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JACKETS

Q: How do I wash my Gore-Tex® jacket?

- A: - All The North Face garments have cleaning instructions on a tag inside the garment. In most jackets, you will find the tag stitched in the seam at the waist.
- Washing your GORE-TEX® jacket will not hurt it. In fact, washing your jacket regularly will help maintain the DWR coating on the outside of the fabric, which causes water to bead up and shed off, rather than being absorbed.
 - Be sure to zip all zippers, and close all Velcro® fasteners before you wash your jacket.

Q: How do I wash my down jacket?

- A: - Periodic cleaning of down jackets is essential to maintaining maximum loft and ensuring the long life of the product. Though it is possible to wash your own down product, we recommend that you have your jacket or sleeping bag professionally cleaned by a service that specializes in cleaning down.

Q: My Gore-Tex jacket by The North Face is leaking. What can I do?

- A: - GORE-TEX® garments are made of a nylon outer fabric that has been laminated to a GORE-TEX® membrane. This nylon outer fabric is treated at the mill with durable water repellency, called DWR. DWR is a substance like Tectron® or Scotchguard®, only it is much longer lasting. The GORE-TEX® membrane is what keeps raindrops out and allows body vapor to pass through. Once the DWR wears off, water will soak into the nylon layer of the jacket, but GORE-TEX® membrane will keep water from soaking all the way through to your skin.
- In order to revive the DWR, the product needs to be thoroughly cleaned according to the care label. When cleaning your GORE-TEX® jacket, be sure to attach all Velcro® closures and zip all zippers. Finally, the entire outside of the garment should be touched up with a warm iron on the steam setting.
 - This process should revive the DWR. For even better performance, treat your product with a coating of a DWR spray, such as Tectron® or Revivex®. This maintenance program is only required when water stops beading up on the outside of the garment.
 - In the event you find this process ineffective, please send your GORE-TEX® product in to us. We would be happy to inspect it for you.
 - If you have any additional questions, please call us at 1-855-500-8639 or W.L. Gore & Associates Customer Service at 1-800-431-GORE.

Q: My shell jacket will not stay dry anymore. What can I do about it?

- A: - All of The North Face Outerwear shell fabrics are treated with a Durable Water Repellent finish (DWR). This finish helps the shell fabric resist wetting by causing the water to bead-up so it easily falls off before being absorbed into the fabric. Additionally, some of our performance fabrics have a waterproof back finish (such as GORE-TEX® fabrics and HydroSeal®) that prevents penetration of the water through the fabric. As a garment is worn and used over time, accumulation of soils from external sources as well as from your own body can lessen the performance of these finishes.
- In order to revive the DWR, follow the cleaning instructions on a tag inside the garment. In most jackets, you will find the tag stitched in the seam at the waist. When cleaning your garment, attach all Velcro® closures and zip all zippers. It is recommended to put the product through two rinse cycles to ensure that there is no detergent residue. The entire outside of the garment can also be touched up with a warm iron on the steam setting after laundering to aid in restoring the DWR properties.
 - This process should revive the DWR. For even better performance, treat your product with a coating of a DWR spray such as Tectron®. This maintenance program is only required when water stops beading up on the outer surface of the fabric.

TENTS

Q: How can I get a replacement for my tent fly?

A: - Replacement tent flies for some models of The North Face tents are available through the Warranty Department. They range from \$60 to \$330, with the average fly priced at \$140. There will be a \$7 shipping charge (\$15 for Alaska and Hawaii). Please call 1-855-500-8639 for pricing and availability.

Q: How can I get my tent poles repaired or replaced?

- A: - Tent poles for four season tents are covered under warranty, and are generally repaired without charge. Three season tent poles can be repaired for a reasonable fee. Repairing poles is much more economical than replacing them. The average repair cost is around \$15, and the average replacement cost is around \$42 per pole. Pole repair costs are based on a \$5 per pole labor charge, a \$5 per-each-section material charge, and \$7 for return shipping (\$15 for Alaska and Hawaii).
- If you would like your poles repaired, please send them to the Warranty Department. If you have lost your poles and need them replaced, please call the Warranty Department, at 1-855-500-8639. We will need to know the style of your tent, and the type of pole you need replaced.

Q: How do I clean and store my tent by The North Face?

