



# **Owner's Manual**

**Pelican Custom  
Premium WHWF 1354/1665**

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## Table of Contents

<b>Table of Contents</b> .....	<b>3</b>
<b>Product Operation and Specifications</b> .....	<b>4</b>
<b>Important Information</b> .....	<b>4</b>
<b>Complete Parts List</b> .....	<b>5</b>
<b>Installation Overview</b> .....	<b>6</b>
Carbon Tank Soak .....	7
Carbon Tank Wash .....	8
<b>Installation</b> .....	<b>9</b>
Pre-Filter Assembly .....	9
Pre-Filter Installation .....	9
Whole House Water Filter Tank Installation .....	10
<b>Complete the Installation</b> .....	<b>10</b>
<b>Care and Cleaning</b> .....	<b>11</b>
Premium Whole House Water Filter .....	11
Sediment Filter .....	11
Replacing the Sediment Filter .....	11
<b>Troubleshooting</b> .....	<b>12</b>
<b>Warranty</b> .....	<b>13</b>
Warranty Registration Form .....	14

## Product Operation and Specifications

Specification Description	1354	1665
Rated Service Flow	20 GPM	25 GPM
Minimum Working Pressure	25 PSI	
Maximum Working Pressure	80 PSI	
Maximum Vacuum	5 inch/127 mm Hg	
Operating Temperatures	36°F - 120°F	
pH Range	6 - 11	

### Important Information

- Read these instructions carefully and determine the location of all system components before beginning installation.
- Check all applicable plumbing, building, and electrical codes for installation compliance.
- Install the system on the main water supply.
- Systems that contain electronic components cannot be installed outside in uncovered areas.

#### !!IMPORTANT!

Your system will not be ready for use for a minimum of 48 hours while the Carbon Soak process takes place. Please plan your install accordingly.

#### **WARNING:**

**If this or any other system is installed in a metal (conductive) plumbing system, i.e. copper or galvanized metal, the plastic components of the system will interrupt the continuity of the plumbing system. As a result any errant electricity from improperly grounded appliances downstream or potential galvanic activity in the plumbing system can no longer ground through contiguous metal plumbing. Some homes may have been built in accordance with building codes, which actually encouraged the grounding of electrical appliances through the plumbing system. Consequently, the installation of a bypass consisting of the same material as the existing plumbing, or a grounded "jumper wire" bridging the equipment and re-establishing the contiguous conductive nature of the plumbing system must be installed prior to your systems use.**

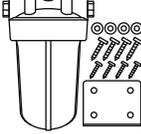
#### **CAUTION:**

When adding a filtration/softening system to homes/buildings supplied by well water, the system should be installed following the pressure tank. **DO NOT USE this system for pneumatic or hydro pneumatic applications. If you are using a booster pump, then install this system following the booster pump.** If you have questions, please call customer service.

