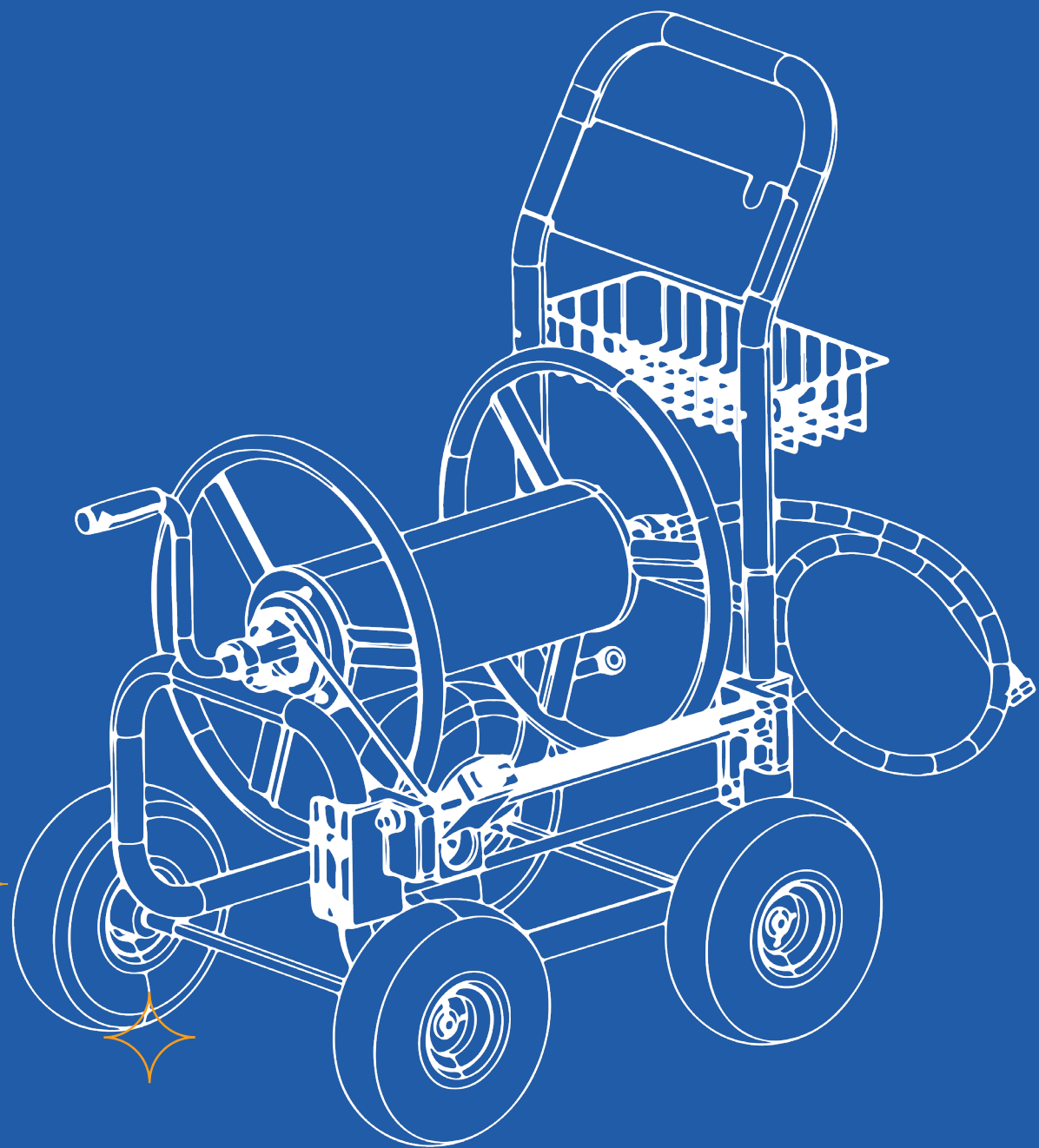


HOSE CART WITH HOSE GUIDE INSTALLED

Model HC03C



Read before use & keep for future reference.

For more information visit giraffetools.com or contact our customer service by sending an email to service@giraffetools.com



