



Frequently asked questions

Water Bottles

WHY IS THERE WHITE DUST ON MY BITE VALVE?

The dust is totally harmless—the talc we use is approved under US and EU food contact regulations for use as a coating or additive in or on food-contacting plastic products. This keeps the slit in the bite valve from re-sealing during transit. Just rinse it off with water, and you're good to go.

HOW CAN I FIX MY LEAKY WATER BOTTLE?

If your eddy bottle is leaking, you might have an object trapped in the vent valve. Turn the cap over, and look under the round, grey, rubber flap. If you carefully peel back the rubber seal and clean out the inner workings of the vent valve, the leak should stop. Important: Don't remove the rubber gasket for cleaning purposes, because it's impossible to reattach.

If your leak persists, we will be happy to replace the leaking cap for a brand new one with our Got Your Bak lifetime guarantee.

WHAT ARE YOUR BOTTLES MADE OUT OF? ARE THEY BPA FREE?

All of our bottles and reservoirs are 100% free of BPA, BPS and BPF. Our products go through rigorous third-party testing to ensure that no harmful chemicals will leach into food or beverages. Independent researchers have also performed extraction tests to make sure our bottles meet the stringent food safety standards set by the FDA, the European Community, the Japanese Ministry of Health and Welfare, and California Prop 65. BPA, BPs, and BPF are not used in raw materials or manufacturing processes for making our reservoirs or bottles.

Our plastic bottles are made of a BPA-free material called Tritan. Tritan is a copolyester polymer that offers vibrant color, clarity, durability and dishwasher safety—and no residual taste. A FCN (Food Contact Substance Notification) notice #729 declared that Tritan is safe and meets all FDA guidelines for material that comes in repeated contact with food.

Our Podium series bottles are made primarily from TruTaste polypropylene, a proprietary blend of polypropylene that is food-safe and taste-free. Ordinary bike bottles are usually

made of low-density polyethylene that can flavor or distort the taste of your water, but CamelBak TruTaste bottles keep your water tasting clean and pure.

HydroGuard is a CamelBak proprietary antimicrobial technology embedded directly into the Podium, Podium Chill and Podium Ice bottle walls. HydroGuard is an EPA-registered compound with anti-microbial properties that inhibit the growth of bacteria that can cause odors, discoloration or deterioration of the bottle. HydroGuard doesn't protect against disease-causing organisms, though, and you should still clean your bottles after each use.

WHAT IS THE CAP COMPATIBILITY FOR CAMELBAK WATER BOTTLES?

The following chart below helps explain what caps are compatible with our CamelBak water bottles.

Cap Compatibility

Water Bottle	Eddy Cap	Chute Tritan Cap	Chute VSS Cap	Chute Mag Cap
Eddy	Yes	Yes	No	No
Chute Tritan	Yes	Yes	No	No
Chute VSS	No	No	Yes	No
Chute Mag	No	No	No	Yes
All Tritan with Threads	Yes	Yes	No	Yes
Glass	Yes	Yes	No	Yes

THE SURFACE OF MY BOTTLE LOOKS CLOUDY AND/OR THE DESIGN IS SMEARED. WHAT HAPPENED?

The bottle probably came into contact with sunscreen. Some sunscreens, lotions, oils and bug repellants have ingredients that can affect the finish or the printed design of water bottles.

Scientists have shown that the chemical makeup of these products breaks down with exposure to moisture and sun—and this process can react with the bottle finish to make it appear cloudy. When using sunscreen, wash your hands with soap and water before handling your bottle.

CAN I FLY WITH MY BOTTLE?

Of course! If you're using an eddy bottle, just be aware that the change in pressure can force extra fluid into the straw, which might cause it to spurt on the first sip or when flipping up the bite valve. Open with caution after take-off. You can relieve the pressure by unscrewing the cap a quarter turn prior to opening the bite valve. Your Podium and Chute bottles will work normally in high altitude situations.

CAN I FREEZE MY WATER BOTTLE?

It depends on what kind of bottle you have. Our Tritan (i.e., plastic) Chute, eddy and Podium bottles are safe to freeze—just make sure you only fill them $\frac{3}{4}$ full so there's room for the water to expand.

