

Floato™ Photo Balloon Frequently-Asked Questions (FAQ)

December 11, 2015

What Printers Can I use?

Floato™ Photo Balloons are designed for use in **inkjet printers only**. Anagram is currently recommending, and will only support those customers who use, the following two inkjet printer models:

- **Canon Pixma Pro-100**
- **Epson Stylus Pro 4900**

Why can't I use other inkjet printer models to print Floato™ balloons?

Anagram tested a wide range of printer models during the development of Floato™ and discovered that some of the lower-priced inkjet printers have guide wheels that create tiny pinholes in the balloon that cause the balloon to lose helium and "go soft" within 24 hours. It is impossible to test all of the available printer models, so after extensive testing, we now recommend two printer models we determined provide high-quality printing, durability and cost-effectiveness.

You are welcome to experiment with Floato™ in other inkjet printer models. We found that Floato™ printed without mishap in a lot of other inkjet printers, but that some printers caused the damage to the balloon noted previously. If you wish to test another printer, simply set the printer preferences as directed in the Instructions, print the balloon, then inflate it with helium and let it float for several days. If the Floato™ balloon still looks firm after 4 days you have a winner – and Anagram would love to hear about it!

If you want to test another printer, 3 features are critical:

- The printer must be an inkjet printer.
- The printer must accept A3+ paper size.
- The printer must have a custom setting that will accommodate thicker paper (**Prevent Paper Abrasion** is typical).

IMPORTANT! Please note that if you print Floato™ balloons in other than the recommended printer models, Anagram will assume no responsibility or liability for the results, which could include damage to the printer, or the balloon, or both.

Can I use a laserjet printer to print Floato™ balloons?

No, you cannot print Floato™ balloons in a laserjet printer. Laserjet printers produce heat that will damage the balloon, which may damage the printer, as a result.

Why does Anagram recommend two different printer models?

Anagram has selected two different printer models to address two levels of intended use:

- The **Canon Pixma Pro-100** is a mid-range-priced inkjet printer ideal for use in-store, or for online retailers who don't expect to print high volumes or as a "start-up" printer for use with Floato™ balloons.
- The **Epson Stylus Pro 4900** is a more expensive, professional-grade larger-format (A2) printer designed for heavier production workflows.

How do I know what recommended printer model I should use?

- Anagram recommends small- to medium-size retailers start with the **Canon Pixma Pro-100**.
- If you are a large online retailer we recommend you consider the **Epson Stylus Pro 4900**. Please contact your distributor or Anagram Customer Service for any advice needed. The Epson requires additional set-up and is significantly more expensive, so should be considered carefully.

How much money should I expect to spend to purchase one of the recommended printer models?

- The **Canon Pixma Pro-100** currently costs about \$375.00.
- The **Epson Stylus Pro 4900** currently costs about \$1,800.00.

How do I know which Floato™ balloon to buy?

- If you intend to print with the **Canon Pixma Pro-100**, then purchase **32279-73**.
- If you intend to print with the **Epson Stylus Pro 4900**, then purchase **32279-76**.

What is the difference between the two Floato™ balloon formats?

The **Epson Stylus Pro 4900** is a large-format (A2) printer so it requires a paper carrier sheet with a longer “leading edge” to feed properly into the printer. The paper carrier sheet of **32279-76** has this longer leading edge so that it will feed into the larger-format printer. The balloons in **32279-73** and **32279-76** are identical, only the paper carriers are different.

Are the two formats interchangeable?

No, **32279-73** and **32279-76** are not interchangeable!

- **32279-73** should only be used in the **Canon Pixma Pro-100**.
- **32279-76** should only be used in the **Epson Stylus Pro 4900**.

Can I use non-branded (OEM) inks?

We only recommend the use of Canon’s own branded ink in the **Canon Pixma Pro-100** and Epson’s own branded ink in the **Epson Stylus Pro 4900**.

How long will the balloons stay inflated?

Floato™ balloons have a typical nylon-based balloon life-span of 4-7 days, after which the balloon may start to “look soft.” However, you can “top off” the balloon with a little more helium to make it look fresh and new again!

Are Floato™ balloons waterproof?

The coating on the Floato™ balloon that accepts the ink from the inkjet printer is very absorbent. Drops of water (like raindrops) might cause the image to “spot,” and large amounts of water could be absorbed by the coating, making the balloon heavier and less likely to float properly.

PRINTING

Why did my image print too small or on the wrong place on the balloon?

More than likely the Paper Size has defaulted to a standard size like "letter." Please check the Paper Size drop-down menu in the Print Window – make sure **A3+ 13"x19" 33x48cm** ("borderless" if offered as a choice) is chosen.

Why am I getting ink marks along the side edges of the image area on the balloon?

- The most important pre-set printer preference when printing Floato™ balloons is "**Prevent Paper Abrasion,**" which makes an allowance for "thicker" paper substrates. Please insure this preference is set before printing.
- Also, if the printer is inactive for a period of time – a few hours or days - the print heads can get "clogged." Running a test sheet of paper through the printer, or printing the reverse (paper) side of a Floato™ balloon before printing a balloon reduces the chances of unwanted smudging or "head strikes" occurring.

Are Floato™ balloons completely dry when they come out of the printer?

Floato™ balloons are dry to the touch when they are finished printing. They may still have a slight "sheen," which means that though they won't smudge, they should be allowed to air-dry for 2-5 minutes before being packed for shipment, so they do not stick to the packing materials.

How long does it take for a Floato™ balloon to print?

It takes between 2 and 3 minutes for a Floato™ balloon to print from the time the file is sent to the printer.

Can I create a "proof" file for the customer to approve before printing?

With the current app, you can save a PDF of the design from the print window that comes up after clicking "Print" in the app. After you check your

settings in the print window, instead of clicking "Print," click "Save as PDF." The PDF generated can then be sent as a proof.

HOWEVER, a PDF will not import into the current app (only JPGs), so you can't just drop the PDF back into the app. If you close out the app with the design (to work on another, for instance, while you wait for the current customer to approve the PDF you just sent), you will lose the design and have to re-create it in the app if you want to print it later. Alternatively, you could print the PDF from outside the app if you know how to set that up.

Please note this is being addressed in the upgrade for the app, which will be available shortly. The upgrade will permit you to save a JPG instead of a PDF, which can be imported back into the app for printing again, so files could be created and saved for later printing, if desired.

12/11/15 4:31 PM

12/11/15 4:31 PM