

LIFESAVER FAQs



ACTIVATED CARBON FILTER

What is an activated carbon filter?

An activated carbon filter removes chlorine, taste, smell and odour.

Will the LifeSaver water filter work without the addition of an activated carbon filter?

Yes. The activated carbon filter is an optional extra. The LifeSaver® water filter will continue to remove all microbiological contamination with or without the activated carbon filter in place.

What is the lifespan of an activated carbon filter?

A LifeSaver Liberty™ Activated Carbon Disc will process approximately 100 litres of water. A LifeSaver 4000UF and 6000UF Bottle Activated Carbon Filter will process approximately 250 litres of water. A LifeSaver Cube Activated Carbon Filter will process approximately 100 litres of water. A LifeSaver Jerrycan Activated Carbon Filter will process approximately 500 litres of water.

How do I know when I need to change the activated carbon filter?

Other than keeping track of usage, you may find that water from your LifeSaver product is less palatable after time. Unlike the hollow fibre membranes filter, the carbon will carry on working past its expiry. We recommend you keep track of approximately how many litres of water have been produced from the LifeSaver product.

MAINTENANCE, EXTREME TEMPERATURES AND TRANSPORTATION

Will a 4000UF cartridge fit into a 6000UF bottle and vice versa?

Yes you can install a 4000UF cartridge into a 6000UF bottle shell and vice versa. Likewise you can fit a LifeSaver Jerrycan shell with either a 10000UF cartridge or a 20000UF cartridge.

How will I know when the LifeSaver cartridge needs replacing?

As the cartridge reaches the end of its life, a greater number of pumps are required to induce water flow. There will come a point at which, despite the recommended maximum number of pumps, water does not flow. Before you install a new cartridge, check the level of water in the product, as water level becomes low, flow rate can reduce. Clean the product as the cartridge may be covered in dirt and debris. Refer to the product instruction manual for cleaning instructions.

How should I transport my LifeSaver whilst flying?

Firstly release pressure from the LifeSaver product, unscrew the pump slowly until you hear a hissing sound. Hold on to the pump firmly whilst unscrewing. Drain off any water and re-seal ensuring the pump is screwed back in place. Pack securely in the hold or within hand luggage to protect the product from impact. Pour 1 inch/2.5cm of water into the vessel when the destination is reached.

LIFESAVER TECHNOLOGY

How long will my LifeSaver water filter last?

All LifeSaver water filters contain replaceable ultra filtration cartridges. These cartridges differ in size, and the size dictates the amount of water the cartridge will filter before needing to be replaced.

Each cartridge specifies the amount of litres of water it can filter up to, in ideal conditions. The cartridge will remain effective for the amount of time it takes the user to filter the amount of litres specified for that cartridge, as long as the cartridge is kept hydrated as per the storage instructions and well maintained as per the maintenance and care instructions.

As an example, the LifeSaver 4000UF Bottle Cartridge is specified to filter up to 4,000 litres. If the user filtered 3 litres per day (as per the World Health Organisations' recommendation for daily water intake), the cartridge would be effective for up to 3 years and 7 months.

Does the life span of a LifeSaver cartridge depend upon the cleanliness of the water that goes in?

Yes. Particularly turbid water can reduce the life of the cartridge. Over time, water that contains visible mud and debris will form a layer on the surface of the cartridge. Periodic cleaning of the cartridge will maximise the life of your LifeSaver product.

Can I use a LifeSaver product in hot conditions?

Yes, however do not leave the LifeSaver product in direct sunlight for long periods of time. The maximum operating temperature is 50°C/122°F.

Can I use a LifeSaver product in frozen conditions?

Yes, as long as water does not freeze inside the product. The minimum operating temperature is >0°C/32°F. We suggest the use of an insulating wrap or bag to avoid freezing.

FAILSAFE TECHNOLOGY

What is FailSafe technology?

FailSafe technology is an automatic indicator of when the cartridge in the product needs replacing. When the service life of the cartridge has been fulfilled, the pores will become blocked by contaminants. The cartridge will stop passing water. This takes away the guess work of knowing whether your LifeSaver product is still effectively filtering water.

How can I be sure that the cartridge needs replacing?

Operate the product as per the product instruction manual, with the recommended maximum water level and the recommended maximum number of pumps. If no water is being dispensed from the LifeSaver product, the cartridge has expired.

How does LifeSaver technology work?