If you're using a bottle with a bite valve (like the eddy), you might want to remove the cap before putting it in the freezer—otherwise, you'll have to wait for the ice in the straw to thaw before you can drink anything.

We don't recommend freezing the stainless steel, glass or Groove bottles, though you can certainly fill them with ice cubes if you like your water extra cold.

CAN I USE MY GROOVE BOTTLE TO PURIFY WATER IN THE BACKCOUNTRY OR WHEN TRAVELING OVERSEAS?

No! You should only use your Groove with potable tap water. The Fresh Filter can get rid of unpleasant tastes, but it doesn't remove the bacteria, cysts or viruses that you might find in the backcountry or in tap water outside of the US, Canada, Europe, Australia, New Zealand and Japan.

CAN I PUT HOT BEVERAGES IN MY WATER BOTTLE?

Warm beverages are fine—in fact, many cyclists like to put warm tea in their Podium bottles for their early-morning rides. However, we don't recommend putting boiling hot liquids in your bottle for two reasons:

- With bottles like the eddy, you'll essentially be drinking a hot beverage through a straw, which makes it hard to gauge the temperature and easy to burn your mouth.
- Extra-hot or boiling water can distort the plastic.

Also, please keep in mind that the Kids' eddy bottles do not work like baby bottles—so you shouldn't boil the bottle itself to sterilize it (warm, soapy water or a run through the dishwasher should be enough to get it clean).

WHAT IS HYDROGUARD AND HOW IS IT USED?

HydroGuard is a CamelBak proprietary antimicrobial technology embedded directly into the Podium, Podium Chill and Podium Ice bottle walls, as well as CamelBak reservoirs, drink tubes, and Quick Stow. HydroGuard is an EPA-registered compound with anti-microbial properties that inhibit the growth of bacteria that can cause odors, discoloration or

deterioration of the bottle. HydroGuard doesn't protect against disease-causing organisms, though, and you should still clean your bottles after each use.

HOW DO YOU MAKE SURE YOUR KIDS' PRODUCTS ARE SAFE?

We put safety first when we're designing our kids' bottles—and that includes putting them through rigorous third-party testing for BPA, lead, and other substances. We also test our bottles independently to make sure there aren't any kid-specific hazards related to choking or broken parts.

Congress and the U.S. Consumer Products Safety Commission (CPSC) recently strengthened safety standards in response to public concerns over product safety. We actively support these improvements and ensure all of our products comply fully with the new rules and reporting requirements.

CAN I MICROWAVE MY WATER BOTTLE?

It's best not to—many of our bottles include a metal screw in the cap that will have sparks flying in your microwave. Plus, if you zap them for too long, you could end up warping the plastic.

DO YOU USE LEAD-BASED INKS IN YOUR KIDS' OR OTHER PRINTED BOTTLES?

No way. CamelBak eddy bottles and eddy kids bottles are designed and tested to be fully compliant with US and EU child-safety laws, including Consumer Product Safety Commission standards that regulate lead content in inks.

THE BITE VALVE ON MY NEW BOTTLE DOESN'T HAVE A SLIT (OPENING) AND I CAN'T DRINK FROM IT. WHAT DO I DO?

The self-sealing silicone can sometimes seal tightly in transit. To open it up, squeeze the bite valve and twist & roll between your fingertips (soaking the bite valve in tea temperature water beforehand may help). This should loosen the seal and open it up for drinking. If you're still experiencing problems, please request a new bite valve using our Warranty Claims form.

WHY DO YOU USE STAINLESS STEEL INSTEAD OF ALUMINUM?

The medical-grade stainless steel we use for our stainless eddy and Groove bottles resists stains, scratches and corruptions, and it's also naturally free of tastes and odors.

Aluminum bottles are lighter, but they have to be made with an inner liner or coating that often contains chemicals and undisclosed ingredients. Our customers told us they'd rather have a slightly heavier bottle that's tough and pure, so that's what we made.

WHAT TYPE OF BEVERAGES CAN I PUT IN MY BOTTLE?

