



20M(65Ft) Retractable Hose Reel

Instruction Manual



WARNING: Read carefully and understand all INSTRUCTIONS before operating. Failure to follow the safety rules and other basic safety precautions may result in serious personal injury. Save this instructions in a safe place and on hand so that they can be read when required.



- | | |
|--------------------------|-------------|
| 1. Wall Mounting Bracket | 5.Hose Stop |
| 2. Pivot Bar | 6.Hose |
| 3. Carry Handle | 7.Spray Gun |
| 4. Hose Reel Housing | |

Scope of Delivery

- 1x Retractable Garden Hose 20m
- 1x Wall Mounting Bracket and Pivot Bar
- 4x Screws & Wall Plugs
- 1x Spray Gun
- 1x Instruction Manual

Intended Use

This 20m Retractable Garden Hose is manufactured with a high quality hose. The slow automatic rewind function allows greater control when retracting the hose. The retractable garden hose has a wall mountable bracket that allows for a full 180° range of motion, and the ability to lock the hose at any length to ensure the hose remains in place as you water. When installed and used correctly, this product should provide you years of good service.

The 20m Retractable Garden Hose is designed for home water applications using cold water only. Please note that this 20m Retractable Garden Hose has not been designed for use in commercial, trade or industrial applications.




This appliance is to be used only for its prescribed purpose. Any other use is deemed to be a case of misuse. The user/operator, and not the manufacturer, shall be liable for any damage or injury resulting from such cases of misuse or by using the hose for any task other than its intended purpose.

The manufacturer shall not be liable for any unauthorised changes made to this product, nor for any damage resulting from such changes.

Please read and familiarise yourself with this user manual before using this 20m Retractable Garden Hose.

Description of Symbols

The rating plate on the product and in this user manual may show the following symbols. These represent important information about the product or instructions on its use.

	Read and understand user manual before using this product.
	Denotes risk of personal injury, loss of life or damage to the tool in case of non-observance of the instructions in this manual.
	Non-potable water.

General Safety Instructions



WARNING! Read the entire user manual carefully. Understand and follow all safety instructions before operating the hose. Failure to follow the warnings and instructions may result in serious injury.

Save all warnings and instructions for future reference.

Please save this instruction manual. Please ensure you give this instruction manual to the next person that uses this product.

- Do not allow the hose (6) to retract unassisted. This may damage the hose reel (4) and spray nozzle fitting (8). Always walk the hose (6) back to the hose reel (4) at a steady pace.
- Do not open the hose reel housing (4). The internal spring mechanism is held under tension and is dangerous if released. If leaking or retraction problems occur, please contact the after sales support for advice and assistance.
- Do not leave water turned on with the hose under pressure when not in use.
- Always turn the water off and release air pressure from the hose after use.
- Only cold water must be used with the hose reel.
- Do not place force on the hose reel housing (4). Doing so may damage the housing (4) or the wall mounting bracket (1).
- Children should not be allowed to operate or play with the retractable garden hose.
- Ensure children are clear of the hose (6) and hose reel housing (4) when unwinding and rewinding.

General Safety Instructions (Cont.)

- Regularly inspect the wall mounting bracket (1) and pivot bar (2) for signs of wear.
- Always turn the water off at the tap when the retractable garden hose is not in use, and when unwinding or winding the hose (6) on the reel.
- After use, turn off the tap and release the water pressure from the hose before retracting the hose (6) back to the reel.
- Do not allow the hose (6) to be exposed to very high or very low temperatures for prolonged periods of time. High temperatures can damage the hose causing it to split, and low temperatures can cause the hose to lose flexibility making it difficult to retract.
- Do not use any chemicals or substances with this hose (6) such as acetone, white spirits, lactic acid, etc. Use of these chemicals will damage the hose and void the warranty.
- Do not submerge the hose reel housing (4) into water to clean it. Keep the hose reel housing (4) and hose (6) clean by wiping it with a damp cloth when fully extended.
- Mount the hose reel housing (4) in a sheltered and shaded location in order to prolong the life expectancy and to ensure a maximum period of trouble-free service.
- When not in use for extended periods, it is best to store the hose reel in a garage or shed.
- When you have finished watering, turn off the water at the tap and release the pressure prior to retracting the hose. **IMPORTANT!** Please check with your local government body or local water provider for any active water restrictions in your area.
- When the hose (6) is extended to such a length that the warning indicator can be seen (approx. 1 metre from the end of the hose), do not pull the hose (6) with any excessive force as this can damage the internal connection to the reel.
- Do not try to force the direction of which the hose (6) is retracting. Instead, allow the self layering mechanism to feed the hose (6) slowly onto the reel automatically.
- If the hose (6) accidentally drops and retracts itself, it is strongly recommended that you extend the hose (6) to its full length and then permit it to retract smoothly as you walk it back to the hose reel housing (4). This will allow the self-layering mechanism to layer the hose correctly on to the reel.
- Carry the hose reel housing (4) using the built-in carry handle (3).