## Complete Parts List

**Note:** Pelican supplies the parts below to accommodate a variety of water supply lines.

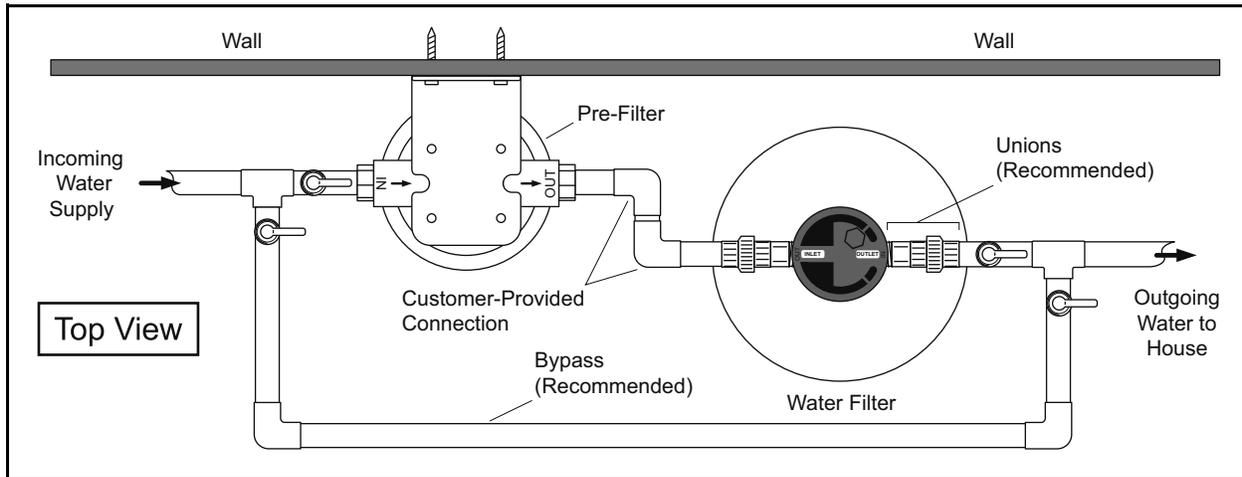
**Table 1: Parts List**

Part	Description	Qty.	Part	Description	Qty.
	<b>PVC Adapter:</b> 1-1/2" to 1" Threaded PVC Adapter Note: For Use with Tank Head	2		<b>PVC Adapter:</b> 1" to 3/4" Threaded PVC Adapter Note: For Use with Tank Head	2
	<b>Pre-Filter System:</b> BB20-1.5 Big Blue Pre-Filter Housing, Mounting Bracket, Philips Head Screws (4), Bolt Head Screws (4), and Washers (4)	1		<b>3/4" PVC Hose Bib</b>	2
	<b>Pre-Filter Wrench</b>	1		<b>Tank Model</b>	1
	<b>Sediment Filter:</b> 5 Micron Poly-Spun Sediment Filter for BB20-1.5	1			

**Note:** Drawings are not to scale.

Additional fittings will be needed to adapt to your plumbing.

## Installation Overview



**Figure 1**

**Note:** The plumber should follow the stickers on the head.

## Carbon Tank Soak

### !!IMPORTANT!

Your system will not be ready for use for a minimum of 48 hours while the Carbon Soak process takes place. Please plan your installation accordingly.



### Notice:

Water will flow out of the filter head during this process. Be sure you perform this series of steps in a location suitable for water flow.

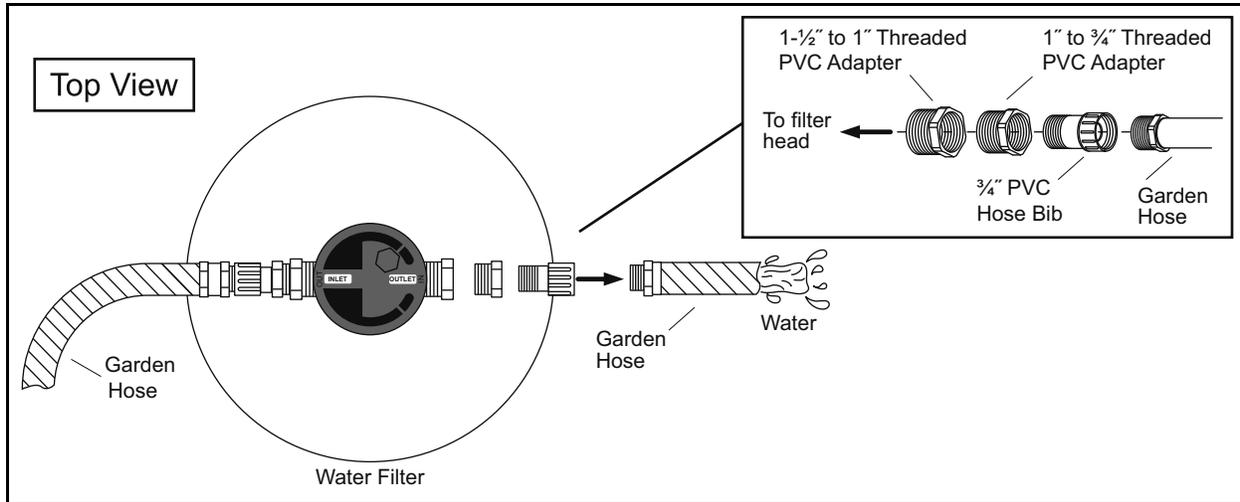


Figure 2

1. Connect the 1-1/2" threaded PVC adapter to the inlet side of the tank head.
2. Connect the 1" threaded PVC adapter into the 1-1/2" adapter.
3. Connect the 3/4" PVC hose bib into the 1" adapter.
4. Connect your garden hose to the Hose bib adapter.
5. Repeat steps 1-4 on the Outlet side of the tank head.
6. Fill the Pelican Custom Premium Whole House Water Filter Tank full until water flows out of the second hose.
7. Turn the water off.
8. Allow the carbon tank to soak for at least 48 hours prior to tank installation.

## Carbon Tank Wash

### !!IMPORTANT!

Do not perform the Carbon Tank Wash until the Carbon Tank Soak process is complete.



### Notice:

Water will flow out of the filter head during this process. Be sure you perform this series of steps in a location suitable for water flow.