Just about anything (milk, juice, sports drinks) works as long as you clean your bottle after each use. We don't recommend putting carbonated beverages in the eddy, since the pressure can cause liquid to spurt out of the straw. However, it's fine to put carbonated drinks in the Chute or Podium series bottles.

Reservoirs

HOW DO I INSTALL THE QUICK LINK CONVERSION KIT?

If you have an older reservoir (like an Omega or Antidote constructed with a standard exit port), you can install a Quick Link conversion kit to make it compatible with newer reservoir accessories like filters, flow meters, and insulated drinking tubes. Here's how to attach the Quick Link components to your reservoir:

- Cut the drinking tube 2"-3" from the base of the reservoir.
- Moisten the bottom threads of the Quick Link with rubbing alcohol and insert into the smaller tube with force. Do the same thing for the drink tube.
- Unclick to fill and load reservoir, click in to drink.

HOW DO I REMOVE MY RESERVOIR TUBE TO CLEAN OR ADJUST IT?

To remove the tube from the reservoir (or to take off the bite valve), soak the end of the reservoir with the tube connection in hot water for 5 to 10 minutes. This should soften the plastic and make it easier to pull the tube off. You can use the same trick to reattach the tube or bite valve: soak everything in warm water before pushing the parts back together. Once the plastic cools, it will firm up and seal itself more securely.

Packs

HOW DO I ADJUST THE SHOULDER STRAPS ON MY PACK?

CamelBak packs are designed so you can easily adjust them to fit your own body type. Everyone has their own preferences, but here are some guidelines for figuring out where

the pack should sit on your body: If your pack has a waist belt attached, try to set the shoulder straps so the waist belt lines up with the top of your hips. This will transfer some of the load from your hips to your waist, which means more stability and a better range of motion.

If your pack has sternum straps, slide them up or down so the strap sits just above your abdomen. This will also help distribute weight more evenly across your body.

Purification

HOW MUCH DOES THE ALL CLEAR UV CAP WEIGH?

The All Clear cap weighs approximately 7 oz. and during extensive field testing both the size and weight of the All Clear has been found to work well for packing and carrying. The All Clear weight is moderately heavier than some competitive products for a couple of reasons:

- **Battery power / charge density:** The All Clear features two rechargeable Lithium Ion batteries that deliver 80+ cycles per full charge. From a user perspective that's 3 bottles per day for 26 days. One of the things that we heard loud and clear in consumer feedback was that user didn't want devices that required too frequent battery replacements or recharging.
- **Cap functionality:** The other driver of added weight is that the fact that the All Clear is a full cap solution that enhances both ease of use and functionality as a stand-alone cap. Features like the threads and handle add weight.

WHY IS MY SCREEN BLANK?

In some cases, the screen display may not activate in the first minutes of re-charging. If this is the case, allow the unit to charge for a minimum of 15 minutes. After that, the screen display should activate and show battery charging levels. The All Clear cannot be cycled to treat a bottle of water until the screen display has activated.

CAN I USE ALL CLEAR WITH BOILING WATER?

No, we do not recommend using the All Clear on boiling water, as the high temperature could damage the unit.

WHAT SHOULD I DO IF THE UV BULB BREAKS?

Like most fluorescent lamps, the All Clear bulb contains a small amount of mercury. The All Clear is engineered with a quartz shield that physically separates the bulb from the bottle and protects the bulb from both impact and temperature. The All Clear has been extensively

field tested and lab tested which is why we back it with our Got Your Bak Lifetime Guarantee. In the unlikely event that the bulb were to chip or break, immediately place the cap and any broken pieces into an enclosed container and handle as “e-waste”. Discard at a local site that is authorized for ‘electronic waste disposal’.

CAN THE ALL CLEAR BULB OR BATTERY BE REPLACED? WHAT'S THE WARRANTY POLICY?

Neither the All Clear bulb nor the battery is user serviceable. They are permanently installed and cannot be replaced. They are both engineered to last 10,000 cycles and are backed by our CamelBak Got Your Bak™ Lifetime Guarantee.

