

HOSELINK[®]

Retractable Garden Hose Reel

Models: 3320WGN | 3330WGN | 3425WGN | 3320-CH | 3330-CH |

| 3425-CH |

WE'RE
HERE TO
HELP

Installation guide & instruction manual

For more information visit [hoselink.com.au](https://www.hoselink.com.au) or call **1300 900 617**

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 850mm above ground level and up to 1.5m away from the tap. Leader Hose Extension pieces can be purchased if the Hose Reel is situated further from the tap.



Welcome to hassle-free watering at its best!

The Hoselink Retractable 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 Spring-loaded Retractable Hose Reel unit w/ 2m Leader Hose attached
- 1 x Water Wise Starter Kit, includes:
 - 1 x Hose End Connector pre-fitted to the Leader Hose
 - 1 x Hose Connector with Flow Control pre-fitted to the hose
 - 1 x Universal Tap Connector
 - 1 x Accessory Connector with Swivel
 - 1 x Comfort 8-Pattern Flow Control Sprayer
- 1 x Mounting Bracket plus Screw Kit, includes:
 - 4 x Screws
 - 4 x Masonry Plugs
 - 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, 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 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 in place.

Do not let the hose retract unassisted as you may damage the Hose Reel unit and Spray Gun. When walked back in 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 tap and release the extra water pressure from the Spray Gun. 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 to clean this hose reel such as acetone, white spirits, lactic acid etc. Use of these chemicals will void the warranty.

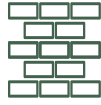
DO NOT SUBMERGE

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-stabilised 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

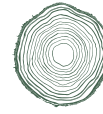


BRICK INSTALLATION

✂ Tools required

Electric drill (hammer or rotary), 12mm masonry drill bit, hammer, socket set (10mm).

- 1 Use the bracket to mark the first hole position.
- 2 Drill the hole with 12mm drill bit, 50mm deep. (Tip: depth is important, use sticky tape around the drill bit to mark 50mm depth).
- 3 Hammer a plug into the first hole. If the hole is bored out too much and the plug is spinning, use a matchstick or similar to help pack the hole tight.
- 4 Now use the bracket to mark the second hole position, then drill hole as above and hammer in the plug.
- 5 Repeat steps 1-3 to drill the remaining two holes.
- 6 Set bracket in place, add washer, then screw and use the socket set to tighten.
- 7 Repeat on all holes.



TIMBER INSTALLATION

✂ Tools required

Electric drill, 5mm drill bit, socket set (10mm socket).

- 1 Use the bracket to mark four hole positions.
- 2 Drill four holes with 5mm drill bit, 60mm deep.
- 3 Set bracket in place, add washers, then screw and use socket set to tighten.
- 4 Repeat on all holes.

