

HOSELINK®

Models: US3330 | US3325 | US3315

IMPORTANT

Read before use
& keep for future
reference.

Classic Retractable Hose Reel Product Manual



For more information visit [hoselink.com](https://www.hoselink.com)
or email support@hoselink.com

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

1 x Classic Retractable Hose Reel w/ 6.5ft Leader Hose attached

1 x Comfort 8-Pattern Flow Control Spray Nozzle

Hoselink Quick-connect Hose Fittings:

1 x Hose Connector with Flow Control
1 x Male Hose Connector with Swivel
1 x Male Hose Connector
1 x Female Hose Connector

Mounting Bracket plus Screw Kit, includes:

1 x Mounting Bracket
1 x Hardware Set, includes:
4 x Screws (2 3/8")
4 x Washers
4 x Masonry Wall Anchors

⚠ WARNING

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

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

- 1 To use the hose, simply pull it out to the desired length. The hose will retract slightly and lock at that length.
- 2 To begin retraction, gently pull the hose to unlock, then allow it to retract automatically as you walk it back in.
- 3 Always fully retract the hose after use.
- 4 We recommend turning the water off when not in use

Winterizing

Scan the QR code to watch a video on how to winterize your hose reel and ensure it is protected from the elements.



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 to clean this hose reel such as acetone, white spirits, lactic acid etc. 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 in a dry area. The Hose Reel casing has been UV-stabilized and should last a long time. However, if your Hose Reel is likely to be exposed to extreme temperatures on a regular basis, you may wish to use a cover (sold separately) to prolong its life.

Installation

CHOOSE A SUITABLE LOCATION

The bracket must be mounted to a solid surface, such as brick or timber, to support the reel's weight during use. If mounting on siding, a separate backing board will be required to create a flat mounting surface.

A shaded position, if possible, is recommended to prolong the life of the product. For optimal performance of the hose reel, install the bracket at least 3ft away from the corner of a building.

Where possible, we recommend mounting the base of the bracket around 35" above ground level and up to 5ft away from the faucet.



Installing the bracket

BRICK & MASONRY INSTALLATION

✂ Tools required

Electric drill (hammer or rotary), 1/2" masonry drill bit, hammer, level, 3/8" socket.

- 1 Use the bracket as a template to mark all four holes with a pencil, using a level to ensure it is straight.
- 2 Drill holes 2" deep using a 1/2" masonry drill bit.
TIP: Use tape around the drill bit to mark 2" depth. Be sure to set the drill to the 'Hammer' setting.
- 3 Hammer the plugs into each hole.
- 4 Set the bracket in place, adding washers and screws.
- 5 Use your 3/8" socket to loosely screw in each screw. Repeat on all holes.
- 6 Once all are in place, tighten each screw.

TIMBER INSTALLATION

✂ Tools required

Electric drill, 3/16" drill bit, level, 3/8" socket set.

- 1 Use the bracket as a template to mark all four holes with a pencil, using a level to ensure it is straight.
- 2 Drill four holes 2" deep using a 3/16" drill bit.
TIP: Use tape around the drill bit to mark 2" depth.
- 3 Set the bracket in place, adding washers and screws. (plugs not required).
- 4 Use your 3/8" socket to loosely screw in each screw.
- 5 Once all in place, tighten each screw.

STUCCO INSTALLATION

Stucco is primarily used as a decorative coating, and installation requirements will vary based on the underlying material.

For Brick or Masonry: Please follow the masonry installation instructions.

For Wood: Locate a framing stud and proceed with the wood installation instructions.

SIDING INSTALLATION

✂ Tools required

Electric drill, 3/16" drill bit, level, 3/8" socket set, stud finder.

IMPORTANT NOTE: To mount your reel on an uneven surface you'll need to either make or purchase a separate backing board. The bracket is required to sit flush against a flat surface. This is required so that the bracket doesn't break or bend under the weight of the reel.

- 1 Use a stud finder to find the framing behind the siding. You'll need to screw directly into the stud when attaching the backing board.
- 2 Measure how high you'd like the hose reel to sit and mark the wall.
- 3 Hold the backing board in position where you marked the wall, ensuring it's level and that it's centered with the framing stud you marked earlier.
- 4 Using the two middle holes of the backing board as a template, drill two pilot holes into the siding and framing stud using a 3/16" drill bit.
- 5 Secure the backing board in place with two 12-gauge 4" stainless steel wood screws.
TIP: Ensure the backing board isn't screwed in too tight, as you don't want to damage the siding.
- 6 Use the backing board as a template to mark the the four remaining holes.
- 7 Drill four holes 2" deep using a 3/16" drill bit.
TIP: Use tape around the drill bit to mark the 2" depth.
- 8 Set the bracket and washers in place. Use your 3/8" socket to loosely screw in each screw (plugs not required).
- 9 Once all are in place, tighten each screw.

