HOZELOCK

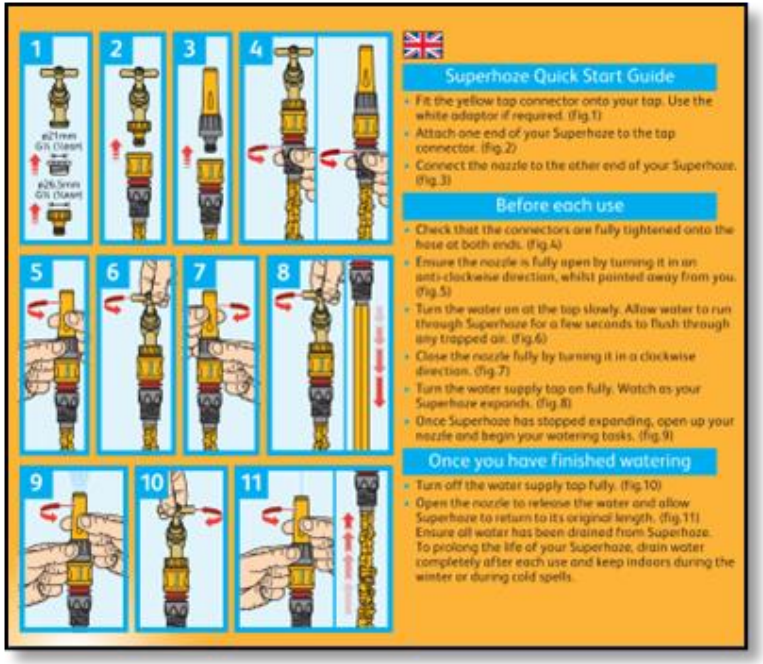
Gardening for life

Superhoze Hints and Tips

How to use Superhoze:

Superhoze instructions for use can be found inside the box

A “How To” video can also be accessed via the Superhoze web page under the “Instructions” section: https://www.hozelock.com/product/superhoze/



Instructions on our Website:

An International version of the Superhoze instructions can also be viewed and downloaded from the Hozelock website:

INSTRUCTIONS

Instruction Booklet

8207/8215/8230/8240 - Superhoze Instruction Booklet

Superhoze Hints & Tips

8207/8215/8230/8240 Superhoze - Hints and Tips

https://www.hozelock.com/product/superhoze/

Nozzle Operation:

To ensure the correct ‘open’ and ‘close’ operation of the nozzle follow the steps below:

1. Press nozzle into fitting
2. Grip grey sleeve
3. Turn yellow nozzle in both directions to open and close water flow

Expansion Controller:

The expansion controller (shown below) is part of the Superhoze design in some models. Please do not confuse this with the hose being blocked.

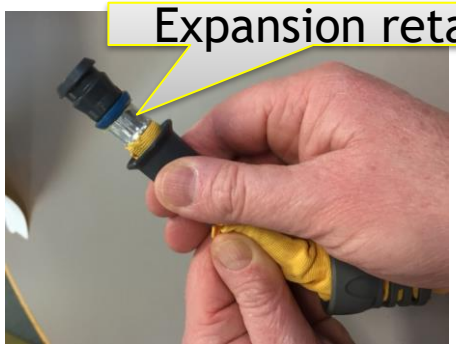
Low Pressure / My Hose is not fully Expanded:

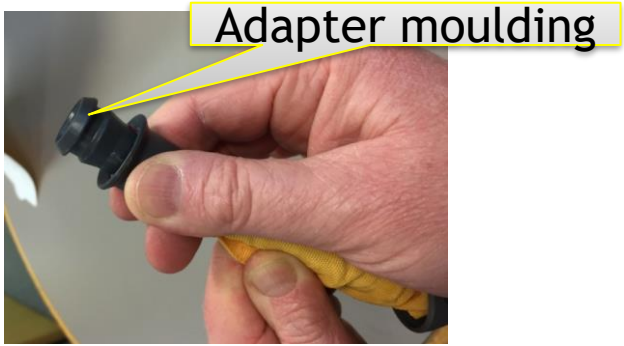
If the water pressure is low (less than 2 bar), the hose may not fully expand to maximum length. During use, the end of the hose appears to retract slightly as shown on the photographs. This will not affect the product’s performance.

Connector Assembly:

If for any reason the hose connectors are removed from the Superhoze please ensure the correct re-assembly procedure is conducted as detailed below:

1. Hold the fabric with one hand and slide expansion retainer up to the adapter moulding. Ensure it is firmly pressed against the adapter.





Connector Assembly Continued:

2. Insert the adapter moulding/expansion retainer assembly into the connector fitting ensuring all connector teeth are inside the face of the expansion retainer as shown below.

