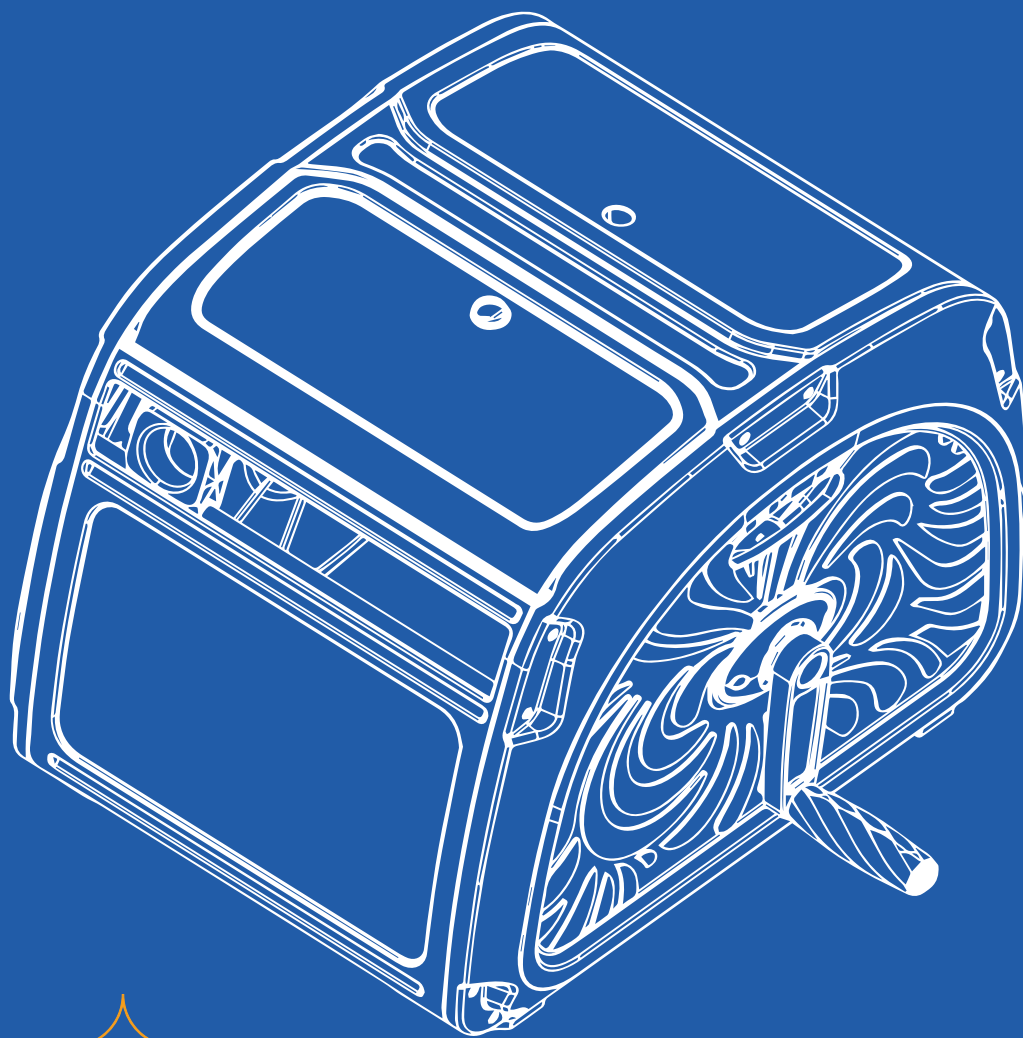


# METAL GARDEN HOSE REEL BOX

Model SW-5



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)



