

HOSELINKTM

Retractable Garden Hose Reel

Models: US3325-WG | US3315-WG | US3325-CH

IMPORTANT
Read before use & keep
for future reference.

We're here to help.

For more information visit [hoselink.com](https://www.hoselink.com) or email usa-support@hoselink.com

Installation

CHOOSING A LOCATION

The bracket must be mounted on to a strong surface due to the weight of the reel when full of water, and the pulling action during use. Brick or flat timber post surfaces are suitable.

Where possible, we recommend mounting the base of the bracket 35 inches (850mm) above ground level and up to 5ft (1.5m) away from the faucet.



Welcome to hassle-free watering at its best!

The Hoselink Retractable Garden Hose Reel is manufactured from a range of quality materials including a powerful spring mechanism that is designed to retract the hose automatically, and a high-quality hose, which has been rigorously pressure tested by Hoselink.

The reel features an easy-to-use “lock-anywhere” system to ensure the hose remains in place as you water, and a bracket that allows for a full 180-degree range of motion. When installed and used correctly, this product should provide years of good service.

Box contents

1 x 82ft Spring-loaded Retractable Hose Reel unit w/ 6.5ft Leader Hose attached (Off-white and Charcoal)

OR

1 x 50ft Spring-loaded Retractable Hose Reel unit with 6.5ft Leader Hose attached

1 x Comfort 8-Pattern Flow Control Spray Nozzle

Hoselink Quick-connect Hose Fittings:

2 x Universal Faucet Connector (US2530)

2 x Accessory Connector (US2570)

Mounting Bracket plus Screw Kit, includes:

4 x Screws

4 x Masonry Wall Anchor

4 x Washers

1 x User Manual

WARNING

DO NOT ALLOW THE HOSE TO RETRACT AT HIGH SPEED UNASSISTED! THIS MAY DAMAGE THE HOSE REEL AND SPRAY NOZZLE.

Always walk the hose back to the hose reel at a steady pace.

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 if released. If leaking or retraction problems occur, please contact Hoselink's Customer Care team for advice and assistance.

Using the Hose Reel

HOW TO LOCK THE HOSE OFF

To lock the hose off at the desired length, simply release tension and it will lock.

To extend the hose further, simply start pulling and release tension again at the new length.

RETRACTING THE HOSE

To unlock the hose, give the hose a small tug to start retraction. If you pull the hose too far, it will lock again rather than start to retract.

To shorten the hose, start retraction then, once at the desired point, stop and walk the hose back out a little to lock it at the new length.

Do not let the hose retract unassisted as you may damage the Hose Reel unit and Spray Nozzle. When walked back at a steady pace, the self-layering mechanism neatly layers the hose into the reel, ensuring it remains free from kinks and tangles.

FULL EXTENSION

At full extension, the hose may need a stronger than usual tug to commence retraction.

RECOMMENDED USAGE

The Hose Reel must be mounted to the included wall bracket to function correctly. Before retracting the hose, turn off the faucet and squeeze the Spray Nozzle trigger to release extra pressure. Always retract the hose after use.

Care & maintenance

CLEANING THE HOSE

Keep the hose clean by wiping with a damp cloth. Stand at the reel with a damp cloth over the hose and retract the hose through the cloth. This will prevent dirt and sand from being pulled into the reel, potentially damaging the locking and retraction mechanisms.

AVOID CONTACT WITH CHEMICALS

Do NOT use any chemicals or substances with this hose such as acetone, white spirits, lactic acid etc. to clean the unit. Use of these chemicals will void the warranty.

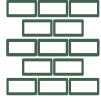
DO NOT SUBMERGE

Do not submerge the Hose Reel into water to clean it. Simply wipe the case with a damp cloth.

