

RETRACTABLE HOSE REEL

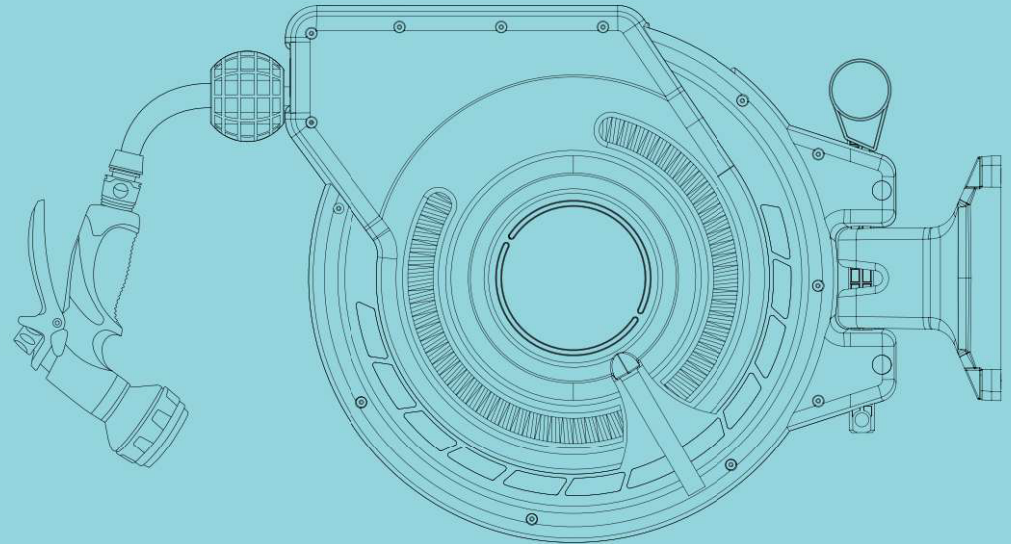
Instruction Video



RETRACTABLE HOSE REEL

USER'S MANUAL

C2-30M12



Thank you for choosing our products!

WARRANTY

Thank you for choosing **Fnorant**. We stand behind the quality of our products.

1. Coverage

- **1-year** limited warranty from the date of purchase (proof of purchase required).
- Covers defects in materials or workmanship, including failure to retract, leaks, or structural breaks.

2. Exclusions

This warranty does **NOT** cover:

- Damage from misuse (e.g. impacts, overloading, improper installation).
- Normal wear (e.g., hose surface aging, rusted accessories).
- Products purchased from unauthorized sellers or without valid proof.

3. Claim Process

- Contact us via ayuracsvip yangyi@choubag.com with :
Order number + issue description + video evidence.➤

Technical review:

Our team will respond within 48 hours.

- Solutions:
 - Free repair/replacement with the same model.
 - If discontinued, an upgrade or refund will be offered.
 - 5% discount voucher for next **Fnorant** purchase.
- Notes

Replaced parts/products has a 1-year warranty.

SPECIFICATIONS

Model	C2-30M12
Hose Length	100ft
Hose Diameter	1/2inch
Hose Material	PVC
Weight	25.6lbs
Max Working Pressure	150psi

Dear Valued Customer,

Thank you for choosing **Fnorant**. Your trust inspires us to keep innovating. As a token of appreciation, we invite you to join the VIP Membership and enjoy exclusive benefits:

Priority Support:

- Dedicated 1-on-1 customer service.
- Members-Only Discounts: Get a 5% welcome coupon and ongoing savings.
- Early Access: Be the first to try new products and influence future designs.

How to Join?

Scan the QR code to directly send email to us in 5 seconds!

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NOTE

Hose Kink Issue – Run water through hose:

*If you notice small kinks or twists when first pulling out the hose, **don't worry—this is normal due to initial packaging.***

You can do these steps:

