INTRODUCTION: Pelican closely monitors the performance of its new products in the field to ensure that the product is functioning properly.

There have been an extremely low number of new 9450’s delivered with battery packs that don’t charge properly.

To ensure that every possible cause of these failures is addressed, it is crucial that these units be returned to the factory for inspection and/or replacement.

DETAILS:

How to check the unit’s battery charging system:

- When unit is received, open the case and plug it into a 110 Volt (or a 220 Volt outlet, depending on the model) wall outlet
- The yellow light in the battery charge indicator panel should light up
- If the yellow indicator light doesn’t shine, please contact Pelican at 310-326-4700 or 800-473-5422 to arrange for immediate replacement
- Pelican will pay for the freight to and from our facility