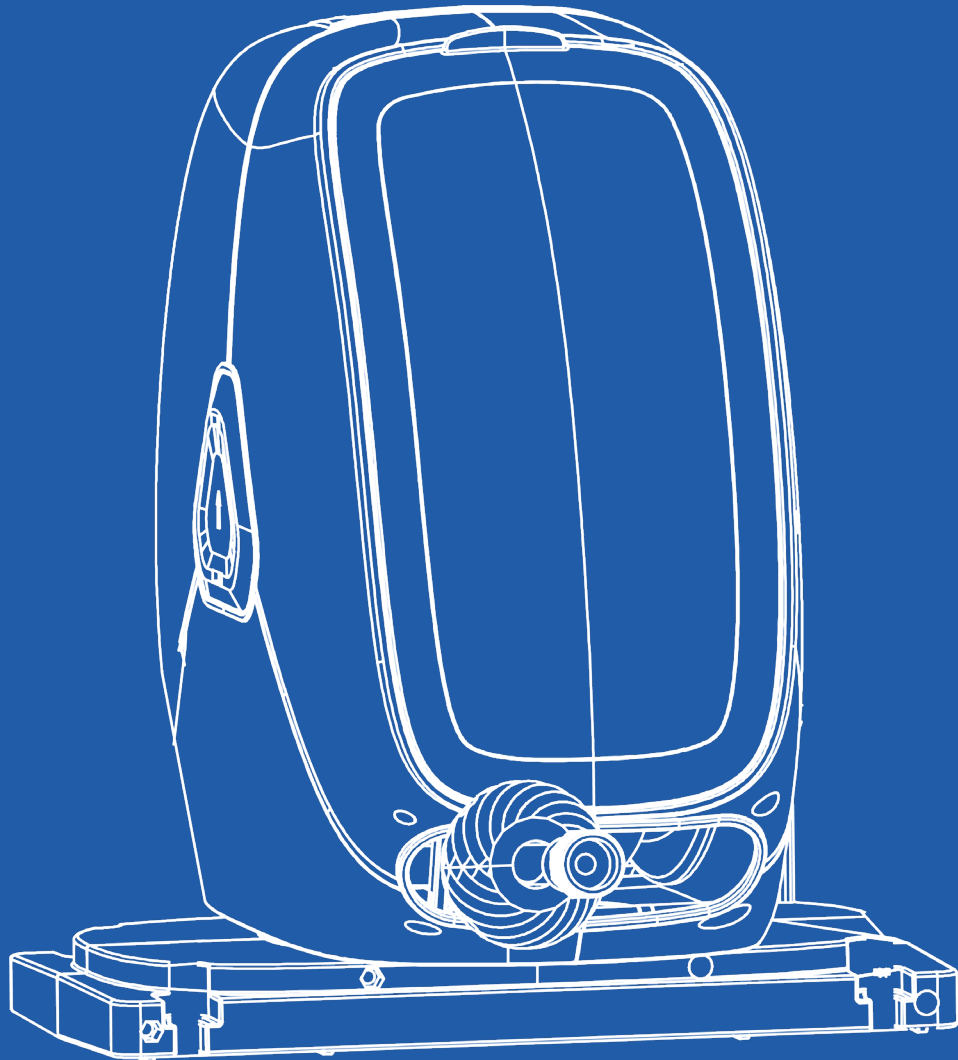


# RETRACTABLE HOSE REEL

Model SGW-R12A82M



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**

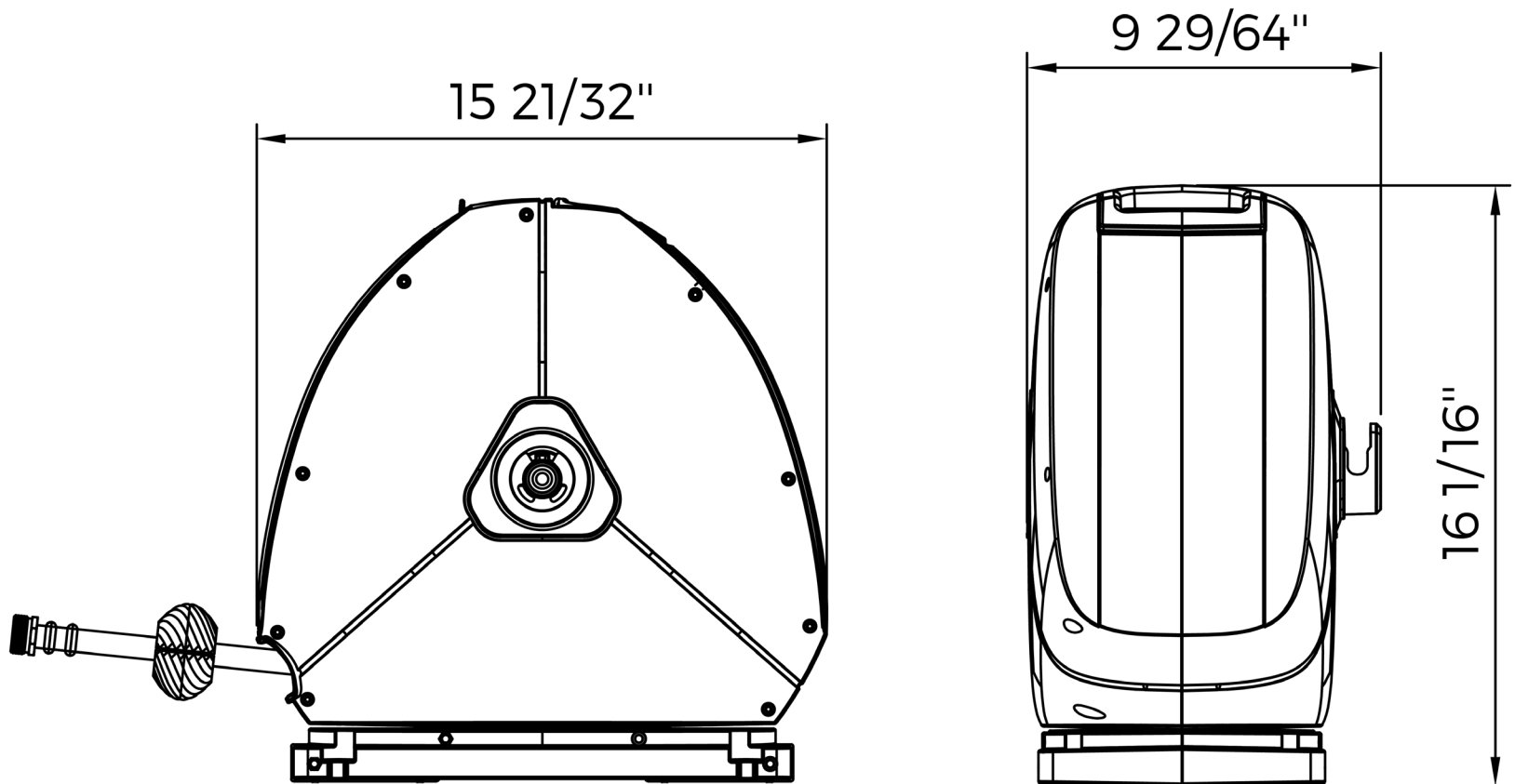
## MANUAL CONTENTS

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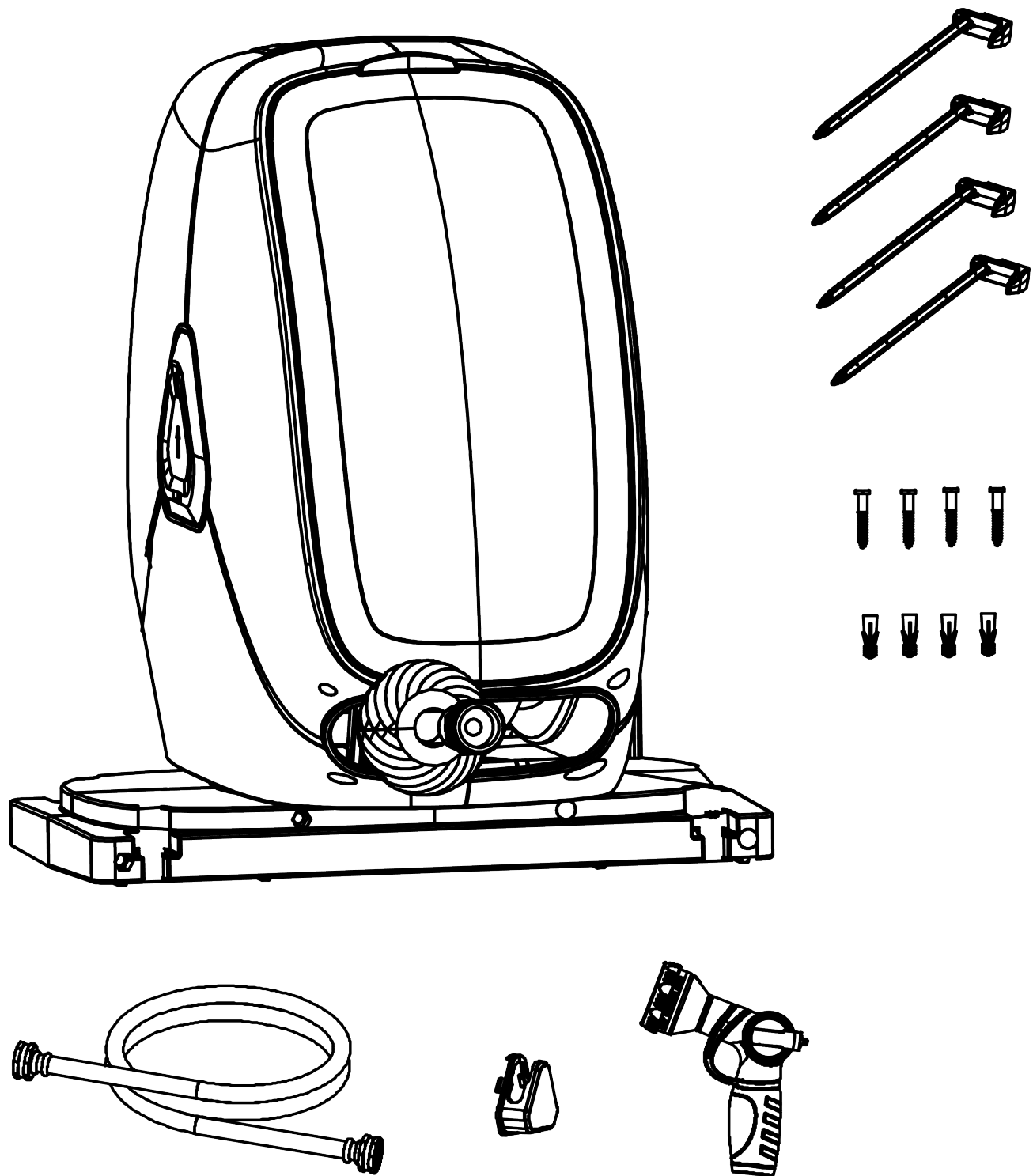
# PRODUCT INFORMATION

Thank you for choosing the Giraffe Tools retractable hose reel. Our product uses a 82ft reinforced hose for extra strength and durability, it also has a multi-function hose nozzle. Before using the retractable hose reel, please read the following installation instructions and refer to them when necessary.



Hose Capacity	1/2 in. x 82 feet
Connection Type	3/4 in. GHT
Working Temperature	0 - 104 °F
Max. Working Pressure	1.2 MPA
Mount Type	Lawn or Concrete Floor
Item Weight	22.3 LB

## WHAT'S INSIDE THE BOX



1 x Retractable Hose Reel

1 x 5-3/4 FT Leader Hose

4 x Garden Pins  $\Phi 11.5 \times 323$

1 x 9-Mode Nozzle

4 x Ribbed Plastic Anchor:  $\Phi 8 \times 60$

4 x Screw:  $\Phi 8 \times 70$

1 x Hose Holder

1 x Owner's Manual

## OPEN-BOX CHECK

Check if the above parts are complete.

If you have any of the above two questions, please contact the giraffe tools customer service team right away.

## TOOLS REQUIREMENT

- Electric drill ( $\Phi 12\text{mm}$ )
- Hammer
- Socket set or a Phillips screwdriver

