



Franklin Electric

2015

2207S & 2207L Electronic Failure Assessment Procedure.

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Dear Franklin Electric Customer,

The Franklin Electric Australia Team would like to take this opportunity to briefly explain our new 2207S and 2207L Failure Claim Process, which includes two new electronic PDF friendly forms, which will assist in your failure claims initial stages.

In addition to the new failure claims forms and procedures we have design and implemented a new FEA – FAR Database register, this internally used system will assist all our departments within Franklin Electric, in relation to managing and tracking your failure claims with one easily accessible screen.

It may be required to obtain all the new benefits from the soon to be released PDF copies of the 2207S & 2207L failure claims form. To update your current PDF viewer software, which is free at the following web address.

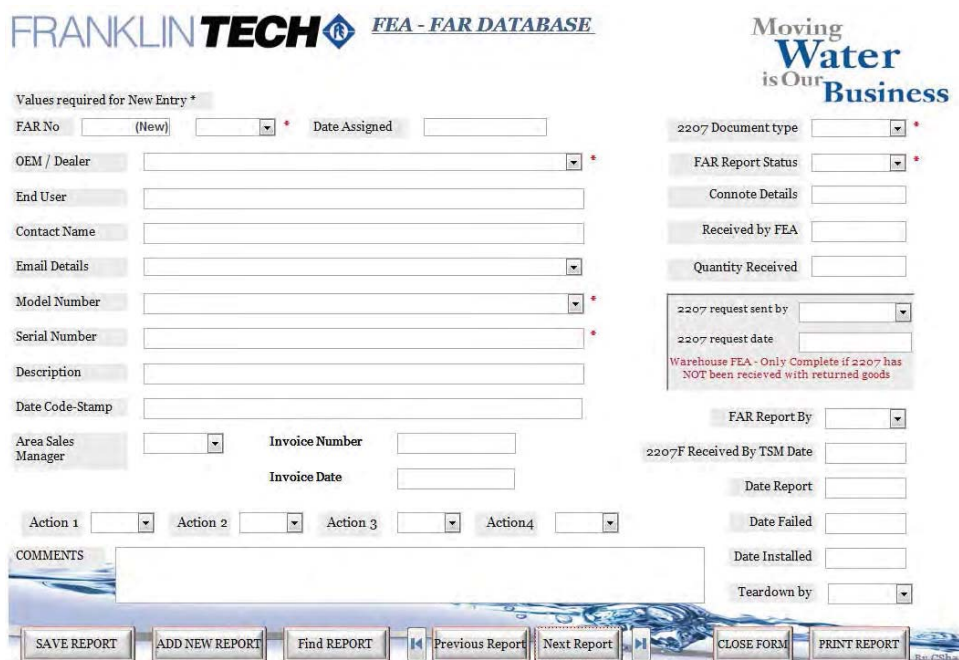
<https://get.adobe.com/reader/>

We hope that this initiative will enable you to complete and lodge your future failure claims in a much more efficient manner than our current 2207F failure forms.

Current 2207F failure assessment form will be superseded

For any issues or assistance please contact Franklin Electric on 1300 372 655.

Our new FEA - FAR Database



FRANKLIN TECH FEA - FAR DATABASE

Moving Water is Our Business

Values required for New Entry *

FARNo (New) * Date Assigned

OEM / Dealer *

End User

Contact Name

Email Details

Model Number *

Serial Number *

Description

Date Code-Stamp

Area Sales Manager Invoice Number

Invoice Date

Action 1 Action 2 Action 3 Action 4

COMMENTS

2207 Document type *

FAR Report Status *

Connote Details

Received by FEA

Quantity Received

2207 request sent by

2207 request date

Warehouse FEA - Only Complete if 2207 has NOT been recieved with returned goods

FAR Report By

2207F Received By TSM Date

Date Report

Date Failed

Date Installed

Teardown by

SAVE REPORT ADD NEW REPORT Find REPORT Previous Report Next Report CLOSE FORM PRINT REPORT

PROCEDURE TO COMPLETE FORM 2207S
IMPORTANT INFORMATION – PLEASE READ

For Products 4" greater than 5kW, All 6" and above products, please complete our new 2207L claim form.