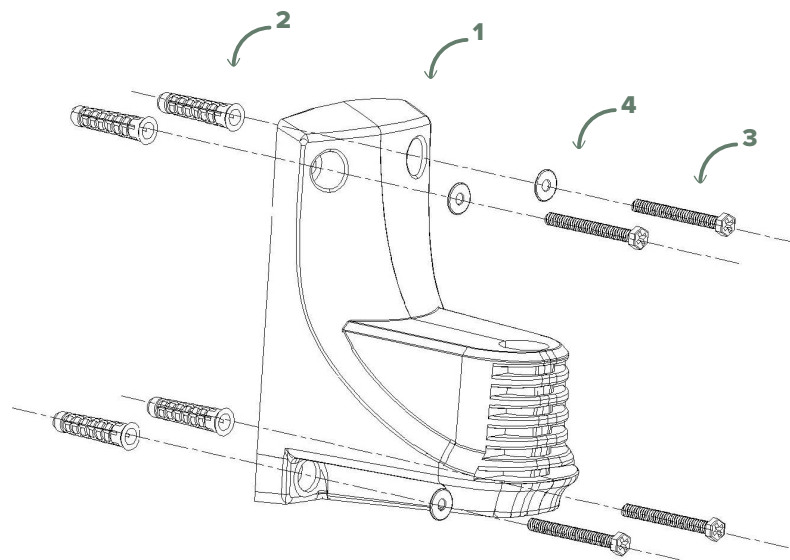
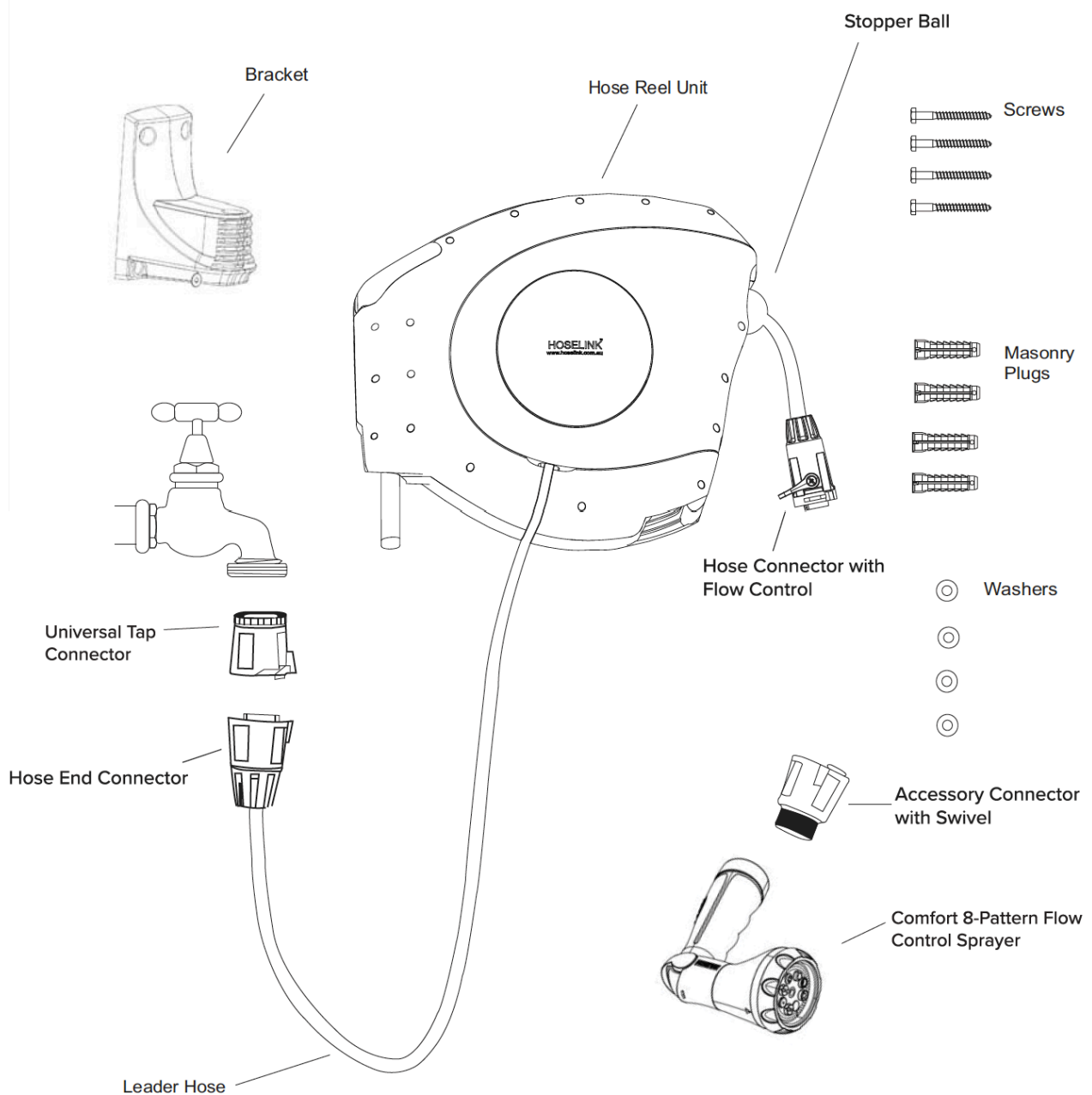