Assembly & Installation

Tools Required for Assembly (Not Supplied):

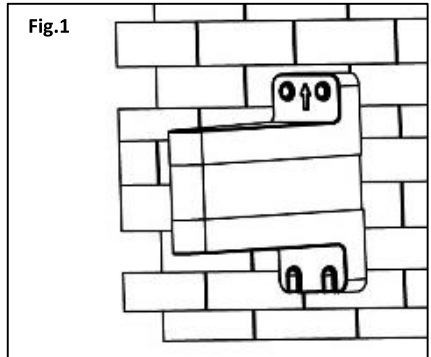
- 1 x Cordless Drill with 10 mm Drill Bit
- 1 x Hammer
- 1 x Carpenter's Pencil
- 1 x Socket Set (10mm)

Fixing the Wall Mounting Bracket to a Wall

1. Choose a suitable position on a sturdy wall. Where possible, we recommend mounting the base of the wall mounting bracket (1) about 85cm above ground level and up to 1.5m away from the tap. An extra hose with appropriate fittings (not supplied) can be used to connect the tap to the hose reel.

TIP: Mount the hose reel housing (4) in a sheltered and shaded location in order to prolong the life expectancy and to ensure a maximum period of trouble-free service.

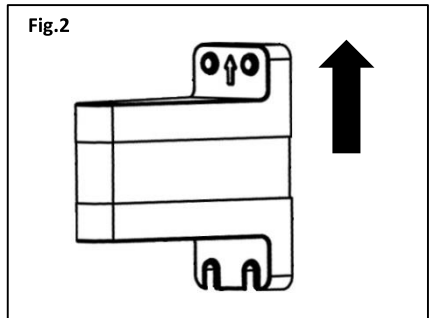
2. Use the wall mounting bracket (1) to mark the four hole positions on the wall using a carpenter's pencil (Fig.1). Ensure that the arrow on top of the wall mounting bracket (1) is facing upwards (Fig.2).



IMPORTANT! The wall mounting bracket (1) must be mounted to a strong surface, due to the weight of the hose reel when full of water and the pulling action during use. Brick or timber post surfaces are suitable.

TIP: We recommend using a spirit level (not supplied) to ensure the holes are vertically aligned.

NOTE: The supplied $\varnothing 6 \times 63$ mm screws and $\varnothing 10 \times 43$ mm plugs are suitable for masonry anchoring. If you wish to mount the hose reel housing (4) to a wooden pole, use only the supplied $\varnothing 6 \times 63$ mm screws.

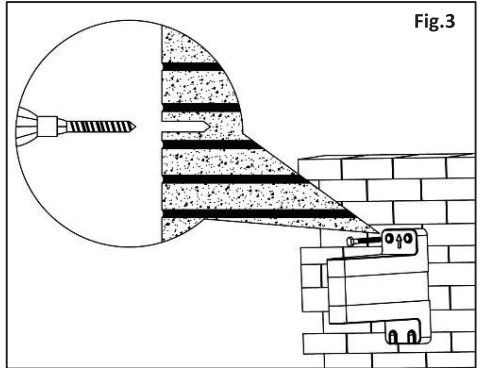


3. Use a cordless drill (not supplied) with an 10mm drill bit (not supplied) to drill holes into the 4 marked holes in the wall (Fig.2).
4. Insert the four plastic anchors into the wall. Use a hammer (not supplied) to gently push the wall plugs into the drilled holes in the wall.

Assembly & Installation (Cont.)