Dear Franklin Electric Customer

To assist you with processing your product failure claim, please find attached a copy of our 2207S-Product Installation Details Form. This Form 2207S is the basis of all product returns for **4" motors less than 5kW, accesories, 4" Wetends, 4" motor accesories**. By completing this form and returning it to Franklin Electric, you are commencing the process to register and progress your Failure Claim or Product Return Request.

Please note the following:

1. Complete the Form 2207S and return it to Franklin Electric either via fax: 1300 782 855 or 03 9799 5050, or email using the submit button on the form to your applicable Area Sales Manager. By completing and submitting this 2207S Form, you are also agreeing that goods will be supplied under our Small products claim, which does not include a pyhisical assessment by Franklin Electric Australia Technical Service Department.
2. It is important that you complete this form comprehensively and completely all required fields in RED "Use the highlight existing fields button to see required fields. paying particular attention to include your email address. This email address is used to provide your via email correspondence a FAR Claim Number by our internal claims department.
3. Upon recieving your completed 2207S claim form, it will be allocated an **FAR Number** which is your unique claim reference number and should be quoted in all future correspondence related to your failure claim.
4. Once you have recieved your FAR number, please tag your item and place aside to allow inspection by your Area Sales Manager on his next visit.
5. Failure to retain product for failure inspection by your Area Sales Manager, will result in the claim being reversed and the product issued under the FAR number will be charged to your account.
6. Once your Area Sales Manager has been able to inspect and confirm the FAR claim verses physical product during his visit, he will notify our failure claims department and yourself via email as to which product/s maybe disposed of.
7. This final email form your ASM notifying of the disposal of product, results in the completion of your failure claim.

It is extremely important that the paperwork is completed in its' entirety to ensure the prompt facilitation of you and your customers claim.

If you have any questions regarding this process, please do not hesitate to contact your Local Area Sales Manager – details below – or any member of the Franklin Customer Service Team on 1300 FRANKLIN (1300 372 655).

Franklin Electric Area Sales Manager Details:

Paul Bishop	0427 817 525
Wayne Ryan	0417 779 194
Andrew Choake	0409 035 733
Dion Moyse	0437 249 451
John Thurtell	0400 549 103

**SITE INSTALLATION*****FAR Number –****Please use this number in all correspondence.*

Dealer / OEM details	Franklin Electric	Date	23/09/2015		
Contact Name	Cameron Shaw	Phone or Email Details	cshaw@fele.com		
End User Name	Your client	End User Location	Client Location	State	VIC
New or Old Installation	NEW	Date Installed	23/09/2001	Date Failed	23/09/2015
Original Invoice No.	650000	Date of Original Invoice	20/09/2001		

PRODUCTS BEING RETURNED FOR ASSESMENT

Pump	<input checked="" type="checkbox"/>	Motor	<input checked="" type="checkbox"/>	Controller (Subdrive /Control Box)	<input type="checkbox"/>	Protection unit (Pumptec/plus – Submonitor)	<input type="checkbox"/>	Other	
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PRODUCT MODEL AND DATE/SERIAL NUMBERS

Motor Model		Date Code And Serial Number	00A65-01-00001A	
Pump Manufacturer	FPS-1B-32TS	Model Number	95710726	
Pump Condition		Duty Flowrate		Litres per Minute
Other Components Model		Serial Number		

Description of fault/ Additional site information:

Pump shaft has broken, motor is okay.

