

WARRANTY POLICY:

The following is a precis of our warranty policy. This is in addition to, or supports any state or commonwealth government legislation incorporating consumer protection. For additional information as to any particular rights you have as a purchaser, contact the state distributor as shown in the instruction booklet.

You believe you have a warranty problem?

Firstly, study the instruction booklet and ensure the product is correctly installed. The majority of reported problems relate to incorrect installation, operation or application. Secondly, contact the DEALER who sold you the product. He or she will advise how the claim is to be handled. Warranty cover varies over different products. The following is a general guideline, but some exceptions may apply where accessory fittings are incorporated in the unit.

1. Above ground electric centrifugal pumps

Warranted for two (2) years from the date of original end user purchase. This covers any necessary parts and labour at the state distributors premises or at an authorised service dealer.

Not covered by warranty

Electrical/mechanical failure due to water entry into motor from external sources (units should always be installed above the ground in a permanently dry position and protected against direct rain and sunlight). Incorrect power supply (poor quality power invertors or generators can damage electronic controllers) pumping of water containing contaminants, abrasives, or non-potable, high water temperatures, dry running or running against a closed discharge, wear, tear, misuse or abuse.

2. Borehole submersible pumps

Warranted for two (2) years from date of original end user purchase. This covers any necessary parts and labour at the state distributors premises or at an authorised service dealer.

Not covered by warranty

Dry running, running against a closed discharge, rapid cycling, corrosive water or pumping of abrasives, wear, tear, abuse or misuse.

Borehole submersible motors

Warranted for one (1) year from date of original end user purchase. 'Franklin' and 'Coverco' motors are subject to final assessment by Franklin Australia, at any of their state service agents. Possible warranty exclusions are too detailed for inclusion in this policy sheet, but specifics can be supplied on request.

3. Shallow drainer pumps

Warranted for one (1) year from date of original end user purchaser. This covers any necessary parts and labour at the state distributors premises or at an authorised service dealer.

Not covered by warranty

Dry running, damage caused by re-adjustment of float switch setting, incorrect power supply (see paragraph 1) pumping of corrosive or abrasive water, pumping wastes or solids beyond the ability of the pump design to handle, wear, tear, misuse and abuse.

4. Engine drive pumps

Pump ends are warranted for two (2) years (engines are subject to manufacturer's warranty conditions). Pump warranty covers any necessary parts and labour at the state distributors premises or at an authorised service dealer.

Not covered by warranty

Dry running, running against a closed head, pumping of abrasive or corrosive water beyond the specific pumps ability to handle, excessive wastes or solids, wear, tear, misuse and abuse.

5. Wellmate pressure tanks

Warranted for five (5) years from date of original end user purchase. This covers an optional replacement of the CPTE tank or an aircell, and any labour, parts at the state distributors premises or at an authorised service dealer.

Not covered by warranty

Operation at pressures exceeding that of the tank rating, operation without a pressure safety valve installed, operation at temperature in excess of rating, pumping of liquids containing abrasive material, chemicals, wear, tear, abuse or misuse.

6. General comments

All of the above products handle potable water. Whilst some products such as engine drive pumps have the ability to pump non-potable water, it must be recognised that excessively alkaline or acid water can cause rapid failure of pump parts. Onsite travelling and labour, associated costs and consequential damages are expressly excluded from warranty coverage.

**RETAIN YOUR RECEIPT AS PROOF OF PURCHASE.
THIS MAY BE REQUIRED IF YOU HAVE A CLAIM.**