**GI**RAFFE TOOLS

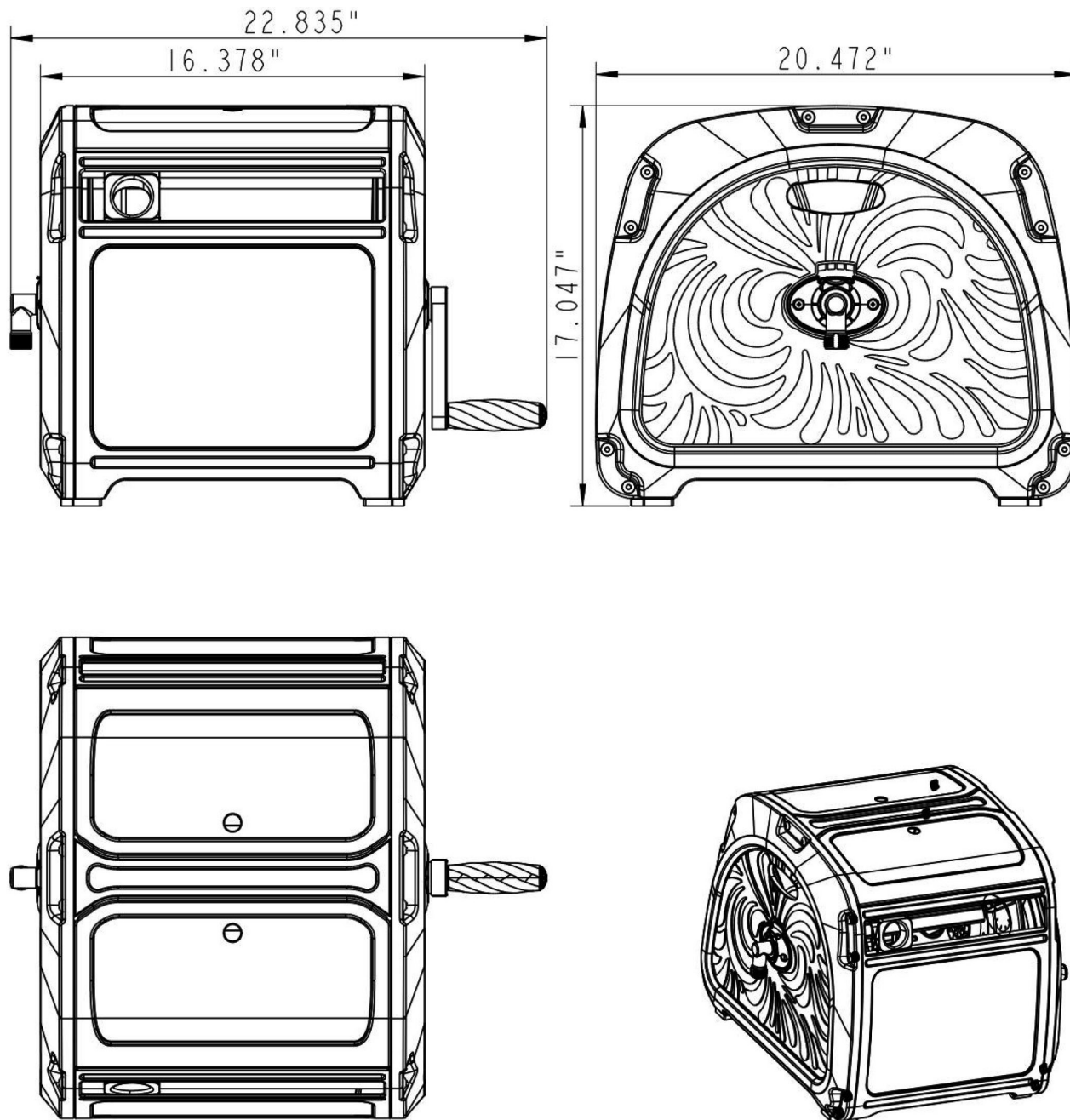
## MANUAL CONTENTS

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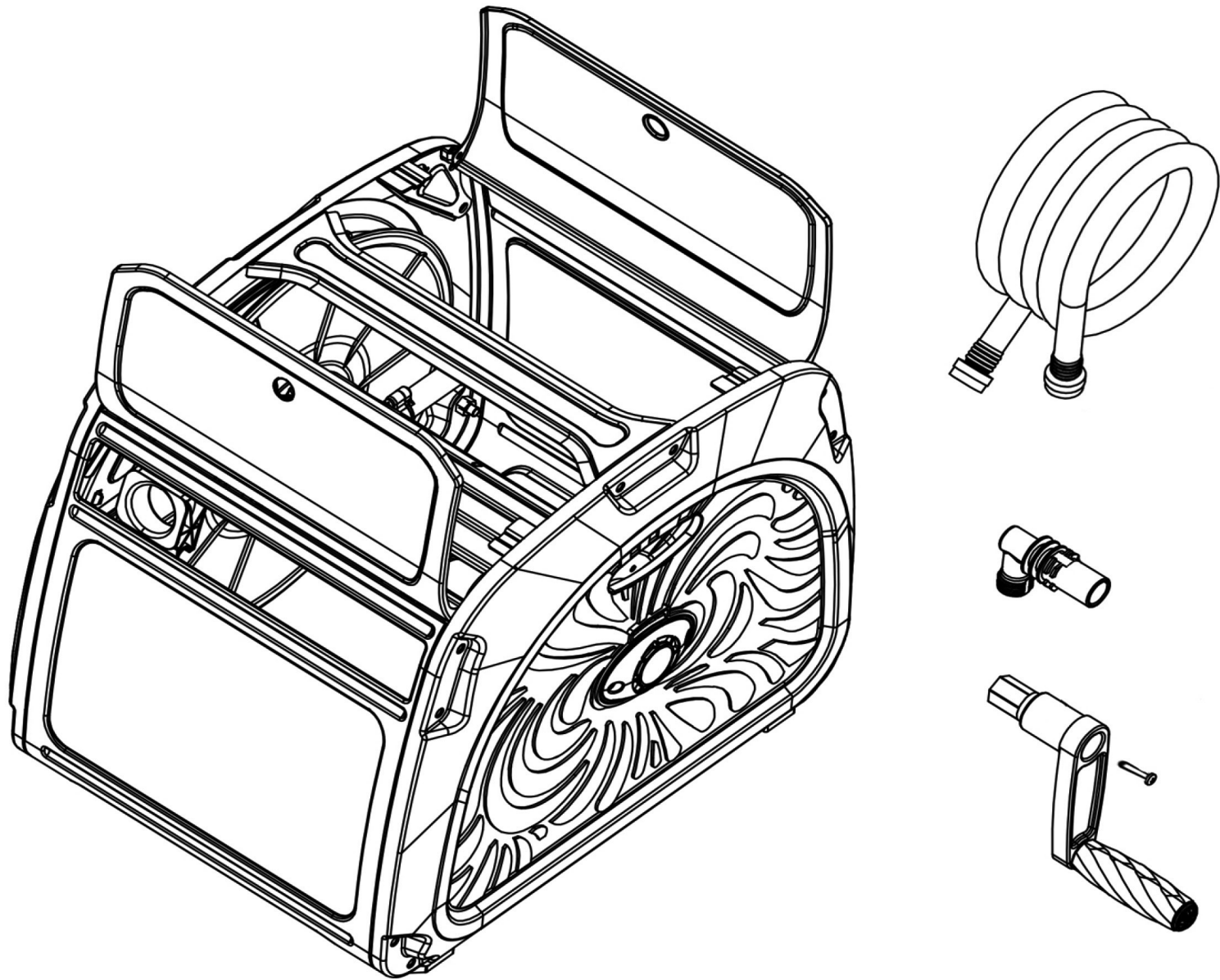
## PRODUCT INFORMATION

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, this reel can hold 200ft. 1/2" or 150ft. 5/8" garden hose (A 3/4" hose may not be applicable to the hose guide).



Hose Capacity	1/2" x 200 ft. or 5/8" x 150 ft.
Connection Type	3/4" GHT
Working Temperature	0- 104°F
Max. Working Pressure	1.2 MPA