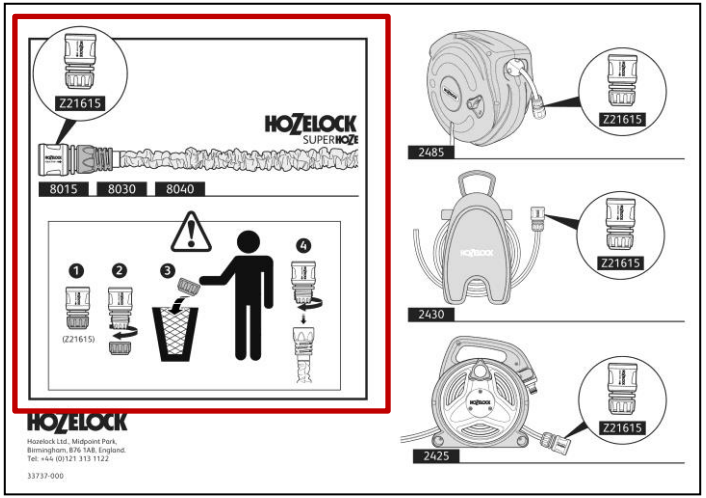
Connector Assembly Continued:

3. Screw nut onto the connector ensuring there's no cross threading and no connector teeth deformed/trapped, continue until it is fully tightened.

Superhoze Spares:

Replaceable
9mm Aqua Stop Connector
Z21615
(93252-000)

- The Superhoze Aqua Stop connectors can be replaced and will be available as existing spare Z21615
- The ‘tail’ or nut of the Superhoze connector is permanently fixed, so the nut in the spare will not be needed



- The above instruction leaflet will be sent out with the replacement connector and illustrate that the nut supplied with the spare should be removed and recycled.
- It is supplied with the nut to protect the “teeth” of the connector during transit.

Storage Possibilities:

The Superhoze is ideal to store on a Hozelock Hose Hanger; which can be attached to the wall near your outdoor tap, or inside your shed or garage.

https://www.hozelock.com/product/hose-hanger/

Additional Information:

Superhoze has a 3-year guarantee as standard, plus 2 additional year if the consumer registers online.

Superhoze is Phthalate Free to <0.1%.

Superhoze is not recommended for use with Pressure Washers.

FAQ's:

How do I use the Superhoze?

- To ensure that you don't damage your Superhoze, please follow the following instructions on how to set up: https://www.hozelock.com/product/superhoze. Alternatively, view our handy "How To" video which shows you step-by-step, how to use the Superhoze.

Can the Superhoze be used on a hose reel, or does it need to be fully unwound to allow the expansion?

- This is an expanding hose and will need to be completely unwound from a storage reel to allow for full expansion. Superhoze should never be stored under pressure i.e., full of water.

What is the diameter of the Superhoze?

- Superhoze has a diameter of up to 18mm depending on water pressure.

The Superhoze expands up to 3 times its original size, so does that mean a 30m version would expand up to 90m?

- No, the advertised size is the maximum length the hose will expand up to, depending on water pressure. So, a 30m Superhoze will be around 10m in length to begin with and expand up to 30m.

Can I use Superhoze with a pressure washer?

- No, it is not recommended that the Superhoze is used with a Pressure Washer.

Why has my Superhoze burst?

- If the instructions on how to use Superhoze have been followed correctly, the Superhoze should not burst. If you have followed the instructions and this has happened, please contact consumer service by emailing support@hozelock.zendesk.com. Please ensure you have available or attach (if e-mailing), your original proof of purchase and a photo of the damaged Superhoze.

Will this hose fit on a kitchen tap?

- Yes, if you connect it with the correct tap connector for your tap. You can find our range of indoor tap connectors here.

FAQ's:

Can you attach a Superhoze to the end of an Auto Reel?

- Yes. Depending on the water pressure, performance may be affected (i.e., slight retraction when the hose end is open).

Can more than one Superhoze be joined together, and what are the maximum lengths that can be joined?

- Yes, we recommend that up to two 30m Superhoze be connected at any one time. Depending on water pressure, performance may be affected (i.e., slight retraction when the hose end is open).

What connection do I need to join a two Superhoze together?

- To join multiple Superhoze together, you can use a Double Male Connector or a Double Male Connector Pro. These work by simply clicking them into the Hose End Connector on your Superhoze.

If my Superhoze is damaged, can I cut it into two and repair it using two female connectors?

- No. If Superhoze gets damaged do not try to repair it.
- If the product is faulty, it will be covered by the guarantee that is included.
- Please contact the Retailer you purchased it from, or the Hozelock Consumer Services team.
- For products that are under guarantee, see our article outlining the steps that need to be taken when there is a fault with it here.
- Please make sure that you retain your original receipt as proof of purchase.

My connector on the end of my Superhoze is damaged, can I replace it?

- The connector at either end of Superhoze can be replaced by purchasing the spare part from the Hozelock Spares Website. https://spares.hozelock.com/9mm-connector.html

FAQ’s:

It states “Leak-free fittings” so why is mine leaking from the tap end?

If your fittings are leaking, please follow the following steps to try and rectify the issue:
1. Please check to see if the Tap Connector has been placed onto the tap correctly.
2. Check the O-ring in your tap or Hose End Connector - if they are old, it may need replacing to prevent leakage.
3. Please check to ensure that the Hose End Connectors are screwed together properly.
If this does not resolve the issue, there could be a fault. Please contact consumer services by emailing support@hozelock.zendesk.com. Please ensure you have your original proof of purchase available.

When washing my car, would I need to turn the tap off while I shampooed it and turn the tap back on to rinse it?

- No. As long as you have the Aquastop connected to the end of your hose, you can either close your gun or nozzle to stop the water flow, or take the hose end off. *Please ensure that this is only done for short periods of time.*