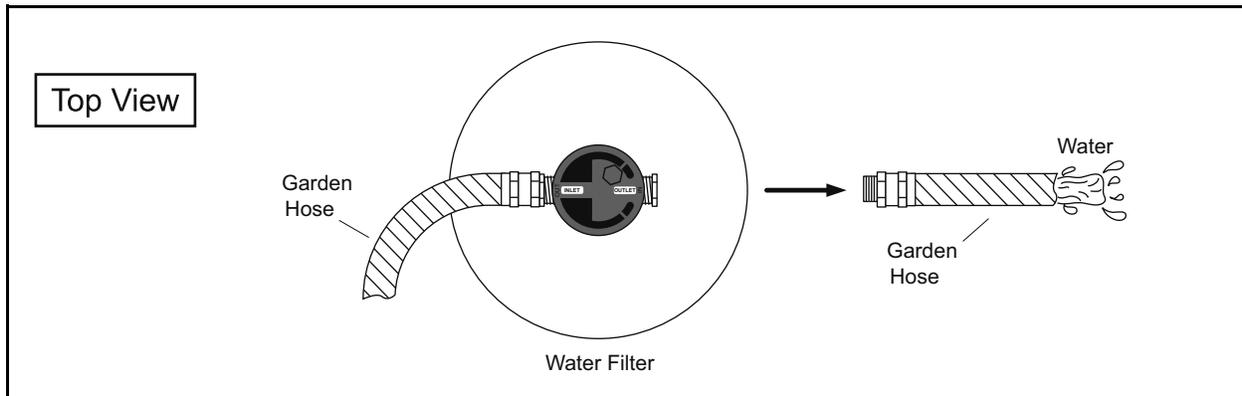
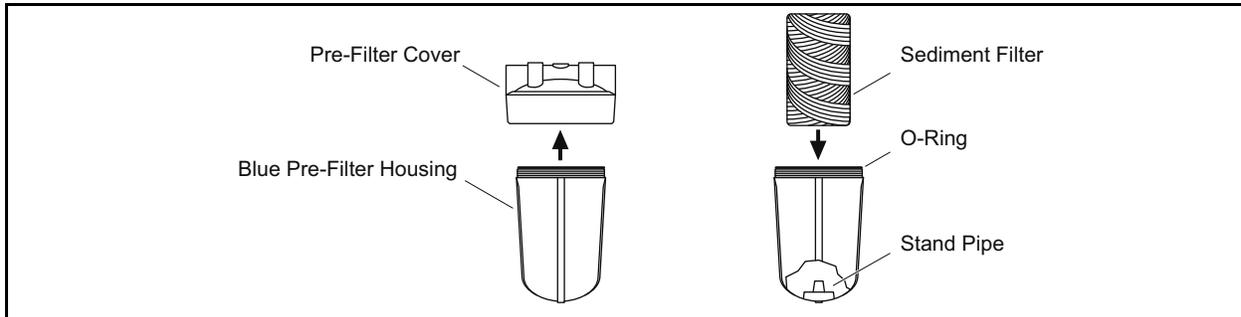


Figure 3

1. Slowly turn on the water to the full position for this entire process.
2. Run water through the INLET side of the filter head for 60 minutes.
3. Turn off the water.
4. Remove the hoses and the hose bib adaptors.

## Installation

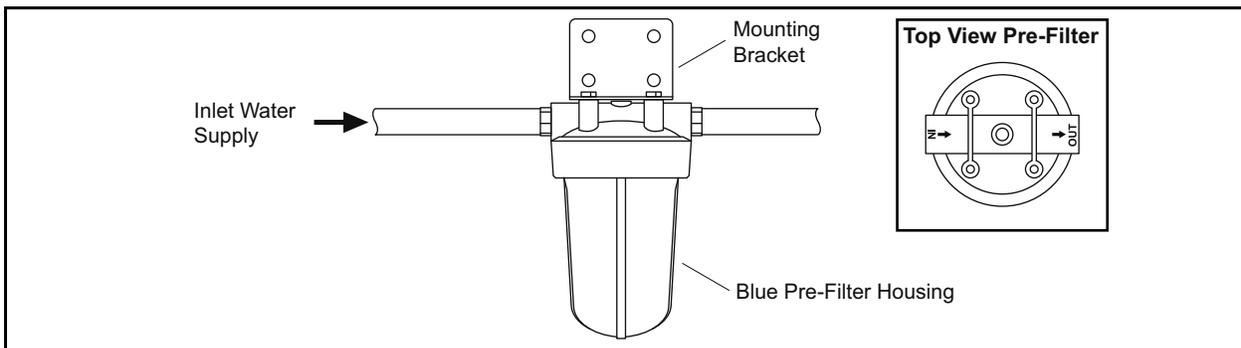
### Pre-Filter Assembly



**Figure 4**

1. Unscrew the cover from the Blue Pre-Filter Housing.
2. Remove the plastic covering from the Sediment Filter.
3. Place the Sediment Filter onto the Stand Pipe in the Blue Pre-Filter Housing.
4. Screw the cover onto the Blue Pre-Filter Housing until hand-tight.

