



A Mountain of Fun

OWNERS MANUAL

**Please read this before you pick up
a phone to call us**



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Jumping Pillow® in some cases will be referred to as JP

Maintenance

Australian Standards: Jumping Pillows® (and similar products / copies / imitations) are “continuously blown flat bed inflatables”. As such they fall under Australian standard AS3533.4.2 (class 2). Jumping Pillows® comply and are certified under this standard. We recommend that all Purchasers obtain and familiarize themselves with this standard.

Inflating your Jumping Pillow®: The blower must be switched on at all times during your Jumping Pillow® operational period. It is only safe to switch it off when your JP is not in use e.g: night time, rainy day etc.

The air blower should be switched off during heavy rain. If the rain is extremely heavy or prolonged and causes water to be present around your Jumping Pillow® on top of the ground, do not switch the blower on until the water disappears and the ground around the Jumping Pillow® is dry. Please see “**Using your Jumping Pillow® in wet weather**”.

Inflating (or deflating) your Jumping Pillow® takes 20 – 40min. depending on the size of it. We would suggest using a timer in the blower box in order to turn the electric blower on and off at the required times.

As you inflate or deflate your Jumping Pillow®, it is possible for anyone using it at the time to make contact with the ground (due to reduced pressure inside). It is advised that no one uses the JP: a) before it is fully inflated, b) as soon as the blower is switched off.

Inflating your Jumping Pillow® for the first time: Most of the Jumping Pillows® will be firm and ready to use straight away after installation. The easiest way to find this out is to stand on one of the signs near JP’s edge. For example if you can stand on the sign “No Jumping Near Edge” without touching the ground your JP is fine. However, some Jumping Pillows® may be lacking bounce and appear low in height. This is quite normal but if this is the case with your JP after 5 – 7 days after installation, please go immediately to the troubleshooting section “**New Jumping Pillow® is soft / has no bounce**”.

Care of the Motor and Blower Unit: The motor and blower unit requires very little maintenance. It is important to ensure that the unit is well clear of dirt and sand to prevent debris from being sucked into the blower. It is also a good idea to clean the motor’s vents periodically. Although we use galvanized steel for the blower casing some rust may still occur. Please check for it and repaint the casing if necessary.

Cleaning: For small stains like ice cream, sun lotion, soft drinks, bird droppings etc use: a) soapy water, b) citrus cleaner – dilute to maximum first, c) eucalyptus cleaner – dilute to maximum first. Use a soft broom and a hose to remove dirt or marks from the Jumping Pillow® surface. If your JP becomes dirty all over or even on a particular colour and the above cleaners do not help, it is most likely due to the iron oxide in the soil around your JP. If that is the case you can use our Jumping Pillows® cleaner and JP Protector clear paint. **Never use any other cleaners.**

Increasing life span of your Jumping Pillow®: Jumping Pillows® PVC layer has a “built in” UV coating. This coating can be reduced in its efficiency after prolonged exposure to Ultra Violet rays (the Sun). The sun will eventually fade all the colours and attack PVC. This will eventually lead to a lack of PVC integrity.

- Covering your Jumping Pillow® with a shade structure will greatly decrease the amount of UV exposure and is highly recommended. UV rays are the main reason for PVC fabric degradation.
- Re-coating your Jumping Pillow® with a JP Protector paint may also impact on the life of the fabric but is nowhere as crucial as good shades. When your JP is no longer shiny and colours appear dull, it is a good time to try the Protector paint.
- Using good quality sand for your soft landing area may have some minor impact as well. Surprisingly (even to us) sand abrasion is a negligible factor when you compare Jumping Pillows® lifespan with different soft fall materials such as: bark, wet pour rubber, foam mattresses etc.

Using your Jumping Pillow® in hot weather: The PVC material used for your Jumping Pillow® can handle pretty high temperatures. However, the fabric in such temperatures may also become softer and more susceptible to damage and even seams coming apart. On a very hot / extremely hot day (35°C+) it is likely that the surface area of your Jumping Pillow® will be a lot hotter than air temperature, therefore not suitable for use.

The Jumping Pillow® must be switched off when high/extreme (35°C+) temperatures are present. Failure to do so can damage your JP and increase deterioration rate.

Using your Jumping Pillow® in wet weather: It is recommended that your inflatable trampoline is **NOT** used in wet weather as jumping on a slippery surface may give rise to the risk of injury.

It is okay to have your Jumping Pillow® inflated during normal/typical/short (short means 1 – 2 hours) rain for your area/location but not be used.

