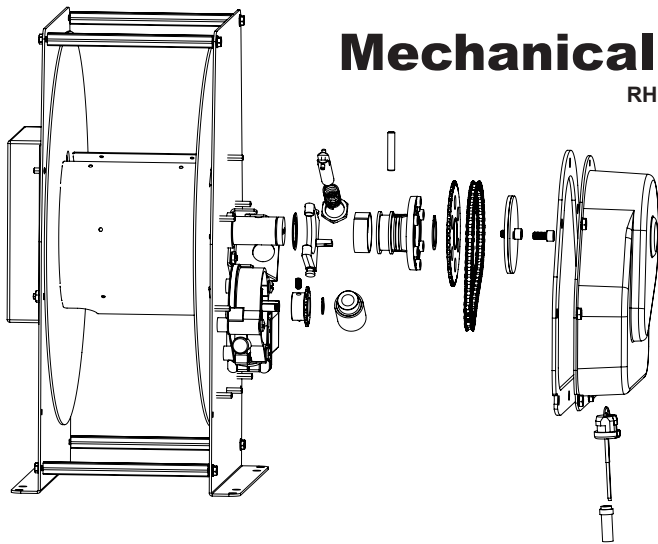


## Mechanical Driveline Troubleshooting

RH, RL, RW, RB, RS, MH, & MW Series Models



### High Quality, Affordable, Easy to Install, Compact Reels

Shoreline Reel's rugged motorized design fits neatly and compactly into your storage space. No other cord or hose reel device retrieves more quickly or stores more compactly. Unlock by pushing RELEASE, then pull the amount of cord or hose you need and it free-spools off the reel. To retrieve, simply push the RETRACT button. It's that EASY!

**Shoreline Reels eliminate the hassel of tangled and kinked cords and hoses.**

In the event your Shoreline Reel is not functioning as expected, perform the following troubleshooting steps in order to determine and correct any malfunctions.

PROBLEM	TROUBLESHOOTING STEPS
<p><b>LOCKED SPOOL</b></p> <p>Unable to pull cord/hose off of reel spool.</p>	<p>Probable Cause: Coupler is in LOCKED position and will keep the spool from rotating freely.</p> <ul style="list-style-type: none"> <li>Visually inspect the reel to make sure nothing is binding causing the issue.</li> <li>Press switch in the RELEASE position to unlock coupler.</li> <li>If access is available, physically grab the spool sides and gently rock the spool up and down 15-30 degrees to manually unlock the coupler.</li> <li>If problem persists, removal of the motor cover maybe necessary to determine root cause (i.e. damage to coupler or other mechanism)</li> </ul>
<p><b>REEL RETRACTS SLOWLY OR STOPS REPEATEDLY</b></p> <p>When pressing RETRACT switch, the reel will retract slowly and may stop intermittently, continuing when the switch is pressed again.</p>	<p>Probable Causes: Low voltage to the motor or excessive voltage drop; cord/hose binding causing strain to motor; overworked motor/solenoid causing internal thermal switch to trip.</p> <ul style="list-style-type: none"> <li>Check voltage at the switch. Voltage of 11.5 - 14 VDC is ideal. Below 11.5 VDC, the reel may seem slower and may stall more frequently. Ensure that there is no excessive voltage drop off when reel is powered.</li> <li>Check the entire routing of the cord/hose to ensure it is not being caught or pinched, causing more load on the reel drive.</li> <li>If the motor stalls out constantly, DO NOT continue to press on the switch. Allow 10-15 minutes cool down before resuming operation.</li> <li>Attempt to manually feed the cord/hose onto the reel while pressing the RETRACT switch to reduce drag on the motor.</li> </ul>
<p><b>AUDIBLE CLICKING NOISE UNDER LOAD</b></p> <p>When the reel is retracting the cord/hose, it stops suddenly, making an audible clicking noise</p>	<p>Probable Causes: High load on chain drive causing chain skip. NOTE: Chain skipping is NOT a defect. The chain may skip when high loads are put on the driveline. The skipping could occur immediately before or when motor stalling conditions are met (30-35 lbs. of force)</p> <ul style="list-style-type: none"> <li>Check entire routing of the cord/hose to ensure it is not being caught or pinched, causing more load on the reel drive.</li> <li>Attempt to manually feed the cord/hose onto the reel while pressing the RETRACT switch to reduce drag on the motor.</li> </ul>
<p><b>REEL DOES NOT MOVE IN ANY POSITION</b></p> <p>Reel will not move in any direction when the switch is pressed.</p>	<p>Probable Causes: No power to the switch; possible chain dislodged from sprocket; defective motor/solenoid.</p> <ul style="list-style-type: none"> <li>Check voltages to the switch.</li> <li>If the motor/solenoid can be heard when the switch is pressed, but there is no spool movement, then the chain has potentially slipped off the sprocket. Depending on the location of the reel, installer will determine if repair is possible.</li> <li>If no sound can be heard from the motor housing and voltage has been verified, a faulty motor/solenoid is possible and would require replacement.</li> </ul>



For technical assistance, please call 1-800-780-4324 x 20311  
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