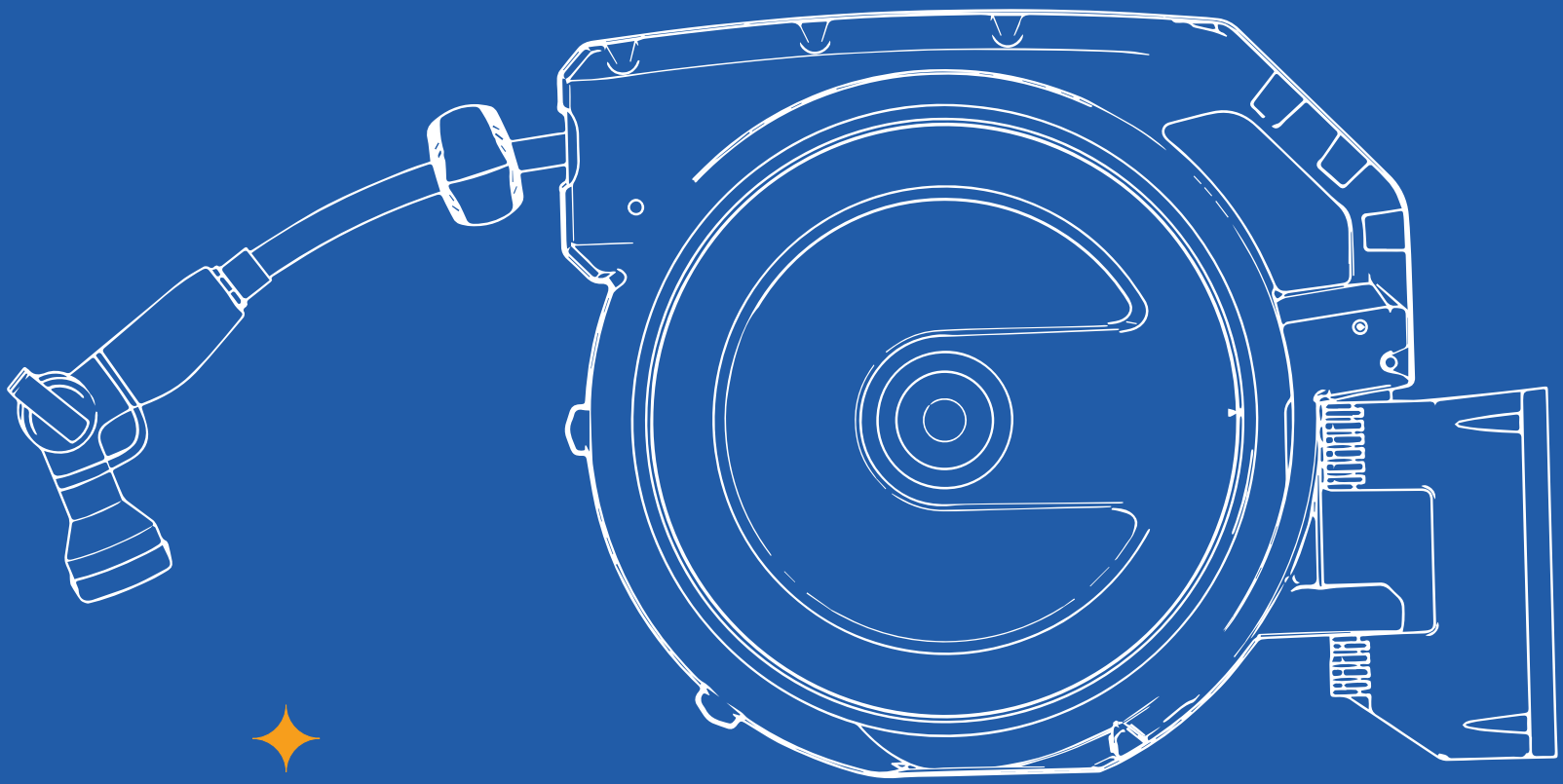


RETRACTABLE HOSE REEL

Model AW25



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



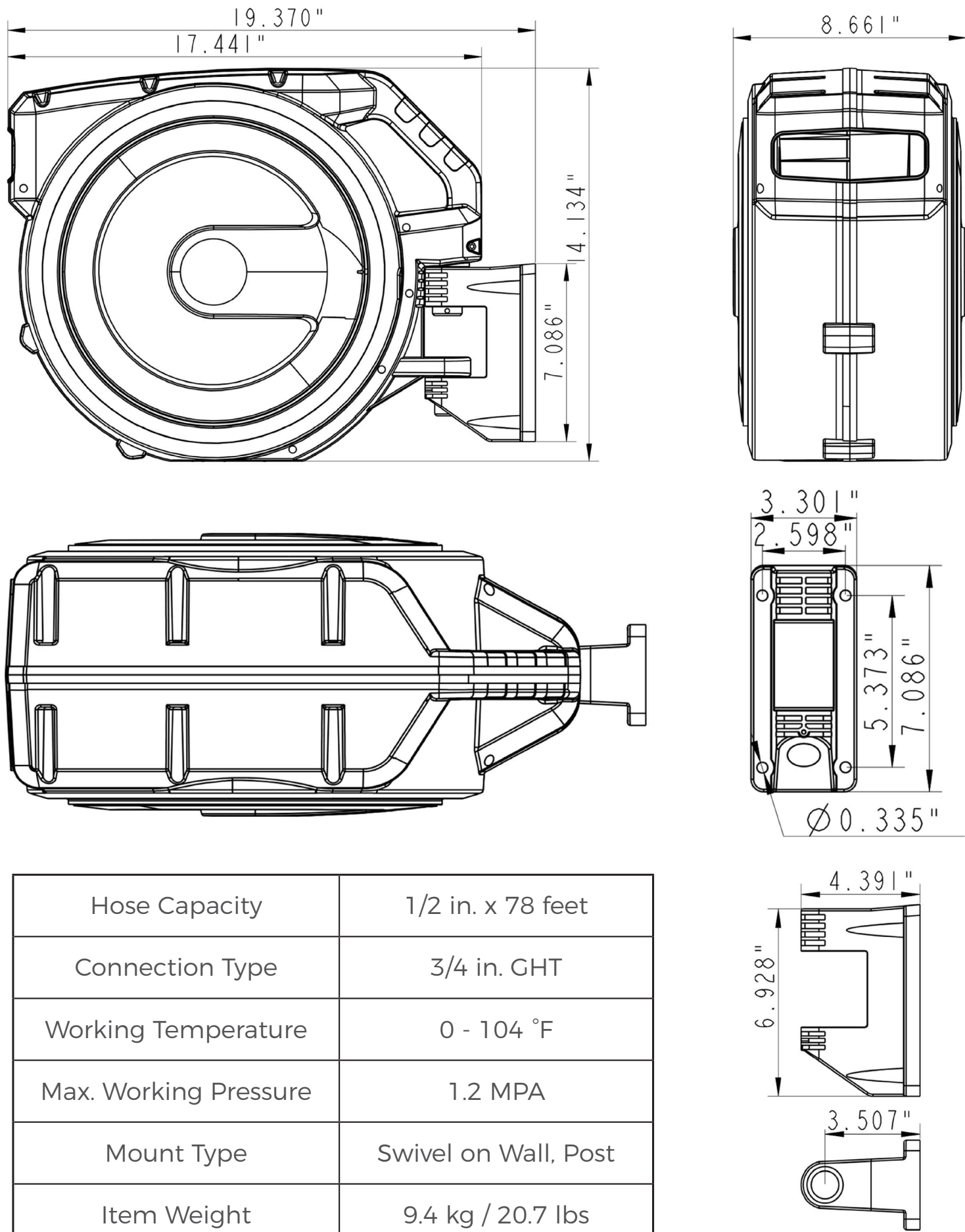
GiRAFFE TOOLS

MANUAL CONTENTS

Product Information -----	03	How To -----	08
What's Inside The Box -----	04	Problem Guide -----	09
Open Box Check -----	05	Maintenance -----	10
Tools Requirement -----	05	Warranty -----	11
Start To Install -----	05	Products Recommended -----	13
Product Testing -----	07	Installation Template -----	14