It is okay to resume jumping after normal/typical/short (short means 1 – 2 hours) rain for your location (jumping surface should be dry).

If you are experiencing excessive or prolonged rain in your area, massive storm, deluge, flood etc., the area around your JP is water logged or there is any water present above the ground around the edges of the JP:

Do not inflate your Jumping Pillow® (deflate it), do not jump on it or use it in any way!

You must wait for the water from above the ground and also water in the trench around your Jumping Pillow® to disappear. The trench contains all the components holding your JP down. If there is water on top of the ground, you can be sure there is plenty of it in the trench. As the trench will never settle as hard as the surrounding ground, it can become like “soup” when too much water is present. If you continue to inflate your Jumping Pillow®, jump on it etc. it is possible for the product to lift out of the ground.

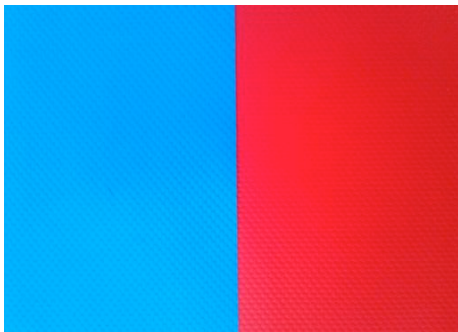
Please be patient, as the ground will take days to get back to normal. It's not worth rushing it. If in doubt, dig a hole to the side of the Jumping Pillow® right next to the middle edge. 300 – 400mm deep is fine. Give it 5 minutes or so. If there is no water in the hole you it should be okay to inflate your JP.

Life span / Jumping Pillow® Replacement:

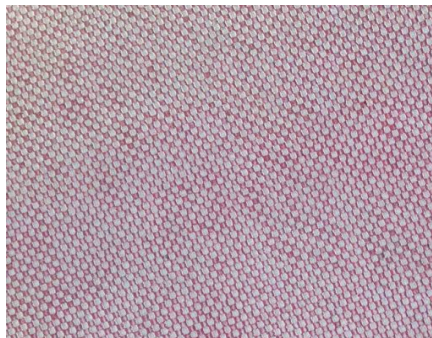
Our Jumping Pillows® come with 3 years pro rated wear and tear warranty as well as 12 months installation warranty (if installed by Jumping Pillows Pty Ltd), both commencing from the date of installation. Biggest factors that will affect the lifespan of your Jumping Pillow® include:

- UV Exposure
- Climate and location
- Usage of your Jumping Pillow®
- Soil quality of where the JP is situated

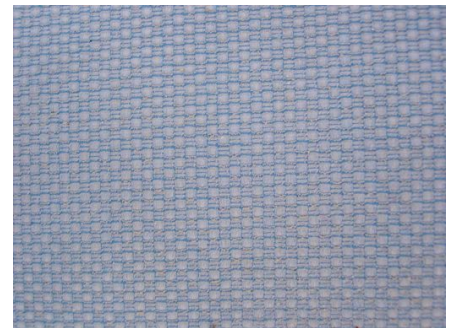
If you would like to know more about how to protect, and get the best use of your JP, do not hesitate to ask us.



New PVC



Needs replacing



Needs replacing

Once an old Jumping Pillow® PVC component needs replacing, it can be done in one day for around 70% cost of a new JP (installed by us). Even less, if the replacement is done by the customer (not recommended). You will know that your JP needs replacing once the coloured panels have lost their PVC coat and base cloth is visible (see middle and right photos above). This can happen to one panel at a time or the whole JP in one go. If you do not do anything about it, the worn PVC section will eventually split. For safety reason it should be avoided. We recommend replacing your Jumping Pillow® before a split occurs.

Soft fall: Sand is the best soft fall material for this application. The sand should not be washed with any chemicals and if possible it should have minimum or no iron oxide content as it can make the pillow look dirty and hard to clean. Please check with your supplier.

Easiest way to keep the right soft fall level is to have the sand situated half way between the edge of the JP and “No Jumping near Edge” sign. Cover all four corners of the pillow with sand approximately 1m in from the edge. This will make the corners look more “round” and it will be harder to touch the ground.