Diagram A: 1- Bracket, 2- Plugs, 3- Screws, 4- Washers

Setting up your Retractable Hose Reel

- Once the bracket is installed, lift the reel and slide it into the bracket hole.
- Attach the Universal Tap Connector to the tap (if it appears to be too small, unscrew the reducer in the top).
- To connect the hose to the tap, line up the white lugs on the Hoselink fittings and use a point and twist action to connect.
- Screw the Accessory Connector with Swivel into the Comfort 8-Pattern Flow Control Sprayer. 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
3320WGN	20m Internal Hose +2m Leader Hose	9.45kg	PVC	150psi	12mm
3330WGN	30m Internal Hose +2m Leader Hose	13.95kg	PVC	150psi	12mm
3425WGN	25m Internal Hose +2m Leader Hose	13.55kg	PVC	150psi	14mm
3320-CH	20m Internal Hose +2m Leader Hose	9.45kg	PVC	150psi	12mm
3330-CH	30m Internal Hose +2m Leader Hose	13.95kg	PVC	150psi	12mm
3425-CH	25m Internal Hose +2m Leader Hose	13.55kg	PVC	150psi	14mm

Troubleshooting guide

Hose will not retract the entire length

1. Turn off the tap and pull the hose out completely.
2. Turn on the sprayer to release excess water pressure.
3. Twist to unlock and disconnect the spray gun from the hose.
4. Slowly retract the hose back into the reel.
5. Check for physical damage (reel making clunking noise, cracks in side cover disc, Hose Reel box smashed, etc.)

Hose can neither be retracted nor extended

1. Hose will need to be walked out 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 the Hoselink Customer Care team.

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 7mm spanner. Tighten $\frac{1}{4}$ turn at a time.
3. Also check the elbow join for breaks or cracks.

Rusty brown muck in casing screw holes

All our Hose Reels come supplied with plugs, so this should not occur. If for any reason it does, please follow these steps:

1. This residue 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 the holes with hot soapy water to remove.
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? It should be parallel to user at waist height. 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 tap 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 it's 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 as a kink can occur when you walk it out.
4. Ensure the Hose Reel is mounted on a wall so it can swivel freely.

Water pressure greatly reduced

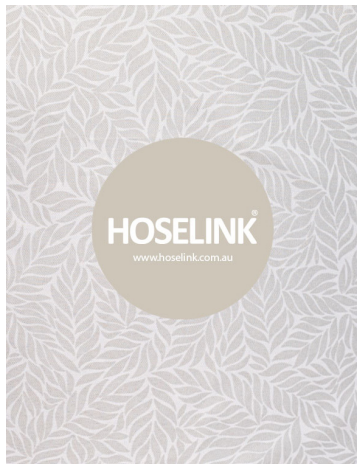
This product is not suitable for use with very low water pressure.

1. Make sure flow control lever is open.
2. Check pressure when spray gun is detached.
3. Fully extend hose, inspect for kinks and turn tap on full to remove possible pinch points.
4. Reverse water flow through the reel by attaching the spray end of the hose to the tap to try and dislodge any blockages.

Optional Hose Reel Accessories

Covers

Polypropylene covers are available to fit your Hoselink Retractable Hose Reel. A cover may be of assistance if your Hose Reel is placed in a full sun position. It will also stop insects (such as wasps) from nesting in the screw holes around the casing.



Leader Hose Extensions

Should you need to extend the length of the Leader Hose because the reel is to be mounted away from the tap, you can purchase a Leader Hose Extension. It comes pre-fitted with a Hose Connector on either end, ready to attach between the existing Leader Hose and Tap Connector.



