

## IMPORTANT

Read before use  
& keep for future  
reference.



Notes

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# User Manual

Retractable Hose Reel | Models: 3315, 3320, 3325, 3330, 3425, 3515

## 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

**1x Spring-loaded Retractable Hose Reel unit w/ 2m Leader Hose attached**

**1x Premium Ned Kelly Starter Kit, includes:**

- 1x Hose Connector pre-fitted to the leader hose
- 1x Hose Connector with Flow Control pre-fitted to the hose
- 1x Tap Connector
- 1x Accessory Swivel Connector

**1x 1x Metal Spray Gun**

**Mounting Bracket plus Screw Kit, includes:**

- 4x Screws
- 4x Masonry Plugs

**1x 4x Washers**

**User Manual**

### Warning

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

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.

## Using the Hose Reel (Continued)

### *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 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 gun. When walked back at a steady pace, the hose self-layering mechanism neatly layers the hose into the reel, ensuring it remains kink and tangle free.

### *Switching accessories*

The Hose Connector with Flow Control allows you to conveniently stop the water flow so you can change to another watering accessory.

### *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 wall bracket to function correctly. Before retracting the hose, turn off the tap and squeeze the trigger to release extra pressure. Always retract 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 indoors. The hose reel casing has been UV stabilised and should last a long time. However, if your hose reel will be exposed to extreme temperatures on a regular basis, you may wish to use a cover (sold separately) to prolong its life.



## 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 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.

### Installing the bracket



#### Brick Installation

##### ✂ Tools required

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

1. Use the bracket to mark the 1st 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. If the hole is bored out to touch and the plug is spinning, use a matchstick or stick to help pack the hole tight.)
3. Hammer plug into the first hole.
4. Now use the bracket to mark the 2nd hole position, then drill hole as above and hammer in plug.
5. Repeat process 1-3 to drill the remaining 2 holes.
6. Set bracket in place, add washer then screw and use socket set to tighten.
7. Repeat on all holes.

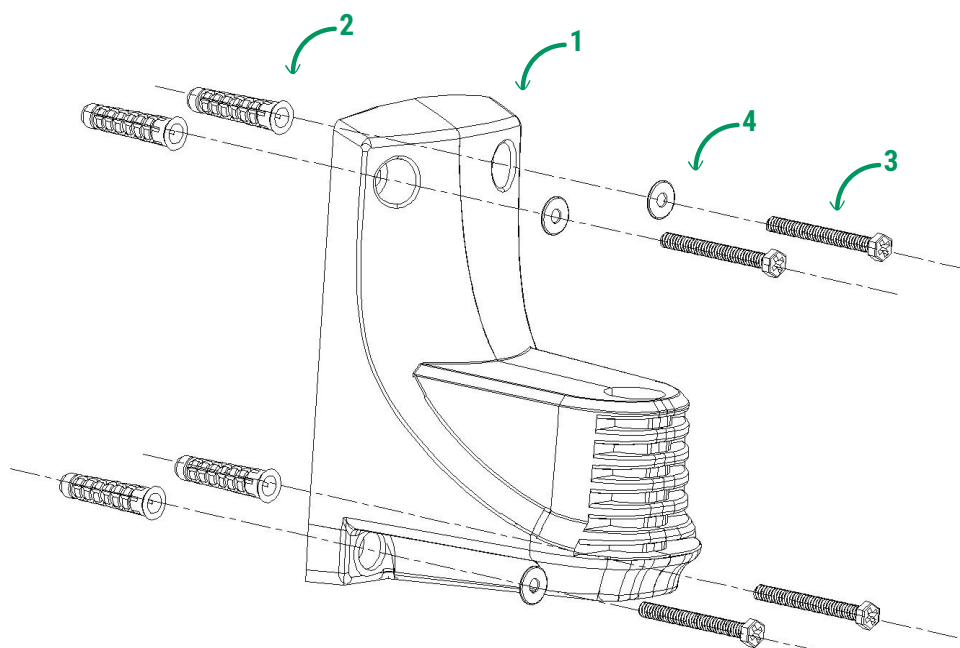


#### Timber Installation

##### ✂ Tools required

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

1. Use the bracket to mark 4 hole positions.
2. Drill 4 holes with 5mm drill bit, 60mm 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- Plugs, 3- Screws, 4- Washers