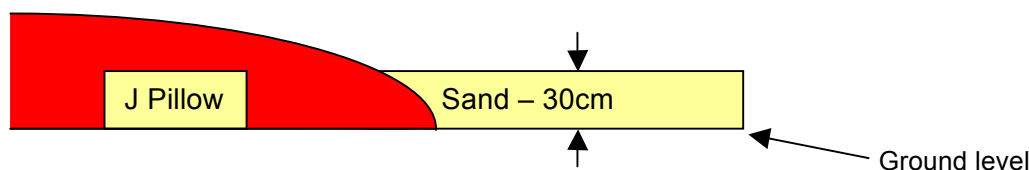
There are other soft fall materials that can be used with your Jumping Pillow®. For example: suitable bark, wet pour rubber, mats etc. Please call to discuss.

Safety

Soft fall: Maintaining the correct level of sand (soft fall area) around your Jumping Pillow® is most important.

a) Safety reasons: edges of your Jumping Pillow® should never be exposed, b) Product operation: not enough sand (weight) in/on the trench can cause your JP to lift more than normal, especially shortly after installation. It may also cause some air loss and expose the edges, which can become a safety issue.

The sand must be maintained at a minimum level of 30cm thick and minimum of 1.2m wide at all times. In other words, the sand must always be 30cm above the pillow’s edge (see drawing). Please do not put the sand higher than “No Jumping Near Edge” sign and remember not to cover the air vent. Cover all four corners of the pillow approx. 1m in from the edge. This will make the corners look more “round” and it will be harder to touch the ground. We recommend that you check the depth (30cm) and width (min. 1.2m) of the soft fall area with your insurance and legal requirements.



Warning:

Exposing the hard edge may cause unnecessary injury to your patrons (sprained ankles etc.) Please help us maintain our excellent safety record by paying constant and close attention to your soft fall level.

Inflating / deflating Jumping Pillow®: As you inflate or deflate your JP, it is possible for anyone using it at the time to make contact with the ground (due to reduced pressure inside). It is advised that no one uses the product: a) before it is fully inflated, b) as soon as the blower is switched off.

Footwear: We recommend our customers maintain the general rule ‘No Shoes Allowed’. Wearing shoes or runners will not hurt your Jumping Pillow® but the “No Shoes” sign is there to prevent patrons kicking each other by accident. Also some shoes will leave ugly marks on the fabric’s surface. It is unlikely but a sharp stone caught in the sole of a shoe could potentially cause dimpling or even a puncture to the PVC. Should the surface temperature become a constant issue (too hot to jump with bare feet) then you should consider a ‘Shade Structure’.

General Safety Rules: Jumping Pillows® come with three safety signs printed on the lower part of the jumping area: “No Jumping Near Edge”, “Caution When Wet” and “No Somersaults or Inverted Manoeuvres”. Jumping Pillows Pty Ltd does not provide you with “Jumping Pillow® or User Rules”. We have attached some samples of rules at the back of this manual, which are to serve you **as a guide only**. It is recommended that regarding “Jumping Pillow® or User Rules” clients seek advice from their insurance company or lawyer. By doing this the wording of the “rules” should be more in tune with clients specific needs, location of your JP, clients insurance company requirements etc.

It is recommended that your Jumping Pillow® is not used before the “Jumping Pillow® or User Rules” are installed and clearly visible to patrons.

*** The signs on your Jumping Pillow® should be checked on regular bases for wear and tear. If they show lack of visibility we recommend that you re paint them. If you need new stencils we can supply them to you. Stencil prices start from as little as \$23.10.

Use in wet weather: It is recommended that the Jumping Pillow® is **NOT** used in wet weather as jumping on a slippery surface may give rise to the risk of injury.

If your Jumping Pillow® is located next to a swimming pool, you will find that some children (and adults) will try to jump after having a swim (while still wet). We recommend that all your patrons must be dry and it is a condition of entry on the JP.

Shade: A shaded Jumping Pillow® is a great option especially in hot climates. Consider installing a shade structure to keep the surface temperature of your JP at a comfort level. Because Jumping Pillows® are so popular and children tend to play on them 'all day' and 'every day', avoiding sunburn is another factor to consider.

Supervision: We recommend that activities on all Jumping Pillows® are supervised at all times by:
a) site official(s), or b) video camera with recording facility and regularly monitored.

Pre-opening Daily Inspection Checklist

- ✓ Turn the Jumping Pillow® on and inflate
- ✓ Check the surface of the JP and ensure that the surface is dry and free of debris.
- ✓ Check the surface of the Jumping Pillow® for wear and tear.
- ✓ Check the soft fall level and ensure that the correct level is evident around the entire circumference of your JP.
- ✓ Rake sand daily to keep it soft and check for foreign objects.
- ✓ Position yourself in the middle of the Jumping Pillow® and check for suitable inflation level by jumping. You can also, stand (no jumping) on or just above "No Jumping Near Edge" sign. If you are not touching the ground the product is fine for use.

