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This Field Reference Manual includes examples of some of the limitations presented in the Franklin Electric Standard Limited Warranty Policy.

To qualify for warranty, the motor must be evaluated with its original factory installed components. This includes the original factory installed lead assembly. Excessive sediment and/or corrosion may indicate the motor did not see proper cooling flow and the pumping media may be aggressive. Review 316SS motor construction as an alternative for added corrosion resistance. Water quality analysis may be required for proper motor construction determination.
EXAMPLE OF EXCESSIVE CORROSION

This example is a result of corrosion damage caused by an aggressive environment. Corrosion caused damage in the lead connection area, shown bottom right, which allowed water entry resulting in the motor grounding. This motor is not warrantable. The added corrosion resistance of the 316SS motor construction may be needed in the application.
MOTOR SHAFT DAMAGE


Damage to the shaft by pumping media, improper coupling, and/or pump installation is not covered under warranty.
SPLINE DAMAGE

All photos are examples of non-warrantable motors.

Damaged splines are not considered defects in material or workmanship and therefore are not covered under warranty. Splines can be damaged by improper installation of pump and/or pump coupling.

Any alteration of the shaft or splines outside Franklin Electric factory specifications voids warranty.
ABRASIVE DAMAGE

ABRASIVE DAMAGE IS NOT COVERED UNDER WARRANTY

- Abrasive worn shaft end
- Spline wear by abrasives
- Abrasive shaft wear
- External abrasives
- Sand found on components

All photos are examples of non-warrantable motors.
**MOTOR DAMAGED BY ABRASIVE ENTRY**

This is an example of the damage caused by abrasive entry. Abrasives damage the shaft's shaft seal and shaft slinger brass bushing, allowing damage to the bearings and stator bore including liner. In most cases, the sand slinger will be loose on the shaft.

The motor may exhibit excessive side play in the rotor.
MOTOR BOTTOM

These photos document example installations that did not have 10 feet of clear water between the motor bottom and the bottom of the well. This will cause lack of flow by the thrust housing, creating a “hot spot” and damaging the bearings in the lower half of the motor. The diaphragm cavity can be checked through the hole in the plate/cover, or by removing bottom cover.
THRUST BEARING

These photos document examples of water hammer damage to the thrust bearing system. This damage is caused by rapid or failed check valve issues. The shock load associated with water hammer is generally well in excess of the rated thrust load.
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Call Franklin’s toll free TECHNICAL SERVICE HOTLINE for answers to your pump and motor installation questions. When you call, a Franklin expert will offer assistance in troubleshooting and provide immediate answers to your system application questions. Technical support is also available online.

franklinwater.com | franklin-controls.com | solar.franklin-electric.com | constantpressure.com