LifeSaver products are sealed units that are pressurised by using a hand pump. The pressure forces water through the pores of the ultra filtration cartridge and out through the exit nozzle leaving microbiological contamination trapped in the cartridge.

What size are the pores in a LifeSaver water filter?

Membrane manufacturers cannot specify an exact uniform pore size across all of their membranes due to variance which occurs in membrane production. It is for this reason that LifeSaver do not quote a specific figure. LifeSaver can guarantee that the membranes used in our products have a spread of pore sizes that ensure LifeSaver exceeds the microbiological reduction requirements of NSF P231 & EPA guidelines. LifeSaver believe this to be the most accurate and relevant measurement of water filtration effectiveness.

What does a LifeSaver water filter remove?

The ultra filtration technology within LifeSaver products remove microbiological contamination from water. The LifeSaver Liberty™ bottle filters out 99.999% of viruses, 99.9999% of bacteria and 99.99% of cysts. All other LifeSaver products filter out 99.99% viruses, 99.9999% bacteria and 99.99% cysts.

How long does water take to start flowing from a LifeSaver product?

Once your product is primed, water flow is instant. Fill. Pump. Drink.

How can I fill a LifeSaver product with water?

You can scoop water using a LifeSaver product from any fresh water source including: lakes, rivers, streams and ponds. Be careful not to contaminate the tap of the LifeSaver Cube or LifeSaver Jerrycan with dirty water. Keep the snap-shut lid of the LifeSaver Bottle closed when submerging in dirty water to keep the nozzle clean. Alternatively water can be poured into a LifeSaver product from a tap, hose, pitcher, bucket, rainwater harvesting system or from any other container suitable for holding water.

The new LifeSaver Liberty™ bottle can be used as per our other products, to scoop water directly or have water poured into it, however there is also a second technique available. This bottle is the worlds only water filter bottle which can also be used as an inline filter. Using the 6ft LifeSaver Scavenger Hose, which comes included, the user can pump directly from the water source through the LifeSaver Liberty™, filling other containers with safe, clean water.

Can I use my LifeSaver product to store or carry dirty water?

Yes. That's what they are designed for! Once water is cleaned there is risk of recontamination. With LifeSaver you filter water when you need to drink it.

LONG-TERM STORAGE: ONE MONTH OR MORE

I'm not planning to use my LifeSaver product for a period of one month or more, how should I store it?

If you've already primed and used your product but now won't be using it for one month or more, we recommend discarding the activated carbon filter. Then clean your LifeSaver product as per the cleaning instructions, detailed in the product instruction manual. Release pressure from the product by unscrewing the pump slowly until you hear a hiss sound. Hold on to the pump firmly whilst unscrewing. Store at least 1 inch/2.5cm of water in the product at all times. After pressure is released screw the pump back into place. Ensure the pump is tight and tap is off. Store in a cool environment away from direct sunlight.

I haven't used my LifeSaver product for a period of one month or more, what should I do before re-using it?

Clean your LifeSaver product before re-use, refer to the product instruction manual for cleaning instructions. Fit a new activated carbon filter before re-use if required; refer to the product instruction manual for guidance.

PRODUCT SHELF LIFE

What is the warranty on LifeSaver products?

If purchased from Icon LifeSaver directly or from an authorised LifeSaver distributor/reseller, the product comes with a 2 year international warranty from the date of purchase, against defects in materials and workmanship. Should your product prove defective within 2 years from the date of purchase you should return it to the retailer that you originally purchased it from. Icon LifeSaver will, at its sole discretion, repair or replace the damaged item(s). You should ensure that you retain your proof of purchase showing the date on which you purchased your LifeSaver product. Without it we are unable to offer warranty assistance. This International Limited Warranty does not affect your statutory legal rights. The warranty is non-transferable and does not apply to second hand purchases.

What is the shelf life of an activated carbon filter?

In its original polythene wrapping the activated carbon filter can be stored for up to 3 years from the date of sale. Carbon is a natural absorbent and once exposed (unwrapped) it will start working, therefore activated carbon filters should not be left unsealed.

What is the shelf life of an activated carbon filter when heat sealed in aluminium barrier foil?

An aluminium barrier foil, heat sealed carbon filter provides the lowest moisture transition rate available. This protection means that if sealed in the condition it was purchased the shelf life of the product can be extended up to 10 years from the date of sale. On opening of the foil wrapped packaging, the activated carbon filter can be stored for a further 3 years if sealed in the zip lock foil bag it was supplied in.

