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## Giraffe Tools SGW-MW20US-D

# Giraffe Tools Retractable Hose Reel User Manual

Model: SGW-MW20US-D

## INTRODUCTION

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Thank you for choosing the Giraffe Tools Retractable Hose Reel. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new hose reel. Please read this manual thoroughly before first use and retain it for future reference.



## SAFETY INFORMATION

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Always observe the following safety precautions to prevent injury or damage to the product.

- Do not allow children to operate the hose reel without adult supervision.
- Ensure the hose reel is securely mounted before use to prevent it from falling.
- Do not attempt to disassemble or repair the internal mechanism of the hose reel. Contact customer support for assistance.
- Always release water pressure from the hose before retracting it.
- Avoid pulling the hose beyond its maximum length to prevent damage to the retraction mechanism.
- Do not use the hose reel with hot water or chemicals that may damage the hose material.
- Store the hose reel in a protected area during freezing temperatures to prevent water inside from expanding and damaging components.

## PACKAGE CONTENTS

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Verify that all components are present and undamaged upon opening the package. If any items are missing or damaged, please contact Giraffe Tools customer support.

- 1 x Giraffe Tools Retractable Hose Reel Unit
- 1 x 65 ft PVC Water Hose (pre-installed)
- 1 x 9-Function Sprayer Nozzle
- 1 x Wall Mounting Bracket
- 1 x Faucet Connection Hose
- Mounting Hardware (screws, anchors)
- User Manual (this document)

## SETUP AND INSTALLATION

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The Giraffe Tools Retractable Hose Reel is designed for easy wall mounting. Follow these steps for secure installation.

1. **Choose a Location:** Select a sturdy wall or post (recommended larger than 4x6 inches) near a water faucet. Ensure there is enough clear space for the hose reel to swivel 180 degrees.
2. **Mount the Bracket:**

# EASY INSTALLATION IN 5 MINUTES – NO PLUMBER NEEDED



Figure 2: Easy installation steps for the hose reel.

- Hold the wall mounting bracket against the chosen surface at the desired height.
  - Mark the positions for the drill holes through the bracket's mounting holes.
  - Drill pilot holes using an appropriate drill bit for your wall material.
  - Insert wall anchors if necessary (for masonry or drywall).
  - Securely fasten the bracket to the wall using the provided screws.
3. **Attach the Hose Reel:** Slide the hose reel unit onto the mounted bracket. Ensure it clicks securely into place.
  4. **Connect the Faucet Hose:** Connect one end of the short faucet connection hose to your outdoor faucet and the other end to the inlet on the side of the hose reel. Tighten connections firmly to prevent leaks.
  5. **Connect the Sprayer Nozzle:** Attach the 9-function sprayer nozzle to the end of the main 65 ft hose.

## OPERATION

### Extending the Hose (Any Length Lock)

To extend the hose, simply pull it out to the desired length. The hose reel features an "Any Length Lock" mechanism, allowing the hose to lock automatically at any point you stop pulling. You will hear a clicking sound as it locks.

# ANY LENGTH LOCK

No More Struggling With Excess Length



Figure 3: The hose can be locked at any desired length.

## Retracting the Hose (Stable Auto Rewind System)

To retract the hose, give it a gentle tug. This will disengage the locking mechanism, and the hose will automatically and smoothly rewind back into the reel. The internal guidance system ensures the hose rolls up perfectly without tangling.

## 180° Swivel Function

The wall-mounted bracket allows the hose reel to swivel up to 180 degrees horizontally. This feature provides flexibility, enabling you to water in various directions without straining the hose or the reel.

# 180° SWIVEL

Applies For Mutipal Working Angle



Figure 4: The 180-degree swivel function provides wide coverage.

## Using the 9-Function Sprayer Nozzle

The included nozzle offers 9 different spray patterns to suit various watering needs. Rotate the nozzle head to select your desired pattern.

# WHY CHOOSE US



**Others**

- ❌ Tangled, Space-Hogging Hoses
- ❌ Manual Dragging, Easy Kinking
- ❌ Aging Materials & Leaky Joints



**Ours**

- ✅ Neatly Retracted, Space-Saving Storage
- ✅ 180° Swivel + Lock At Any Length
- ✅ Durable Materials Have A Longer Service Life

VS

Figure 5: The 9-function nozzle provides versatile watering options.

- **Rinse:** Gentle flow for general rinsing.
- **Cone:** Wide, conical spray for delicate plants.
- **Soaker:** Concentrated stream for deep watering.
- **Flat:** Wide, flat spray for efficient cleaning.
- **Mist:** Fine mist for seedlings or humidifying.
- **Center:** Focused stream for targeted watering.
- **Angle:** Angled spray for hard-to-reach areas.
- **Shower:** Soft, rain-like spray for general garden watering.
- **Vertical:** Strong, vertical stream for cleaning.

The nozzle also features a water adjustment valve to control flow intensity.

## MAINTENANCE

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

- **Cleaning:** Wipe down the exterior of the hose reel with a damp cloth to remove dirt and debris.
- **Hose Inspection:** Periodically inspect the hose for any signs of wear, cracks, or leaks. Replace the hose if significant damage is observed.
- **Internal Inspection (Openable Top Cover):** The hose reel features an openable top cover, allowing you to observe the retraction and stretching of the hose and inspect the internal mechanism. This facilitates easy checking and maintenance of the hose anytime.



Figure 6: The openable top cover allows for easy inspection and maintenance.

- **Winterization:** Before freezing temperatures, disconnect the hose reel from the faucet, drain all water from the hose and reel, and store it in a frost-free environment.
- **Connection Checks:** Regularly check all hose connections for tightness to prevent leaks.

## TROUBLESHOOTING

Refer to the table below for common issues and their solutions.

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Hose does not retract fully.	Hose is tangled inside the reel; debris obstructing retraction; spring mechanism issue.	Pull out the entire hose and gently guide it back in. Check the openable top cover for obstructions. If the issue persists, contact customer support.
Water leaks from connections.	Loose connections; damaged O-rings or washers.	Ensure all connections are tightened securely. Replace worn or damaged O-rings/washers.
Hose does not lock at desired length.	Locking mechanism is dirty or obstructed.	Pull the hose out completely and retract it a few times to clear any debris. Ensure you hear a distinct click when stopping.
No water flow from nozzle.	Faucet is off; hose is kinked; nozzle is clogged.	Check if the faucet is fully open. Straighten any kinks in the hose. Clean the nozzle head.

## SPECIFICATIONS

Feature	Detail
Model Number	SGW-MW20US-D
Hose Length	65 ft
Hose Diameter	1/2 inch
Product Dimensions (L x W x H)	14.5 x 11.83 x 7.4 inches
Item Weight	18.08 pounds
Power Source	Hand Powered
Installation Method	Wall Mount
Swivel Angle	180 degrees
Nozzle Functions	9 Spray Patterns

## WARRANTY AND SUPPORT

For warranty information, technical support, or to purchase replacement parts, please contact Giraffe Tools directly. Refer to the product packaging or the official Giraffe Tools website for the most current contact details. You can also visit the [Giraffe Tools Store on Amazon](#) for more product information and support resources.