



FAQ

1. How do I inflate my EquiSpirit ball?

The best way to inflate any of our products that are 40" in diameter and under is by using a double-action hand pump. This will ensure that the bladder is not inflated faster than it can adjust to its new size. If you wish you may use an air compressor or gas station tire inflator using the instructions in the next sentence. **If you are using an automatic method of inflation blow up the ball until it starts to get firm, let it set for 30 seconds and then add more air until the ball is completely inflated.**

2. I am using a compressor to inflate my 40" ball but it won't inflate over 28" high, what am I doing wrong??

You are doing nothing wrong; the compressor you're using does not have enough PSI to fully inflate the ball. When the internal bladder reaches a size larger than 24-28" (for a 40" ball) the compressor has to not just push air into the bladder but also has to overcome the bladder's wanting to pull in on itself. Try using a stronger compressor or use the tire inflator at your local gas station. Make sure you follow the inflation guidelines found in question #1.

3. The cover for my ball is too big. Did I get the wrong size bladder?

The bladder you got is the right size for the covering. Think of the bladder as more like a balloon than an actual ball. It will become tight at between 24-28 inches (or at 13-15 inches for a 25-inch ball) but will expand out to fill the covering.

4. I am trying to use a sports ball inflator with a needle to inflate my ball but it won't fit into the hole.

A normal sports ball inflator will not work with our products. We recommend using a double-action hand pump. If you do not have a hand pump then you can use an air compressor see question #1.

The reason the adaptor will not fit into the ball bladder is that the plug is still in the bladder. **Remove the plug before attempting to inflate.**

5. How do I remove the plug from my ball's ABS bladder?

The easiest way to remove a plug is by using a spoon. If you do not have a spoon then you can use a pair of needle-nosed pliers although any kind of pliers will work. Take care not to puncture the bladder or pinch your fingers during removal.

6. How long do the EquiSpirit™ Balls last?

If left properly inflated the ABS bladder can last 1.5 years or more.

7. When our horse is done playing with the ball, how do you recommend storing it?

The best way to store your EquiSpirit™ ball is to leave it inflated and stored in your garage or basement. If you cannot leave it inflated then deflate the ball fully, lay it out flat and store at room temperature. Prolonged exposure to intense cold or heat may cause bladder to prematurely weaken.

8. My ball loses air during the night; is there a leak?

Due to the fact that air expands when heated and condenses when cold, there will be a slight deflation in the air pressure in the ball. If your region gets cold during the night, place the ball in the sun and allow the air to expand and refill the ball prior to play. However, **if the ball starts losing air within the first 24 hours, contact us.**

9. The covering to my ball is dirty, how do I wash it?

To wash the cover, remove the bladder from inside the ball and wash in cold water using ordinary laundry detergent. Turn cover inside out. Do not use bleach. After washing either allow the cover to drip dry or use the low heat setting on your machine. The bladder **MUST** be removed before washing the cover.