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

Franklin Electric’s Standard Limited Warranty can be found in the Standard Terms & Conditions Document M15710115 at www.franklinwater.com/media/16205/FE_Terms_Conditions.pdf.
FIELD REFERENCE MANUAL

Motor Exterior Damage ................................................................. 4
Motor Shaft Damage ................................................................. 6
Spline Damage ................................................................. 7
Abrasive Damage ................................................................. 8
Motor Bottom Damage ................................................................. 10
Thrust Bearing Damage ................................................................. 11

For the most up-to-date product information, visit franklinwater.com.
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.
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

SOURCES OF DAMAGE

Shaft Broken by Excessive Torque (Ex: Back-Spinning Pump During Pump Start)

Motor Shaft Damaged by Gravel in the Pump Intake
Not Warrantable

Shaft Damaged Below Spline by Improper Coupling Installation
Not Warrantable

Debris in Bearing
Shaft Damage

Up Thrust
Not Warrantable


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

SOURCES OF 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

SOURCES OF 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.
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 DAMAGE

SOURCES OF DAMAGE

Example of Diaphragm Cavity When Motor is Buried

Rust In Diaphragm
Well Rusty

Diaphragm Cavity Full of Mud
Motor Shown Above

Buried at Bottom of Well

Aggressive/Sandy Water or Motor in Sand

Diaphragm Cover Full of Mud

Buried at Bottom of Well

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.
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.
YOU JUST GOT A LITTLE MORE HELP FROM A FRIEND.

FRANKLIN ELECTRIC TECHNICAL SERVICE HOTLINE
800-348-2420 | 260-827-5102 FAX

Option 1 - Franklin Water | Option 2 - Franklin Control System | Option 3 - Little Giant Commercial

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