PROLONGING THE LIFE OF YOUR HOSE REEL

When not in use for long periods of time, we recommend storing the Hose Reel inside. The Hose Reel casing has been UV-stabilized and should last a long time. However, if your Hose Reel is likely to be exposed to extreme temperatures on a regular basis, you may wish to use a cover (sold separately) to prolong its life.

Installing the bracket

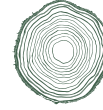


BRICK INSTALLATION

✂ Tools required

Electric drill (hammer or rotary), 3/8 inch masonry drill bit, hammer, 3/8 inch socket set.

- 1 Use the bracket to mark the 1st hole position.
- 2 Drill the hole with 3/8 inch drill bit, 2 inches deep.
 (Tip: depth is important, use sticky tape around the drill bit to mark 2 inches depth. If the hole is bored out too much and the wall anchor is spinning, use a matchstick or similar to help pack the hole tight.)
- 3 Hammer wall anchor into the first hole.
- 4 Now use the bracket to mark the 2nd hole position, then drill hole as above and hammer in wall anchor.
- 5 Repeat process 1-3 to drill the remaining 2 holes.
- 6 Set bracket in place, add washer then screw and use socket set or phillips head screwdriver to tighten.
- 7 Repeat on all holes.



TIMBER INSTALLATION

✂ Tools required

Electric drill, 3/16 or 11/64 inch drill bit, 3/8 inch socket set.

- 1 Use the bracket to mark 4 hole positions.
- 2 Drill 4 holes with a 3/16 or 11/64 inch drill bit, 2 inches deep.
- 3 Set bracket in place, add washer then screw and use socket set to tighten.
- 4 Repeat on all holes.