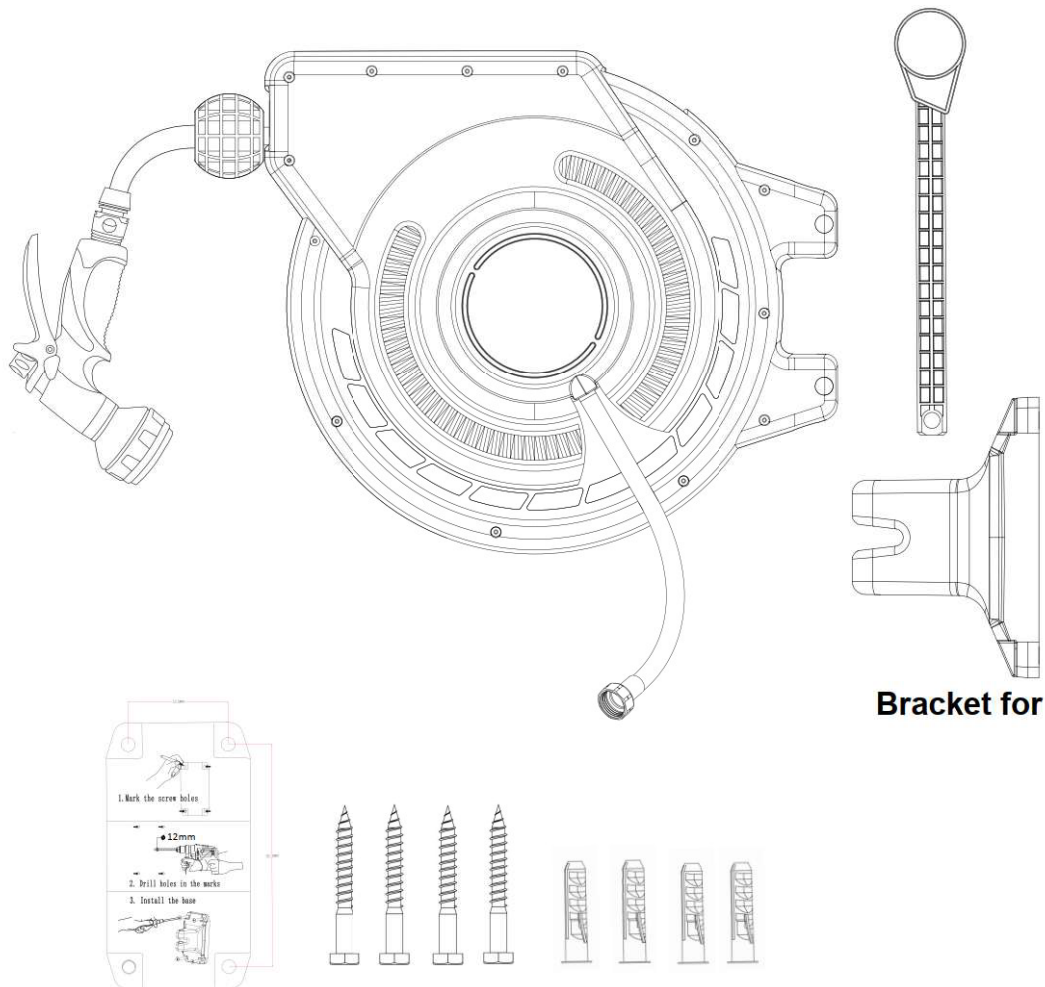
1. Before mounting the reel to a wall or post, extend the hose fully and connect it to the water source.
2. Run water through the hose and use it normally for a few minutes. This helps the hose relax and smooth out naturally.
3. After use,rewind the hose slowly to maintain a kink-free shape.

Water Pressure Issue – Adjusting the Stop Ball:

If you experience low water pressure, it may be due to the stop ball being installed too tightly, restricting the hose movement.

To resolve this, slightly loosen the stop ball to allow better water flow. Ensure it is secure but not over-tightened, which helps maintain optimal pressure during use.

COMPONENTS



Box Contents

- | | |
|---------------------------|---------------------------|
| 1 x Retractable Hose Reel | 4 x Ribbed Plastic Anchor |
| 1 x Bracket | 4 x Screws |
| 1 x Leader Hose | 1 x Positioning Sticker |
| 1 x Hose Nozzle | 1 x Manual |

**Please check if the above parts are complete and no broken.
If there is problems about the parts, please contact us directly,
we will send you the NEW parts.**

TROUBLE CLEARING

The hose is hard to pull

- Confirm that the hose reel is installed at a high enough height to be parallel to the user. If it is too low, the hose may rub on the opening, making it difficult to pull.
- Check for physical damage. If you continue to have issues, please contact customer service team.

Hose kinks

- Extend the hose and fully open the faucet to eliminate any kinks.
- Make sure that the hose reel is installed at the correct height. A hose that is too low will rub against the hole and cause kinks.
- Be sure to pull out the hose when needed. Do not leave the water hose stay outside the reel for a long time, because you don't know if the hose will be pressed by a heavy object.

Low water pressure

- Remove the nozzle, checking the water pressure to ensure the pressure issue is not caused by the nozzle.
- Check the centering ball, it may be too tightly screwed, loosen it appropriately.
- Fully extend the hose, check for kinks, and open the faucet completely for full water flow to eliminate possible pinch points.
- Connect the nozzle end of the hose to the faucet, making the water flow in the opposite direction in the hose to clear any blockages.