Padlocks

If security is a concern, a padlock will secure the Hose Reel unit to the bracket. Hoselink supplies padlocks to fit through one of the holes at the base on the aluminium pin of the Hose Reel.



Hose Guides for Hose Reels

Large enough to fit a Retractable Hose Reel stopper ball through. Mount to a wall or corner to make pulling the hose easier.



Warranty

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

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If a Hoselink product has a minor defect, we will provide a repair or offer you a replacement or a refund. If you think that a product is defective you should contact our Customer Care team within 14 days and a Customer Care representative will assist you. A photo may be requested to assist with the assessment of your claim.

Where a Hoselink product is defective and needs to be replaced or repaired, return shipping will be arranged at the expense of Hoselink. This must be arranged with Customer Care prior to the item being returned. If a product is replaced, your replacement product becomes your property and the returned product becomes Hoselink's property. When a refund is given, the returned product becomes Hoselink's property.

Should you ever require any assistance with your Hoselink product, please do not hesitate to contact us for a speedy resolution.

FOR ALL WARRANTY CLAIMS, PLEASE CONTACT CUSTOMER CARE ON:

Tel: **1300 900 617**

Email: **hello@hoselink.com.au**

Adapting to Hoselink

There is one simple principle to understand about adapting to Hoselink: any accessory or device with a screw thread can be connected using a Hoselink no-burst fitting.

For instance, see if you can unscrew the 'click-on style' fitting from your existing watering accessories. This could be a sprinkler, pressure washer or sprayer. Once you've got a thread, you can attach one of two Hoselink fittings for a watertight no-burst connection. Use a Universal Tap Connector if you have an external (male) thread on your device, or an Accessory Connector if the thread is internal (female).

If you're stuck with the 'click-on style' fitting because it is glued or moulded, then our Click-on Adapter Set will get you out of trouble. However, the Hoselink no-burst guarantee does not apply to the Click-on Adapter, therefore it's always best to avoid this option where possible.

Learn more about how to adapt using Hoselink here: <https://www.hoselink.com.au/adapt-to-hoselink>

Examples

Sprinklers & Sprayers

In picture #1 (below) the click-on fitting is moulded to the spray gun, therefore you need to use the Hoselink Click-on Adapter Set to attach it to your Hoselink fitted-hose.

However, with the sprinkler in picture #2, you can see the click-on fitting has been removed and has left an internal thread, which means you screw in your Hoselink Accessory Connector.



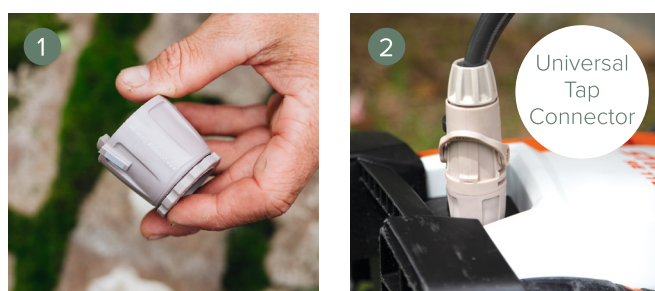
Fertiliser bottles

There is only one way to connect to ready-made fertiliser bottles with moulded click-on fittings, such as Yates Weed'n'Feed, Seasol and other liquid hose-on products. The Hoselink Click-on Adapter Set will connect your Hoselink hose to the 'click-on style' connection on the bottle, as pictured below.



Pressure washers

With most pressure washers the click-on style fitting can be unscrewed and removed, leaving an external (male) thread. Using a Hoselink Universal tap Connector (picture 1) you can attach your hose to the pressure washer (picture 2) for a no-burst solution.



Tired of ill-fitting connections to pre-mixed fertiliser spray bottles? Due to strong demand, we've introduced our own Fertiliser Spray Mixer (pictured below), so you can enjoy a reliable connection between your Hoselink-fitted hose and the fertiliser you want to use - no more leaky fittings!

Remember, all brands are different, therefore please ensure you check before purchasing additional fittings.



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