### Pre-Filter Installation



**Figure 5**

1. Shut off the water.
2. Attach the Mounting Bracket to the wall using the supplied Phillips Head Screws and Washers.
3. Attach the Pre-Filter System to the Mounting Bracket using the supplied Bolt Head Screws.
4. Lube the o-ring with clean silicone grease before attaching the cover onto the housing.
5. Tighten the Blue Pre-Filter Housing using the supplied Pre-Filter Wrench (counter clockwise).
6. Determine the size of your inlet water supply line. PVC Reducers may be needed to fit the 1-½" Pre-Filter System.



#### **Notice:**

The Pre-Filter Housing comes with a 1-½" threaded female inlet/outlet and will require additional fittings to adapt to your plumbing. It is recommended that a shut-off valve and a bypass be plumbed in around the system before installing the Pre-Filter system.

## Whole House Water Filter Tank Installation

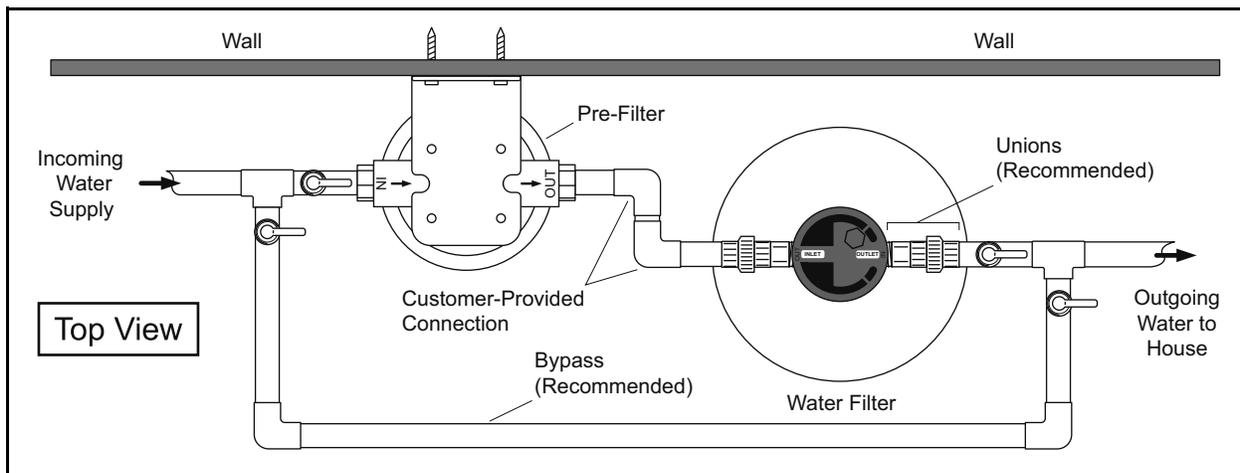


Figure 6

1. Determine the size and material of your incoming water supply line and choose the appropriate fittings required to connect it to the filter head.

### **⚠ CAUTION:**

Do not over-tighten any of the fittings during installation.

2. Install the fitting onto the INLET and OUTLET sides of the filter head.
3. Connect the incoming water supply to the INLET side of the filter head.
4. Connect the outgoing water supply to the OUTLET side of the filter head.

## Complete the Installation

1. Turn on the main water supply.
2. Check for leaks.
3. Peel off the protective plastic wrap from the stainless steel tank jackets if you have the 1354 tank.

### **⚠ CAUTION:**

Avoid high flow rates such as bathtub, utility sinks, hose bibs, multi-headed showers, body sprayers, or anything that is considered high flow for the first 72 hours to avoid flow restrictions caused by carbon blockage of the top basket inside the carbon tank.

### **⚠ CAUTION:**

Carbon dust may be released into the water lines of the house/building during the first few days of water use after carbon tank installation. The carbon dust is harmless, but may give the water a gray appearance that should diminish within a week or 10 days depending on water use.

### **!!IMPORTANT!**

Do not use where water is microbiologically unsafe or with water of unknown quality without proper disinfection before or after the filter/softener system.