GIRAFFE TOOLS

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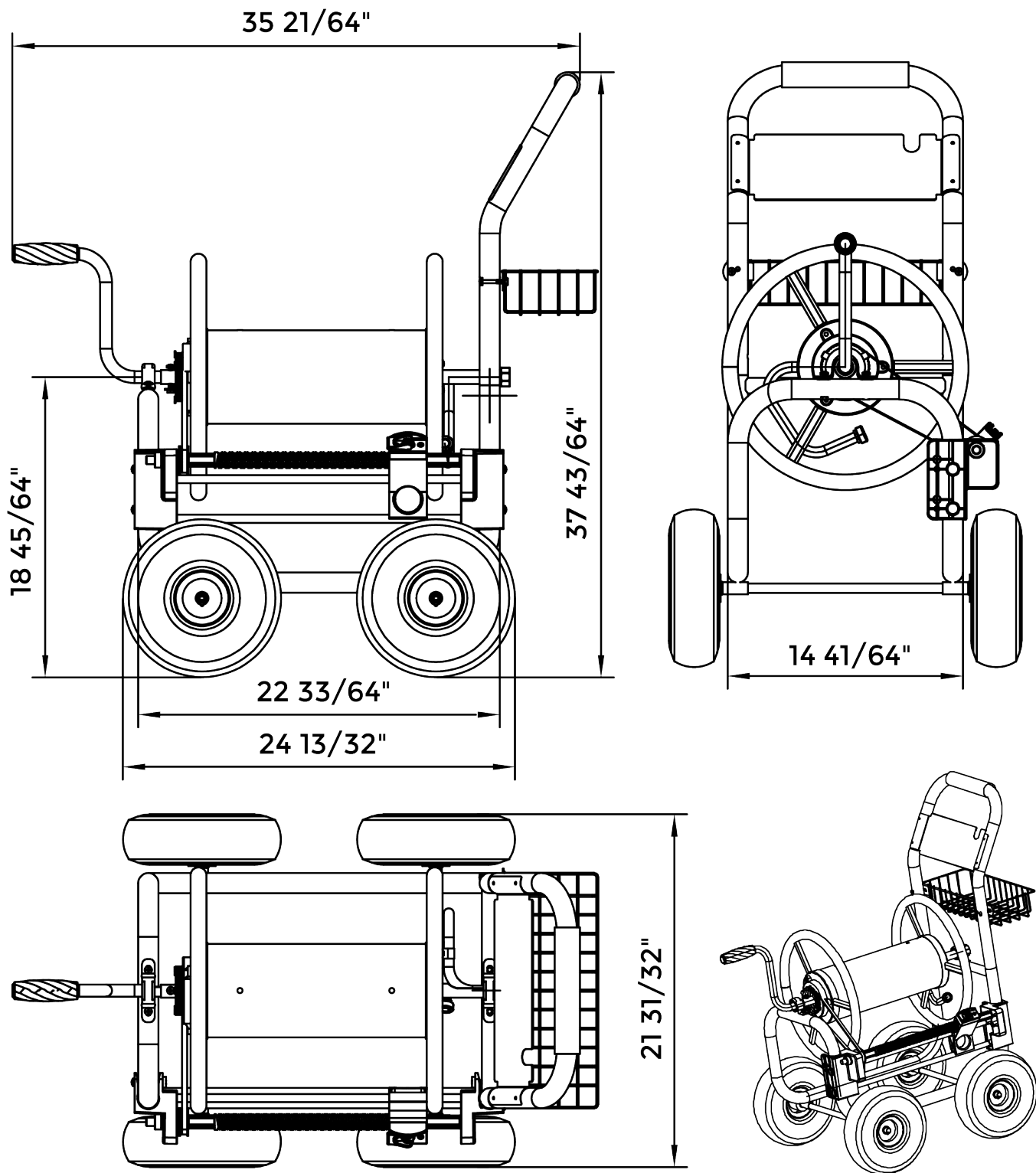
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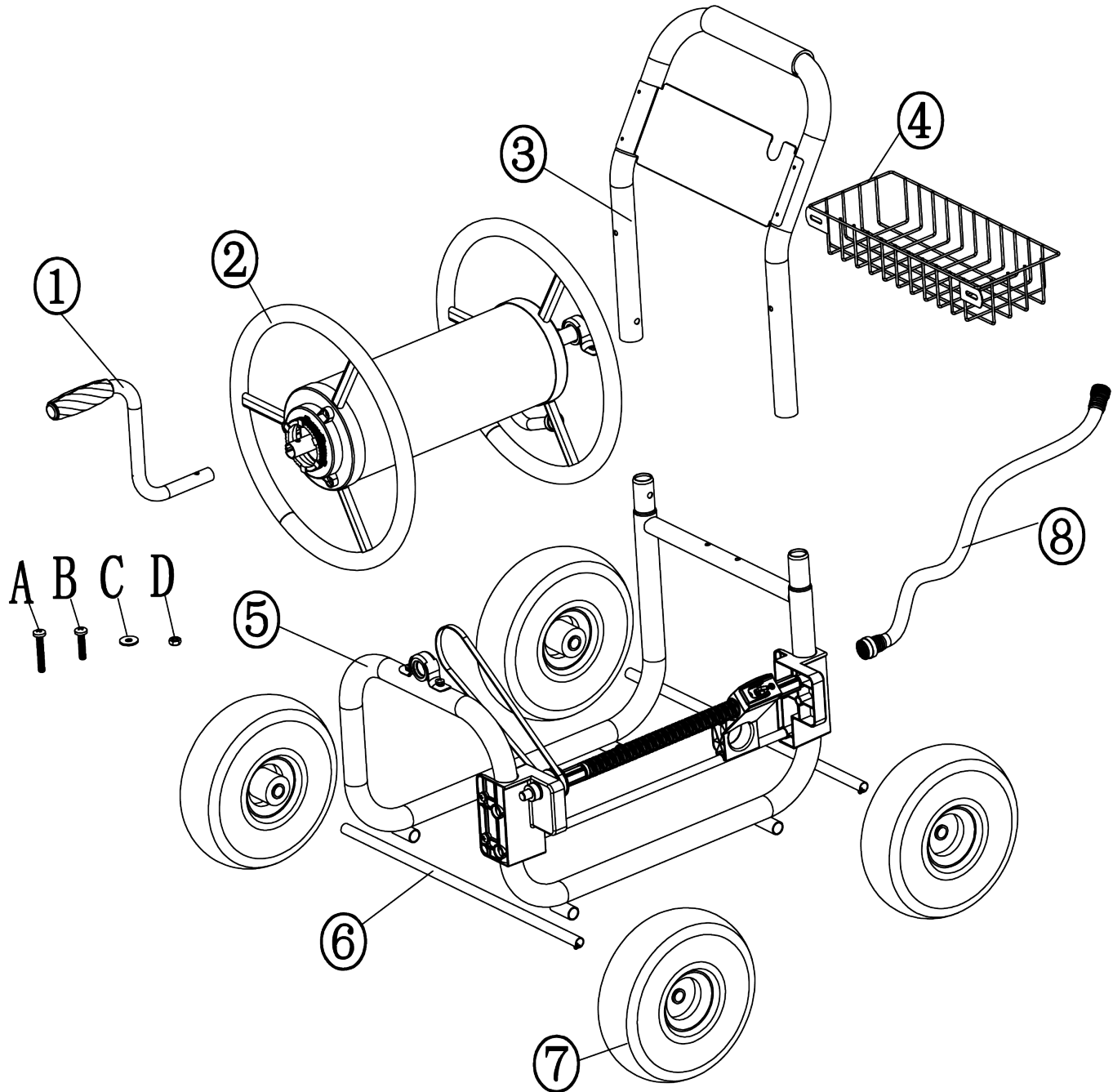
PRODUCT INFORMATION