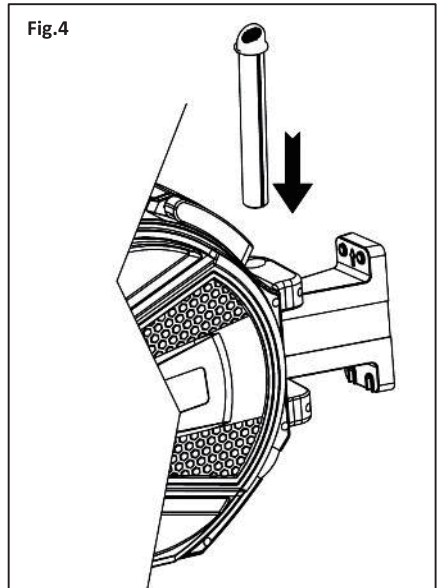
Fixing the Wall Mounting Bracket to a Wall (Cont.)

5. Position the wall mounting bracket (1) on the wall, ensuring that the arrow on top of the wall mounting bracket (1) is facing upwards. Use the 10mm socket (not supplied) to tighten the four screws into the four holes in the wall to secure the wall mounting bracket (1) in place (Fig.3).



Installing the Retractable Hose Reel to the Wall Mounting Bracket

1. Align the rear end of the hose reel housing (4) with the two vertical holes in the wall mounting bracket (1) and insert the pivot bar (2) through the wall mounting bracket (1) and rear end of the hose reel housing (4) (Fig.4).



Assembling the Hose to the Tap

1. Connect the spray gun on the main hose(6).
2. Attach the short connecting hose to your tap.
3. The retractable hose reel is now ready to be used.

Operation



When you have finished watering, turn off the water at the tap and release the pressure prior to retracting the hose. **IMPORTANT!** Please check with your local government body or local water provider for any active water restrictions in your area.

1. The hose reel has been equipped with a click-lock mechanism. To operate, pull the hose (6) out to the desired length, and when you stop pulling, the hose (6) will automatically stop.

WARNING: When the hose is extended to such a length that the warning indicator can be seen (approx. 1 metre from the end of the hose), do not pull the hose with any excessive force as this can damage the internal connection to the reel.

2. To start watering, turn on the water at the tap.
3. When you have finished watering, turn off the water at the tap and release the pressure in the hose (6) prior to retracting the hose (6).
4. To engage the automatic hose recoil, give the hose (6) a short sharp pull and you will feel the hose (6) automatically retract. You can interrupt this process by pulling the hose (6) again.

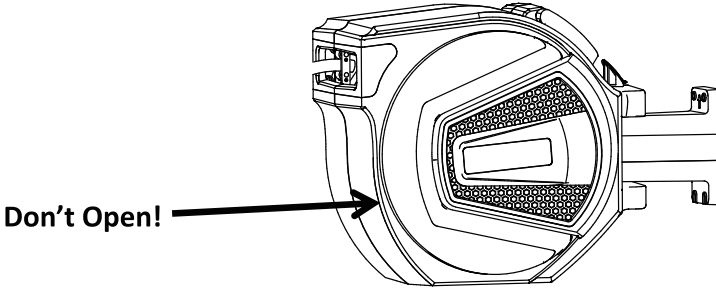
NOTE: In order to retract the hose (6) safely, ensure you keep hold of the end of the hose (6) while walking towards the hose reel housing (4). Do not let go of the hose (6). Letting go of the hose (6) may result in personal injury.

WARNING: Do not try to force the direction of which the hose (6) is retracting. Instead, allow the self layering mechanism to feed the hose (6) slowly into the hose reel housing (4).

WARNING: If the hose (6) accidentally drops and retracts itself, it is strongly recommended that you extend the hose (6) to its full length and then permit it to retract smoothly as you walk it back to the hose reel housing (4). This will allow the self-layering mechanism to layer the hose (6) correctly into the reel.