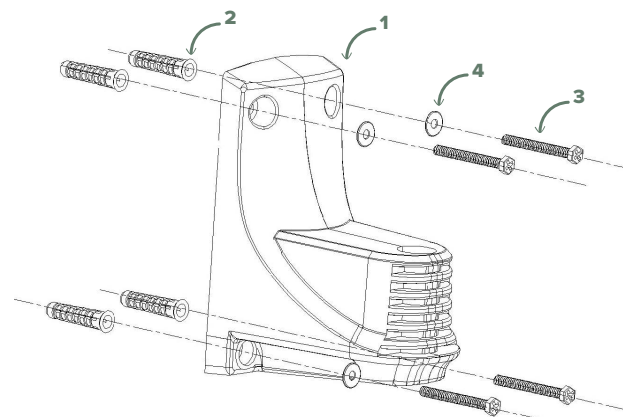
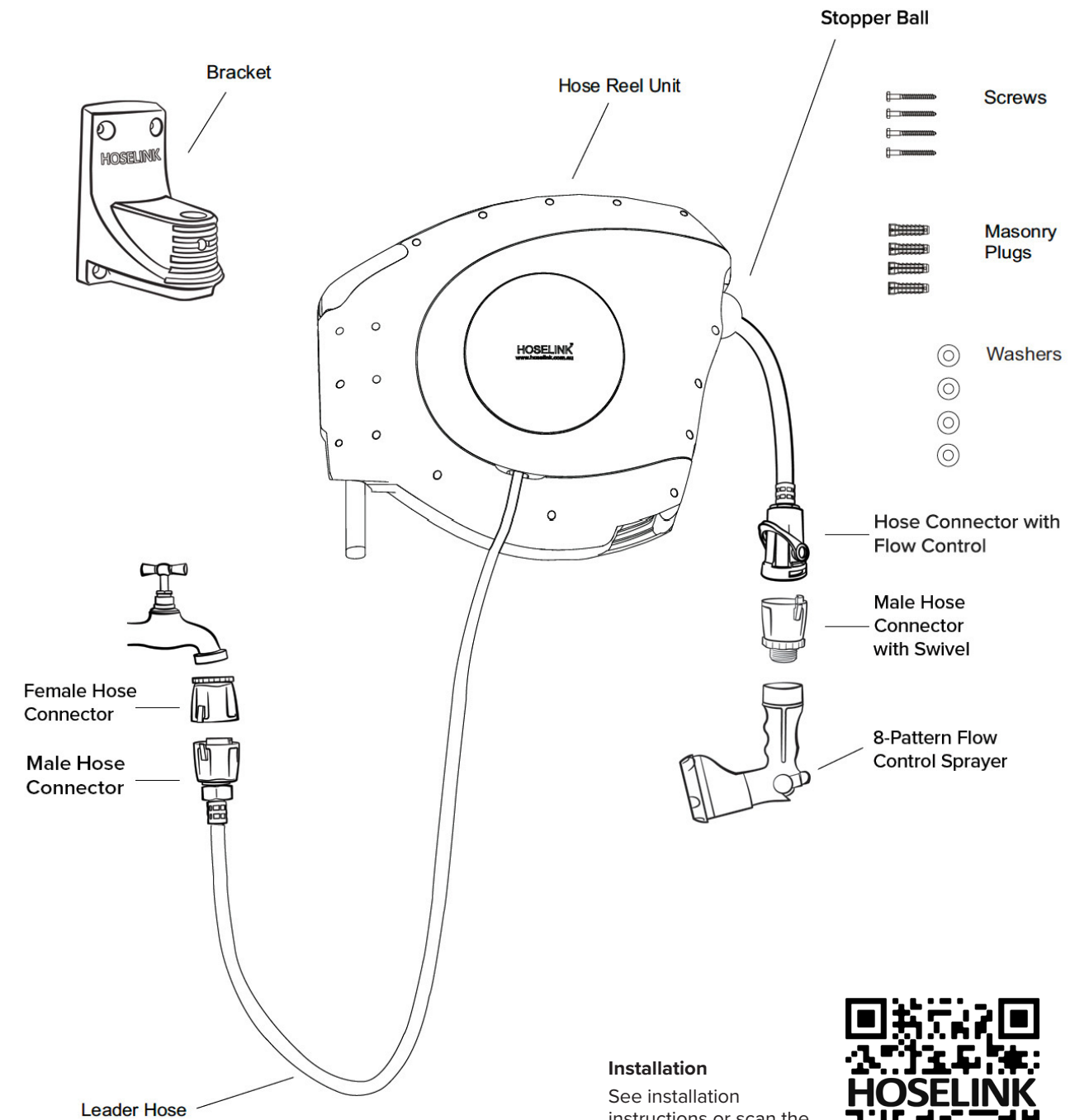


Diagram A: 1- Bracket, 2- Plugs, 3- Screws, 4- Washers

Setting up your Retractable Hose Reel

- Once the bracket is installed, lift the reel and slide it into the bracket hole.
- Attach the Female Hose Connector to the faucet.
- To connect the hose to the tap, line up the white lugs on the Hoselink fittings and use a point and twist action to connect.
- Screw the Male Hose Connector with Swivel into the 8-Pattern Flow Control Sprayer. Now attach to the hose end connector with flow control with a point and twist motion.
- Your Hose Reel is now set up and ready for use.