Franklin Electric Area Sales Managers

Email Form to Paul Bishop	Email Form to Andrew Choake	Email Form to Luke Salvaire
Email Form to Wayne Ryan	Email Form to Dion Moyse	

Save to your computer

Print Copy

Clear Form

Caution!!! Clear ALL Fields

PROCEDURE TO COMPLETE FORM 2207L
IMPORTANT INFORMATION – PLEASE READ

Dear Franklin Electric Customer

To assist you with processing your product failure claim, please find attached a copy of our 2207L-Product Installation Details Form. This Form 2207L forms the basis of all product returns for **4" motors greater than 5kW, All 6" and above products, for motors less than 5kW and 4" wetends please complete our new 2207S claim form**. By completing this form and returning it to Franklin Electric, you are commencing the process to register and progress your Failure Claim or Product Return Request.

Please note the following:

1. Complete the Form 2207L and return it to Franklin Electric either via fax: 1300 782 855 or 03 9799 5050, or email using the applicable submit button on the form to your local Technical Service Manager. By completing and signing this Form 2207L, you are also agreeing that goods may be supplied on a charge pending assessment basis.
2. It is important that you complete this form comprehensively and completely all required fields in RED "Use the highlight existing fields button to see required fields, paying particular attention to include your email address. This email address is used to provide the Star Track Controlled Return Documentation (for returning product to our facilities for assessment) and also for sending you your assessment report. Include your Customer's Name and/or details, as this becomes your Senders Reference on the Controlled Return.
3. When your claim is received by Franklin Electric, it will be allocated an **FAR Number** which is your unique claim reference number and should be quoted in all future correspondence related to your assesment claim.
4. An email containing the Star Track Controlled Return Con-note and Label(s) for the return of the failed product will be sent to you in due course. On receipt of the Controlled Return paperwork, follow the instructions included on the email and print the attached label(s) and summary sheet(s). One copy of the Controlled Return Summary, together with a copy of the original Form 2207L **MUST** be included with this shipment. Failure to include a copy of these documents will delay the progression of your claim through the Service System. We will not be able to identify which customer they were sent from, therefore the product will be quarantined and no further action taken until the Form 2207L is received.
5. Failure to return the product in a timely manner – within 6 weeks – may result in any replacement product being invoiced to your account.
6. On receipt of the product and your Form 2207L by our Franklin Electric Service Facility, a full teardown, inspection and assessment of the product will be undertaken by our Qualified Service Technicians.
7. A full report is then prepared by your Local Technical Service Manager and upon approval, a copy of the finished document will then be forwarded to you via e-mail.

It is extremely important that the paperwork is completed in its' entirety to ensure the prompt facilitation of you and your customers claim.

If you have any questions regarding this process, please do not hesitate to contact your Local Technical Service Manager – details below – or any member of the Franklin Customer Service Team on 1300 FRANKLIN (1300 372 655).

Franklin Electric Technical Service Managers –

Queensland & New South Wales Cameron Shaw
Victoria, South Australia & Tasmania
Western Australia & Northern Territory Luke Salvaire

Email cshaw@fele.com

Mobile: 0400 628 231

Email lsalvaire@fele.com

Mobile: 0447 001 445



SITE INSTALLATION

FAR Number –

Please use this number in all correspondence.

Dealer / OEM details	Franklin Electric		Date	23/09/2015	
Contact Name	Cameron Shaw	Phone or Email Details	cshaw@fele.com		
End User Name	Your client	End User Location	Client Location	State	VIC
New or Old Installation	NEW	Date Installed	23/09/2001	Date Failed	23/09/2015
Original Invoice No.	650000	Date of Original Invoice	20/09/2001		

PRODUCTS BEING RETURNED FOR ASSESMENT

Pump	<input type="checkbox"/>	Motor	<input checked="" type="checkbox"/>	Controller (Subdrive /Control Box)	<input type="checkbox"/>	Protection unit (Pumpteck/plus – Submonitor)	<input type="checkbox"/>	Other	
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PRODUCT MODEL AND DATE/SERIAL NUMBERS

Motor Model	236 699 8147	Date Code And Serial Number	96H65-01-000035A	
Pump Manufacturer	FPS-30-37	Model Number	971610 30037	
Pump Condition	Good	Duty Flowrate		Litres per Minute
Other Components Model		Serial Number		