Thank you for choosing Giraffe Tools garden hose reel cart which features a large capacity of 250-feet of 5/8" garden hose. Our product contains a 5ft lead in hose. Before using the hose reel cart, please read the following installation instructions and refer to them when necessary.



Lead-in Hose Length	5/8 inch x 5ft
Hose Capacity	5/8 inch x 250ft
Temperature Range	0°F – 104°F
Shipping Weight	39.2 lbs
Shipping Box Size	24 x 20 x 17 inches

WHAT'S INCLUDED



①	Crank Handle	x1	②	Hose Reel	x1
③	Push Handle	x1	④	Accessories Basket	x1
⑤	Hose Guide Frame	x1	⑥	Axel	x2
⑦	Wheel	x4	⑧	Leader Hose	x1

A	M6 X 45 bolt	x4	B	M6 X 30 bolt	x1
C	M6 flat washer	x5	D	M6 nylon nut	x5

Note: Accessory B is pre-installed on the crank handle, which is not included in the accessory package.

OPEN-BOX CHECK

1. Confirm that the above parts are included in your package.
2. Check for any scratches or damage done to the product.
3. If your product is missing parts or has visible damage upon receipt, please contact the Giraffe Tools customer service team at service@giraffetools.com.

Note: If you notice an initial aroma upon opening your package, this is due to the sealed environment in which the package traveled overseas.

