



• Why can't the cap be removed?

Due to the air-tight design, more strength is required to turn the cap. Please refer to the operating instructions "How to open the cover" to remove it.

• Why doesn't the ball self-inflate?

The ball shall self-inflate within 10 minutes.

- If it doesn't self-inflate, please follow these steps: A. Check if the vent hole is blocked.
- B. Poke the vent hole.
- C. Manually pull the main ball cover outwards.
- Why can't I turn on/off the light by pushing the main ball? Due to insufficient air pressure in the ball, the push on the main

ball unit cannot be translated to the switch. Please refer to the Problem and Solution " Why doesn't the ball self-inflate?"

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- Why doesn't the charger work?
 - 1. Make sure USB power is functional and switched on.
 - 2. Check if USB port is clogged up.

3. Separate the cap from the main ball. First test if the light module can be charged separately. Second check if it is well-attached to the cap. Third, check if the cap charging port can work.



• Why doesn't the ball bounce?

The ball is inflated at atmospheric pressure. To bounce it, add pressure into the ball and use the seal. 1. Check if the vent hole is blocked. 2.Check if you used the sticker over the vent hole.

• Why is there gel on the charging pin? The gel is waterproof gel,

which is used for waterproofing and Anti-oxidation

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• How to drain the water left in the ball?

Due to the light module, there is the high inner wall which makes it hard to drain water from the main ball unit. You can use a towel or napkin to soak up the water and then air dry the ball in shade.

- Why does the main ball get dirty easily? In order to be child and pet friendly, there is no coating on the
 - main ball surface. If the ball gets dirty, please rinse it with water.

• Why does the air leak when I press the ball?

If the air leaks, it might be due to misalignment of the gasket seal. Please use a small pin to adjust the gasket back to the cap groove.