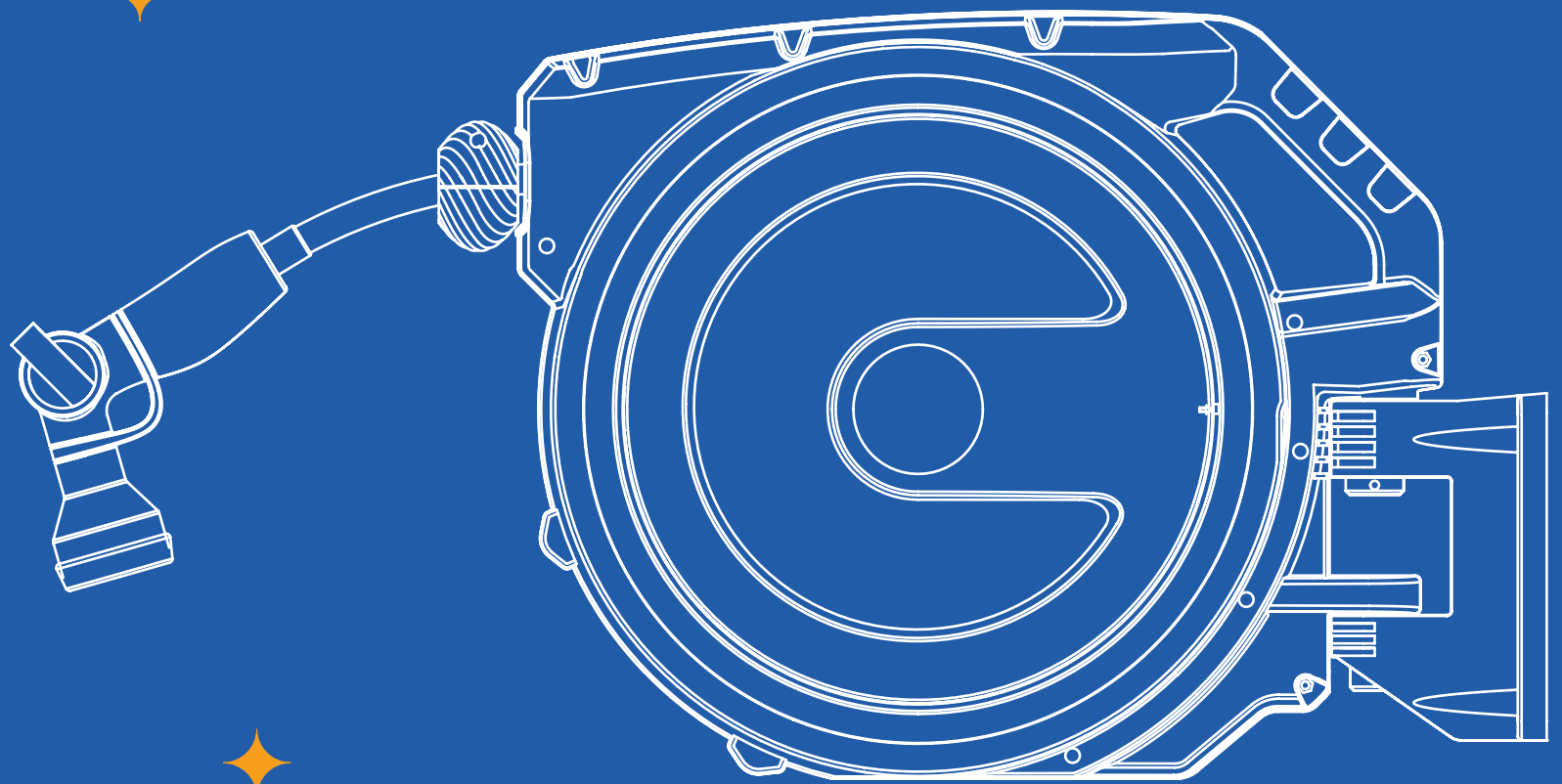


RETRACTABLE HOSE REEL

Model AW3012US/AW3012US-MB



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



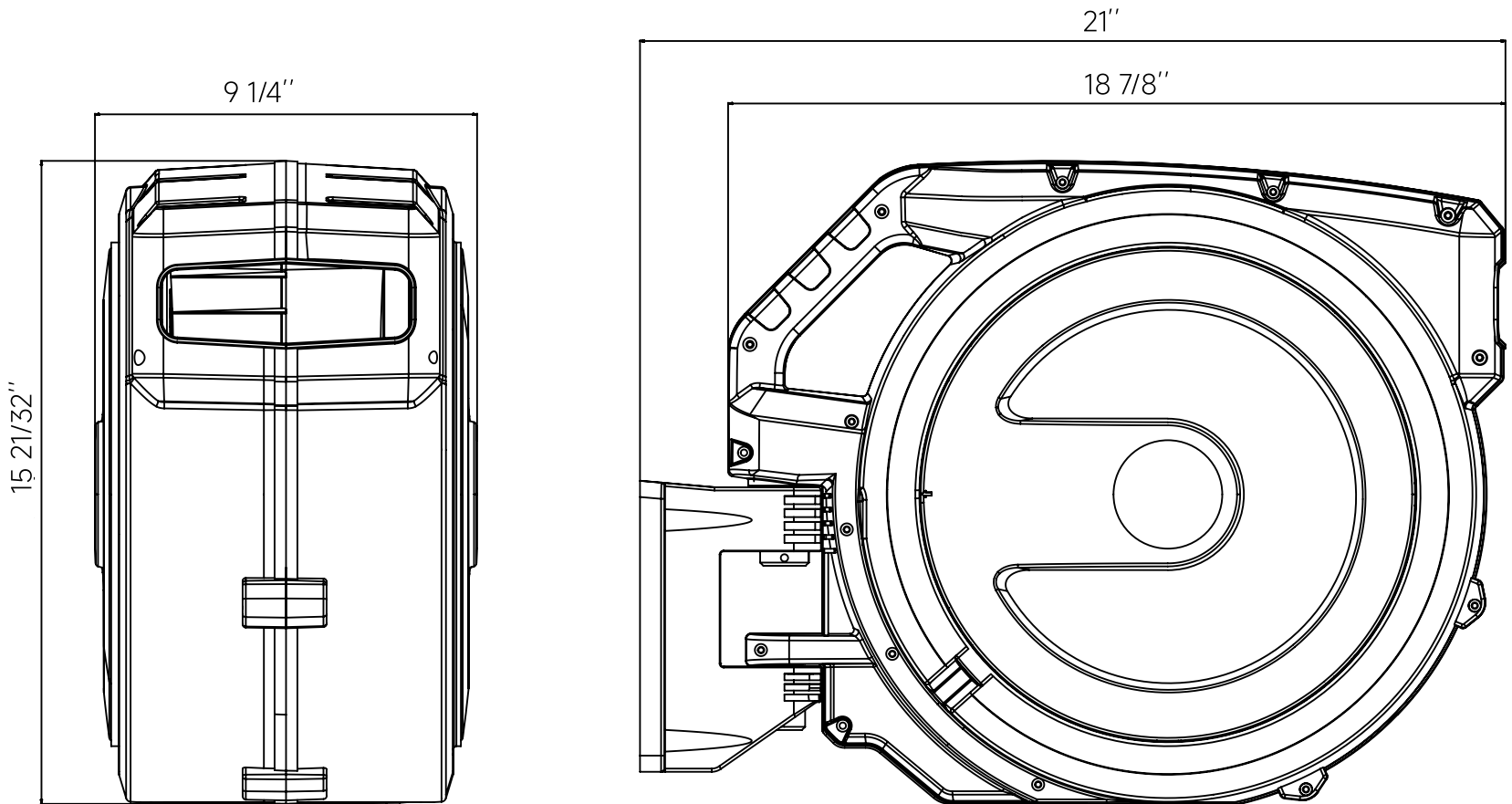
GiRAFFE TOOLS

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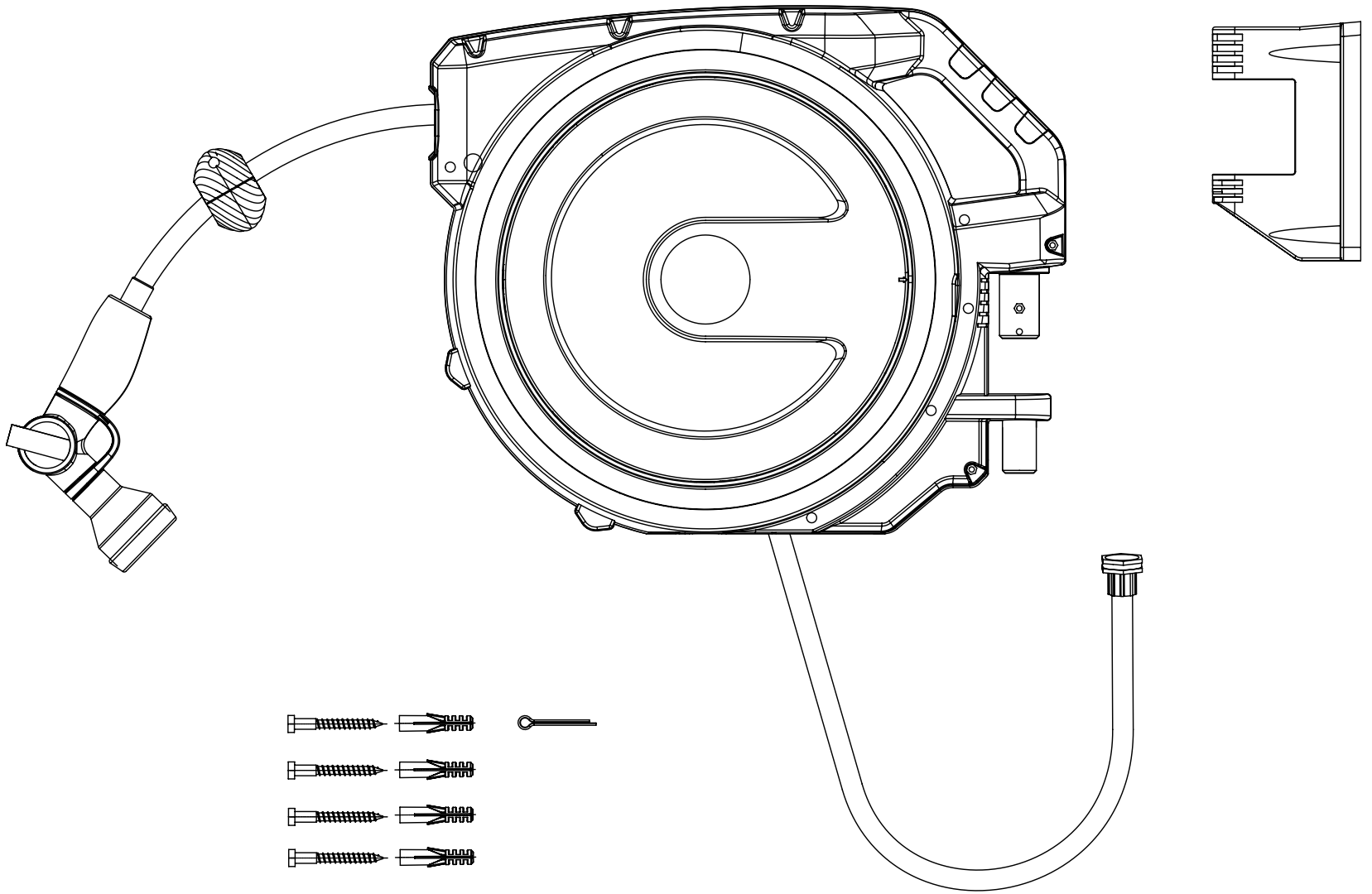
PRODUCT INFORMATION

Thank you for choosing the Giraffe Tools retractable hose reel. Our product uses a 100ft 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 100 feet
Connection Type	3/4 in. GHT
Working Temperature	32 - 122 °F
Max. Working Pressure	0.8 MPA
Mount Type	Swivel on Wall, Post

WHAT'S INSIDE THE BOX



1 x Retractable Hose Reel

1 x Bracket

1 x 5ft Leader Hose

1 x 9-Mode Nozzle

4 x Ribbed Plastic Anchor: $\Phi 12*50$

4 x Screw: $\Phi 8*70$

1 x Split Pin

1 x Owner's Manual

OPEN-BOX CHECK

1. Check if the above parts are complete.
2. Check if there are (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 the received package smells, this is caused by the sealed environment during the shipment overseas.