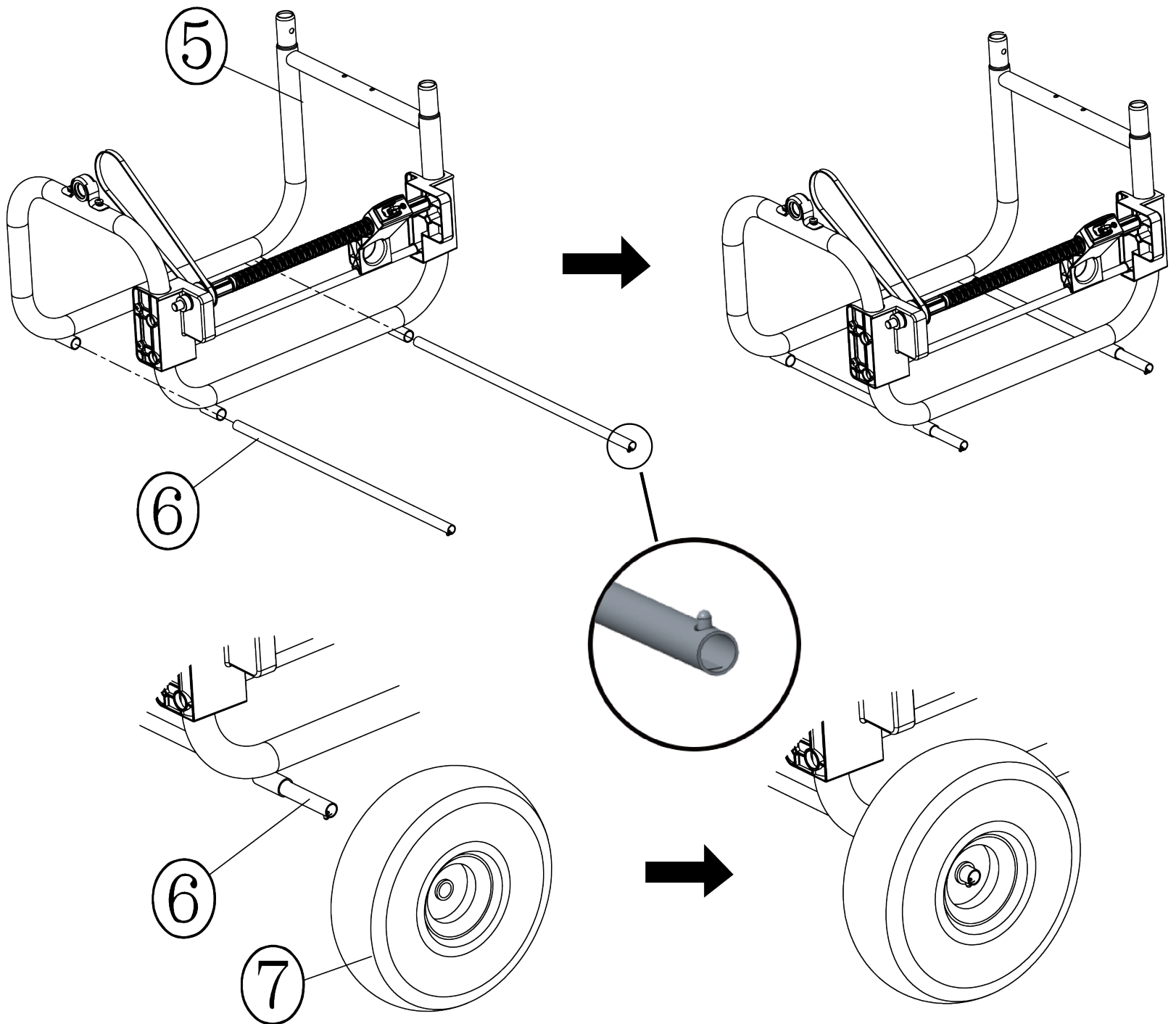
TOOLS REQUIREMENT

- Screwdriver
- Wrench

INSTALLATION STEPS

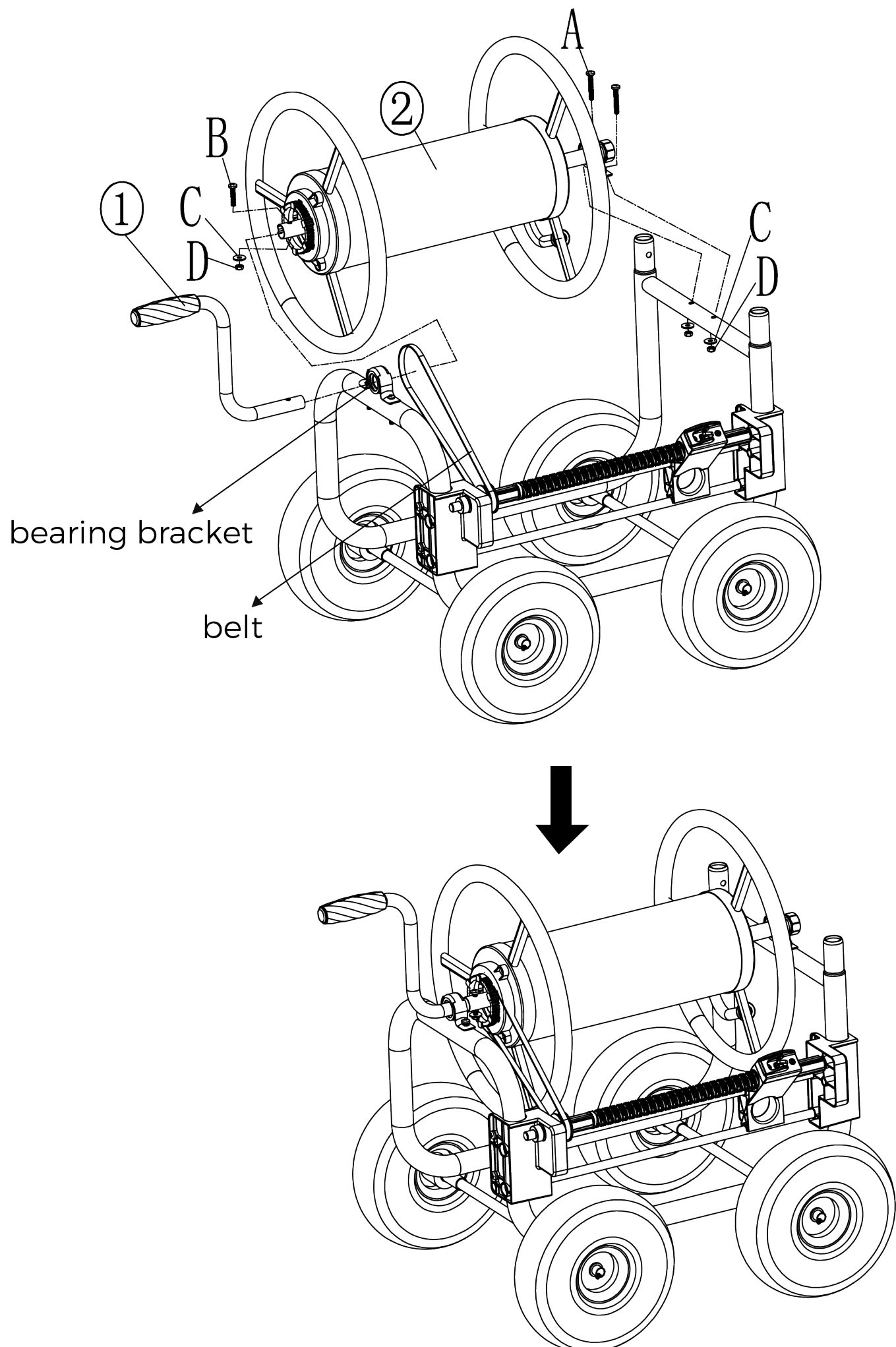
Note: Please go to the Amazon details page or Youtube to view the installation video for this product. If you encounter any problems during the installation process, please contact us via service@giraffetools.com

