

## Strongway 109838

# Strongway Wall-Mount Hose Reel (Model 109838) Instruction Manual

## INTRODUCTION

---

This manual provides instructions for the safe and efficient installation, operation, and maintenance of your Strongway Wall-Mount Hose Reel, Model 109838. Please read and understand all instructions thoroughly before attempting to assemble, install, or operate this product. Retain this manual for future reference.

## SAFETY INFORMATION

---

Observe the following safety precautions to reduce the risk of injury or property damage:

- Always wear appropriate personal protective equipment, such as safety glasses, during installation.
- Ensure the mounting surface is structurally sound and capable of supporting the weight of the hose reel and a full hose.
- Do not exceed the maximum pressure rating of 150 PSI for the hose reel.
- Keep children and pets away from the work area during installation and operation.
- Inspect all connections and components regularly for wear, damage, or leaks.
- Do not attempt to modify the hose reel. Use only manufacturer-approved replacement parts.

## PACKAGE CONTENTS

---

Verify that all components are present before beginning installation:

- Strongway Wall-Mount Hose Reel Assembly
- 6 ft. Rubber Lead-In Hose
- Brass Fittings
- Mounting Hardware (screws, anchors)

*Note: Garden hose is not included with this product.*

## SETUP AND INSTALLATION

---

The Strongway Wall-Mount Hose Reel offers versatile mounting options to suit your space.

### 1. Choose Mounting Location

Select a sturdy wall surface (e.g., brick, concrete, wood studs) near a water source. Ensure there is sufficient clearance for winding and unwinding the hose.

### 2. Determine Mounting Orientation

The reel can be mounted either parallel or perpendicular to the wall. Additionally, it can be configured for left-hand or right-hand winding. Decide on the orientation that best fits your needs and hose routing.



Image: The Strongway Wall-Mount Hose Reel shown without a hose, highlighting the robust mounting bracket and lead-in hose connection point. This view assists in visualizing the installation process.

### 3. Mark Drilling Points

Hold the hose reel's mounting bracket against the chosen wall location. Use a pencil to mark the positions for drilling holes. Ensure the marks are level.

### 4. Drill Pilot Holes

Using an appropriate drill bit for your wall material, drill pilot holes at the marked locations. If mounting into masonry, use suitable masonry drill bits and wall anchors (included).

### 5. Secure the Reel

Align the hose reel's mounting bracket with the pilot holes. Insert the provided mounting hardware (screws) and tighten them securely until the reel is firmly attached to the wall. Do not overtighten.

## 6. Connect Lead-In Hose

Connect one end of the 6 ft. rubber lead-in hose to your water spigot and the other end to the inlet fitting on the hose reel. Ensure all brass fittings are hand-tightened, then use a wrench for a quarter turn to ensure a leak-free seal. Do not overtighten.

## 7. Connect Garden Hose

Attach your garden hose (up to 5/8 in. x 150 ft.) to the outlet fitting on the hose reel. Wind the hose onto the reel evenly, ensuring it does not kink.

## OPERATING INSTRUCTIONS

---

Operating your Strongway Wall-Mount Hose Reel is straightforward:



Image: The Strongway Wall-Mount Hose Reel with a garden hose neatly wound around the drum, demonstrating its capacity and readiness for use.

### 1. Unwinding the Hose

To unwind the hose, simply pull the desired length of hose from the reel. The manual crank handle will remain stationary unless engaged. Ensure the hose unwinds smoothly without kinks or obstructions.

### 2. Winding the Hose

After use, turn off the water supply and release any pressure from the hose. Engage the manual crank handle and rotate it to wind the hose back onto the reel. Guide the hose evenly across the drum to prevent tangling and maximize storage capacity.

### 3. Water Flow

Once the lead-in hose and garden hose are connected, turn on your water supply. The reel is rated for 150 PSI, suitable for most municipal water sources.

## MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your hose reel:

- **Cleaning:** Periodically clean the hose reel with a damp cloth to remove dirt, dust, and debris. Avoid abrasive cleaners that could damage the powder-coat finish.
- **Fittings Inspection:** Regularly check all brass fittings and hose connections for leaks. Tighten any loose connections. Inspect rubber washers and O-rings for wear and replace if necessary.
- **Rust Prevention:** While the frame is powder-coated steel and fittings are brass, some components may be susceptible to rust over time, especially in harsh outdoor conditions. Inspect the handle and other exposed metal parts for signs of rust. Apply a rust-inhibiting spray or protective coating as needed.
- **Hose Condition:** Inspect your garden hose for cracks, leaks, or damage before winding it onto the reel. Replace damaged hoses to prevent water waste and potential issues.
- **Winterization:** Before freezing temperatures, disconnect the lead-in hose and drain all water from the hose reel and garden hose. Store the hose reel in a sheltered location if possible, or ensure it is completely dry to prevent ice damage.

## TROUBLESHOOTING

| Problem                           | Possible Cause                                                       | Solution                                                                                                                                                                    |
|-----------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Water leaks from connections      | Loose fittings, worn washers/O-rings, damaged hose end.              | Tighten all connections. Inspect and replace worn rubber washers or O-rings. Check hose ends for damage.                                                                    |
| Difficulty winding/unwinding hose | Hose kinked or tangled, excessive hose length/diameter, obstruction. | Ensure hose is free of kinks. Guide hose evenly during winding. Verify hose length and diameter are within specifications (5/8 in. x 150 ft. max). Remove any obstructions. |
| Reel feels unstable on wall       | Loose mounting hardware, inadequate mounting surface.                | Re-tighten all mounting screws. Ensure the mounting surface is appropriate and secure. Consider using stronger anchors if necessary.                                        |
| Rust appearing on metal parts     | Exposure to moisture, lack of protective coating.                    | Clean affected areas and apply a rust-inhibiting paint or spray. Ensure proper winterization to minimize moisture exposure.                                                 |

## SPECIFICATIONS

| Feature | Detail |
|---------|--------|
|---------|--------|

| Feature                | Detail                                                       |
|------------------------|--------------------------------------------------------------|
| Brand                  | Strongway                                                    |
| Model Number           | 109838                                                       |
| Material               | Brass, Steel                                                 |
| Color                  | Gray                                                         |
| Dimensions (L x W x H) | 19 x 15.5 x 16 inches                                        |
| Style                  | Wall Mount                                                   |
| Hose Capacity          | Up to 5/8 in. x 150 ft. hose                                 |
| Pressure Rating        | 150 PSI                                                      |
| Included Components    | 6 ft. Rubber Lead-In Hose, Brass Fittings, Mounting Hardware |
| Item Weight            | 24.4 Pounds                                                  |
| Installation Method    | Wall Mount                                                   |
| Operation Mode         | Manual                                                       |

## WARRANTY INFORMATION

---

This Strongway product is covered by the manufacturer's standard warranty. For specific details regarding warranty coverage, duration, and terms, please refer to the documentation included with your product packaging or visit the official Strongway website. Keep your purchase receipt as proof of purchase for any warranty claims.

## CUSTOMER SUPPORT

---

For technical assistance, troubleshooting guidance, or to inquire about replacement parts, please contact Strongway customer service. Contact information, including phone numbers and email addresses, can typically be found on the product packaging or the manufacturer's official website. When contacting support, please have your product model number (109838) and purchase date available.