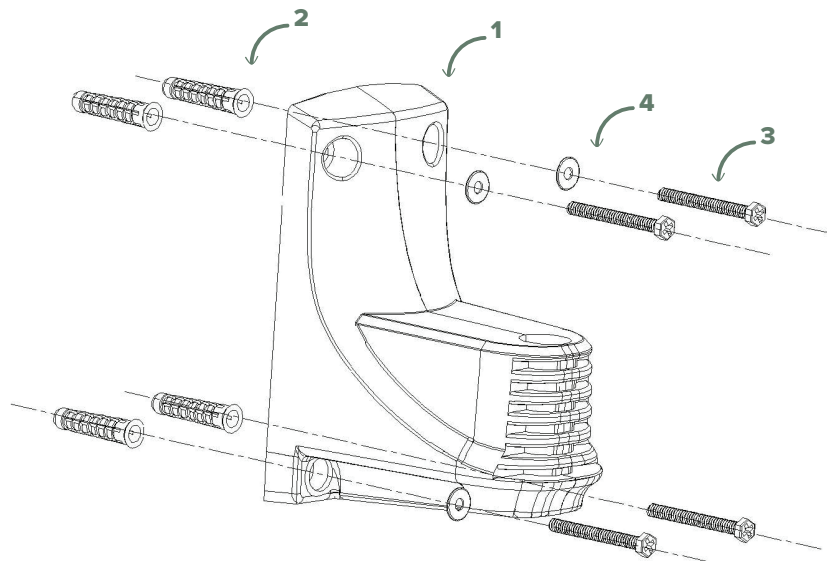
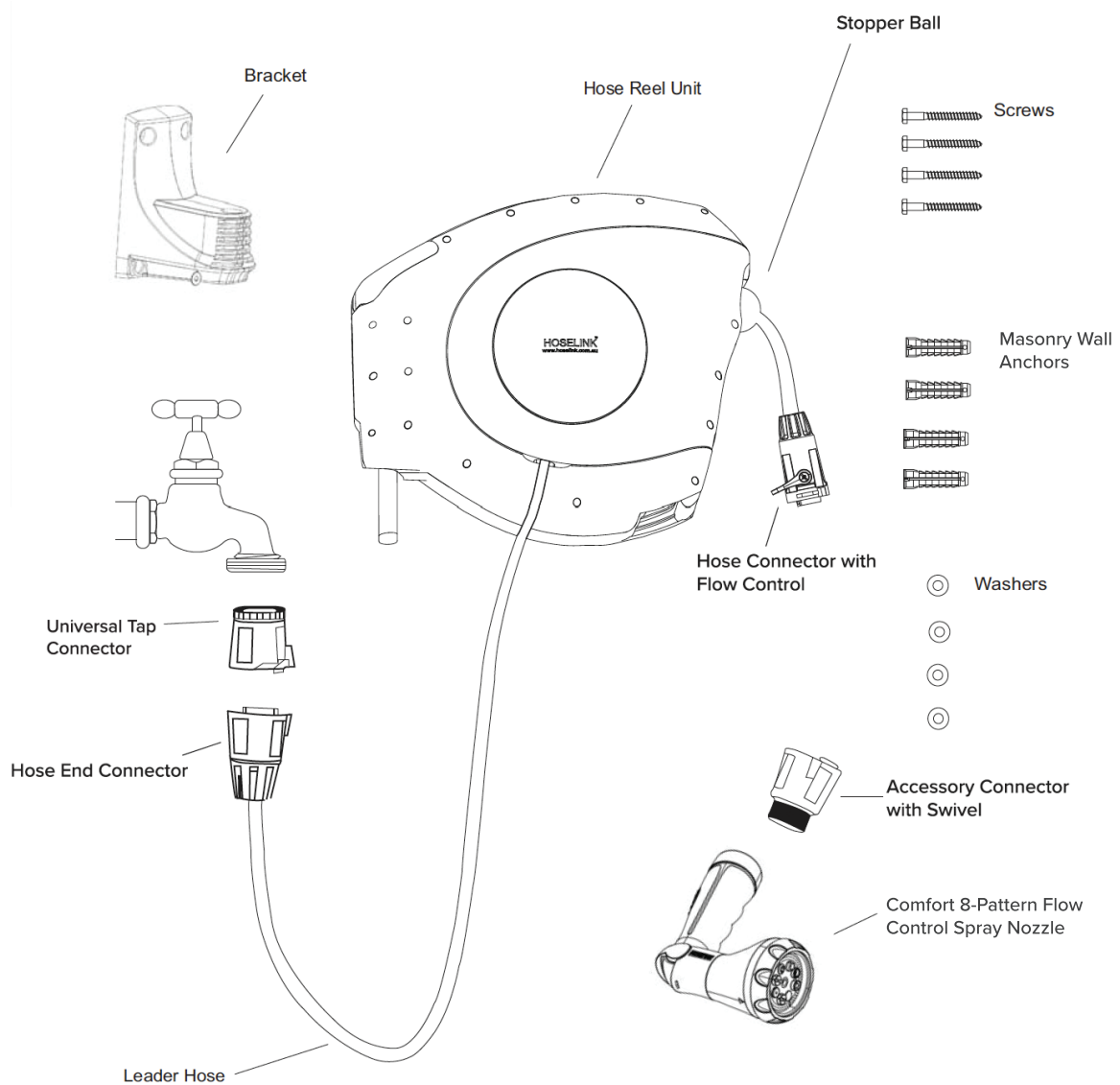


Diagram A: 1- Bracket, 2- Wall anchors, 3- Screws, 4- Washers

Setting up your Retractable Garden Hose Reel

- Once the bracket is installed, lift the reel and slide it into the bracket hole.
- Attach the Faucet Connector to the faucet (if it appears to be too small, unscrew the reducer in the top in order to attach the main body to the faucet).
- To connect the hose to the faucet, line up the white lugs on the Hoselink Quick-connect Hose Fittings and use a point and twist action to connect.
- Screw the Accessory Connector with Swivel into the Comfort 8-Pattern Flow Control Spray Nozzle. Now attach to the hose end with a point and twist motion.
- Your Hose Reel is now set up and ready for use.



