

SITE INDUCED FAILURE CONDITIONS NON WARRANTY

Applicable from 2006

For Franklin Electric (Australia) Pty Ltd

Some* site induced conditions that may cause or contribute to product failures
Incorrect voltage: high voltage, low voltage
Voltage surges, transient power surges from power grid, generator
Lightning surges or lightning strikes
Incorrect pump load
Incorrect ware flow over submersible motor – overheating
Hot water over 30C without correct cooling for submersible motors
Corrosion from water compounds
Corrosion from external current and voltages, stray DC voltage or electrolysis
Excessive starting and stopping
Rapid cycling – starts and stopping caused by leaking pressure tanks, faulty pressure switches
Leaking pressure tanks
Worn splines on submersible motors
Back spinning of submersible pumps and motors
Broken shafts
Sand – lime – calcium – iron oxide – iron bacteria build-ups
Water hammer, water shocks and resultant damages
Up-thrusting, over-pumping, operating at the Right Hand side of the pump performance
Cavitation
Dry running – no water in bore, tank, pipeline
Incorrect placement of bore pumps into screens
Top feeding, cascading well, for submersible motors
Side loading of bearings – side loading – incorrect attachment of pump to motor
Leaking check valves affecting pump performance
Inoperable check valves
No check valve fitted to submersible pumps
Too small drop cable (voltage drop) starve motor of voltage
Incorrect or poor splice from submersible motor lead to drop cable
Use of orange circular on submersible drop cables
Damaged or cut submersible drop cable
Incorrect wiring of submersible motors to control box
Incorrect wiring of 1 phase to 3 phase or vice versa.
Incorrect 3 phase overloads
Incorrect kW control box for kW motor
Installation of other brand control box to Franklin motor
Mounting indoor rated electric enclosure/item in outdoor location



Incorrect ramp times on soft starters and Variable Speed Drives
Water in oil filled submersible motors.
Damaged mechanical seals from sand or grit
Incorrect fitted electrical lead
Ingress of ants, bugs, insect leading to electrical failure
Flooding of surface mounted electric motors
Water inside surface mounted motors
Unauthorised dismantling of products

**The above is not a final list and is offered as a guide to what is not covered by warranty. These are classed as site induced failures, whether from installation, operation or maintenance related issues.*

Always use suitably qualified electrical and pump professionals.

Extract from Franklin Electric (Australia) Terms and Condition of Sale.

- (a) The warranty does not apply to products damaged as an act of god, including lightning, normal wear and tear, normal maintenance services and parts used in connection with such services, installation and operation outside of installation, operational and maintenance literature, design limitations, or any other matters beyond the control of Franklin Electric (Australia). Refer to our web site www.franklin-electric.com.au for a list of site, installation, operational circumstances that are not covered by warranty.
- (b) The warranty will immediately void if any of the following conditions are found:
 - (i) Product is used for any purpose other than those for which it was designed and manufactured.
 - (ii) Product was not installed in accordance with any applicable codes, ordinances and industry best practice and/or installation operation and maintenance manuals, instructions or training provided by Franklin Electric (Australia).
 - (i) Product was damaged as a result of negligence, abuse, accident, misapplication, tampering, alteration, improper installation, operation, maintenance or storage, unauthorised dismantling, nor to an operation in excess of recommended maximum operational settings or performance limitations as set forth in the product installation, operation and maintenance manuals.

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