Installation

See installation instructions or scan the QR code to watch an installation video.



Specifications

| Model | Hose Length | Weight (without water) | Hose Inner Diameter | Hose Material | Max Working Pressure |
|--------|-----------------------------------|------------------------|---------------------|---------------|----------------------|
| US3315 | 50ft Hi-Flow 6.5ft leader hose | 21lbs | 9/16" | PVC | 150psi |
| US3325 | 82ft Hi-Flow 6.5ft leader hose | 30lbs | 9/16" | PVC | 150psi |
| US3330 | 100ft 6.5ft leader hose | 30.75lbs | 1/2" | PVC | 150psi |

Troubleshooting guide

Hose will not retract the entire length

- 1 Turn off the faucet and pull the hose out completely.
- 2 Push the ON/OFF thumb lever to the ON position to release excess pressure.
- 3 Twist to unlock and disconnect the spray nozzle from the hose.
- 4 Slowly retract the hose back into the reel. Check for physical damage (reel making clunking noise, cracks in side cover disc, Hose Reel box smashed, etc.)

Hose can neither be retracted nor extended

- 1 Hose will need to be walked out 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 the Hoselink Customer Support.

Leaking near the Leader Hose entry point

- 1 Use a flat-head 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 the hose clamp with a 1/4" wrench. Tighten ¼ turn at a time.
- 3 Check the elbow joint for breaks or cracks.

Hose is too difficult to pull out

Is the Hose Reel mounted high enough? It should be parallel to the users waist. If too low, the hose may rub on the opening, making it harder to pull out.

Bracket is coming off the wall

- 1 Check bracket has been installed correctly. Refer to Diagram A on p.3.
- 2 All screws 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 the faucet on full to remove any kinks. The hose should not retain a memory and kinks should fill out. The flow control lever on Hose Connector with Flow Control should be in closed position to ensure the hose pressurizes.
- 2 Ensure the Hose Reel is mounted high enough, if it's too low the hose can rub on the opening 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 as a kink can occur when you walk it out.
- 4 Ensure the hose reel is mounted correctly so it can swivel freely.

Water pressure greatly reduced

This product is not suitable for use with very low water pressure.

- 1 With nozzle and Hose Connector with Flow control removed, check pressure when spray nozzle is detached.
- 2 Fully extend hose, inspect for kinks, turn faucet on full to remove possible pinch points.
- 3 Reverse water flow through reel by attaching the spray end of the hose to the faucet to try and dislodge any blockage.

Extending the Leader Hose



Should you need to extend the length of the Leader Hose because, you can purchase a Leader Hose Extension. Available in 6.5ft and 16ft lengths, fitted with a female thread on one end and a male thread on the other for easy connection.

Optional Hose Reel Accessories



HOSE REEL COVERS

With a snug fit, our Hose Reel Covers have been specially designed to create a smart look for your Retractable Garden Hose Reel that helps to prevent scratches and scuffs.



ADDITIONAL BRACKET

Use your Hoselink Retractable Garden Hose Reel in different locations with a second bracket for Retractable Hose Reels.



MOUNTING POST

The Retractable Hose Reel Mounting Post is an optional extra mounting solution designed to work with Hoselink's Retractable Hose Reel.



PADLOCK

This padlock suits any size Hoselink Classic Retractable Hose Reel.

Warranty

Hoselink warrants that this product will be free from defects in workmanship and materials that result in failure during normal usage, from the date of purchase as follows: 2 years on the Hose Reel unit including the hose, 2 years on the Hose Connectors and Comfort 8-Pattern Flow Control Sprayer. The warranty does not cover misuse, unauthorized modifications, general wear and tear, or external causes such as acts of nature. For all warranty claims, please contact our Customer Care Team in the first instance. A photo or video may be requested to assist with assessing your claim. If a Hoselink product is defective, we will provide a repair or offer you a replacement or refund.

Except for the cost of repairing or replacing a defective Hose Pro USA LLC product, under no circumstance shall Hose Pro USA LLC be liable, whether in contract or tort, for direct, indirect, punitive, incidental, special, or consequential damages resulting from, arising out of, or in any way linked to the utilization of our products, including without limitation, any damages for lost profits or other financial or economic loss. In no event shall Hose Pro USA be liable for any harm or loss arising out of factors beyond its reasonable control, which may include, but are not limited to, power outages, acts of nature, war, civil disturbances, or similar unforeseeable events.

HOSELINK[®]



CONTACT US
(833) 216-4673
support@hoselink.com
Live Chat at [hoselink.com](https://www.hoselink.com)