The CamelBak® All Clear™ UV Microbiological Water Purifier is warranted to conform to its published specifications and be free from manufacturing defects for the lifetime of the product which is defined as 10,000 cycles. In no event shall CamelBak be liable or in any way responsible for any damages or defects in the All Clear product caused by repairs or attempted repairs performed by anyone other than a CamelBak authorized service technician.

This warranty applies only to defects arising out of and affecting operation and does not apply to any damage that is merely cosmetic. CamelBak does not warrant any All Clear product that has been damaged by or subjected to misuse, abnormal handling, abnormal impact, improper disassembly or any type of modification.

HOW LONG DOES THE ALL CLEAR BULB LAST?

The All Clear bulb is engineered to last 10,000 cycles, which is approximately the equivalent of 3 bottles a day every day for 9 years. The All Clear is programmed to automatically cease operation after that point.

WHAT TYPES OF CHARGING OPTIONS IS THE ALL CLEAR COMPATIBLE WITH?

The All Clear contains two 3.7V lithium ion batteries, each rated at 1100 mAh. The All Clear can be charged from virtually any (100 – 240V) USB compatible power source including wall chargers, car chargers, solar chargers, hand crank chargers, and electronics like laptops. Users should only use the CamelBak supplied USB cable due to variability between USB cables and their charging efficacy.

Examples of USB compatible power sources are:

- Apple USB Power Adapter
- Samsung Galaxy Tab SCHI800 charger

- Scosche Dual USB Car Charger
- Petzl Core USB Charger Kit
- Solio Bolt Charger
- Goal Zero Sherpa 50 Adventure Kit
- Brunton Restore Portable Power Device

HOW DO I CLEAN THE ALL CLEAR PRE-FILTER?

You can clean the All Clear Pre-Filter by rinsing with a small amount of your treated water.

WHAT SPECIFICALLY DOES IT MEAN THAT ALL CLEAR CAN BE USED EFFECTIVELY IN COLD TEMPERATURE WATER? WHAT DOES THAT MEAN IN REGARDS TO USE IN COLD WEATHER?

The All Clear cap construction separates and insulates the bulb from direct water contact, thereby minimizing the impact of colder temperature water which can impact bulb performance. The All Clear has been tested and proven effective for treating water down to 39°F (4°C). The product has been tested in conditions with the ambient air temperature down to 32°F (0°C). Battery performance may be impacted and less efficient in very cold temperature conditions. In the event that you are in sub-freezing conditions, the All Clear unit should be warmed to 32°F (0°C) prior to use.

CAN I USE THE ALL CLEAR TO TREAT WATER WITH ICE IN IT?

No, you should not use the All Clear on water with ice in it because the UV light cannot pass through the air bubbles or impurities in the ice. We recommend removing the ice from the drink before treating it. You could also allow the ice to melt and then treat the water.

HAS THE ALL CLEAR SYSTEM BEEN TESTED AND VALIDATED BY AN INDEPENDENT LABORATORY?

The All Clear unit has been thoroughly tested by a US EPA-approved independent lab to ensure that it meets or exceeds the EPA standards for microbiological water purification devices. The results of the All Clear third party testing demonstrated that the unit reduced bacteria by 99.9999%, viruses by 99.99% and protozoan cysts by 99.9%. All Clear purifies water not only to stringent EPA standards, but to CamelBak's uncompromising standards of safety and performance.

DOES THE ALL CLEAR NEUTRALIZE CHOLERA AND E COLI?

Technically speaking, we have not specifically tested All Clear against Cholera or E coli bacteria organisms because they are not part of the EPA guidelines. However, one of the reasons R. Terrigena is the bacteria selected per the EPA guideline is because it comes from the Enterobacteriaceae family. This family of bacteria is more resistant than those of the Cholera or E coli families, so logically if you can neutralize R. Terrigena then you can effectively neutralize lesser resistant bacteria such as Cholera or E coli as well, which is why the EPA guide standard has been established.

HOW LONG DOES ALL CLEAR TAKE TO RECHARGE?

