



Pelican Limited Lifetime Warranty against manufacturer's defects.

Pelican Water ("Pelican") warrants to the end user ("customer") that its tanks, valves, in/out heads, bypass's, fittings, Natursoft Media and housings ("Covered Items") will be free from defects in material and workmanship under normal use and service for the life of the system.

No warranty is made with respect to defects or damaged due to neglect, misuse, alterations, accident, misapplication, physical damage, installation on water quality outside guidelines for system or damaged caused by fire, acts of God, or freezing.



Private Well Water Conditions (water supplied from homeowner's private well): The water treated should be free of hydrogen sulfide (sulfur gas / rotten egg smell), oils or high levels of copper (>1.30 mg/L). Any will coat the surface of the media and will interfere reducing its efficiency. If any iron or manganese is present in the source water, the media will cause it to be oxidized. If any of these issues exist, you should employ pre-treatment prior to using this technology. Please contact customer service at 1-877-842-1635 for your pre-treatment needs.

Pelican Product Warranties

Pelicans Limited Lifetime Warranty

Pelican Water ("Pelican") warrants to the end user ("customer") that its tanks (13" and smaller), valves, in/out non-electric heads, bypass's, fittings and housings for POE systems ("Covered Items") will be free from defects in material and workmanship under normal use and service for the life of the system**.

Pelican 10 Year Limited Warranty

Pelican Water ("Pelican") warrants to the end user ("customer") that its retention tanks, mineral tanks (14" or larger) and solid-state electronic heads ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 10 years.

Pelican 2 Year Limited Warranty

Pelican Water ("Pelican") warrants to the end user ("customer") that its metering pump motor and housing ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 2 years.

Pelican 1 Year Limited Warranty

Pelican Water ("Pelican") warrants to the end user ("customer") that its metering pump tubing, Diaphragm Feed Pump, RO Systems, Shower Filter, Drinking Filter System and flow control switches ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 1 year.

Limitations and Responsibilities

Pelican's obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of Covered Items by these warranties, labor is not covered. These warranties do not cover replacement filter cartridges, elements or lamps. Prior to return or repair of Covered Items, the customer must obtain a return goods authorization number from Pelican and at Pelicans option, return the Covered Items freight prepaid. Any Covered Item repaired or replaced under these warranties will be returned prepaid standard freight to the original point of shipment. Expedited freight options are available at customer expense.

No warranty is made with respect to defects or damaged due to neglect, misuse, alterations, accident, misapplication, physical damage, or damaged caused by fire, acts of God, or freezing. These warranties apply only to the original registered owner so long as the owner owns/lives in the home in which the unit was originally installed. Customer must register their system with Pelican within 90 days of purchase* in order to obtain a warranty. Warranty will discontinue after the unit is removed from the location where it was originally installed. Warranty begins on the date of delivery of product to the customer. Improper maintenance of system (ie not replacing filters or media) on time will be considered "neglect". Installation of any system on water conditions outside of or beyond the recommended specs of any system voids any warranty.

Pelican gives this warranty to the customer in lieu of all other warranties, express or implied, including without limitation any implied warranties of merchantability or fitness for a particular purpose or treatment of certain water and hereby expressly disclaims all other such warranties. Pelican's liability hereunder shall not exceed the cost of the product. Under no circumstances will Pelican be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the Covered Items or any water treatment system the Covered Items are incorporated into. These warranties are governed by the laws of the state of Florida and may change at any time without notice..

*Failure by California and Quebec residents to complete the product registration form does not diminish their warranty rights.

**For all orders placed on or after June 3rd, 2011.

Trojan Product Warranties

Trojan 10 Year Limited Warranty

Viqua ("Trojan") warrants to the end user ("customer") that its UV chamber ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 10 years.

Trojan 5 Year Limited Warranty

Viqua ("Trojan") warrants to the end user ("customer") that its Pro Series and G/H/J power supplies ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 5 years.

Trojan 3 Year Limited Warranty

Viqua ("Trojan") warrants to the end user ("customer") that its UV Max Series power supplies ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 3 years.

Trojan 1 Year Limited Warranty

Viqua ("Trojan") warrants to the end user ("customer") that its UV lamps and sensors ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 1 year.



Pelican Limited Lifetime Warranty on all filter housings, tanks, in/out heads, and the bypass valves against manufacturer's defects.

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Pelican Performance Guarantee

The Pelican Carbon Series is guaranteed to reduce chlorine, and chloramines to non-detectable levels for 5 years or 600,000 (PC600)/ 1,000,000 (PC1000) gallons or Pelican will send replacement carbon media to the customer at no charge. That's our promise. That's why people choose Pelican.



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Items”) will be free from defects in material and workmanship under normal use and service for the life of the system. No warranty is made with respect to defects or damaged due to neglect, misuse, alterations, accident, misapplication, physical damage, installation on water quality outside guidelines for system or damaged caused by fire, acts of God, or freezing.

Private Well Water Conditions (water supplied from homeowner's private well):

The water treated should be free of hydrogen sulfide (sulfur gas / rotten egg smell), oils or high levels of copper (>1.30 mg/L). Any will coat the surface of the media and will interfere reducing its efficiency. If any iron or manganese is present in the source water, the media will cause it to be oxidized. If any of these issues exist, you should employ pre-treatment prior to using this technology.

Please contact customer service at 1-877-842-1635 for your pre-treatment needs.

Manufacturers’ warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.