## START TO INSTALL



### Choose a place



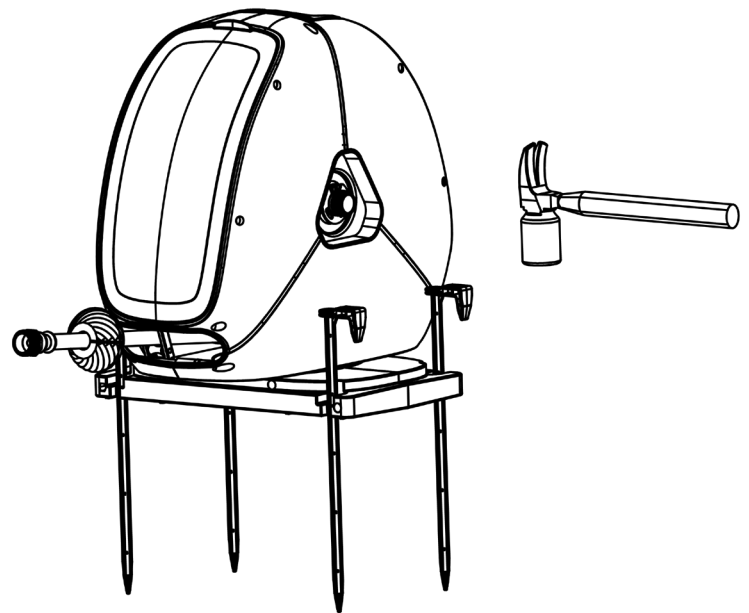
Due to the weight of the filled reel and the pulling force during use, the bracket must be installed on a solid surface or flat lawn.

**Notice:** The surface needs to be able to withstand 30kg of force. For your best convenience, please install the hose reel nearest to your chosen water source. Make sure the leader hose can reach the faucet before mounting the unit. The hose reel can be mounted on flat lawn or concrete floor. If you want to mount the hose reel to a lawn, use the garden pins only. If you want to mount on the concrete floor. Please measure the correct drill bit width before use. To make sure the anchors have a secure fit, you may drill slightly under size since masonry materials all have different properties.

## ✦ Installing the bracket ✦

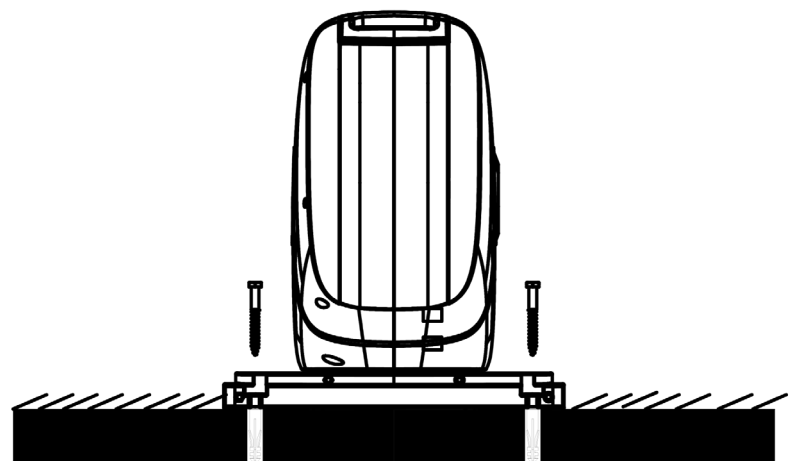
### Lawn

1. Choose a flat place and mark the location of the 4 holes.
2. Hammer 4 garden pins into 4 holes.
3. Please make sure the hose reel is secured by the pins.



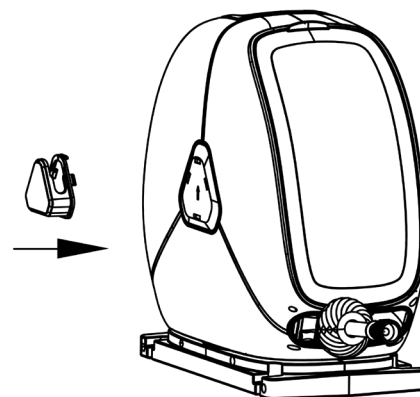
### Concrete Floor

1. Choose a flat place and mark the location of the 4 holes.
2. Use a 12mm drill to drill 2' / 5cm deep holes.
3. Put the screws in and then use a socket set or a wrench to tighten.



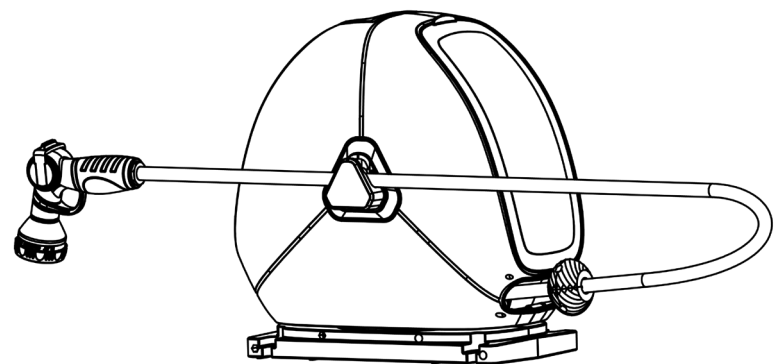
### Install the hose holder

1. Put the holder in the right direction, and then press it towards the machine.
2. You can put the hose on the holder to prevent it from getting dirt on the ground and keep the water pipe clean.



