

## What is Helium?

Helium gas is a colorless, odorless, tasteless, non-toxic, inert, monatomic gas. Helium is less dense than air which causes a balloon to float when inflated.

## Is Helium safe?

There are different grades of helium and some suppliers will sell helium mixed with other gases or they will give you what the industry calls - balloon grade helium. We only sell 99.99% pure helium. It is completely safe to be around helium gas for inflating balloons, but we strongly recommend and advise you:

- Do not inhale helium gas for any reason. Inhaling helium gas is highly dangerous and may cause death with any type of use.
- Do not breathe helium from filled balloons.
- Do not open the cylinder valve before attaching a balloon regular on the cylinder valve.
- Do not allow child or unauthorized individual to handle tank cylinders or use balloon filling equipment at any time.
- Never leave a helium tank cylinder unattended in a public area.
- Ensure helium tank cylinder is not dropped, tipped over, dragged on the ground or rolled on its side.
- SAFETY FIRST AT ALL TIMES!!!

\* If you have a faulty balloon regulator, a damaged cylinder, or the valve fitting is damaged, leaking or malfunctioning please discontinue use IMMEDIATELY. Advise the Balloonatics Design Inc. team member when returning the helium tank cylinder so we can ensure repairs are made immediately.

## What is the difference between your helium and other competitors'?

Unlike others selling "balloon-grade" gas, which means a mix of helium and nitrogen. We provide 99.99% PURE helium gas allowing your balloons to float and last longer and give great value. We provide helium gas with NO additives.

## How long will the balloons float for?

- 11" Qualatex balloons will float for approximately 10-12 hours.
- 17" Outdoor Display balloons will float for approximately 30+ hours.

We also sell HiFloat, which will extend the float time of balloons to 3-4 days if the HiFloat is applied correctly.

Note: Because the filling and usage of display balloons is beyond our control, no performance or longevity guarantee can be made.

## What is Ultra HiFloat Gel?

Ultra HiFloat Gel is a non toxic biodegradable liquid that forms a barrier in latex balloons that slows down the rate of helium escaping the balloon which makes them float up to 25x longer if the gel is applied properly.

## What happens to helium balloons in the heat and in the cold?

When balloons are filled with helium, it will expand or contract due to temperature. When the balloons are exposed to heat, it will expand and occasionally pop. In the cold temperature, balloons will shrink or shrivel up but once back in room temperature, it will go back to normal shape. To keep balloons looking at best and ensure longevity, always keep in room temperature.

**Once I rent a helium tank, when is the best time to inflate balloons?**

When inflating balloons, the general rule for untreated balloons is to inflate them on the day of the event. Untreated balloons will only look good on the day of the event. Balloons will decrease in size and most likely will not float properly if left overnight. We strongly recommend treating balloons with Hi-Float if you want your balloons to last overnight.

**What is included with the rental?**

A helium tank requires a regulator. We provide a regulator and is owned by Balloonatics Designs Inc. If broken or damaged, fees may apply. Please contact us if you have further inquiries or request.

**How long is the rental for?**

All helium tanks are up to 4 days short term rental starting the pick-up date. We also offer monthly rentals for extra-large tank ONLY at \$25.00 per month.

**Do you deliver?**

We do delivery from Monday to Friday, prices vary depending on the location.

**What information do I need to rent a helium tank?**

We do not take deposits, instead we require a credit card number, name, phone number, and address for security purposes.

**What if I want to cancelled it?**

There will be a cancellation fee charged. Once the tank is taken out from the inventory stock, it is no longer available for rental.

<b>Cancellation</b>	<b>Fees</b>
Within 1 day	\$45.00
2 days before the rental	\$25.00
A week prior the rental	\$10.00

\*Prices above does not include taxes.

**What if I am not able to return the helium tank within 4 days rental?**

If you are unable to return the helium tank within 4 days of pickup, there will be a late fee charged to your credit card at \$10.00 plus taxes per day.