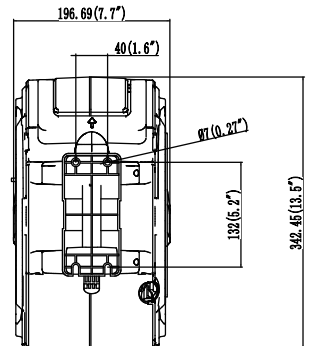
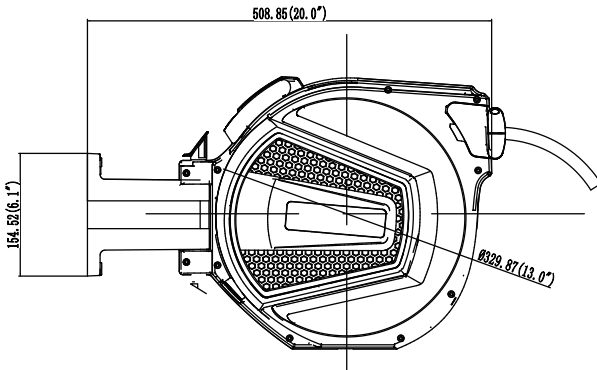


WARNING: Do not open the hose reel housing(6) at will. It is very dangerous and can cause personal injury. See below picture.



TECHNICAL SPECIFICATION

MODEL	HOSE LENGTH	HOSE MATERIAL	Working PRESSURE	DIAMETER OF HOSE	Tap adapter Fitting Size
NW-D20	20M(65Ft)	PVC	7-8Bar	1/2"	5/8" or 1/2"-3/4"