## Care and Cleaning

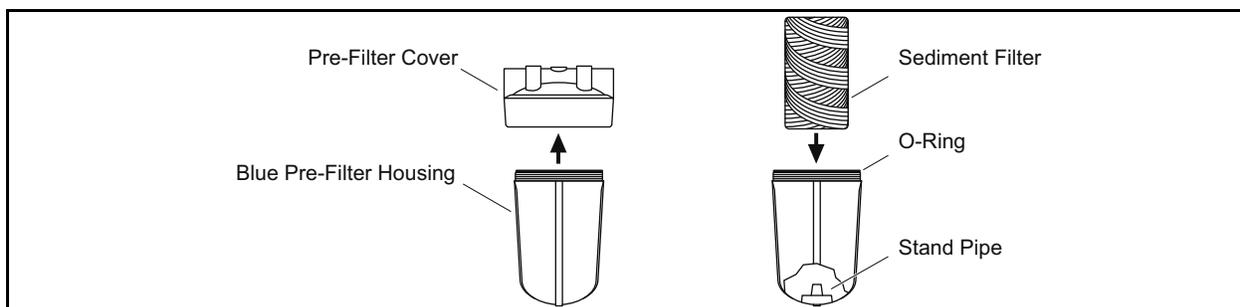
### Premium Whole House Water Filter

Your Pelican Custom Premium Whole House Water Filter requires care and cleaning after a period of 5 years. Replacement media and instructions can be ordered on-line at [www.pelicanwater.com](http://www.pelicanwater.com) or by calling 877-842-1635.

#### Sediment Filter

It is recommended that the Sediment Filter be replaced every 6-9 months depending on the amount of sediment present in the water supply. If the system has been working properly and the pressure is slowing, it may be time to change the Sediment Filter. Check the Sediment Filter and replace if necessary.

#### Replacing the Sediment Filter



1. Turn off the main water supply to the Pre-Filter System and bypass all tanks.
2. Run a faucet (cold water) inside the house to relieve the pressure.
3. Unscrew the Blue Pre-Filter Housing clockwise using the supplied Pre-Filter Wrench.
4. Remove the existing Sediment Filter and discard.
5. Remove the O-Ring and wipe the groove and O-Ring clean. Lubricate the O-Ring with a coating of clean silicone grease. Replace O-Ring and press the O-Ring down into the groove with two fingers.  
**Note:** This step is important to ensure the proper filter seal. Make sure the O-Ring is seated level in the groove. If the O-Ring appears damaged, stretched, or crimped it should be replaced at this time.
6. Place a new Sediment Filter onto the Stand Pipe in the Blue Pre-Filter Housing.
7. Screw the Blue Pre-Filter Housing onto the Pre-Filter Cover.
8. Turn on main water supply slowly to allow the Pre-Filter System to fill with water and put tanks back in service, out of bypass.
9. Check for leaks.

## Troubleshooting

Problem	Solution
Water leaking at the top of the tank around the head.	You may need to turn the head to tighten it. The tank head is pre-installed hand-tight, do not overtighten the head (just turn it snug).
Water pressure is slowing.	It is recommended that the Sediment Filter be replaced every 6-9 months depending on the amount of sediment present in the water supply. If the system has been working properly and the pressure is slowing, it may be time to change the Sediment Filter. Check the Sediment Filter and replace if necessary.

## Warranty

### Pelicans Limited Lifetime Warranty

Pelican Water ("Pelican") warrants to the end user ("customer") that its tanks (13" & smaller), 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.\*\*

### Pelican 10 Year Limited Warranty

Pelican Water ("Pelican") warrants to the end user ("customer") that its tanks (14" & larger), valves, in/out non-electric heads, bypass's, fittings and housings ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of ten years\*\*.

### 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. 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 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 (i.e. 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.

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## Warranty Registration Form

Send in this Warranty Registration Form to validate your warranty or visit [www.PelicanWater.com](http://www.PelicanWater.com) to complete warranty registration form online.

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### Pelican Warranty Registration Form

<b>Date Item(s) were Received:</b>	<b>Order ID#:</b>	<b>Model:</b>
_____	_____	_____
<b>Dealer Purchased From:</b>		
_____		
<b>Model/Serial Number:</b>		
_____		
<b>Name:</b>	_____	
<b>Address:</b>	_____	
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
_____	_____	_____

#### Send To:

Pelican Water Systems  
3060 Performance Circle, Suite 2  
DeLand, FL 32724  
Phone: 1-(877) 842-1635

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#### Plumber's Information (optional)

We like to recommend good plumbers throughout the USA and if you were happy with your installer please give us their information so we can pass it on as a courtesy. Thank you for your time.

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**Name of Plumbing Company used to install system:** \_\_\_\_\_

**Phone #:** (\_\_\_\_\_) - \_\_\_\_\_ of the Plumbing installer