**Troubleshooting**

**Problem:** I can’t seem to draw water from the straw, it seems clogged.

This can happen because sometimes air bubbles get trapped inside the filter and prevent the flow of water.

Try to do a few quick and strong puffs until there is some water flowing and then do the backwash procedure.

Another reason for clogging may be that larger particles in the unfiltered water are stuck in the pores, blocking the filter. To do a more thorough cleaning of the filter, disassemble 1-3 times (completely take off the filter from the bottle). To remove the carbon capsule from the filter, then place the filter in the cap and screw it onto the bottle. Shake the mix in the bottle and leave it for a night. Make sure to rinse the bottle and filter thoroughly after this procedure.

**Problem:** The water I’m drinking with LifeStraw Universal has a foul taste or smell.

To solve this problem, use the cleaning procedure. If this doesn’t resolve the issue, use a more thorough cleaning procedure: dissolve 2.5 ml of bleach into the bottle filled with water. Make sure to remove the carbon capsule from the filter. Then place the filter in the cap and screw the top part to the bottle. Shake the mix in the bottle and leave it for a night. Make sure to rinse the bottle and filter thoroughly after this procedure.

**Problem:** There is some water coming out of the mouthpiece.

Sometimes changes in the air pressure will cause water to be expelled from the bottle through the filter. If you are on an airplane or in an elevated environment, make sure to open and close the top part of the bottle to release the trapped pressure and avoid leakage due to pressure change.

**Disposal**

Westergaard S.A. and its affiliated entities and related companies shall be neither liable for any damages arising out of or as a result of the use of LifeStraw for any purpose other than for which it is clearly intended, nor for any malfunction resulting from the failure of the user of LifeStraw to strictly abide by the usage and safety information contained in this manual.

**Stated microbiological and longevity performance of LifeStraw is conducted under standard laboratory test conditions, more information regarding test results and conditions can be found on www.lifestraw.com.**

**The effectiveness of LifeStraw may be limited by environmental or logistic conditions that can contribute to the recontamination of water after it has passed through the product's internal filter. These conditions include but are not limited to:**

1. Use of the LifeStraw with dirty or bacteria-contaminated hands.
2. Placement of LifeStraw in a mouth contaminated with bacteria.
3. Use of the LifeStraw in a dirty or contaminated environment.
4. Failure to maintain a sterile mouthpiece on the LifeStraw.
5. Sharing of LifeStraw between two individuals.
6. Use in exposure to extreme heat or freezing temperatures.

**Read these usage and safety instructions carefully before using LifeStraw Universal. LifeStraw Universal is a personal water filtration tool and should only be used for filtering water.**

The quality of the filtered water is not guaranteed if the product is submitted to conditions other than those encountered during its normal use. To prevent breakage, do not drop or hit LifeStraw Universal against a hard object. Do not drop the product in pressurized water as this might contaminate the mouthpiece.

Your use of LifeStraw Universal implies that you accept and agree to these terms, conditions, and disclaimer.

**Maintenance**

Drinking unfiltered water or improper use of LifeStraw Universal may expose you to harmful microorganisms and increase your risk of gastrointestinal illness. Reduce your risk of becoming sick by following these safety instructions and by educating yourself on drinking water safety.

**Compatibility**

The LifeStraw Universal adapter kit fits a wide variety of popular water bottle shapes and sizes, and the following have been tested for compatibility:

- Additional bottles with compatible mouth diameters, threading, and a minimum bottle height of 7.5 inches.

**Never use LifeStraw Universal with water that may be contaminated with chemicals, heavy metals, branchish or sea water.**

**DO NOT DROP or place pressure on this product in any manner. The intentional or unintentional impact of this product on a solid surface may damage the filtration mechanism within the LifeStraw Universal and render it inefficient and unusable. Do not use this product to drink water at a higher temperature than 65°C.**

This product must not be used by children under the age of 5 without the supervision of an adult.

**Trademark Information:** All trademarks, trade names, mentioned or illustrated are the property of their respective owners. Reference to, or illustration of any commercial products that LifeStraw Universal is compatible with is solely to inform you about compatibility of our product. LifeStraw is not affiliated with, recommended, or endorsed by these respective manufacturers.