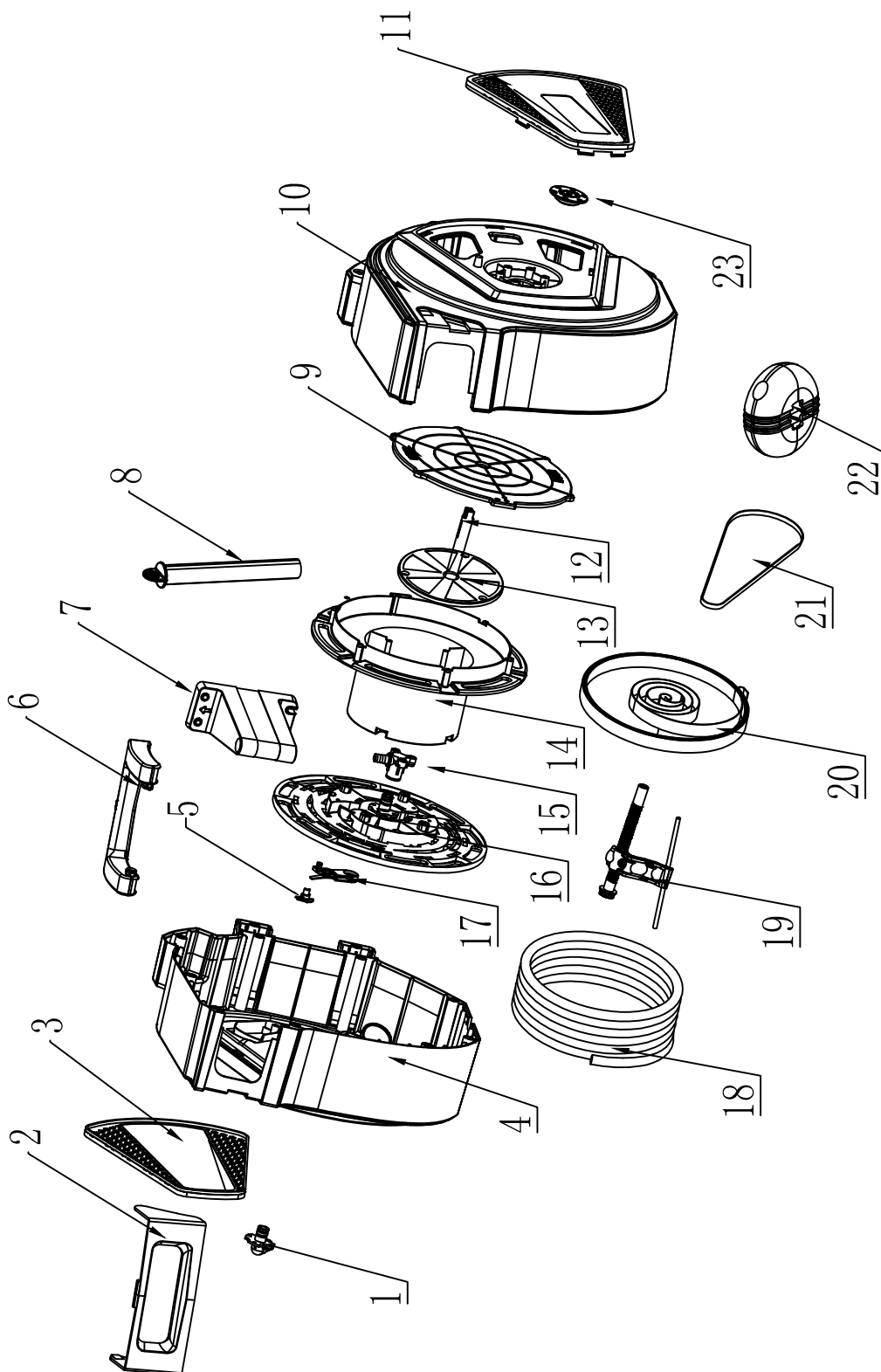
Troubleshooting

PROBLEM	SOLUTION
Hose (6) will not retract the entire length.	<ol style="list-style-type: none">1. Turn off tap and pull the hose (6) out completely.2. Remove the spray nozzle fitting (8) to release excess pressure.3. Slowly retract the hose (6) back into the reel.4. Check for physical damage (e.g. reel making a clunking noise, visible cracks in side cover, hose reel box smashed, etc)
Hose (6) is stuck and cannot be retracted or extended.	<ol style="list-style-type: none">1. Pull the hose (6) until fully extended. This may require a lot of pulling force.2. Check to see if the hose (6) has come off the drum. If so, please contact After Sales Support.
Hose (6) is difficult to pull out.	Is the hose reel mounted high enough? The hose reel should be mounted at a height that is parallel to the user. If the hose reel is mounted too low, the hose (6) may rub on the aperture making it harder to pull out.
Wall mounting bracket (1) is coming off the wall.	<ol style="list-style-type: none">1. Check that the wall mounting bracket (1) has been installed the right way up. The arrow on the wall mounting bracket (1) must be facing in the upwards direction.2. Check that all 4 screws are secured to the wall.3. Send a photo to After Sales Support email.
Hose (6) is kinking.	<ol style="list-style-type: none">1. Ensure the hose reel is mounted high enough, if too low the hose (6) can rub on the aperture and cause kinks.2. Always walk the hose (6) out as needed, do not stand at the hose reel and pull the hose (6) out and allow it to pool at your feet because a kink can occur when you then walk it out.3. Ensure the hose reel is mounted on a wall so it can swivel freely 180°.
Water pressure greatly reduced.	<ol style="list-style-type: none">1. This product is not suitable for use with very low water pressure.2. Check pressure when spray gun(7) is detached.3. Fully extend hose (6), inspect for kinks, remove any possible pinch points.

Cleaning and Maintenance

- Do not allow the hose to be exposed to very high or very low temperatures for prolonged periods of time. High temperatures can damage the hose causing it to split, and low temperatures can cause the hose to lose flexibility making it difficult to retract.
- Do not use any chemicals or substances with this hose such as acetone, white spirits, lactic acid, etc. Use of these chemicals will damage the hose and void the warranty.
- Do not submerge the reel into water to clean it. Keep the hose clean by wiping it with a damp cloth when fully extended.
- Mount the reel in a sheltered and shaded location in order to prolong the life expectancy and to ensure a maximum period of trouble-free service.
- When not in use for extended periods, it is best to store the retractable garden hose in a garage or shed. Simply remove the pivot bar (2) to remove the hose reel housing (4), and place the hose reel housing (4) together with the pivot bar (2) in a dry storage area, out of the reach of children.

EXPLODED AND PARTS LIST



Part No.	Description	Q'ty	Part No.	Description	Q'ty
1	Inlet Hose Connector	1	13	Drum Wheel Cover	1
2	Front Shield	1	14	Down-Drum Wheel	1
3	Left Side Panel	1	15	Outlet Hose Connector	1
4	Left Housing	1	16	Up-Drum Wheel	1
5	Hose Guide Screw sleeve	1	17	Lock Pin	1
6	Carry Handle	1	18	Hose	1
7	Wall Mount Bracket	1	19	Hose Guide Assembly	1
8	Pivot Bar	1	20	Spring	1
9	Spring Housing Cover	1	21	Guide Belt	1
10	Right Housing	1	22	Stop Ball	1
11	Right Side Panel	1	23	Spring Tension Cover	1
12	Center Shaft	1			

MADE IN CHINA