TOOLS REQUIREMENT

- Electric drill (7/16" OR 3/8" FOR WALL AND 5/16" FOR WOODEN POST)
- Hammer
- Socket set or a Phillips screwdriver

START TO INSTALL



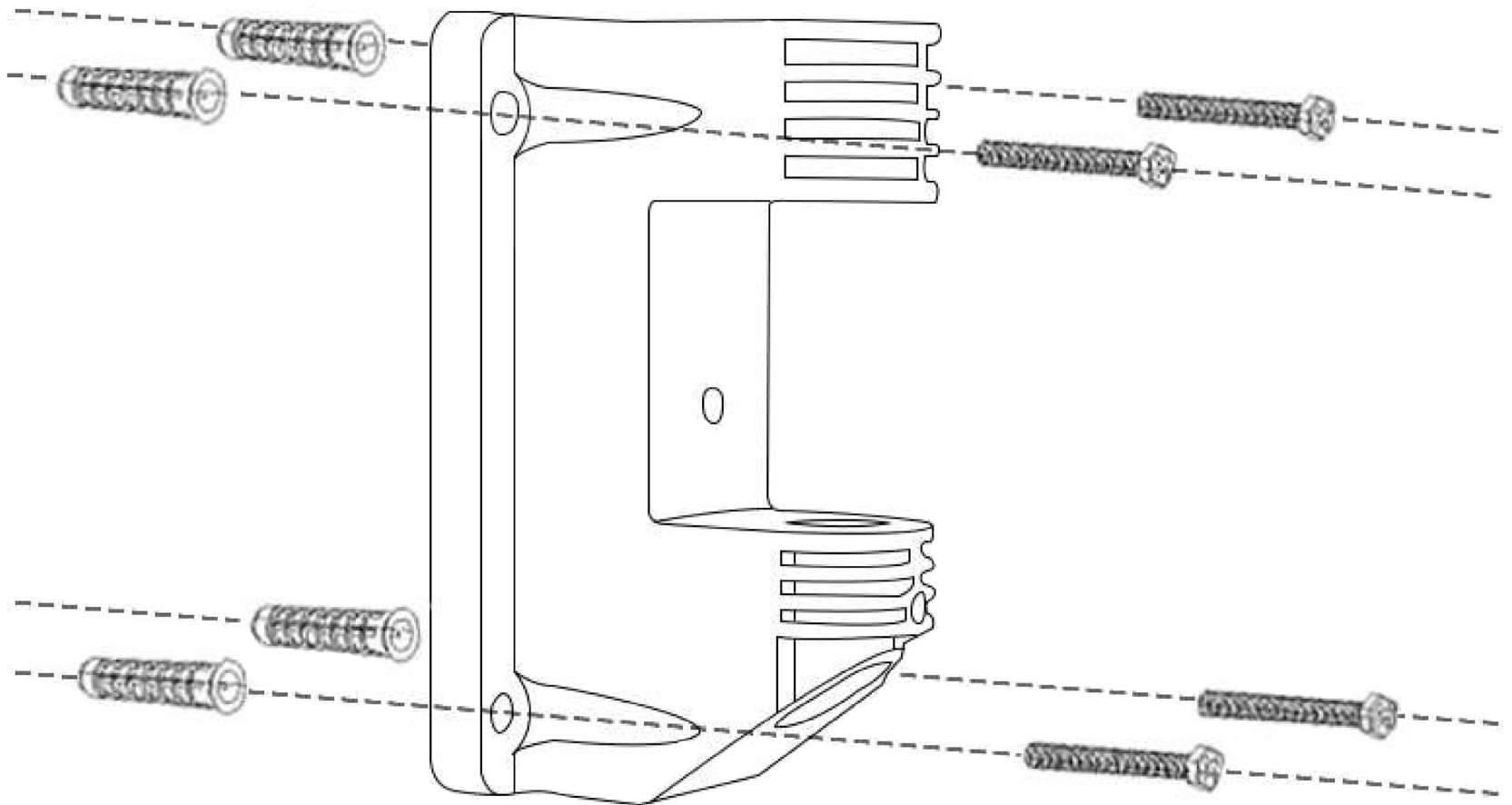
Choose a place



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

Note: Please install the hose reel at a height of approximately 31 in above the ground to maximize the function of auto-retraction.