What is the shelf life of a LifeSaver water filter?

LifeSavers' patented ultra filtration water filters are guaranteed to reach the consumer with an outstanding shelf life minimum of 3 years.

This guarantee is given from the point the customer purchases it from an approved retailer or channel partner, not from the date of manufacture.

In good storage conditions (out of direct sunlight and extremes of humidity and temperature) and in the original packaging the product shelf life can be extended well beyond 5 years.

Purchases outside of approved retailers or channel partners cannot be warranted as their storage conditions will not have been approved by LifeSaver and their product stocking turnaround not monitored.

Once beyond this warranted period the only true way to tell if the cartridge is still effective is to prime the cartridge (as per the instructions) and check it has good flow. Perform a membrane integrity check to be sure the product is working correctly, and if it is and passes water, the unit is safe to use. From this point keep the filter hydrated at all times.

What is the shelf life of a LifeSaver filter when heat sealed in aluminium barrier foil?

An aluminium barrier foil, heat sealed cartridge provides the lowest moisture transition rate available. This protection means that if sealed in the condition it was purchased the shelf life of the product can be extended up to 10 years from the date of sale.

PRODUCT SPECIFICATIONS

What kind of plastic is used in the shell of LifeSaver products?

All plastics used in the production of LifeSaver products are food grade and BPA and BPS free.

What are the dry weights of each product?

LifeSaver Liberty™ inc. cartridge	0.425kg/15oz
LifeSaver 4000UF and 6000UF Bottle inc. cartridge	0.635kg/22oz
LifeSaver Jerrycan inc. cartridge	3.9kg/137oz
LifeSaver Cube inc. cartridge	1.2kg/42oz
LifeSaver C2 inc. cartridge	75kg/2645oz

How much water can you store in each product?

LifeSaver Liberty™	400ml/14 US oz
LifeSaver 4000UF and 6000UF Bottle	750ml/25.3 US oz
LifeSaver Jerrycan	18.5L/625.44 US oz
LifeSaver Cube	5L/168 US oz
LifeSaver C2	750L/26,396 US oz

PRODUCT STORAGE

Is there a restriction on the temperature that the LifeSaver products can be stored in (unopened)?

Yes, unused the minimum storage temperature is -10°C/14°F and the maximum storage temperature is 50°C/122°F.

How should I store activated carbon filter(s)?

Store any spare activated carbon filters in the packaging they arrived in. You can use an airtight container or plastic bag. This will preserve their shelf life for up to 3 years (dependent on the quality of the container/bag being fully airtight).

How should I store a LifeSaver product?

Once primed, keep the membranes of the filter hydrated by storing at least 1 inch/2.5cm of water in the LifeSaver product at all times. Keep the product sealed with the pump and tap in place. Do not allow the membranes to dry out.

WHAT DO LIFESAVER PRODUCTS NOT REMOVE?

Urine

LifeSaver water filters will remove microbiological contamination from urine, however as there is a certain amount of salt in urine the resulting water will contain a level of salt, which LifeSaver technology cannot remove. We suggest that you could potentially filter urine up to four times before the salt levels become dangerous. It is recommend that you seek alternative freshwater sources before using LifeSaver products in this way.

Sea water

LifeSaver water filters will remove all microbiological contamination from seawater, but will not remove the salt. This is because salt is in solution/dissolved within the water and LifeSaver technology only filters out suspended particles.

Microcystin

LifeSaver water filters will filter out the microcystin bacteria but not the toxins and chemicals that the bacteria secretes in water.

Grey water

Grey water is waste from baths, sinks, washing machines and other kitchen appliances and contains soap and detergents that are in solution within water, LifeSaver products cannot filter out soaps and detergents because it cannot remove particles in solution.

Coffee and wine

LifeSaver products will not turn coffee or wine into water.

Chemicals – chlorine, pesticides and heavy metals

Chemicals mix with water, meaning that they are dissolvable and appear in solution within water. LifeSaver water filters only remove particles in suspension in water, not particles in solution. However you can use the optional activated carbon filter which removes chlorine, taste, smell and odour.

Brackish water

Brackish water is a mix of seawater and fresh water. LifeSaver water filters aren't suitable for filtering brackish water, as salt exists in solution within the water. LifeSaver filters only remove particles in suspension within water.