The recharge time depends on the power source. Full recharge time from drained to 100% battery capacity on a standard AC Wall Charger is less than 5 hours, whereas solar would be longer (approximately 15 - 20 hours of direct sunlight depending on the size of the panel).

DOES THE ALL CLEAR TAKE CARE OF WATER DROPLETS THAT MIGHT BE ON THE THREADS OF THE WATER BOTTLE?

All Clear does not purify surfaces on the outside of the drinking container including the threads of a water bottle. Users should check the threads and use a clean piece of cloth to wipe off the threads of the bottle before drinking. Another way to address this issue is to use the All Clear Pre-Filter, particularly in fresh water sources like lakes or streams where water contact with the threads is more likely. The All Clear Pre-Filter conveniently snaps over the opening of the .75L bottle and is designed to keep the threads dry while submerging the bottle into your water supply. Always check the threads for water droplets before drinking.

CAN I USE THE ALL CLEAR CAP ON BOTTLES OR CONTAINERS OTHER THAN THE .75L CAMELBAK TRITAN BOTTLE?

You can use the All Clear cap with any .75L CamelBak Better Bottle or eddy regardless of color or material. The only difference between the bottle provided and other CamelBak .75L bottles is the color of the Tritan which has been optimized for the evaluation of water clarity before treatment.

Product Cleaning

HOW DO I CLEAN THE EDDY KIDS' BOTTLE?

The eddy kids' bottle is built a little differently than the grownup eddy bottle—we made the bite valve harder to pull off so it won't create a choking hazard.

Start by removing your one-piece bite valve and straw for cleaning. It's easy to do:

- First, unscrew the cap and pop out the straw
- On the underside of the cap, grab the pull tab on the bottom of the bite valve and pull it out in one motion
- After that, just clean the bottle and bite valve with warm, soapy water, or place them in the top rack of your dishwasher.

To re-insert the bite valve into the cap:

- Turn the cap upside down and push the bite valve up through the opening. Make sure the bite valve's pull tab is pointing towards the center of the cap (in the same direction as the bottle handle).
- Once the bite valve pokes through to the top of the bottle, you can pull it into place. If you notice two little grooves on the side of the bite valve, it means you've pulled it out a little too far—just push it back in until those grooves are seated.
- Next, just push the straw back into the bite valve until it fits snugly.

Please do not put the eddy kids bottle in a microwave or bottle sterilizer to clean.

HOW DO I CLEAN MY BACKPACK?

If your pack gets a little dusty, just wipe it down with a damp cloth. If it's really filthy and needs a deeper cleaning, here's what to do:

- Soak it in warm or cool water with some mild soap.
- Rinse it thoroughly with cool water (skip this step, and you might end up creating some suds the next time you sweat with your pack on).
- Hang it up to air dry.

Your pack can go just about anywhere you go—but NOT in the washing machine. Machine-washing your pack can twist or tear the straps and fixtures, and wear away the fabric's weatherproof coating. If you decide to go rogue and throw your pack in the wash anyway, just be aware that it voids the Got Your Bak™ warranty.

HOW DO I CLEAN MY PODIUM BOTTLE?

The Podium series bottles are all easy to clean by hand or in the dishwasher. Here's how:

- Remove the bottle cap and make sure the Jet Valve is open so water can circulate through as you wash it.
- You can also pull off the silicone drinking nozzle to clean it separately—it will come off with a firm tug, and it’s easy to snap back on once you’re done.
- Wash the cap and bottle with warm, soapy water, or put them in the top rack of the dishwasher.

If you’re putting your Podium bottle in the dishwasher, avoid using high-heat settings like “sanitary clean” or “heat boost”, since these can warp the plastic in your bottle. You should also avoid forcing brushes or cleaning tools through the slits in the drinking nozzle—you could end up with a damaged, leaky cap.

HOW DO I WASH MY CAMELBAK RESERVOIR BEFORE FIRST USE?

