

Pump: Frequently Asked Questions

Does the pump inflate and deflate?

Yes, attach the hose to the FRONT of the pump and switch to the ON position to inflate. Remove the hose and switch to the BACK of the pump and switch to the ON position to deflate.

The hose fell off, what do I do?

Don't worry, the hose and connector are threaded so you can simply twist them into one another. If you have any questions, we have a video on the FAQ page on how to do so as well.

Disclaimer: Keep away from children. The pump is intended for inflating and deflating only. Use with care and according to provided instructions. Always supervise during use and avoid overinflation. Ensure proper maintenance of the pump, and inspect for damage before each use. BigShinyBalls.com is not liable for any damage, injury, or improper use, including misuse, failure to follow instructions, or use with non-recommended items. Discontinue use immediately if the pump malfunctions or shows signs of wear.



Enjoy your
Big Shiny Balls!





Thank you for your purchase. Please find all FAQ questions, videos and tips on our Frequently Asked page on our website: www.bigshinyballs.com/faq

Our balls are reusable! Just deflate, fold, and store. For more fun, re-inflate until firm. Avoid overinflation and sharp objects to keep them lasting longer.

How do I know when the balls are fully inflated?

To inflate your BIG Shiny Balls, use the pump until firm but slightly flexible. Avoid overinflating—stop if the ball feels too hard. Minor wrinkles along the seams are normal; add a bit more air if needed, checking firmness as you go.

Why does my ball deflate the moment I remove the pump?

All BIG Shiny Balls have an adjustable valve to control airflow. Open, it allows air in and out; closed, it keeps air in. For white-button valves, push to close. For grey valves, push and turn 1/4. Properly closed, your ball stays inflated after pump removal.

Why did my ball become wrinkled a day after inflating it?

This could be due to a temperature drop, causing air contraction and wrinkles, or an untightened valve. We provide a special tool (plastic wrench) that fits into the valve and can be used to tighten it securely.

How do I deflate my BIG Shiny Balls?

To deflate your BIG Shiny Balls:

1. Slow Method
Open the one-way valve and let it gradually release air over a few hours.
2. Fast Method
Position the valve on the side, attach the pump hose (reversed), and use it to draw out air. Once deflated, fold the ball to push out remaining air, leaving the valve open.

Can I use my BIG Shiny Balls outside?

You can use BIG Shiny Balls indoors or outdoors—they're waterproof and have D-rings for tie-downs. They handle hot and cold well, but large temperature swings cause air to expand and contract because air expands with heat. On chilly mornings, they may appear deflated but will firm up as it warms. For best results, inflate fully during the warmest part of the day.

Disclaimer: Keep ball away from children. Adult supervision required. Ball are for decoration only. Made from materials designed for their intended purpose and are not suitable for alternative uses. Misuse of the ball may result in injury or damage. Leaving balls in direct sunlight may result in damage or discoloration to the underlying surface. All products are sold on an "as is" basis. No warranties. Purchaser assumes all risks.