Step 1: Press the snap button on **axel** ⑥ and insert it through the holes of the **frame** ⑤.
Press the snap button on each side again and insert the holes of the **wheels** ⑦.



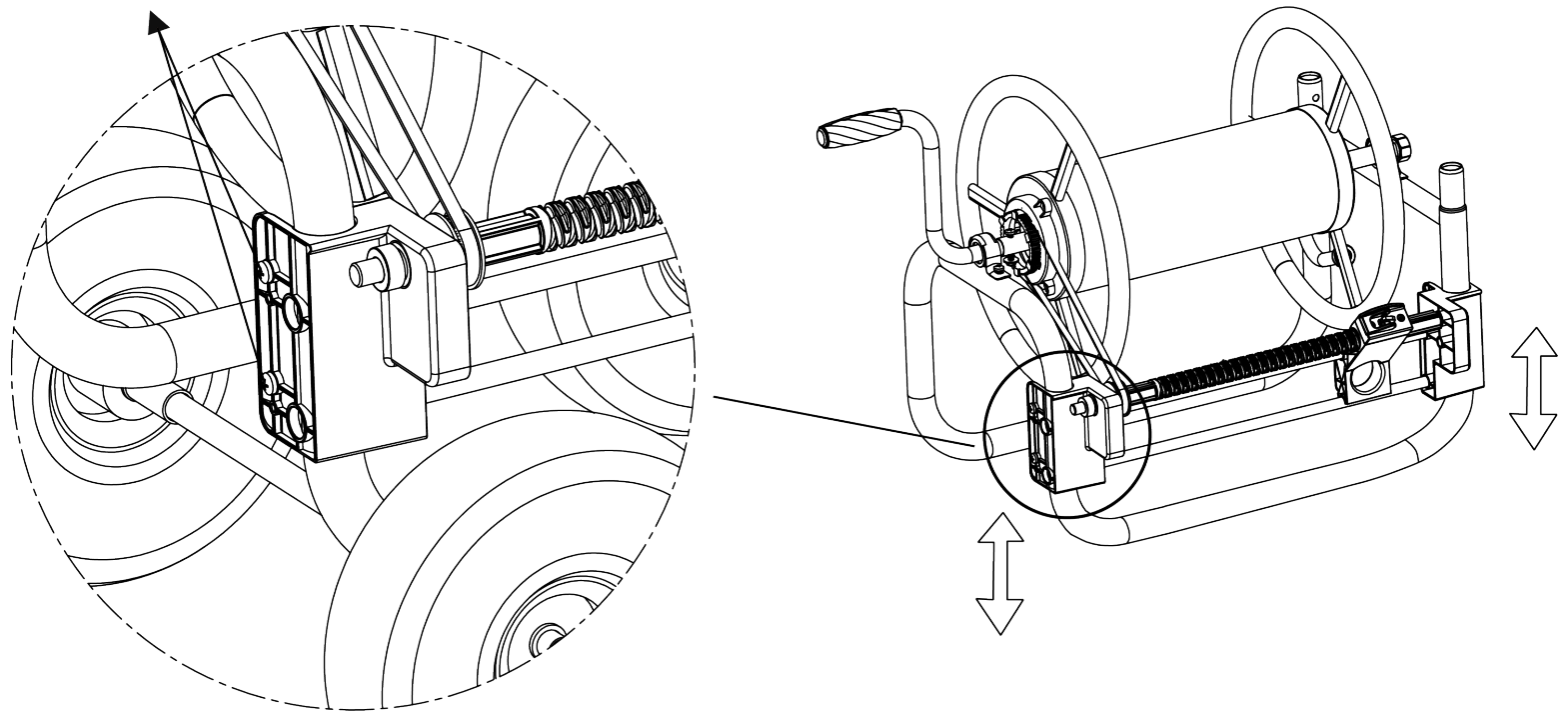
Note: The snap button is on both sides of the axels.