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## Setting up the Hose Reel

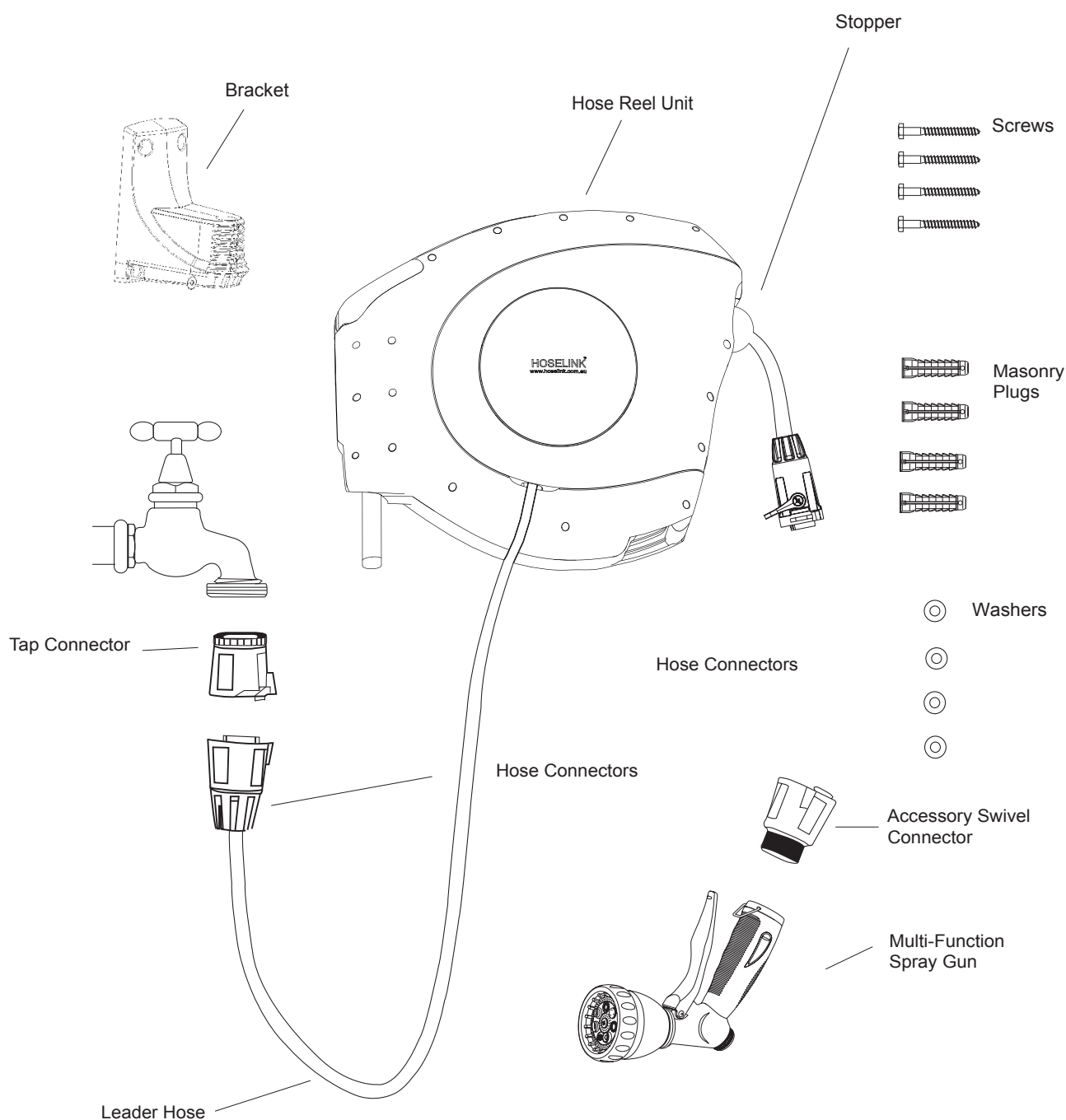
Once the bracket is installed, lift the reel and place in the bracket hole.

Attach the Tap Connector to the tap (if appears to be too small, unscrew the reducer in the top in order to attach the main body to the tap).

To connect the hose to the tap, line up the white lugs and use a point and twist action to connect.

Screw the Accessory Swivel Connector into the Metal Spray Gun. Now attach to the hose end, with a point and twist.

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
3315	15m Internal Hose + 2m Leader Hose	9kg	PVC	150psi	½" (12mm)
3320	20m Internal Hose + 2m Leader Hose	9.45kg	PVC	150psi	½" (12mm)
3325	25m Internal Hose + 2m Leader Hose	12.55kg	PVC	150psi	½" (12mm)
3330	30m Internal Hose + 2m Leader Hose	13.95kg	PVC	150psi	½" (12mm)
3425	25m Internal Hose + 2m Leader Hose	13.55kg	PVC	150psi	(14mm)
3515	15m internal drinking grade PVC hose + 5m drinking grade PVC leader hose	9.5kg	PVC	150psi	½" (12mm)

## Troubleshooting guide

### *Hose will not retract the entire length*

1. Turn off tap and pull the hose out completely.
2. Squeeze the spray gun trigger to release excess 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, 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 7mm spanner. Tighten ¼ turn at a time.
3. Also check the elbow joint for breaks or cracks.

### *Rusty brown muck in casing 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.
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 Diagram A.
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 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 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

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

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## Optional Hose Reel Accessories

### Covers

Polypropylene covers are now available to fit your Hoselink Retractable Hose Reel. A cover may be of assistance where 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 now purchase a Leader Hose Extension. It comes fitted with a Hose Connector on either end, ready to attach between the Leader Hose and Tap Connector.



### Padlocks

If security is a concern, a padlock will secure the hose reel unit to the bracket. Hoselink now supplies padlocks to fit through one of the holes at the base of 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 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 trouble-shooting advice or after sales care, please contact us via telephone or email and our Customer Care team will 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 for 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 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 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 our property. When a refund is given, the returned Product becomes our 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:**

Tel: 1300 900 617

Email: [hoselink@hoselink.com.au](mailto:hoselink@hoselink.com.au)



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