English

Follow these steps:

1. Fill reservoir 1/2 full with warm water and mild soap.
2. Shake reservoir to mix water and soap.
3. Elevate the reservoir so drink tube exit port is at the base and Big Bite™ Valve is below the reservoir.
4. Pinch bite valve, allowing solution to flow into drink tube, and through the bite valve.
5. After washing, rinse away cleaning solution in the reservoir and drink tube.
6. Drain all remaining water. The reservoir is ready to use.
7. If storing, air dry reservoir with Reservoir Dryer™ accessory so no moisture is trapped inside.

HOW DO I CLEAN MY CAMELBAK RESERVOIR?

The best way to care for your reservoir is to clean it with soap and water and dry it thoroughly after every use, especially if you fill it with anything other than water. Some people also store their empty reservoirs in the freezer to keep them from getting funky between uses. However, if your reservoir has gotten especially moldy or funky, here’s what to do:

- Use hot water and 2 tablespoons of baking soda or bleach. Mix the solution inside your reservoir and hold it up above your head while you pinch the bite valve, allowing the bleached water to run through the tube. You can also use CamelBak Cleaning Tabs.
- Let the reservoir and cleaning solution sit for about 30 minutes.
- Wash the reservoir with hot water and mild soap. Be sure to completely rinse away any bleach or cleaning solution before using it again. You can also use CamelBak

brushes from our Cleaning Kit to scrub your reservoir and tube. Brushes are the best way to ensure you are scrubbing all of the areas of the reservoir clean.

- Once the reservoir is clean, be sure to air dry it so no moisture is trapped inside, which can cause mold to grow.

These steps will make your reservoir safe for use. If your reservoir was really moldy, the material might still look stained, but it's still safe to use.

HOW DO I CLEAN MY STAINLESS STEEL WATER BOTTLE?

Cleaning Vacuum Insulated Stainless Steel Vessels:

The Chute, eddy and KickBak stainless steel vessels can be easily cleaned with a bottle brush using warm water and mild soap.

Cleaning Lids:

Bottle caps, spout caps, tethers and bite valves can all be cleaned in the top rack of the dishwasher or by hand with warm, soapy water. Remove the cap, spout cap, tether or bite valve from the vessel before washing.

For a deeper cleaning, add a drop of mild soap or tablespoon of bleach to a clean glass jar filled with water. Drop the bite valve, straw and cap into the solution, and tightly close the jar's lid. Shake the mixture around for 30 seconds, and then let the parts soak for about 15 minutes. Rinse and shake dry.

HOW DO I CLEAN MY EDDY OR CHUTE PLASTIC BOTTLES?

Our bottles are easy to clean by hand or in the dishwasher. Here's a quick breakdown of the best way to wash each bottle.

eddy, Groove and any other bottle with a Big Bite™ Valve:

- Pull off the bite valve and straw from the cap.
- Clean it in the top rack of the dishwasher or by hand with warm, soapy water.
- If you like to use a bottle brush, we don't recommend forcing it through the bite valve slit as it can tear the silicone.
- For a deeper cleaning, add a drop of mild soap or tablespoon of bleach to a clean glass jar filled with water. Drop the bite valve, straw and cap into the solution, and tightly close the jar's lid. Shake the mixture around for 30 seconds, and then let the parts soak for about 15 minutes. Rinse and shake dry.

Now, to re-insert the bite valve into the cap:

- Flip the stem collar (the component the bite valve attached to originally) to the open position.
- Orient the bite valve so the finger tab points towards the front of the cap.
- Push the bite valve firmly onto the stem collar.

- Press the straw back into place on the bottom of the lid. Ensure the straw covers the notches completely.

MY BOTTLE TASTES/SMELLS LIKE PLASTIC—WHAT SHOULD I DO?

We understand that the taste of plastic can be really unpleasant when drinking from your bottle. Rest assured that the bottle is made of materials that are 100% free of BPA and BPS, so the taste you’re experiencing isn’t a sign of harmful chemicals.

To get rid of the taste, we recommend filling 3/4 the way of warm water and a tablespoon of baking soda, and letting the contents sit for approximately 40 minutes to one hour. Once you rinse it out, your bottle should be taste-free and good to go.

Materials, Safety and Recycling

In developing our newest cleaning tabs, we worked to ensure they would be safe and effective. For more information on ingredients, please see the chart below.

