

PROCEDURE TO COMPLETE FORM 2207-SOLAR
IMPORTANT INFORMATION – PLEASE READ

Dear Franklin Electric Customer

To assist you with processing your product failure claim, please find attached a copy of our 2207SOLAR-Product Installation Details Form. This Form 2207SOLAR forms the basis of all solar controller product returns for failure assessment. 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 2207SOLAR 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. By completing and signing this Form 2207SOLAR, 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 assessment 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 2207SOLAR **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 2207SOLAR 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 2207SOLAR 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 Manager

Cameron Shaw

Email cshaw@fele.com

Mobile: 0400 628 231



THIS FORM MUST BE RETURNED FOR ALL FAILURE CLAIMS

FAR Number –

Please use this number in all correspondence.

SITE INSTALLATION

Dealer / OEM details _____		Date _____	
Contact Name _____	Email Details _____		
End User Name _____	End User Location _____	State _____	
New or Old Installation _____	Date Installed _____	Date Failed _____	
Original FEA Invoice No. _____	Date of Original Invoice _____	Phone Details _____	

PRODUCT BEING RETURNED FOR ASSESMENT

Wetend _____	Motor _____	SubDrive Solar Controller _____	Photon Solar Controller _____	Other _____
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PRODUCT MODEL AND DATE/SERIAL NUMBERS

Motor Model _____	Date Code And Serial Number _____
Wetend Model _____	Date Code And Serial Number _____
SubDrive Controller Model _____	Date Code And Serial Number _____
Photon Controller Model _____	Date Code And Serial Number _____
Other Components Model _____	Date Code And Serial Number _____

POWER SUPPLY AND ELECTRICAL PROTECTION

240V AC Generator backup _____	Generator starting mode _____	Manual _____	Automatic start _____	Generator Size _____	KVA _____		
DC Isolator installed _____	Yes _____	No _____	Amp Rating _____	AC isolator installed _____	Yes _____	No _____	Amps Rating _____
Drop Cable Insulation Type _____	Size _____	mm ² _____	Length - Metres _____				

SOLAR ARRAY CONFIGURATION AND PANEL DETAILS

Total number of panels _____	Total number of strings _____	Mounting system _____	Panel Make _____	STC _____
Solar panel Pmax: (Watts) _____	Watts _____	Panel VMPP _____	Volts _____	Panel VOC _____
Volts _____		Panel Model _____	NOCT _____	

SOLAR SYSTEM ORIGINAL DESIGN / CONTROL METHOD

Solar Selection Flow rate _____	L/pm _____	Solar Selection head requirement _____	Total Head / Metres _____
Pressure System _____	Manual _____	System selected by FE website Solar Selection Program _____	Please include a copy of the original selection data if available.

INSTALLATION DETAILS

Bore / River / Tank _____	Bore Materials / Construction (Steel – PVC – Rock – Sandstone) _____			
Bore size _____	mm _____	Screen or Perforations		
Bore depth _____	Metres _____	From _____	Metres _____	To _____
Motor depth _____	Metres _____	Flow Sleeve or Inducer Tube _____	Size _____	mm _____
Static Water Level _____	Metres _____	Water Temperature _____	C° _____	
Pumping Water Level _____	Metres _____	Check Valve(S) Location _____		

Description of fault/ Additional site information:

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FAR Urgency