Specifications

Model	Hose Length	Weight (Without water)	Hose Material	Max Working Pressure	Hose Inner Diameter
US3325-WG	82ft (25m) 6.5ft (2m) leader hose	30lbs (13.55kg)	PVC	150psi	9/16 inch (14mm)
US3315-WG	50ft (15m) 6.5ft (2m) leader hose	21lbs (9.45kg)	PVC	150psi	9/16 inch (14mm)
US3325-CH	82ft (25m) 6.5ft (2m) leader hose	30lbs (13.55kg)	PVC	150psi	9/16 inch (14mm)

Troubleshooting guide

Hose will not retract the entire length

- 1 Turn off faucet and pull the hose out completely.
- 2 Squeeze the spray nozzle trigger to release excess pressure.
- 3 Twist to unlock and disconnect the spray nozzle from the hose.
- 4 Slowly retract the hose back into the reel.
- 5 Check for physical damage (reel making clunking noise, visible cracks in side cover disc, hose reel box smashed, etc.)

Hose can neither be retracted nor extended

- 1 Hose will need to be pulled until fully extended. This may require a lot of pulling force.
- 2 Check to see if the hose has come off its drum, if so please contact Hoselink Customer Care.

Leaking near the leader hose entry point

- 1 Use a flat screwdriver to remove the side cover located on the same side as the leader hose.
- 2 If leaking is occurring where the hose connects to the reel, try tightening with a 9/32 inch (7mm) spanner. Tighten ¼ turn at a time.
- 3 Also check the elbow join for breaks or cracks.

Rusty brown muck in basing screw holes

- 1 This is not rust as stainless steel screws are used throughout. It is from a bug that has made a home in the screw hole.
- 2 Clean out holes with hot soaping water. This can be purchased separately.
- 3 You may wish to use a hose reel cover to prevent this problem again.

Hose is too difficult to pull out

Is the hose reel mounted high enough? Should be parallel to user. If too low, the hose may rub on the aperture making it harder to pull out.

Bracket is coming off the wall

- 1 Check bracket has been installed the right way up. Refer to Diagram A on p.3.
- 2 All holes must be secured to the wall.
- 3 Send a photo of the problem to Customer Care for assistance.

Hose is kinking

- 1 Extend the hose and turn the faucet on full to remove any kinks. The hose should not retain a memory and kinks should fill out.
- 2 Ensure the hose reel is mounted high enough, if too low the hose can rub on the aperture and cause kinks.
- 3 Always walk the hose out as needed, do not stand at the hose reel and pull the hose out, allowing it to pool at your feet because a kink can occur when you then walk it out.
- 4 Ensure the hose reel is mounted on a wall so it can swivel freely 180°.

Water pressure greatly reduced

This product is not suitable for use with very low water pressure full-top.

- 1 Check pressure when spray nozzle is detached.
- 2 Fully extend hose, inspect for kinks, turn faucet on full to remove possible pinch points.
- 3 Reverse water flow through reel by attaching the spray end of the hose to the faucet to try and dislodge any blockage.

Extending the leader hose

Should you need to extend the length of the Leader Hose because the reel is mounted away from the faucet, you can purchase a Leader Hose Extension. Available in 6.5ft and comes fitted with a female thread on one end and a male thread on the other for easy connection.



Additional Brackets

If you would like to use your hose reel in a second location, Hoselink offers additional brackets for mounting your Hose Reel.



Warranty

Hoselink's mission is to offer excellent products and exceptional after-sales support. Your Retractable Garden Hose Reel carries a 24-month warranty from the date of purchase. Should you require trouble-shooting advice or after sales-care, please contact us via email and our Customer Care team will assist you.

FOR ALL WARRANTY CLAIMS, PLEASE CONTACT CUSTOMER CARE ON:

Email: usa-support@hoselink.com

HOSELINKTM

Email | usa-support@hoselink.com

Website | hoselink.com