

# Frequently Asked Questions

***I have been using DampRid for years and this has never happened before. Why are the white crystals hard?***

The white crystals are calcium chloride, which is a non-toxic inorganic salt product. As with all salt-based products as they begin to absorb moisture they harden. The DampRid is acting like a moisture magnet pulling the moisture from the air and trapping it in the lower chamber of the product. Also, the round crystals have more surface area than the white flake we used before. Because the crystals can solidify, they will last longer. Please do not break-up the crystals, as it is no longer necessary.

***Why are ice crystals in the lower chamber of the product?***

Sometimes this is caused by a sudden change in temperature. Other times, it may be caused by a change in humidity. If you are having problems getting rid of the crystals in the lower chamber of the container, simply run water over the ice crystal until the ice formation dissolves.

***My DampRid product is changing color, is there something wrong?***

No. There is nothing wrong with the DampRid product you purchased, or your home. The discoloration is caused by trace mineral deposits that are found in calcium chloride.

***If no moisture is present in the bottom container, does this mean something is wrong with my DampRid container?***

If the white crystals are hard, it is probably ready to release the absorbed moisture into the bottom container. Please be patient. Eventually, the moisture will sweat into the bottom chamber of the product. This will take up to two months, sometimes longer, depending on how much moisture is in the air.

***What does this mean: "avoid metal & leather" on the container?***

DampRid is a salt product. If the absorbed moisture comes in physical contact with metal for a long period of time it will corrode. If the absorbed liquid comes in physical contact with the leather, it will absorb the moisture in the leather leaving it hard and wrinkled.

***How do I dispose of the crystals and/or the absorbed moisture?***

The crystals are water-soluble. To dispose of the absorbed moisture, simply flush the absorbed moisture down the toilet.

***How many DampRid containers should I use?***

This depends upon how much moisture is present and this can vary by location. Since the presence of musty odors indicates a moisture problem, we suggest you use one DampRid unit per 100 square feet. If the white crystals are completely gone before a three-week period, add another unit.

***What do I do if I accidentally spill some of the collected liquid?***

It is recommended to use a wet/dry vacuum or towel to remove as much of the liquid as you can. Continue to pour regular tap water onto the spill to dilute the concentration of the liquid. If you do not dilute or clean the spot, the spilled liquid will continue to absorb excess moisture and the spot may get larger.



## Guide to Indoor Air Protection



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