CAMELBAK CLEANING TABS – PRODUCT SAFETY DISCLOSURES

Cleaning Tab Ingredient List, per California and New York cleaning product right-to-know laws:

Ingredient	CAS number	Weight per 10g Tablet	Purpose of Ingredient
Potassium hydrogen carbonate	298-14-6	1.5g to 3.0g	pH control
Methylglycinediacetic acid trisodium salt (MGDA-Na3)	164462-16-2	1.5g to 3.0g	chelating agent
Sodium hydrogen carbonate	144-55-8	1.5g to 3.0g	pH control
Sodium citrate	68-04-2	1.5g to 3.0g	chelating agent
Citric acid	77-92-9	1.5g to 3.0g	chelating agent
PEG	25322-68-3	less than 0.5g	tableting agent

PPG-5-Laureth-5 (NiO-Surfactant)	68439-51-0	less than 0.5g	surfactant
Sodium percarbonate (SPC)	15630-89-4	less than 0.5g	bleaching agent
Tetra acetyl ethylene diamine (TAED)	10543-57-4	less than 0.5g	bleaching activator
Enzymes (amylase, protease)	9000-90-2 / 9014-01-1	less than 0.5g	catalytic enzymes

EUROPEAN COMMISSION EC 648/2004 DETERGENT DISCLOSURE:

Contains <5% oxygen-based bleaching agents, <5% non-ionic surfactants; contains enzymes (amylase, protease).

PRECAUTIONS:

- AVOID TOUCHING EYES AFTER HANDLING TABLETS.
- DO NOT SWALLOW THE TABLET OR DRINK WATER CONTAINING A TABLET.
- KEEP OUT OF REACH OF CHILDREN.
- Use tablets only as directed.
- Wash hands with soap and water after handling tablets.
- Keep package of tablets dry, and store in a cool, dry, area away from heat.
- Dispose of tablets and packaging properly.

FIRST AID TREATMENT:

- AVOID TOUCHING EYES AFTER HANDLING TABLETS.
- IF SWALLOWED: Call Poison Control Center or doctor immediately. Do not induce vomiting.
- IF IN EYES, rinse immediately with water for at least 15 minutes.

CAN I RECYCLE MY OLD WATER BOTTLES?

Yes! Our plastic bottles don't have a recycling symbol on the bottom anymore, but they're recyclable as #7 hard plastics. In other words, you can usually just put them in your commingled plastics bin.

Care and Maintenance

HOW CAN I CHECK TO MAKE SURE MY HYDRATION SYSTEM WORKS PROPERLY EACH SEASON?

Nobody wants to get stuck in the backcountry with a leaky reservoir. Before you hit the trails, here's how to make sure everything is in good shape:

- Pull the reservoir out of your pack and give it a quick visual inspection.
- Run some clean water through the reservoir and tube to rinse away any old tastes and odors. If your reservoir still looks or smells funky, give it a more thorough cleaning (you can find instructions [here](#)).
- Give the drinking tube a firm tug on either end to make sure it doesn't come loose. If the tube comes off too easily, it might be stretched out—in that case, you can trim an inch off the end and then press the part back into the tube.
- Check the seal on the cap by filling the reservoir with water, screwing the cap on tightly, and rotating/squishing the reservoir to make sure nothing leaks.
- If your cap is leaking, take a look at the O-ring (the black rubber ring on the inside of the cap lid) to make sure it isn't twisted or broken.

If your bite valve, drinking tube or Quick Link adapter isn't working, you can buy a replacement part on our [Reservoir Accessories](#) page. For a broken cap or damaged O-ring, you'll need to contact our [Warranty Department](#) for a replacement.

WHY IS MY RESERVOIR CAP LEAKING?

There are two likely culprits: grit in the cap threads, or a twisted O-ring.

In certain conditions, particularly in sandy environments, fine grit can get into the threads of the cap, which will keep it from sealing completely when you screw it on. Check the threads for any dirt or grit, and give it a thorough scrub.