POWER SUPPLY AND PROTECTION

Mains power (240 – 415)	415	Generator		KVA		Overload Setting	87.9	Amps
Overload manufacturer	Submonitor		Overload Model / Class					
Surge / Lightning Protection	FE Submonitor		Model Number					
Auxiliary Protection								
Drop Cable Insulation Type	Rubber	Size	6	mm ²	30	Length - Metres		

MOTOR STARTING METHODS

VFD	<input type="checkbox"/>	Softstarter	<input type="checkbox"/>	DOL	<input checked="" type="checkbox"/>	Auto Trans	<input type="checkbox"/>	Ramp up / Change over time		Sec
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PUMP CYCLE TIME / CONTROL

Level Probes	<input checked="" type="checkbox"/>	Pressure System	<input type="checkbox"/>	Manual	<input type="checkbox"/>	Other	
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INSTALLATION DETAILS

Bore / River / Tank	Bore	Bore Materials / Construction (Steel – PVC – Rock – Sandstone)				PVC		
Bore size	150	mm	Screen or Perforations					
Bore depth	50	Metres	From	40	Metres	To	50	Metres
Motor depth	35	Metres	Flow Sleeve or Inducer Tube	No	Size		mm	
Static Water Level	10	Metres	Water Temperature	22	C°			
Pumping Water Level	15	Metres	Check Valve(S) Location	Pump Discharge				

Description of fault/ Additional site information:

Motor is showing a down to earth condition, incorrect ohms reading between on phase. Pump is okay.

FAR Urgency Assessment Only required

Save to your computer

Caution!!! Clear ALL Fields

Clear Form

Email Form to Cameron Shaw

Email Form to Luke Salvaire

Print Copy

2207S & 2207L Failure Assessment form – Quick reference guide

The below table indicates which 2207 failure form is applicable to Franklin Electric products, this document coincides with the release of the new electronic 2207S and 2207L Failure Assessment form.

Product Model	Warranty Period in Years	From manufacture date to installation Period - Months	Applicable failure form.
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4" SUBMERSIBLE BORE PUMPS - FPS4400

SandHandler series	2 Years	24 months	2207S
TriSeal series			
When coupled to a Franklin 4" motor	3 Years	24 months	

6" SUBMERSIBLE BORE PUMPS

SR series	1 Year	24 months	2207L
STS series			
T series			
When coupled to a new Franklin 6" motor	2 Years	24 months	

8" SUBMERSIBLE BORE PUMPS

SR series	1 Year	24 months	2207L
STS series			
FT series			
FS series			
T series			
When coupled to a new Franklin 8" motor	2 Years	24 months	

10" SUBMERSIBLE BORE PUMPS

FS series	1 Years	12 months	2207L
FT series			
T series			
SSI series			
When coupled to a new Franklin 10" motor	2 Years	12 months	

12" SUBMERSIBLE BORE PUMPS

FS series	1 Years	12 months	2207L
FT series			
When coupled to a new Franklin 8", 10" or 12" motor	2 Years	12 months	

14" SUBMERSIBLE BORE PUMPS

FS series	1 Year	12 months	2207L
FT series			

16" SUBMERSIBLE BORE PUMPS

FS series	1 Year	12 months	2207L
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4" FRANKLIN SUBMERSIBLE MOTORS			
224, 234, 244, 254 series – < 5kW	2 Years	24 months	2207S
234 series – > 5kW			2207L

6" FRANKLIN SUBMERSIBLE MOTORS			
236, 262 series	2 Years	24 months	2207L

8" FRANKLIN SUBMERSIBLE MOTORS			
239, 263 series	2 years	24 months	2207L

10" FRANKLIN SUBMERSIBLE MOTORS			
264 series	1 Year	24 months	2207L

12" FRANKLIN SUBMERSIBLE MOTORS			
265 series	1 Year	12 months	2207L

PUMPTec 1 PHASE MOTOR PROTECTION	2 Years	24 months	2207S
PUMPTec PLUS 1 PHASE MOTOR PROTECTION	2 Years	24 months	2207S