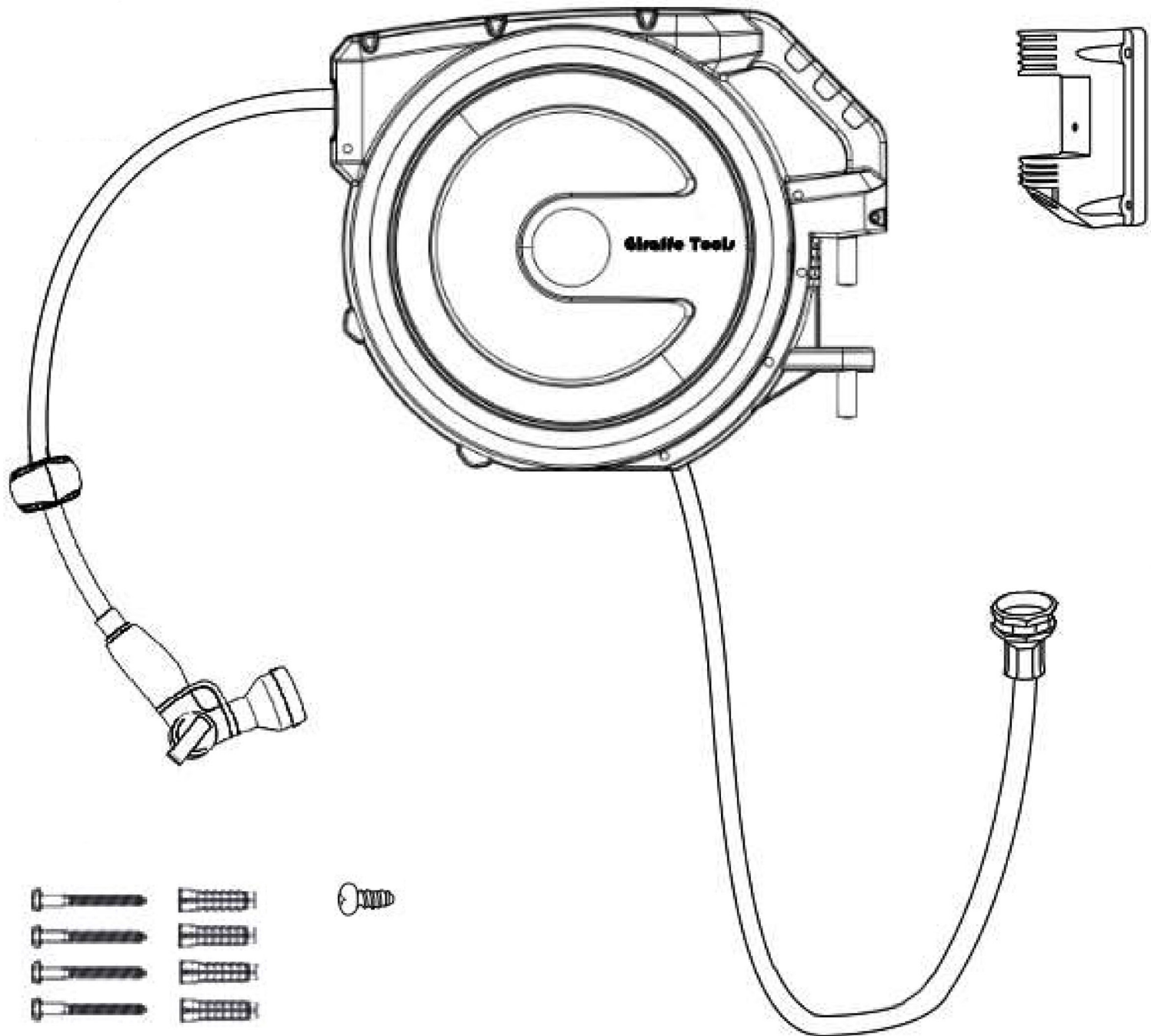
PRODUCT INFORMATION

Thank you for choosing the Giraffe Tools retractable hose reel. Our product uses a 78ft 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 78 feet
Connection Type	3/4 in. GHT
Working Temperature	0 - 104 °F
Max. Working Pressure	1.2 MPA
Mount Type	Swivel on Wall, Post
Item Weight	9.4 kg / 20.7 lbs

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: $\Phi 12 \times 50$
- 4 x Screw: $\Phi 8 \times 70$
- 1 x Small Screw
- 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 1/2" FOR WALL AND 5/16" FOR WOODEN POST)
- Hammer
- Socket set or a Phillips screwdriver