- A: - Proper cleaning and storage of your tent will help prolong its life. Before storing your tent, set it up and inspect it. Look for any damage, pulled seams, broken zippers, holes or mildew. The North Face tent warranty covers pulled seams and broken zippers. Other types of repairs, such as patching holes or tears can be done for a reasonable charge.
- Once you have inspected your tent, clean all dust and dirt marks with a sponge, mild soap, and tepid water. Rinse with a clean wet sponge. Allow the tent to dry thoroughly before dismantling it. Do not soak your tent, and never machine-wash it. Store the tent loosely, in a large cotton sack or in a cardboard box, in a cool, dry place
 - Be sure to wipe down your poles with a sponge or towel. Salt can corrode them, and dirt on poles stored with your tent can contribute to mildew growth. Be sure the shock cord in your poles is dry before storing.

Q: My tent has a musty, mildew odor. What can I do?

- A: - A musty odor and/or small cross-shaped spots on the tent fabric indicate mildew formation. Mildew requires a dark, warm, moist environment (with dirt as a nutrient) to grow and reproduce. The fungus actually penetrates the urethane coating of the tent fabric, and grows in between the tent fabric and the coating, eventually destroying the fabric. The damage is irreversible, but immediate action can retard further mildew growth and damage.
- Should mildew begin to form, set up the tent and clean it with a sponge and warm soapy water, then rinse with a clean sponge. Next, sponge-wipe the tent with a solution of 1/2 cup Lysol and 1 gallon of hot water. Leave the solution on the fabric and allow it to dry. Then, mix 1 cup of salt and 1 cup of concentrated lemon juice with 1 gallon of hot water. Rub the solution into the visible mildew and once again, allow it to dry.
 - This procedure will stop mildew growth and eliminate the odor, but it will not remove the stain. Any damage caused by mildew is not covered under warranty. These measures are offered to help you prolong the life of your tent once mildew has set in.

Q: My tent fly is delaminating. What can I do?

- A: - Tent fly delamination can be caused by a number of things. UV damage, mildew, improper cleaning and storage, and normal wear and tear are common culprits. Tent fly delamination is generally not covered under warranty, and our Warranty Department does not have the facilities to re-laminate tent fabric. There are tent re-coating products available on the market, and we do sell replacement flies for some tent models.

Q: How do you pitch a tent by The North Face?

- A: (1) Select a site: Find a desirable site. Spread the tent canopy flat on a level site that is free of sharp objects and where rainwater will not pool under the tent. A ground cloth (such as a Footprint) is recommended to protect the floor. The North Face makes Footprints for all of our tents to serve as a fitted, lightweight ground cloth/tarp.
- (2) Set up the tent: Push each pole into its sleeve until each pole tip can be held in place by the enclosed pole pocket at the end of the pole sleeve.
- (3) Put on the flysheet: For protection from rain and other inclement weather, the flysheet must be used. Attach flysheet to pole ends/pockets.
- (4) Stake down the tent: To keep the tent from blowing away in a sudden gust of wind, it is advisable to stake down the entire tent and fly.

BACKPACKS

Q: How do I clean my backpack?

A: - The best way to clean our backpacks is to spot clean with a damp cloth, then let it air dry. We do not recommend fully submerging our backpacks in water.

SLEEPING BAGS

Q: What is the best way to store my sleeping bag by The North Face?

A: The following is a list of general care instructions to help maintain the quality of your North Face sleeping bag. Please refer to the care label attached to your sleeping bag for more specific instructions.

- (1) Store your bag in the provided large nylon/mesh bag (instead of a stuffsack or compression sack) to maintain the bag's loft throughout its lifespan. Storing your sleeping bag in a small sack constricts the insulation and may be harmful for an extended amount of time.
- (2) When not using your sleeping bag, store it in a cool, dry place.
- (3) It is imperative to completely dry the sleeping bag before storage. If the bag is stored when wet or damp, you run the risk of mildew growth. The most efficient way to do this is to air-dry the bag outside, avoiding direct exposure to the sun. When drying, alternately turn the bag inside out - especially with our DryLoft® fabric or Gore-Tex® shelled bags. This allows for the insulation to dry more rapidly through the lining materials as well as helping to freshen the sleeping bag.

Q: Feathers seem to be leaking from my down jacket/sleeping bag. Is this normal?

