

# FREQUENTLY ASKED QUESTIONS

1. *Is the CamelBak filtered by LifeStraw Eddy® + Cap compatible with other Eddy® + bottles?*
  - a. Yes, you can use the CamelBak filtered by LifeStraw™ cap on other Eddy+ Bottles. The filter length is optimized for the Eddy® + bottle size that it comes with, but the cap without filter will fit on any bottle.
2. *Can I use the CamelBak filtered by LifeStraw Filter with my older Eddy®+ or Eddy®+ Kids caps?*
  - a. No, you need the Eddy® + filtered by LifeStraw® Cap in order to hold the filter. This cap is not the same as the standard Eddy® + or Eddy® + Kids Cap, though they look similar.
3. *Can I use an Eddy® + standard straw with the CamelBak filtered by LifeStraw® bottles?*
  - a. Yes, the Eddy® + Standard Straw fits into the LifeStraw® Eddy® + Cap. However, the length may not be optimized, and the product does not come with the standard straw.
4. *How often do I need to replace my Activated Carbon Filter or Ion Exchange Filter?*
  - a. It will depend on the use. The Activated Carbon Filter & Ion Exchange Filter both last up to 100 liters of water with proper use and maintenance. For heavy use, that could be as few as 2 weeks. For light use, that could be as long as 3 months before we'd recommend replacing it.
5. *How often do I need to replace my whole filter set?*
  - a. The Hollow Fiber Filter will stop passing water when it is no longer functional, which will occur at 4,000 Liters or 1,000 gallons of use. At that point, we recommend replacing your whole filter set.
6. *Can I use the CamelBak filtered by LifeStraw® filter for liquids other than water?*
  - a. Since other liquids can clog or otherwise damage the membrane and render it unusable, filtering liquids other than water is not recommended.
7. *Will the CamelBak filtered by LifeStraw® filter remove Amoebas that cause Amoeba Dysentery?*
  - a. Amoeba Dysentery is a rare infection in the intestines that is caused by protozoan parasites. All LifeStraw® filters are 99.999% effective at removing protozoan parasites from water and removing amoebas from drinking water.
8. *Can I drink pool water or salt water with the CamelBak filtered by LifeStraw® filter?*
  - a. No. Because pool water may have an abundance of salt and chemicals beyond chlorine, we do not recommend filtering pool water with your LifeStraw® Filter. LifeStraw® Filters also do not work in saltwater or brackish water.
9. *Can I drink urine with the CamelBak filtered by LifeStraw® filter?*
  - a. No, LifeStraw® Filters do not remove dissolved salts and are not designed to be used to drink non-diluted urine. Because of this, we do not recommend drinking urine with LifeStraw® filters, even in low amounts.

10. *Can I drink water in low-resource countries with the CamelBak filtered by LifeStraw® filter?*
- a. LifeStraw® filters are used all over the world and put to the test in some of the harshest conditions. They are also tested by independent labs and meet NSF/ANSI International standards. Because water quality can change at any moment, the best advice we can provide is to research common waterborne diseases and contaminants in the specific area you will be traveling and evaluate whether you need a purifier that removes virus in addition to bacteria and parasites, or a microfilter which moves bacteria and parasites only.
11. *Does the CamelBak filtered by LifeStraw® filter work for Boil Water Advisories?*
- a. Yes. All LifeStraw® products protect against bacteria and parasites which are the primary concerns during boil water advisories.
12. *Does the CamelBak filtered by LifeStraw® filter remove arsenic from water?*
- a. LifeStraw® products do not remove arsenic from water.
13. *What is the water capacity of each Eddy® + filtered by LifeStraw® bottle?*
- a. The LifeStraw® Filter takes up some of the water space in the bottle. The following are the actual water volume that can fit with the filter installed:
    - i. 20oz Tritan™ Renew Bottle: 14oz actual fluid volume
    - ii. 32oz Tritan™ Renew Bottle: 26oz actual fluid volume
    - iii. 32oz VSS Bottle: 26oz actual fluid volume