### Setting up leader hose and nozzle

1. Connect the leader hose connector to the reel and the faucet.
2. Connect the nozzle to the hose.
3. Tighten the nozzle and leader hose connector.



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

## PRODUCT TESTING

1. Check if the water hose is leaking:
  - Leaking near the faucet
  - Leaking near the hose reel
2. Check whether the nozzle is leaking.
3. Check whether the hose retracts normally:
  - Can't retract automatically
  - Unable to pause
4. Check whether there is a rubber o-ring in the hose connection.

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

## HOW TO

### Lock / Extend the hose

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

### Retract / Shorten the hose

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

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

## Recommended usage

1. Before retracting the hose, turn off the faucet and squeeze the nozzle trigger to release any additional pressure. Always retract the hose after each use.
2. There is an "**STOP**" indication sticker 3-1/4 feet before the maximum length, don't pull the hose past this point, otherwise, the retraction mechanism will be destroyed.

## PROBLEM GUIDE

### The hose will not retract to its full length

1. Turn off the faucet and pull out the hose completely.
2. Squeeze the nozzle trigger to release excess pressure.
3. Unscrew the nozzle and disconnect it from the hose.
4. Retract the hose into the reel.
5. Check for physical damage. (i.e., The reel makes a hoarse sound, there are obvious cracks in the cover plate, the hose reel box is smashed, etc.)

### The hose cannot be retracted or extended

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

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

If leakage occurs where the hose is connected to the reel, try to tighten it and ensure that the connector is threaded correctly when screwing tight. You may also want to check to make sure there is a rubber o-ring in the hose connection.

## Hose kinks

1. Extend the hose and fully open the faucet to eliminate any kinks.
2. Be sure to pull out the hose when needed. Do not leave the water hose stay outside the reel for a long time, because you don't know if the hose will be pressed by a heavy object.

## Low water pressure

1. Remove the nozzle and check the water pressure to ensure the pressure issue is not caused by the nozzle.
2. Fully extend the hose, check for kinks, and open the faucet completely for full water flow to eliminate possible pinch points.
3. Connect the nozzle end of the hose to the faucet, making the water flow in the opposite direction in the hose to clear any blockages.

# MAINTENANCE

### **DO NOT ALLOW THE HOSE TO RETRACT AT HIGH SPEED UNASSISTED**

This may damage the hose reel and nozzle. Always walk backwards at a steady pace with the hose in hands.

### **DO NOT OPEN THE HOSE REEL CASING**

Unscrewing the case will void the warranty. The internal spring mechanism is held under tension and is dangerous when released. If leaking or retraction problems occur, please contact the Giraffe Tools customer service team for advice and assistance.

### **DO NOT LEAVE THE FAUCET TURNED ON WHEN NOT IN USE**

This puts the hose under unnecessary pressure.

### **DO NOT DISASSEMBLE THE HOSE REEL BY YOURSELF**

Internal metal parts are irreplaceable. Disconnecting the spring will cause tremendous force, which may cause injury.

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

In winter, the plastic cover might become brittle, and the water in the hose will expand and contract. The water might freeze and crack the hose. Disconnect the screws or Pins and store the hose reel indoors.

## CLEANING THE HOSE

Wipe the hose with a damp cloth to keep the hose clean. This will prevent dust and sand from being pulled into the reel, which could damage the lock and shrink-back mechanism.

## DO NOT USE ANY CHEMICALS

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

## 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. The outer shell of the hose reel has been treated with UV stabilization and can be used continuously.

# 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 details 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.

## PRODUCTS RECOMMENDED



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



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



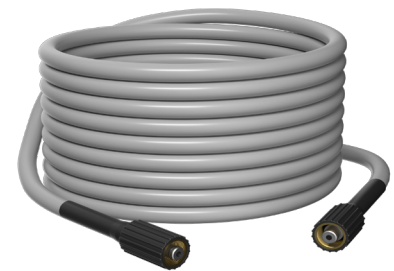
**Retractable Air Hose Reel**



**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**



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