Next, unscrew the cap and take a look at your O-ring. The O-ring is the black rubber ring inside the top of the cap—it looks just like a black rubber band. If the ring is twisted or pulled out of shape, your lid won't seal correctly. You can usually pop the ring back into place, but if it's permanently warped or broken, you'll need to contact our [Warranty Department](#) for a replacement.

HOW CAN I KEEP MY RESERVOIR FROM FREEZING IN COLD WEATHER?

Our reservoirs are designed to be rugged and durable enough for almost every environment —but they're not much use if the water inside them is frozen.

Here are a few more tips for keeping your water flowing in frigid temperatures:

- Fill your reservoir with warm (but not boiling) water, which will take longer to freeze.
- Drink frequently (a sip every five minutes or so) to keep your water circulating.
- Blow back into the drink tube after you take a sip. This will clear water from the narrowest parts of the reservoir (like the bite valve and tube), which are usually the first to freeze.
- Keep your water supply close to your body by wearing your pack under your jacket and routing your drink tube under your arm or through your pit zip. Our winter packs also feature insulated drinking tubes, and many of the smaller packs are designed to fit both under and over your jacket.
- On overnight trips, sleep with your water to keep it from freezing overnight. Just lock your bite valve closed and then stuff your reservoir into the bottom of your sleeping bag.

While we work tirelessly to make our reservoirs as reliable as possible, we can't change the laws of nature: in extremely cold temperatures, your water might freeze anyway. For that reason, it's good to carry a backup bottle with a larger mouth opening, like the Chute.

Editor's Note: In the case of bottles or reservoirs, adding a shot of vodka (1.5 fluid oz. or 45ml) doesn't hurt, since it can lower the freeze point of your water while enhancing your enjoyment of the outdoors.

Warranty

WHAT IS THE GOT YOUR BAK LIFETIME GUARANTEE?

CamelBak has built its reputation by engineering products that exceed consumer expectations for quality and durability. The Got Your Bak™ Lifetime Guarantee covers all reservoirs, backpacks, bottles and accessories from manufacturing defects in materials and workmanship for the lifetime of the product.

CamelBak will repair or replace at its discretion any manufacturing defect in these products free of charge. The Got Your Bak™ Lifetime Guarantee does not cover damage caused by normal wear and tear, accident (lost /stolen), combat damage, improper care or cleaning, non-standard usage or negligence. Product must be purchased from an authorized CamelBak dealer and should be returned to us for evaluation.

DOES THE GOT YOUR BAK GUARANTEE COVER SUB-SEQUENTIAL DAMAGES?

We all know water and electronics don't mix. CamelBak cannot be held responsible for any sub-sequential damage to any electronics or personal property exposed to water. Keep in mind, if your device is not covered by a manufacturer's warranty, water damage insured or protected by a guaranteed water-tight after-market product, you should keep them away from your hydration devices.

HOW DOES YOUR WARRANTY DEFINE THE "LIFETIME" OF A PRODUCT?

The term **Lifetime** refers to the lifetime of the product. Unfortunately, this doesn't mean your lifetime or ours, but rather the lifetime of the components, fabrics and materials. While we choose the very best materials available to make our products as durable as possible, all materials degrade over time with use and exposure to the elements and a product's lifetime is a function of how much use it gets and how well it is cared for and not by how old it is.

DOES LIFETIME WARRANTY COVER MANUFACTURING DEFECTS?

Yes! A manufacturing defect exists if the product departs from its intended design. Defective materials (zippers, buckles, fabrics, etc.) or workmanship (seams, construction, etc.) are covered by The Got Your Bak™ Lifetime Guarantee for the lifetime of the product. CamelBak will repair or replace at its discretion any manufacturing defect in these products free of charge.

DOES LIFETIME WARRANTY COVER PRODUCTS THAT WEAR OUT?

Our Got Your Bak warranty program covers CamelBak products that legitimately fail in normal, everyday use. We do not cover products that no longer work due to wear and tear. Wear and tear is damage that naturally and inevitably occurs as a result of normal use. Moving parts will wear out and fabrics will deteriorate and fade over time. And while we choose the best materials available for the application, all materials degrade over time with use and exposure to the elements.