Item Weight	11.9 kg / 26.3 lbs

## WHAT'S INSIDE THE BOX



1 x Hose Reel Box

1 x 5ft Leader Hose

1 x L-shaped Connector (attached to leader hose)

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

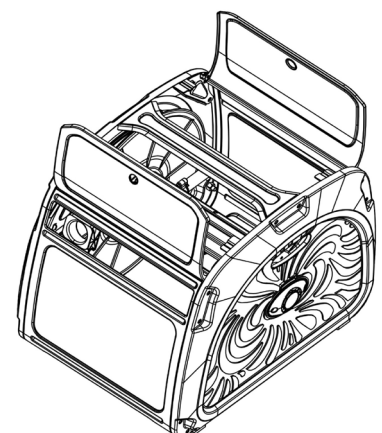
## START TO INSTALL

### ✦ Choose a place ✦

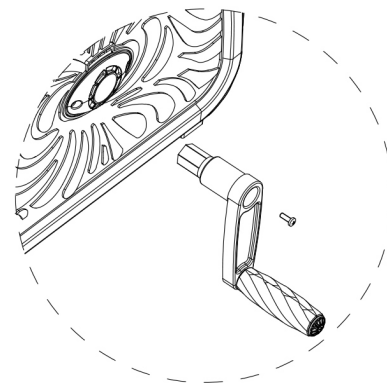
As a matter of convenience, please install the hose reel close to your chosen water source. Make sure the leader hose can reach the faucet prior to mounting the hose reel.