Notice: The surface needs to be able to withstand 30kg of force. As a matter of convenience, please install the hose reel nearest to your chosen water source. Make sure the leader hose can reach the faucet prior to mounting. The hose reel can be mounted on a wall or a post. If you want to mount the hose reel to a wooden post, there is no need for wall anchors as the screws can screw directly into the wood. Using the precise size drill will ensure a secure fit of the bracket. 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 ✦

Wall

1. According to the attached drawing to mark the location of the 4 holes.
2. First recommend a 7/16" drill, if not available you can choose a 3/8" drill, then drill 1-31/32"/4.98cm deep holes.

Tips: Depth is important. Mark a 1-31/32"/4.98cm depth with tape around the drill bit. If the drilled hole is too deep and the wall anchor rotates, use a matchstick or a similar tool to tighten the hole.

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

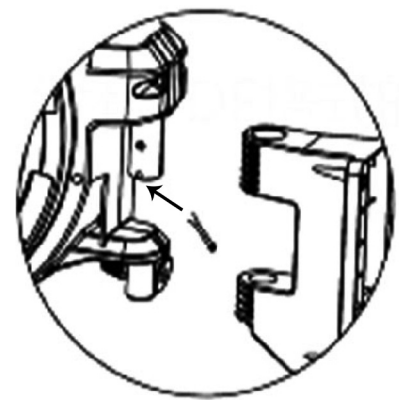
Wooden post

1. According to the attached drawing to mark the location of the 4 holes.
2. Use a 5/16" drill bit to drill 1-31/32"/4.98cm deep holes.
3. Hold the bracket in place.
4. Put the screws in and then tighten the screws.

Tips: We don't recommend wooden posts that can only carry weight up to 20kg, to install the bracket.

Setting up retractable hose reel

1. Lift the reel and slide it into the bracket holes.
2. Insert the split pin to the upper supporting bar of the hose reel, split the two ends.
3. Connect the leader hose connector to the faucet.
4. Connect the nozzle to the hose.
5. 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 an 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 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 3.28 feet before the maximum length, don't pull the hose past this point, otherwise, the retraction mechanism will be destroyed.

Remove the hose reel from bracket

1. Clamp the end of the split pin with pointed pliers and pull out the split pin.
2. Lift the hose reel out of the bracket and store it for next use.

PROBLEM GUIDE

The bracket fell off the wall

Check whether the bracket was installed correctly.

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 an o-ring in the hose connection.

The hose is hard to pull

Confirm that the hose reel is installed at a high enough height to be parallel to the user. If it is too low, the hose may rub on the opening, making it difficult to pull. Check for physical damage. If you continue to have issues, please contact customer service at contact@giraffetools.com and provide your order number and an accompanying video or photos of the issue at hand.

Hose kinks

1. Extend the hose and fully open the faucet to eliminate any kinks.
2. Make sure that the hose reel is installed at the correct height. A hose that is too low will rub against the hole and cause kinks.
3. 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, checking 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.

Bracket cracking

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

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.

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 in turn crack the hose.

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 IMMERGE 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 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.

PRODUCTS RECOMMENDED



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



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



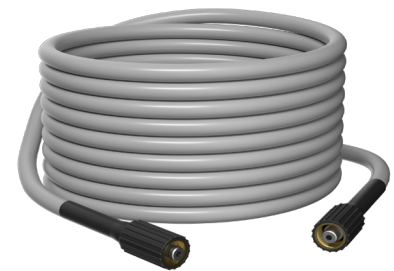
Retractable Air Hose Reel



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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