START TO INSTALL

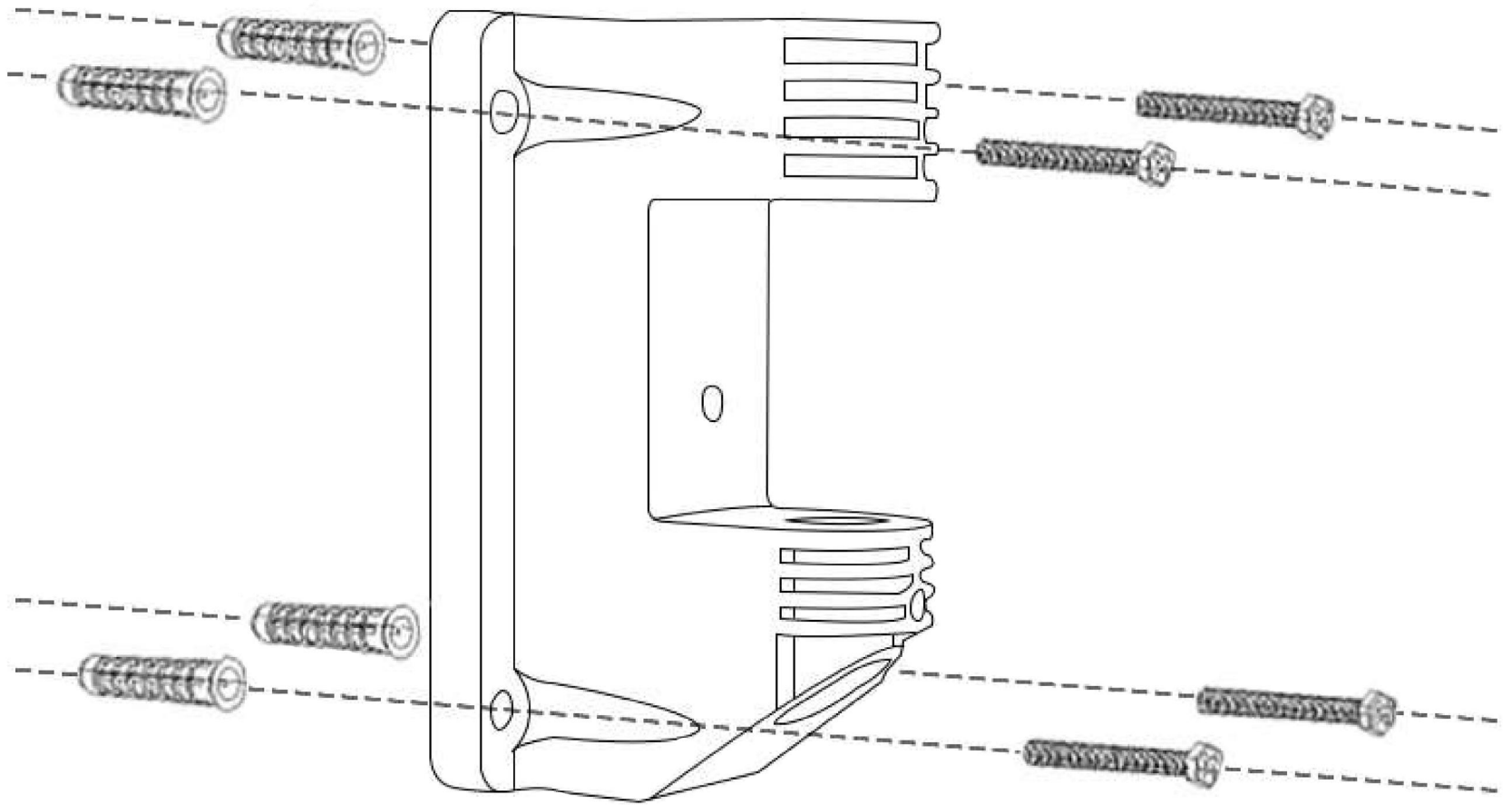


Choose a place



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

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. Use the installation template (page 14) to mark the location of the 4 holes.
2. First recommend a 7/16" drill, if not available you can choose a 1/2" drill, then drill 1.96 in. deep holes.

Tips: Depth is important. Mark a 1.96 in. 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.

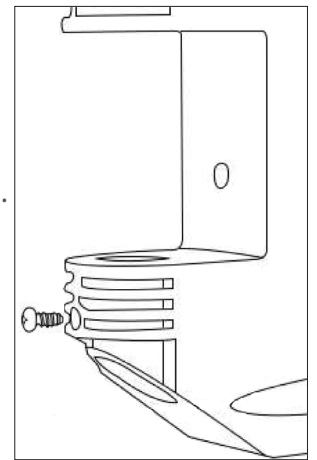
Wooden post

1. Use the installation template(page 14) to mark the location of the 4 holes.
2. Use a 5/16" drill bit to drill 1.96 in. 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. Screw the small screw to the bottom of the bracket and then tighten.
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. Loosen the small screw on the bracket bottom.
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 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

Warranty Period: **TWO (2) years**

Additional Legal Rights for Consumers

For consumers, who are covered by consumer protection laws or regulations in the country of purchase or their county of residence, the benefits conferred by our limited

warranty are in addition to all rights and remedies conveyed by such consumer protection laws and regulations, including but not limited to these additional rights.

WHAT IS COVERED BY THIS WARRANTY?

This warranty covers each product and warrants them to be free from defects in workmanship, under normal use and service, for the defined period from the date of purchase by the first end-user. Under this warranty, Giraffe Tools will repair or replace, at its option, any unit that fails to perform according to Giraffe Tools' published specifications during the warranty period.

WHAT IS NOT COVERED BY THIS WARRANTY?

This Warranty does not apply to damage caused by accident, abuse, misuse, fire, earthquake, or other external cause, or to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship.

ACQUIRING WARRANTY SERVICE

Should the product prove to be defective within the warranty period, return the product to the retail store you purchased the product(s), and Giraffe Tools will at its option, repair or replace the product, to whatever extent Giraffe Tools deem necessary to restore the product to proper operating condition, without any charge to you.