### ✦ Installing the reel ✦

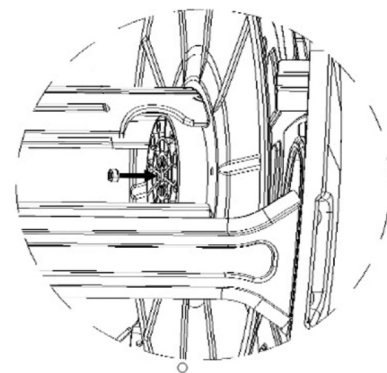
1. Open the lid, take out the crank handle, and the lead hose (with the L-shaped connector on one hose end).



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.

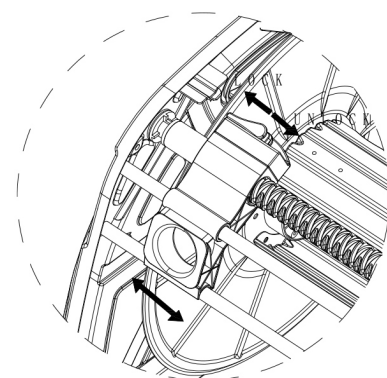


**Notice:** The nut has been fixed in advance in the corresponding position on the side cover. If you do not find the nut in the corresponding position, please look through the packaging or contact Giraffe Tools customer service team.



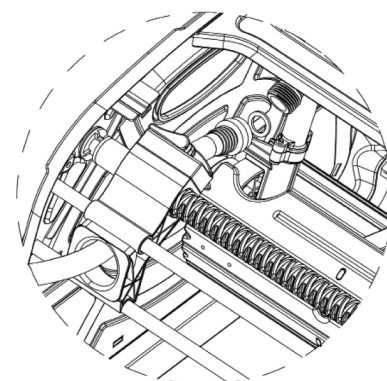
3. Align the regulator of the hose guide system to the water inlet side of the metal body, if the regulator is not in the right position, lift its latch to unlock the regulator and adjust its position, then re-lock the regulator through the latch.

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

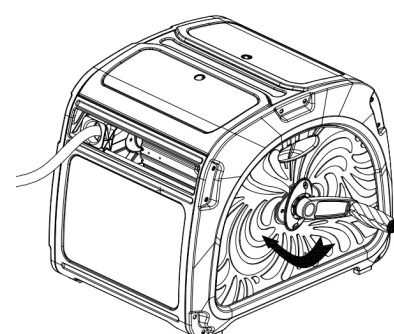


4. Uncoil your garden hose (not included), put its female connector through the regulator and connect it to the water inlet.

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



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



6. Connect the leader hose with a faucet.

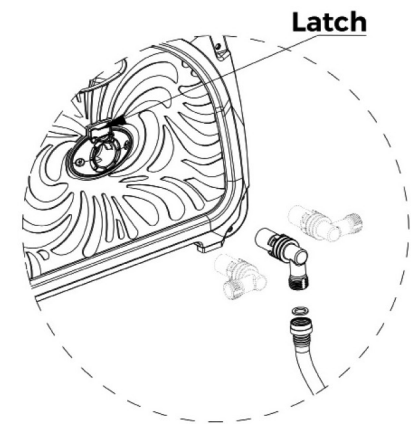
**Tips:** To prevent leakage, it is recommended to use a wrench. Make sure the rubber washer is placed in the connector.



7. 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](mailto: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](mailto: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

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



**Giraffe Stainless Steel Hose Reel**  
5/8"-150ft



**Giraffe Retractable Hose Reel**  
1/2"-5/8", 78ft-150ft



**Giraffe Hose Reel Box**  
5/8"-150ft



**Giraffe Retractable Hose Reel**  
5/8"-65ft



**Giraffe Hose Reel Cart**  
5/8"-250ft



**Giraffe 2in1 Pressure Washer**  
1400PSI



**Giraffe Extension Code Reel**  
12AWG-50ft



**Giraffe Retractable Air Hose Reel**  
3/8"-50ft



**Giraffe Retractable Air Hose Reel**  
3/8"-50ft

If you are interested in the above products, you can visit [giraffetools.com](http://giraffetools.com) or search for Giraffe Tools on Amazon.



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