Maximum number of people per Jumping Pillow®

JP3: 7.90m x 9m - 14 people

JP4: 10.85m x 9m - 20 people

JP5: 13.80m x 9m - 26 people

JP6: 16.75m x 9m - 32 people

JP7: 19.70m x 9m - 38 people

JP7 Jumbo: 19.7 x 11m - 46 people

***Please call us to discuss custom sizes and Jumping Pillows® smaller than JP3.

Troubleshooting

If you need to call us because you need to make a PVC fabric / soft fall repair, adjustment or you simply have a concern, please email us a photo or two of whatever needs our attention. It will make it much easier for us to advise you.

Repairs to the Jumping Pillow® / PVC: Should a hole or a cut appear in the PVC fabric, it can be easily repaired with the 'repair kit' supplied at installation (small cuts/holes only).

Small cuts / holes etc. approx. up to 10cm – a patch on top of your JP will be your best option.

Gluing Method 1

a) deflate your JP: b) clean both surfaces (patch & damaged surface) with Bostik Solvent 9907, MEK (Methyl Ethyl Ketone) or acetone, c) cut a patch, minimum 10cm wider than the cut or hole and round off the corners, d) apply Bostik 1669 glue to both surfaces & wait for the glue to get tacky, e) contact both surfaces (when tacky) & use a roller (a straight bottle) to roll the patch. This will help both surfaces to make good contact and will eliminate air bubbles, f) apply weight.

Gluing Method 2 (20% stronger adhesion)

a) deflate your JP: b) clean both surfaces (patch & damaged surface) with Bostik Solvent 9907, MEK (Methyl Ethyl Ketone) or acetone, c) cut a patch, minimum 10cm wider than the cut or hole and round off the corners, d) apply glue to both surfaces (medium thickness) & let it dry for at least 30minutes, e) apply a second layer of glue to both surfaces & let it dry for at least another 30 minutes (Make sure the glue is bone dry), f) align patch to cover damage evenly, this is easy as the glue at this stage will be dry; g) reactivate glue with a heat gun by blowing air from above the patch (60°C - 70°C), h) use a roller to remove the air bubbles and achieve maximum contact on the hot activated area, i) apply weight.

***For large cuts etc. we recommend adding Bostik Curing Agent 9105 to your glue.

The glue will cure in 2 to 12 hours. For small holes and cuts you can resume using your JP in 2 – 4 hours.

Large cuts / holes etc. 20cm plus – a patch under the damaged section will look and most of all perform better. This is especially true when a Jumping Pillow® is older and the PVC on top is worn. However, the PVC underneath is still in good condition therefore the adhesion will be superior. If your PVC damage / cuts are substantial then two patches (on top and bottom) would be best. Use gluing method 2 if possible and make the patch at least 30cm – 50cm wide. It is also pretty handy to place a piece of cardboard on the ground (under the cut). It will make contacting & rolling the bubbles out much easier.

***Use gluing method 2 when possible**

***Proper surface cleaning is crucial**

*** Bostik 1669 glue, Bostik Solvent 9907 and Bostik Curing Agent 9105 to be used only**

Please call Bostik on 03 – 9279 9333 for your local distributor. You can also get the glue/solvent/curing agent from Jumping Pillows Pty Ltd. For short term repairs **Sikaflex 221** glue is suitable (available from Bunnings). If extremely fast drying time is required (for small damage only) use Loctite 435.

***For malicious damage / large cuts / all kind of splits in the PVC contact Jumping Pillows Pty Ltd for repair instructions and patches.**

New Jumping Pillow® is soft / has no bounce (for recent installation):

Most of the Jumping Pillows® will be firm and ready to use straight away after installation. However, some installations may be lacking bounce and appear low in height for some days.

This is normal and depends on the soil. As we excavate a trench around a JP in order to install it, this trench needs to settle and seal (close to air tight). Otherwise there will be simply too much air leaking for the JP to have a good bounce and height. If the soil in the trench is fine and wet, the JP will seal straight away or in a matter of hours. If the soil is coarse and dry (clay, rocky soil), then settling and sealing may take some days.

