



Frequently Asked Questions

Q. What can I do to stop my rewind handle from falling off the reel and getting lost?

A1. Fix a nut & bolt

A common solution is to simply drill a hole through the handle and axle and place a nut & bolt to fix the handle to the reel. This works well to eliminate the loss of handles.

A2. Fix a handle holder

In some cases, handles need to be easily removed due to the location of the reel. Some reels are placed on the very edge of a trays etc where the handle could cause an issue for crew walking past or potentially interfere with other objects around it. As a solution to this, we can fix a piece of RHS aluminium to the handle side back leg of the reel as a place for the handle to be securely kept.

A piece of steel wire can also be attached to the handle holder with a hook clasp clip that attaches to the handle. This ensures that if the handle was to dislodge from the holder while on rough terrain it has another line of protection to stop the handle from being lost.

Q. If I order a right-hand configuration reel but plans change and I end up needing the handle on the left, can I change this myself?

A. Yes (on manual rewind reels only)

The configuration can be fairly easily changed on manual rewind reels. It will involve:

1. Removing bolts that secure the bearing blocks & guide arms to the A-frames and rotating the drum assembly so the handle is now on the side you prefer.

2. Swapping the hose guide on the inside of the reel to suit the correct orientation (there is a left and a right mould). You can contact us to swap your existing hose guide with the opposite variation.
3. There is also a gap left in the drum of the hose reel to allow the hose to pass through, this will need to be altered when you change the hose guide. The word 'REAL' cast into the side of the wheel can be used as a point of reference. When the handle is on the right-hand side, the rod on the 'R' of 'REAL' needs to be left open. For a handle on the left-hand side, the rod on the 'L' of 'REAL' is left open.
See images below for visual reference.



Left Hand Rewind Hose Reel



Right Hand Rewind Hose Reel

Q. Can I buy service or repair parts?

A. Yes

Every part for our manual and electric hose reels is available for purchase separately. Please note some parts are only available as an assembly.

If you are not sure what part you need, simply email us some photos and if possible, the reel's model number (this is found stamped into a plaque on the A-frame legs).

We can provide a parts breakdown upon request to assist with diagnosing what part you require. Our clients have found this is especially helpful for servicing trucks with Real Ezy Hose Reels fitted to them.