- A: - In the case of products manufactured with goose down, it is natural for some of the down and feathers to escape through the fabric, particularly in the seams. The sharp quills of the feathers can poke tiny holes in the fabric and work their way through to the outside. It is normal for this to happen, particularly in newer products when the down has not had an opportunity to settle. There is no reason for alarm, and this phenomenon should not affect the insulating property of your product. To minimize the amount of down that escapes, simply pull the down back through the underside of the fabric and massage the fabric and down underneath. This will cause the "hole" or separation in the fabric fibers to close up.
- In rare cases, a material defect or manufacturing flaw may cause excessive down leakage in a product. If you find the above suggestion ineffective, we will be happy to inspect the item for you.

Q: How do I wash my sleeping bag?

- A: - Periodic cleaning of down sleeping bags is essential to maintaining maximum loft and ensuring the long life of the product. Though it is possible to wash your own down product, we recommend that you have your jacket or sleeping bag professionally cleaned by a service that specializes in cleaning down.

Q: How do I wash my synthetic sleeping bag?

- A: - We recommend that you use a commercial sized, front loading washing machine to wash your synthetic sleeping bag. Wash in warm water with a mild powder detergent. Rinse several times to remove all the dirty, soapy water. An extra spin cycle will also remove excess water. Line dry, or tumble dry on very low, or no heat. Check the bag frequently to be sure the fabric is not getting too hot. Be sure your bag is completely dry before storing.

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GLOVES

Q: How do I take care of my The North Face gloves?

- A: - Like all quality products, gloves will perform at their best when regularly maintained. The specific care will depend on the materials. Follow the instructions on your TNF gloves and use these guidelines.
- All Leather Insulated Gloves & Mittens
 - Remove surface dirt with a rag, using lukewarm water if needed. Air dry.
 - To restore water resistance, use Nikwax Waterproofing Wax for Leather. Put on the gloves. Place a small amount of the cream (dime sized) on the glove and rub in evenly pressing the cream into seams. After ten minutes remove any excess.
 - Repeat treatment as needed for optimal water resistance.
 - Fabric and Leather Insulated Gloves & Mittens
 - Remove surface dirt with a rag, using lukewarm water and Nikwax Tech Wash as needed. Some gloves can be machine washed (check label). Air dry.
 - To restore water resistance, use Nikwax Glove Proof. Shake container. Apply evenly, paying special attention to seams and stitching. After two minutes remove any excess. Allow to air dry.
 - Repeat treatment as needed for optimal water resistance.
 - Fleece & Liner Gloves & Mittens
 - Remove significant concentrations of surface dirt with a rag, using lukewarm water and Nikwax Tech Wash as needed. Some gloves can be machine washed with Nikwax Tech Wash (check label). Air dry.

FOOTWEAR

Q: How do I extend the life of my footwear by The North Face?

- A: Here are a few tips to help you to care for your boots or trail running shoes.
- (1) Use a silicon-based weatherproofing agent to protect your leather footwear against the elements. There are several different products on the market, but our footwear designers recommend Nikwax Waterproofing Systems, the industry standard for treatment to leather boots.
 - (2) Make sure to clean your shoes after use, as mud and dirt getting into the fabric can cause fiber decay. It is a common error to machine wash trail running shoes. Instead, use hot water, a rag and a cleansing agent to clean the footwear. To dry, stuff shoes and air-dry for best results.
 - (3) Store footwear in a cool, dry place to ensure they last as long as you do on that long run or hike

ZIPPERS

Q: My zipper is broken. What should I do?

- A: - If you are having problems with the zipper on your product by The North Face, please send it in, so that we may repair it.

Q: My right-hand zip North Face Sleeping bag is not compatible with my left-hand zip bag. What can be done so they will zip together?

- A: - All left-hand zip North Face® sleeping bags should be zipper compatible with all right-hand zip North Face bags. Due to manufacturing design changes over the years, this may not be true for you. If your older North Face sleeping bag is not zipping together with your newer bag, please send us both bags so that we may change the zippers so they will mate.
- Please be sure to send your synthetic bags to us freshly laundered. Down bags should be professionally cleaned. We have a contract with a professional cleaning service that specializes in down products, and can have your down sleeping bags cleaned for a reasonable charge for you before we work on them.
 - If you are having problems with the zipper on your product by The North Face, please send it in, so that we may repair it.