

What does it filter?

The PRO pump has been independently tested by 3rd party labs in the USA to show Log 5 reduction 99.999% of Escherichia coli (E.Coli) and Staphylococcus Bacterias (Staph), Phi-X174 Virus and Cryptosporidium parvum and Giardia lamblia parasites (Protozoa) and significantly reduce heavy metals, making it safe to use in most natural bodies of water throughout the world.

What is the flow rate?

The PRO boasts a super-fast flow rate of 500ml (17 ounces) per minute. Other popular filtration systems have a flow rate half that!

When do I replace the filters?

The Pre-Filter and Ultra Filter can be reused up to 100,00 liters (26,417 gallons) before they should be replaced. The Carbon Filter can be re used up to 2,000 liters (528 gallons) before being replaced.

The filters should be cleaned and/or replaced when you start to notice the flow rate decreasing, and you have already tried cleaning and backwashing with no improvement to the flow rate. More frequent cleaning or replacement may be necessary depending on the quality of the water being filtered.

Is it ready to use out of the box?

Yes! The Survivor Filter is ready to use as soon as you receive it!

Is the Ultra Filter just another name for a membrane filter?

Yes! The Ultra Filter is indeed another name for a hollow-fiber membrane filter and can be backwashed up to 100,000 liters (26, 417 gallons).The filter is made from the most durable polymer material of any ultra filter available— Polysulfone, the same material used in the visors of the Apollo astronaut missions.

Can I use this in the winter?

We're a Canadian company, and know a thing or two about winter climates. As a note of caution, any portable water filter is going to have the risk of damage in sub-zero temperatures when being used in the winter and water isn't completely dry before storing. However, if you ensure that the filters are completely free of water, then the freezing risk is much lower.

What is the difference between the Ultra Filter and Carbon Filter?

The main difference in the membrane filter and the Carbon is that the Carbon Filter acts more as a sponge, which will adsorb organic molecules from the water. Any contaminants that might cause the water to have a peculiar taste or smell will be removed by this filter. The Ultra Filter is a porous filter, which will filter out particles that are larger than 0.01 micron. Think of this filter as a mesh screen door that blocks out pests (contaminants) from getting in (your water).

What's your return policy?

We believe that you will love our filters so much that we offer an unbeatable 100% Satisfaction Guarantee and Lifetime Warranty on all our products.

Try Survivor Filter risk-free and if you don't love it, you'll get your money back. There's absolutely no-risk in giving it a try.

If you ever have an issue, call us during our office hours Monday to Friday from 10am to 5pm EST toll free at [1-888-602-6367](tel:1-888-602-6367) or email us at support@survivorfilter.com.

How do I clean the filter?

Cleaning the filter elements of the Survivor Filter PRO is a quick and simple process. Check out the video below for cleaning instructions. Cleaning the Ultra Filter Pre-Filter and internal Ultra Filter after each trip greatly extends their life.

Make sure to also completely air dry the filter elements before placing them in storage.

WATCH: [How to clean the Survivor Filter PRO Hand Pump Water Filter](#)

What size/length are the hoses?

Inlet Hose

Size - Length: 3.25-ft

Inside Diameter (Inches): 3/16-in

Outside Diameter (Inches): 5/16-in

Outlet Hose:

Size - Length: 1-ft

Inside Diameter (Inches): 3/16-in

Outside Diameter (Inches): 5/16-in