Step 2: Insert the **crank handle** ① to the hole of the bearing bracket (do not cross the belt). Put the **hose reel** ② on hose guide frame and assemble the belt on the gear of the hose reel. Last, insert the crank handle all in. Use the M6 x 30 bolt (B), M6 flat washer (C), M6 Nylon nut (D) to install the crank handle. Use the M6 x 45 bolt (A), M6 flat washer (C), M6 Nylon nut (D) to install the hose reel, which is shown in picture as follows.

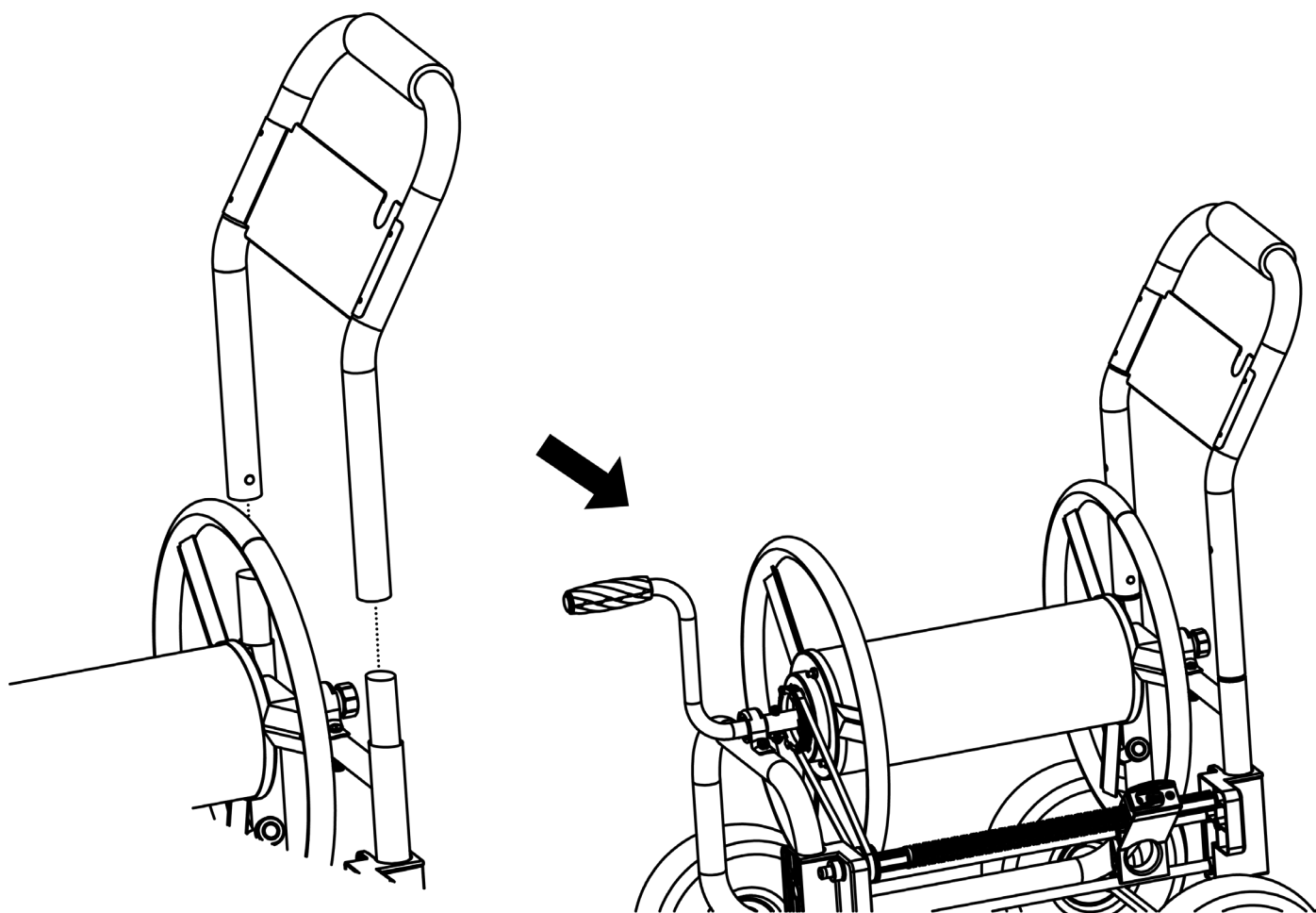


Step 3: Adjust screw rod brackets on both sides to make sure the belt is connected with driving gear and drive gear. And tighten the screws on both sides.