You can fast track this air sealing process by:

a) flooding the trench all around JP with water. This will settle/collapse soil in the trench by 50 – 100mm and create sufficient air seal. The best way to do this is to simply put a water hose on the trench and leave it running for 10 – 20min. Then you move the hose approximately three meters away and repeat the exercise until you have gone around your JP. If you choose to flood the trench please make sure the soft landing sand is installed first.

b) creating movement on the Jumping Pillow®. This can be done by walking or jumping in the same spot and in the centre of each colour strip only. **No falling or sliding** as there may be a chance of touching the ground. Please note that this should only be done by adults or older children under strict supervision and only if they cannot touch the ground in the middle of the Jumping Pillow®.

This exercise will create some movement of the components in the trench. This in turn will move and collapse the soil, helping to seal the Jumping Pillow® as well as stretch the ropes in the trench, which will increase the height. Once you can stand on any of the signs located near the pillows edge (eg. "Caution When Wet") without touching the ground the JP is fine.

Should you need to follow point a & b above, it is very important that it is done in the first week after installation!

The Jumping Pillow® will not inflate: If the product fails to inflate, please check: a) any obstructions on top of the air vent like sand or water etc. The air vent is under the JP, usually about 1m from the edge of it and in front of the blower box. It is possible that the soft fall sand or water after a heavy rain is obstructing the vent.

b) check the electric blower / power supply. c) check for water in the air pipe – (see “Water in the air pipe”).

The Jumping Pillow® will not deflate: There is water in the air pipe – (see “Water in the air pipe”).

Water in the air pipe: It is possible for the air vent under your Jumping Pillow® and the air pipe to get flooded. This can happen especially after very heavy rain, storm, flood etc. Perhaps you have not had any rain for a long time and the soil is very dry and hard. This makes it difficult for the water to be absorbed. On the other hand the soil in the trench around the JP (excavated during installation) will be much softer and will absorb / fill and hold water a lot easier. As this water in the trench needs to go somewhere, some of it will end up being absorbed under the pillow and may flood the air vent and air pipe.

Water in the air pipe can be cleared in two ways, either by blowing it out, or pumping it out.

- a. To blow the water out you need to remove the air blower from the blower box. Replace it with a garden leaf blower, (or any other strong blower). Garden leaf blowers tend to be stronger than a Jumping Pillow® blower, especially the “back pack” variety. Turn it on and keep it blowing for about one minute.
- b. To pump the water out, you need to remove the pillow air blower from the blower box and put a garden hose into the air pipe. The hose needs to reach the edge of the JP. That’s where the lowest point of the air pipe is so make sure you have the right length hose length. Now, you need to connect a water pump (transfer pump) or wet & dry vacuum cleaner to the hose and turn it on till the water has been removed. You can leave the water hose in the pipe should the air pipe get flooded again. Many hardware stores sell small pumps perfect for this job (transfer pump). One of them is a pump run by an electric drill. Very small, around \$30.00.

If you have been pumping water out of the air pipe for more than 2 minutes or so, then you can be sure that you have water sitting on top of the ground (under your JP). You need to wait for the water to disappear. Please read earlier section “Using your Jumping Pillow® in wet weather”.

Jumping Pillow® is losing bounce: If your JP is losing bounce or is becoming noticeably softer:

- a) check for air pipe / vent obstructions – the air vent is under the JP, usually about 1m from the edge, in front of the blower box. It is possible that the soft fall sand or water after a heavy rain is obstructing the vent.
- b) check for correct sand level around the JP – if the sand level is low your JP may be losing air, c) check for holes/cuts in the PVC, d) check the blower operation for unusual noises, smoke etc. Is the motor air intake vent clean and not obstructed? e) check your power voltage – if the voltage is below 240V the blower motor will slow down. This means the air volume going into the Jumping Pillow® will not be sufficient. f) Older Jumping Pillows® may lose air through the PVC fabric – wet the whole JP with a sprinkler or water hose, stand in the middle on top of the product. If you can feel the PVC becoming harder and bouncier it means the PVC fabric is no longer airtight. It could be getting old and may need replacing.

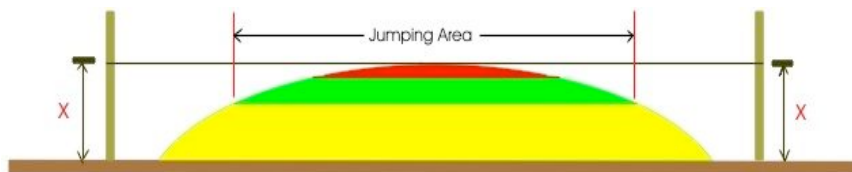
If after checking the above points the Jumping Pillow® is still losing bounce then chances are you have not had any rain for a long time. The soil in the trench is cracking allowing the air to leak.