SUBMONITOR 3 PHASE MOTOR PROTECTION	1 Year	24 months	2207S
When installed with a new 6" or 8" Encapsulated Motor	3 Years	24 months	2207S

PT100 MOTOR TEMPERATURE SENSING	1 Year	24 months	2207S
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COUPLINGS – MOTORS - ALL	1 Year	24 months	2207S
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SUBMERSIBLE MOTOR LEADS			
4" motor Lead	2 Years	24 months	2207S
6,8,10,12,14" Motor Leads			2207L

CONTROL – STARTER BOXES – 1 PHASE			
280, 282, 284 series	2 Years	24 months	2207S

SUBDRIVE 75 SYSTEM			
234 SubDrive motors	5 Years	24 months	2207s
SubDrive 4" pump ends			
SubDrive SD75 controller			
SubDrive Pressure Sensor			
SubDrive 18 litre Pressure tank			
SUBDRIVE 150 SYSTEM			
234 SubDrive motors	5 Years	24 months	2207S
SubDrive 4" pump ends			
SubDrive SD150 controller			
SubDrive Pressure Sensor			
SubDrive 35 litre Pressure tank			
SUBDRIVE 300 SYSTEM			
234 SubDrive motors	5 Years	24 months	2207S
SubDrive 4" pump ends			
SubDrive SD300 controller			
SubDrive Pressure Sensor			
SubDrive 80 litre Pressure tank			
SUBDRIVE MANIFOLDS AND VALVES	2 Years	24 months	2207S
SUBDRIVE 75 EXTERNAL ENCLOSURES	5 years	24 months	2207S

5" BOTTOM INTAKE SUBMERSIBLE PUMP			
CS series	2 Years	24 months	2207S
DRAINAGE PUMPS			
ED-EDV	2 Years	24 months	2207S
MH - HORIZONTAL SURFACE MOUNTED PUMPS		2 Years	24 months
MH PUMP ACCESSORIES			
PressControllers. 1.5 and 2.2 Bar	2 Years	24 months	2207S
Pressure switches			
Check Valves			
MH POLY BASES AND COVERS		1 year	12 months
PRESSURE TANKS GWS			
Pressure Wave < 90 Litre	5 Years	24 months	2207S
Pressure Wave > 90 Litre			2207L
Challenger series			
VERTICAL MULTISTAGE PUMPS			
VR series	2 Years	24 months	2207L
VR electric motors, 1ph and 3ph			
ISO CENTRIFUGAL PUMPS			
ISO series	1 Year	24 months	2207L
ISO electric motors, 2p, 4p, 1ph, 3ph			
DRIVE-TECH VARIABLE SPEED DRIVES		2 Years	24 months
ABB VARIABLE SPEED DRIVES		1 Year	12 months
ELECTRICAL DROP CABLE		1 Year	12 months
SUBDRIVE SOLAR			
Solar 4" motors	2 Years	24 months	2207S
Solar 4" pump ends			
Solar Controllers			
SOLAR PANELS		25 Years	12 months
SOLAR ARRAY FRAME		2 Years	12 months
PONTOONS & SHROUDS		1 Year	12 months
MISC FITTINGS (if purchased separately)			
Splice kits 4" & 6"	1 Year	12 months	2207S
Pressure gauges			
PVC Shrouds			
Bore caps			
Airline SWL Kits			
Safety wire reels and clips			

SPARE PARTS			
Seals or Seal Kits	1 Year	24 months	2207S
Bearings			
Capacitors			
Overloads			
Relays			
Mechanical Seals or Kits			
End bells			
Pump casings			
Rotating elements			
Pump impellers			
Pump diffusers			
O Rings or Kits			
Bolts, screws, washers or Kits			
Mounting feet, bases, brackets or kits			
Electronic circuit boards			
Switches or Kits			

For any items not noted or listed, please contact us at:

Toll Free AU: 1300 FRANKLIN (1300 372 655) or feaustralia@fele.com