PRODUCTS RECOMMENDED



**Grandfalls
Pressure Washer**



**Retractable Hose
Reel 78-155ft**



**Retractable Hose Reel
- Metal Bracket**



Hose Reel Cart 250ft



**Stainless Steel Hose
Cart 150ft**



**Stainless Steel Hose
Reel 150ft**



**Metal Hose Reel Box
150ft**



Retractable Cord Reel



**Retractable
Air Hose Reel**



**Hybrid Hose with
Swivel Grip 2.5-100ft**



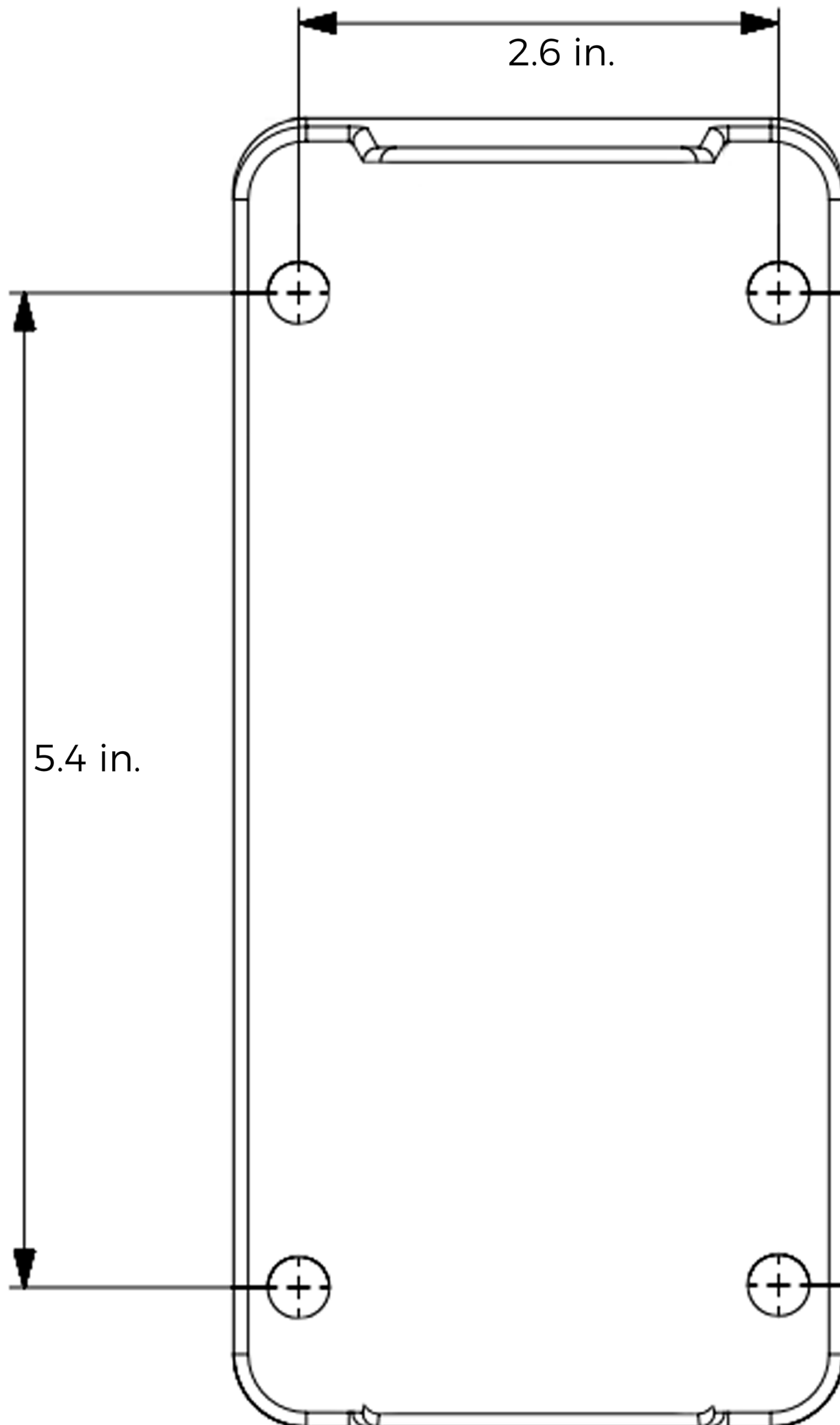
**Hybrid Garden Hose
10-100ft**



**Kink Resistant Garden
Hose 10-90ft**

If you are interested in the above products, you can visit giraffetools.com or search for Giraffe Tools on Amazon.

INSTALLATION TEMPLATE





WE WILL DO THE HEAVY LIFTING



To purchase Giraffe Tools products and more, visit giraffetools.com or search for Giraffe Tools on Amazon.com.



giraffetools.com



contact@giraffetools.com



+1 (833)583-0881

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

