

Avoiding a Leaky Hose Reel - Care & Maintenance

Taking care of your hose reel is easy. From Hose Reel Selection to Spring Set Up to Winterization, following these simple steps will increase the life of your product.

Buying the Right Hose Reel

The best way to make sure your new hose reel won't leak is to make sure it features the NeverLeak® Aluminum Water System, which can be found on higher-end all-metal hose reels and value-priced poly (plastic) frame hose reels. The Water System is the heart of the hose reel. Because aluminum water systems are 8x stronger than plastic water systems, they eliminate leaking due to cross threading and prevent cracking due to accidental freezing – giving you years of trouble-free use.

Start of Season - Setting Up of Your Hose Reel

When attaching either the leader hose to the water system inlet or your garden hose to the water system outlet, take care to avoid cross threading. This is particularly important if your hose reel has a poly water system. The metal threads of the hose coupling can cut the plastic water system threads, creating a permanent leak. If your hose reel has been in storage all winter, add a little silicon grease to each rubber gasket on all hoses and accessories. If necessary, replace any missing or dried out gaskets.

Trouble Shooting Water Leaks

If you have a leak, try troubleshooting the problem before you run out to buy a new hose reel. The fix may be as easy as tightening a hose connection or replacing a \$0.50 rubber gasket. Here are a couple of quick steps:

1. Identify the Source – When the hose is wound up on the reel, it can be difficult to find source of the leak. Fully unwind hose and pressurize the hose. You should be able to quickly find the leak.
2. Check/Clean/Replace the Rubber Gaskets – Every connection in your hose reel system has a rubber gasket ring that helps to prevent leaking. If it's missing, dried out or dirty, it won't do its job. Pop it out, clean it, add a little silicon grease and pop it back in. If it's severely dried out or cracked, replace it with a new gasket. You can pick one up for a few cents at your local home center or hardware store.
3. Tighten the Connections – If your gasket is in good shape, the answer could be as simple as hand tightening the hose connection where you've seen the leak. Metal-to-metal connections can be tightened further with a wrench. Don't over-tighten a metal to plastic connection or the plastic could break.
4. Check for Cross Threading (Plastic Water Systems Only) – If your hose reel has a plastic water system, it may be cross threaded. Detach the hose and inspect the plastic water system threads. If any of the threads are cut or broken, the only permanent fix is to replace the entire water system or the complete hose reel.
5. Call the Manufacturer – If the previous steps haven't solved your leak problem, contact the manufacturer. They can assist you with additional steps and replacement parts.

End of Season – Preparing for Winter

Cold winter weather can be very damaging to hose reels. When the temperature drops, any water left inside your hose reel can freeze, causing plastic water system components to crack. If you live in a cold-weather state, one of the best ways to take care of your hose reel is to drain all water out of it and bring it inside during the winter. If you can't get your hose reel inside, disconnect it from the spigot, remove any nozzles or attachments from the end of the hose and remove as much water as

possible. You can also rely on a hose reel with an aluminum water system, like those found in the Ames NeverLeak® hose reels. Even if the water inside a NeverLeak® hose reel freezes, the aluminum water system will not crack or leak.

Take care of your hose reel and it should give you years of service.