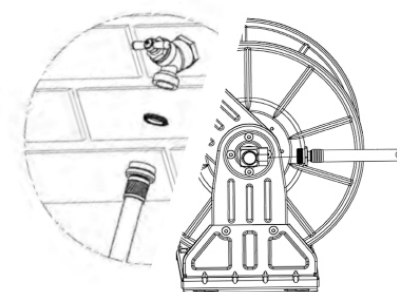
1. Align the holes of the crank handle and the handle rack, screw on the Phillips screw (M8\*12) and tighten with the screwdriver.
2. Using the screwdriver to fix the guide system regulator onto the guide system with the two self-tapping screws (M4\*14) and tighten them.
3. Check if the hose guide is 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.

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



## ✦ Install to the wall ✦

1. Use the product to mark the location of the 4 holes.
  2. Use a 9/16" drill bit to drill 2.1 in. holes.
- Tips:** Depth is important. Mark a 2.1 in. depth with tape around the drill bit. If the drilled hole is too deep and the wall anchor rotates, use a matchstick or similar tool to tighten the hole.
3. Remove the nuts and washers, hammer the wall anchors into the holes.
  4. Hang the product on the anchors, put the washers and nuts in, and then use a socket set or a Phillips screwdriver to tighten.
  5. Connect the leader hose to the brass connector and your faucet, tighten the connection with a wrench.



**Your hose reel is now installed and ready to use!**

## PRODUCT TESTING

1. Check whether the hose is leaking:
  - Leaking near the faucet
  - Leaking near the hose reel
2. Check if there are washers in the brass connections.

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

## PROBLEM GUIDE

### Leakage near the brass connection

Contact customer service team by sending an email to [contact@giraffetools.com](mailto:contact@giraffetools.com).

### Leakage near the entry point of the leader hose

1. If a 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 brass connection.

### The steel hoop unable to align the hole

Pinch both the screw holes and squeeze.

## 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 for cleaning. It is easy to wipe the casing 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, warranty on 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.

## RECOMMENDED PRODUCTS



**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**



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