



Instructions
Hose Reel
Retraction Issues
Version 1.1



For more information visit www.hoselink.com.au or call 1300 900 617

General Information

Applies to Hose Reel Models: 3300, 3200 and 3000.

If you are experiencing a retraction issue with your Hoselink Hose Reel, please follow the steps below to resolve.

Firstly ensure that you are releasing water pressure from the hose before retracting. The added water pressure may be the cause of this issue.

If this does not help, pull your hose out to its full length then let it retract back in. This should re-align the hose on the drum. Whilst retracting check that the feeder is moving evenly across the face of the unit. If this does not fix the problem move to points below.

a If the feeder is not moving evenly from side to side, please contact customer service on **1300 900 617**.

b If the feeder is not moving at all, check to see if the black belt (inside the unit on right hand side) is engaged with the cog. If the belt is loose, and sitting to the left hand side of the cog, it has disengaged. To re-fit please follow the guide below 'Re-Engaging the Timing Belt'.



Engaged Cog



Disengaged Cog

c If the feeder is moving evenly, check to see if the hose is set to the correct starting position by pulling the hose out to its full length. The correct starting position can be seen in the first image below.

When retracting the hose, the feeder should be moving to the right.

If your hose does not look like the first picture below, follow the instructions below on how to 'Re-position the feeder arm'.

If it does, walk the hose back into the unit at a slow, steady pace.



If you are still experiencing retraction issues with your Reel, please contact customer service on **1300 900 617**.

Guide to re-position the feeder arm

If the hose feeder is out of alignment it may cause the hose to catch on the inside of the casing. This will stop your hose from retracting. To correct this:

Step 1:

Pull the hose out until the feeder reaches the middle of the opening.



Step 2:

Inside the opening, locate the black belt in the top right hand corner.



Step 3:

Disengage the belt from the teeth on the spindle. This can be achieved by:

- Using your left hand to unlock the hose and allow the retraction to start slowly. Place your middle finger on the outside edge of the belt.
- With your finger, pull the belt to the left. At the same time guide the hose in at a very slow pace. The idea of doing this is to help the belt roll off the teeth of the cog, as you would when taking off a bike chain.

Note: take care not to flip the belt.



Step 4:

Once disengaged, remove your finger and pull the hose out to its full length. The hose feeder should not move when you do this.

Step 5:

Re-attach the belt to move the feeder into the correct position.

- With your left hand, pull the hose to unlock it from its position (less than half a metre)
- Place the thumb of your right hand against the belt and push gently. At the same time guide the hose back in at a very slow pace with your left hand to roll the belt back on to the teeth of the cog.



Step 6:

Retract the hose until the feeder arm is positioned 50mm from the left hand side of the opening. Hold the hose at this point with left hand.

Note: Ensure feeder arm is moving towards the right.



Step 7:

Once the feeder arm is positioned, disengage the belt again (see step 3), pull the hose out to its full length and then re-engage the belt. You have now reset the feeder.

Step 8:

8. Walk the hose back into the reel at a steady pace.

Guide to re-engaging the timing belt

If your Hose Reel belt has disengaged from the cog, please follow these simple steps to rectify.

Step 1:

Inside the opening of the Hose Reel casing, locate the black belt in the top right hand corner.



Step 2:

With your left hand, pull the hose to unlock it from its position (Just a small tug. You will hear a single click)

Step 3:

Place the thumb of your right hand against the belt and push gently. At the same time guide the hose back in at a very slow pace with your left hand. The idea is to roll the belt back onto the cog like you would a bike chain.



Step 4:

Retract the hose back into the casing. If the hose does not retract fully please refer to instructions about to – reposition the feeder arm.