

Frequently Asked Questions

Q. What is the difference between water spots (evaporative deposits) and hard water scale?

Hard Water Scale

Hard water scale buildup is mineral deposits that form inside your water heater, pipes, shower heads and icemakers. This scale occurs because the water is over-saturated with hardness minerals causing those minerals to come out of solution and form scale on pipes and heating elements. This scale can reduce water pressure and damage appliances.

Evaporative Mineral Deposits

Any time water is allowed to evaporate on the outside of faucets, shower doors and counter tops, dissolved solids and minerals are left behind. When these solids are left un-cleaned for a length of time they mix with soap and dirt around them to create a hard to remove water spotting deposit. Since the water has already evaporated, the scale formed is no longer related to the water, and adding a salt water softener will not prevent this, because salt softeners leave sodium in the water, which will also leave water spots.

The Natursoft Solution

A water softener will not stop water spotting. The Pelican no salt water softener will help reduce the amount of heavy cleaning you need to do to remove those spots and will **eliminate** hard water scale in your pipes and appliances. When treated with Natursoft, minerals that are left behind on surfaces when the water evaporates do not bond or stick to the surface around them, making cleaning easier. With Hard water scale prevented, the no salt water softener has protected your appliances from damaging hard water.

Q. Does the Pelican Combo Series pre-filter system remove COPEPODS from the water?

Yes. Since COPEPODES range from 30 microns to 50 microns in size, the supplied 5-micron pre-filter will remove the COPEPODS. This method of COPEPODS filtration is approved based on the article found at <http://www.oukosher.org>.

Q. How easy is it to install the Pelican Combo Series Premium Whole House Water System?

The Pelican combo will be shipped pre-assembled (the tank comes pre-loaded) and Ready-To-Install which greatly simplifies the installation process and also reduces installation cost and time. Detailed installation instructions and supplied fittings make it easy to understand and install the filter system. Also, you or your plumber may contact our knowledgeable Customer Service Technicians for further assistance during the installation if necessary. 1-844-230-7874

Q. What is the cost to maintain the Pelican Combo Series?

The cost to replace the media for the Pelican Carbon PC600 is currently only \$199.00, on the PC1000 \$299 including free shipping. Replacing the carbon media instead of the tank makes the replacement process simple and very cost effective. No replacement is required on the NaturSoft tank.

Q. What is the blue housing installed before the system for?

Every system Pelican offers comes with a 10" 5 micron sediment filter system. This sediment filter is used to keep sand and sediment away from your system and your home. You will change the filter every 6-9 months, depending on sediment levels. The pre-filter will let you know its time to change it when you notice a slight drop in water pressure meaning the filter is full.

Q. Is the Pelican Natursoft a water softener?

Yes, the Pelican Natursoft is a salt free water softener. Pelican worked closely with the Water Quality Association (WQA) Gold Seal Certification Body and a team of authorities on water treatment certification to define what a water softener was and help expand education to consumers about the differences between an ion exchange (salt) and T.I.C. (Salt Free) water softeners. Education has always been an important step in Pelican's mission statement.

With all the new technologies being developed for water treatment, its important that your water treatment company help educate the consumer on new technologies and how they benefit you. The [Gold Seal Body of the WQA](#) agrees that Pelican's Natursoft system is a water softener and with third party testing showing 99.6% scale prevention, Pelican is the only salt free water softener with a proven track record on the market.

Q. What makes NaturSoft different from similar technologies?

Unlike other systems on the market, the NaturSoft systems requires only 3 seconds of contact with the water, while the others require 9 seconds or more. The Pelican NaturSoft is unlike any other system on the market. The NaturSoft is made in the USA and is sold only by Pelican Water Technologies.

Another benefit of going with Pelican is the lifespan of the NaturSoft catalytic granules. NaturSoft catalytic granules have been rigorously tested in the real world, used in the commercial industry, and made to be non-sacrificial, therefore it requires no "rest time", and requires no replacement. Other similar technologies require replacement every 3-5 years at costs of \$600-\$1,000 and require you not use their systems for 8 hours a day for proper rest!

Q. Why does the NaturSoft handle 75 grains while others only handle 25 grains of hardness?

The NaturSoft's catalytic granular surface is 100% active and grows seed crystals on the entire surface. Other similar technologies only have "growth sites" that are active, leaving more than 70% of the surface inactive.

Q. If the water hardness is tested after the system is installed will the hardness level be different?

If the water is tested after the NaturSoft System is installed the hardness level will remain the same or even test slightly harder due to the existing scale being removed from the plumbing.

Q. Do the NaturSoft Systems have any negative effects on the human body?

No, if your water supply is safe before it enters the NaturSoft System it will be safe after the system. NaturSoft Systems do not add any chemicals to the water therefore there is no harmful effect. NaturSoft Systems leave in the beneficial minerals that are healthy for the human body.

Q. How will the Combo System be shipped?

The NaturSoft Systems are shipped via UPS Ground in the highest quality doubled walled box with side cushions and a custom top piece. No expense has been spared to ensure your system arrives in factory fresh condition.