

# YOYO FAQ's

## **Why do my clips keep breaking in the clip-it fixture?**

The activity of the balloon demands a tight seal. Stretching the neck of the balloon makes it possible for the clip to seal tight. If it is not stretched enough the clip will break because there is too much latex in the opening. Stretching makes the latex thinner, allowing the clip to close easily.

## **My YoYo Balloons are losing air very quickly. Some of the clips stay on, but fall apart at the end of the day.**

We have discovered that the fixtures do wear with use. First try using a new fixture. We provide an extra fixture free in each bags of 500 with clips (#7500CF). If they continue to break, then the answer above also applies here. We have not had any defective clips reported up to this time. Stretching the neck, even when you are in a hurry, will guarantee a tight seal.

## **My customers are coming back with broken strings. What can I do?**

The strings are made to hold the weight of 1-1/2 oz of water. The YoYo Balloon is easier for a beginner to use if there is a little more water in the balloon. However, if the strings are breaking, use a little less water when filling the balloon. An over-aggressive customer may have a problem with a string breaking. It is good to keep a supply of extra rubber bands on hand for good customer service.

## **The weather will be warm at my next show. Will the YOYO Balloons survive? What can I do?**

There are several options here, depending on your location and the amount of space you have in your booth. KEEP BALLOONS OUT OF THE SUN or extreme heat.  
**Idea #1**- Keep a supply in a large cooler or dark plastic bag under the counter until you're ready to sell them. You need a few for display, but the most important balloon on display is the one in your hand. Keep it moving... it will bring in sales.  
**Idea #2**- Purchase a small child's pool or large bucket and float your balloons in water. Kids love to get their hands wet as they reach in the water to pick out their balloon. Some of our customers have put fountains in the pool to keep their balloons wet and cool.

## **My YoYo balloons come out looking like pears instead of like a Baseball. What am I doing wrong?**

First, remember you want the yoyo to fit easily into the hand. Over-inflating the balloon may result in a pear shape.

**TIP:** Use luke warm water when filling the balloons. Make sure the tip of the pump is in the round part of the balloon before you begin to pump in the water and air.

## **How can I protect the balloons I have left over so that I can sell them again next week?**

Store your balloons in black trash bags, punching a few holes for air. Put the bags in a cool place. The bottom of a closet is best place if you do not have a basement. Some customers have old refrigerators in the garage they can set at low temperatures and store their balloons.

## **I have the large piston pump, and it is not pumping the air like it used to. Do I have to buy a new one?**

Not necessarily. Pull the pump apart and straighten the rubber seal with your fingers. This should improve its performance. You can purchase new rubber seals from customer service. If you are inflating more than 500 balloons a week, the Clear Piston Pump is the best choice.

**I would love to have YoYo Balloons for Special Holidays and School Events. Do you have other custom imprints besides the Smiley Face YOYO's?**

Yes, now we have Alien Face Balloons in GREEN, BLUE or PINK. Also you can order custom designed YOYO's in bags of 500 per design. We need camera ready, black & white, copies of the imprint you need. It takes 4 weeks to process custom orders, so order well in advance. Contact us for pricing.

**Some colors of the YOYO Balloon sell better for me. Can I order just these colors?**

Yes. You may purchase our YoYo balloons with designs in packages of one color in the 100 count bag or the 500 count bag. The pricing is the same as the assorted bag.