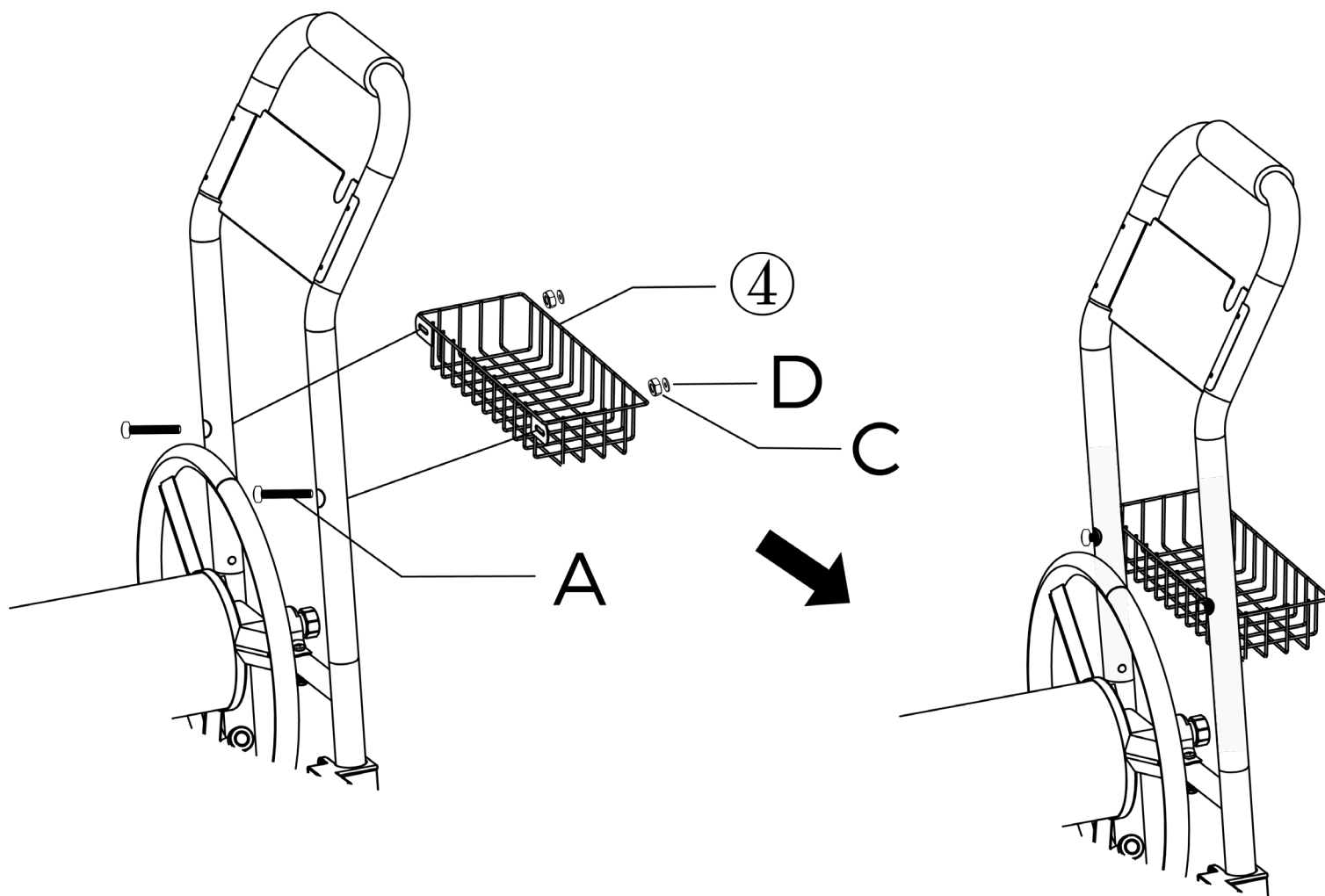
the screws are pre-installed and you just need to adjust the bracket and tighten the screws