TROUBLE CLEARING

Hose will not retract the entire length

- Turn off the faucet and pull out the hose completely.
- Squeeze the nozzle trigger to release excess pressure.
- Unscrew the nozzle and disconnect it from the hose.
- Retract the hose into the reel.
- Check for physical damage. (The reel makes a hoarse sound, there are obvious cracks in the cover plate, the hose reel box is smashed, etc.) If have, please contact us.

The hose cannot be retracted or extended

- Hose will need to be pulled until fully extended. This may require a lot of pulling force. Be sure to walk with the hose in hand at a slow speed as it retracts, until it is fully stowed.
- Check to see if the hose has come off its drum, if so please contact us.

Leaking near the leader hose entry point

- check connection between faucet and leader hose and make sure there is an O-ring in the hose connection
- Use a flat screwdriver to remove the side cover located on the same side as the leader hose. Check the elbow join for breaks or cracks. If it has, please contact us.

Rusty brown muck in basing screw holes

- 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. Clean out holes with hot soaping water.

TEST BEFORE USE

Testing your retractable garden hose reel is an important step to ensure it operates smoothly and safely. Here are the steps to properly test your hose reel before installation:

1. Leak Test

Check if there is leaking at these places:

- The faucet and leader hose
- The hose reel housing
- The nozzle

2. Hose Test

Check whether the hose extends normally:

Slowly pull out the hose from the reel to its full length.

Check it extends smoothly without any resistance or kinks.

3. Hose Reel Test

Check whether the hose locks normally:

Check that the hose reel locks at various points as you pull it out, which allows you to use the hose at different lengths without it retracting automatically.

Check it retracts automatically:

Release the locking mechanism (usually a gentle tug on the hose) and allow the hose to retract.

If you find any problems after testing, please contact our customer service by sending an email to yangyi@choubag.com

INSTALLATION

1. Prepare required tools

- Electric Drill
- Hammer
- Wrench or socket set
- Screwdriver

2. Choose a place

Accessibility:

- Ensure the location is easily accessible from the garden or areas where you frequently use the hose.
- It should be close to a water source (e.g., an outdoor faucet).

Wall Stability:

- Choose a solid and stable wall. Brick, concrete, or strong wooden walls are ideal.
- Avoid mounting on weak or hollow walls that may not support the weight, especially when it is full of water.

Height:

- Mount the reel at a comfortable height for easy access and operation. Typically, waist height is a good reference.

Clearance:

- Ensure there is enough clearance around the reel for the hose to retract and extend smoothly.
- Avoid mounting in areas with obstacles like air conditioners, windows, or doors.

Sun Exposure:

- If possible, choose a shaded location to protect the hose and reel from prolonged sun exposure, which can cause wear and degradation overtime.

Drainage:

- Avoid areas prone to water pooling or poor drainage, as this can cause rust and other damage to the reel over time.

MAINTENANCE

Seasonal Maintenance

Prepare for Winter:

- In colder climates, drain the hose and reel completely before the first frost to prevent water from freezing inside and causing damage.
- If possible, store the hose reel indoors during winter months to protect it from freezing temperatures and harsh weather.

Long-Term Maintenance

Avoid Prolonged Sun Exposure:

- UV rays can degrade the hose material and weaken the reel housing over time.
- If possible, mount the reel in a shaded area or use a protective cover.

Additional Tips

Avoid Overstretching:

- Do not pull the hose beyond its maximum length as it can damage the retractable mechanism.

Prevent Kinks:

- Guide the hose evenly onto the reel during retraction to prevent kinks and tangles.

Use Proper Connectors:

- Ensure that the connectors and fittings used are compatible with your hose and water source to prevent leaks and damage.

OPERATION

Swivel Function:

Step 7:

Pivot the reel to the desired angle to make pulling and retracting the hose easier, especially if you need to water areas in different directions.

Storing the Hose:

Step 8:

Once retracted, ensure the hose is fully wound inside the reel.

Lift the hose reel out of the bracket and store it for next use.

Safety:

Always retract the hose fully after use to avoid tripping hazards and to keep the hose protected from the elements.

