

Warranty & Care

Liberty's Guarantee

Additional information is forthcoming.

Our guarantee is as functional and straightforward as our products. Since we design and build our products to provide you with many years of satisfaction, all Liberty™ products are guaranteed against defects in materials and workmanship.

In the unlikely event that a problem arises as a result of a defect in our materials or workmanship, we will promptly repair or replace the item at our expense. All we require is that you contact us first and we'll take it from there.

It is important to note that our guarantee is not an unconditional guarantee for the life of the product. Liberty™ hose stands and reels are made from the finest materials available under our exacting manufacturing standards. But, like any other product, it is not indestructible. Therefore, our guarantee does not cover:

- Product damage that is a result of abuse, misuse, or mishandling. (Exposing the unit to freezing temperatures with water remaining in the reel plumbing system voids the unit warranty.)
- Rust. Despite the industrial quality coating and our best efforts, steel will rust over time.
- Incidental damage or consequential damages or injury to persons or to other property not purchased from us due to the use of our product.
- Do NOT consume water from garden hose; not fit for human consumption.
- If there is damage to the product that occurred as a result of shipping, you should file a damage claim with the carrier.

As with any product, it should be expected that component parts - particularly moving parts, seals, o-rings, wheels, hose, and connectors - will wear with use and over time, and eventually may need to be replaced or refurbished. This type of normal wear and tear is naturally not covered by our guarantee, but we will always be happy to provide you with prompt, high quality service and replacement parts at a nominal cost.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.)

You will find that we apply the same standard of excellence to our customer service as we do to our products.

Care Instructions

Helpful tips for taking care of your Liberty™ hose storage unit:

Rust

Your Liberty™ hose storage unit will give you many seasons of reliable and functional hose storage. As with any steel product, there is always the chance for rust developing over time. The finish on your Liberty™ hose storage unit is designed for industrial applications, but even the toughest of coatings can be compromised by scratches. Such minor surface damage can occur in shipping despite our best efforts. We have found that most scratches occur during assembly and/or installation (in the case of wall mounted hose reels). If the base metal is exposed to the elements long enough, rust will develop. In the case of wall mounted reels, be sure to use stainless steel mounting hardware. Also, remember to use the correct size and quantity of hardware to properly support the total weight of the unit. A standard 100' length of garden hose weighs approximately 15 pounds. Filled with water, the additional weight can exceed 20 pounds. The mounting hardware must be able to support the combined weight of the unit itself, hose, plus water. We recommend that you periodically inspect your reel for any surface damage. Scratches can easily be repaired by using standard automotive touch-up body paint. Some of our most loyal customers recommend that at the end of each season, the unit be cleaned thoroughly and painted with a clear acrylic paint.

Two other sources of rust acceleration are exposing the reel to yard fertilizers and leaving your hose storage unit standing in grass. Rinse off your hose storage unit after it comes in contact with freshly fertilized grass. For your hose cart, we recommend that you park it on solid and dry ground. Leaving it standing on top of vegetation promotes condensation on the undercarriage of the unit.

Leaks

Your Liberty™ hose storage unit is manufactured with the finest quality components available. All components are manufactured to rigorous quality standards not common in other consumer grade hose storage units available today. When you install your Liberty™ hose storage unit, be sure the hose washers are in place and all fittings are secure. DO NOT OVER TIGHTEN as you might damage the components. If you live in more temperate climates, be sure to drain the unit of any residual water before storing. DO NOT EXPOSE THE UNIT TO FREEZING TEMPERATURES while water remains in the plumbing system.

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