- a) You can fix it by placing a sprinkler on top of your Jumping Pillow® and allowing the water run into the trench until the bounce improves. Remember to move the sprinkler in order to wet the entire trench.
- b) You can also put a water hose on the edge of the JP and leave it running for 10 – 20min. Then you move the hose approximately three meters away and repeat the exercise until you have gone around your JP.

Please note that the bounce can and will vary from one Jumping Pillow® to another. It depends on the soil, size of the product, air temperature, length of the air pipe etc. In general if you are able to jump, the JP is fine.

Jumping Pillow® is too high / low: Jumping Pillows® height can vary from one installation to another. In general, depending on the size of a JP the height can range from 65cm to 1.65m (in the middle of JP). If you think your JP is higher or lower than this range, please contact Jumping Pillows Pty Ltd with a measurement and a photograph.

If you wish to check the height, then please refer to the diagram below. You will need 2 ground stakes and a string line. Note that the distance from the ground to the string line must be the same on each ground stake.



Too Hot to Jump: Jumping Pillow® exposed to sun will heat up and on a very hot day the surface can become uncomfortably hot. There are two things you can do: a) switch the product off, b) build a shade structure over the Jumping Pillow®.

Trench: Never remove any soil from the trench, (one exception is for checking underground water level). Do not expose any components in the trench, unless it is for the purpose of replacing JP PVC component and you have confirmation from Jumping Pillows Pty Ltd to do so.

JUMPING PILLOW

OPERATING HOURS 9am - 6pm

FOR YOUR SAFETY THE FOLLOWING
CONDITIONS APPLY TO THE USE
OF THE JUMPING PILLOW

- No children under 12 without adult supervision.
- No footwear is to be worn whilst on the pillow.
- No glass, food or alcohol beyond the perimeter railing.
- No bikes, boards, blades or scooters beyond the perimeter railing.
- No sharp objects in pockets or objects in hands allowed.
- No jumping within 1 metre of pillow edge.
- No admittance when wet.
- Please be mindful of small children.
- Parents/Guardians are entirely responsible for children.
- The use of this facility is at your own risk.

SAMPLE-ONLY

The *JUMPING PILLOW*
is a great place
for family fun!! However,

**YOU MUST NOT ENTER UNLESS YOU
AGREE TO FOLLOW THESE RULES!**

JUMP IN BARE FEET

Leave your shoes along the fenceline.

NO UPSIDE-DOWN PLAY

No somersaults, cartwheels, flips etc.
(You could kick someone or hurt yourself.)

NO JUMPING OFF THE PILLOW

Do not jump from the pillow to the ground.

NO CONTACT

No Pushing, pulling bumping or interfering with
other players.

NO FOOD OR DRINK

No food or drink allowed on the pillow

Please advise the office staff of unsafe play.
The jumping pillow is closed during certain hours
and when it is wet.

SAMPLE ONLY



JUMPING PILLOW RULES

OPERATING HOURS 8am - 6pm.

TODDLER TIME 2pm - 3pm.

(Strictly children 5 years & under)

- USE OF PILLOW WHEN WET IS STRICTLY PROHIBITED.
- Children 12 and under must be supervised by an adult.
- Please be mindful of small children.
- NO footwear is to be worn on the pillow.
- NO bikes, rollerblades or scooters on or around the pillow.
- Strictly NO GLASS, food or drink on or around the pillow.
- Remove any sharp objects from your pockets and hands.
- NO jumping within 1 metre of pillow edge.

Guests use the Jumping Pillow at their own risk. Management and employees of Adventure Whitsunday reserve the right to ask guests to leave the Jumping Pillow area for failure to observe the Jumping Pillow rules.

THIS AREA IS UNDER 24 HOUR VIDEO SURVEILLANCE

Jumping Pillows Rules

Children under 12 yrs must be supervised by a responsible adult at all times

ALL AGES WELCOME!

Rough Play Will Not Be Tolerated

- ◆ No Bikes, Boards or Rollerblades
- ◆ No Footwear Allowed
- ◆ No Glass, Food or Alcohol
- ◆ No Dogs or Pets
- ◆ No Sharp Objects in Pockets / Hands
- ◆ No Jumping Near Edge
- ◆ No Jumping in Wet Swimwear
- ◆ Be Mindful of Small Children

Please Use This Jumping Pillow
At Your Own Risk



Enjoy!



OPEN