MAINTENANCE

Maintaining your retractable garden hose reel is essential for ensuring its longevity and optimal performance. Here are some detailed maintenance tips:

Regular Maintenance

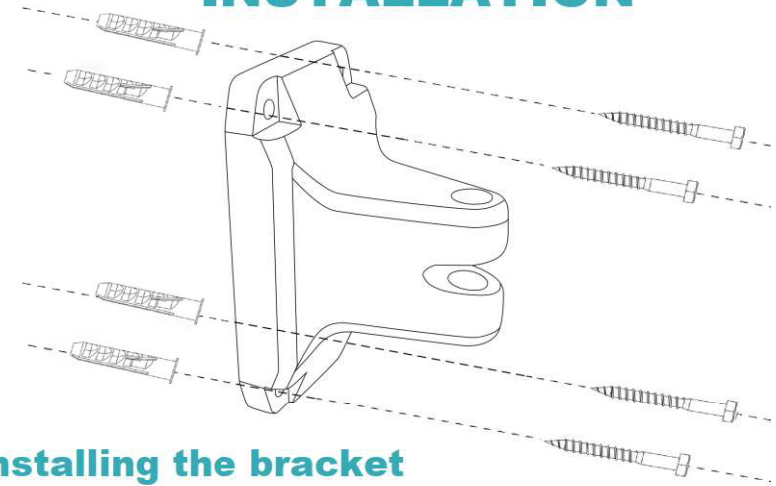
Clean the Hose and Reel:

- Use a mild soap solution and a soft cloth or sponge to clean the exterior surfaces. Rinse with clean water and let it dry thoroughly.

Check and Tighten Mounting Hardware:

- Regularly inspect the screws, bolts, and brackets that secure the reel to the wall or post.
- Tighten any loose hardware to maintain stability and prevent wobbling.

INSTALLATION



3. Installing the bracket

Wall

Apply the Positioning Sticker:

Place the positioning sticker on the wall at the desired height and position.

Drill the Holes:

Drill holes at the marked positions on the sticker. Use a drill bit size appropriate for the wall anchors or screws you are using.

If mounting on brick or concrete, use masonry drill bits and anchors.

Insert Anchors:

If using wall anchors, insert them into the drilled holes. Tap them gently with a hammer if needed until they are flush with the wall.

Attach the Bracket:

Position the mounting bracket over the drilled holes using the sticker as a guide.

Insert screws or bolts through the bracket into the anchors or directly into the wall.

Tighten them using a wrench or screwdriver until the bracket is securely fastened to the wall.

(Remove the positioning sticker in time if necessary to prevent difficulty in removal over time.)

INSTALLATION

3. Installing the bracket

Wooden Post

Select the Post:

Choose a sturdy wooden post, such as a 4x4 or 6x6, that is firmly set in the ground.

Apply the Positioning Sticker:

Place the positioning sticker on the wooden post at the desired height and position.

Drill Pilot Holes:

Drill pilot holes at the marked positions on the sticker.

Use a drill bit slightly smaller than the diameter of the screws to make drilling easier and to prevent the wood from splitting.

Attach the Bracket:

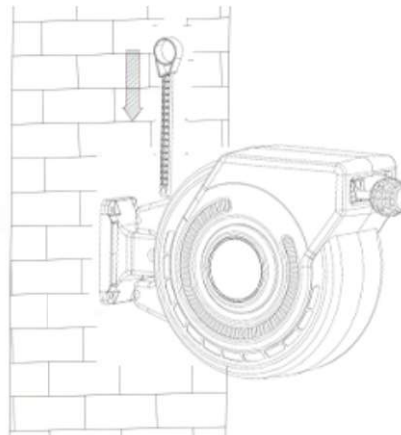
Position the mounting bracket over the drilled holes using the sticker. Insert screws through the bracket into the pilot holes.

Tighten the screws using a wrench or screwdriver until the bracket is securely fastened to the post.

(Remove the positioning sticker in time if necessary to prevent difficulty in removal over time.)

4. Setting up retractable hose reel

- Lift the hose reel and align it with the holes at top and bottom of the base.
- Insert the safety pin from top to bottom.
- Connect the leader hose connector to the faucet.
- Connect the nozzle to the hose.
- Tighten the nozzle and leader hose connector.



Congratulations! You have installed it and are ready to use it!

OPERATION

Extending the Hose

Step 1:

Gently pull the hose from the reel to the desired length. The reel will automatically lock the hose at various intervals, so you don't have to hold it in place.

Step 2:

If you need more length, pull the hose a little further until it locks at the next interval. Repeat until you have enough hose for your task.

Using the Hose

Step 3:

Attach a spray nozzle or garden tool to the end of the hose if not already attached.

Step 4:

Turn on the water supply and use the hose as needed. The locking mechanism will keep the hose extended while you work.

Retracting the Hose

Step 5:

Before retracting the hose, turn off the faucet and squeeze the nozzle trigger to release any additional pressure.

To retract the hose, give it a gentle tug to release the locking mechanism. The hose will start to retract automatically.

Step 6:

Guide the hose gently back onto the reel, making sure it winds evenly without kinking or tangling.