

Troubleshooting Guide

This should be a quick one to review! First of all, take a look at the domed valve - you'll see a small slit running across it.



This allows air to flow up the straw and out of a small air hole. If water is too hot when you put it in the bottle, milk can enter the straw and travel up to the air hole on the screw ring, causing a leak. The solution is to let the water cool for a while after it's boiled, before you pour it in. According to WHO (World Health Organisation) 30 minutes is the perfect kettle cooling time.

If your water's been cooled for the recommended time and your bottle is still leaking, it could be that the slit in the valve has been damaged. Have a look to see if the slit has extended. If the split is all the way across, it's likely to be the cause of the leaking and you'll need to replace the valve.