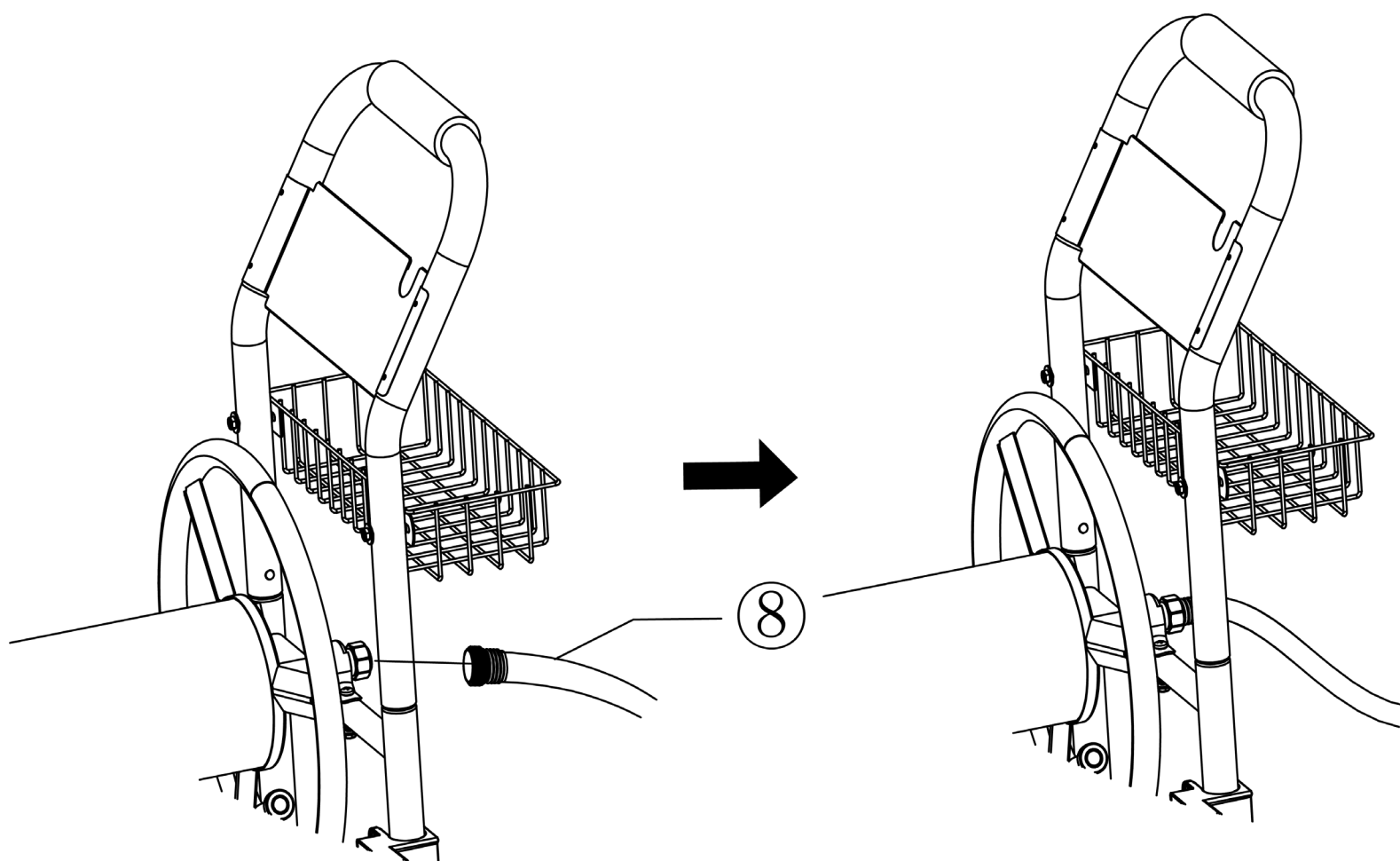
Step 4: Insert Push Handle into Frame in the direction shown in the photo. When Push Handle touches the Snap Button, press the Snap Button on both sides of Push Handle and continue to insert Push Handle until the Snap Button pop up.



Step 5: Assemble **accessories basket** ④ on push handle in the direction shown in the photo. Assemble M6 x 45 bolt (A), M6 flat washer (C) and M6 Nylon nuts (D) to tighten them.



Step 6: Screw **leader hose** ⑧ into water inlet as shown in the photo and fully tighten it with a wrench (not included).



Step 7: Turn the crank handle to move the hose guide system to the water inlet side. Insert one side of long hose (not included) through the hole of hose guide system and then connect it to water outlet joint.



PROBLEMS SOLUTION

Part Missing / Other Quality Damage

If your package is missing some parts or any other quality damage, please contact customer service at service@giraffetools.com with your order number, shipping info, and an accompanying photo of the damaged parts.

Lead-in Hose Leakage

First please check the rubber washer of the two connectors. If the leaking is from the metal joint or exist a hole inside the lead-in hose. Please contact customer service at service@giraffetools.com with your order number. We will resolve your issue.

Welding Rust

If the product is rusted from instead of while usage, first please apply anti-rust paint to the welding part. If you need more help, please contact customer service at service@giraffetools.com with your order number with the damaged pictures to get support.

Unique Guide is Not Work

In generally speaking, the unique guide system helps to evenly and neatly distribute hose around the reel. If the guide can not move from left to right to left, please try to turn the black pin in the opposite position, if this does not work, please contact customer service at service@giraffetools.com with your order number with a short video to get support.

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



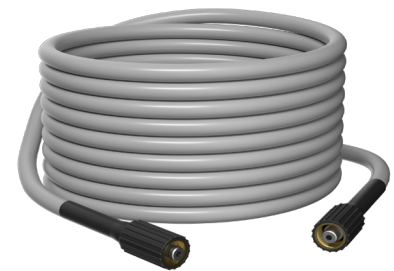
Retractable Air Hose Reel



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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