

FRANKLIN AID



Franklin Electric



Franklin Application/Installation Data (AID) ... For The Professional Driller-Installer

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FRANKLIN ANNOUNCES NEW DIAGNOSTIC TOOL: THE QD SERVICE BOX

To make the water system professional's job just a little easier, Franklin Electric introduces a new troubleshooting tool for QD Control Boxes. QD, of course, is short for "Quick Disconnect", and the QD Control Box offers the benefit of quickly and easily removing the components in the box.

For systems that use the QD Control Box, this new diagnostic tool, called the **QD Service Box**, allows easy measurement of motor voltage and current while the motor is operating.

Measuring the amount of current between the Control Box and the motor is important and helpful because it indicates how "hard" the motor is working. As a general rule, the motor current should never exceed Service Factor Max Amps (SFMA). If SFMA is exceeded, this is an indication that the motor is overloaded. This could be caused by several factors, including operating the system at open discharge, or on the far right side of the pump curve. If the current to the motor is much lower than expected, this indicates the motor is underloaded. Although this doesn't always cause a problem for the motor, it may indicate a problem somewhere in the water system, such as a plugged intake or screen. Values for Service Factor Max Amps for all Franklin submersible motors can be found in the Franklin AIM Manual (which, by the way, is accessible on our website: www.franklin-electric.com).

As you know, in the case of a 3-wire motor, there are 3 power leads from the Control Box to the motor (red, yellow, black) plus a green ground wire. When troubleshooting, the motor current should be measured in each motor lead. In some cases, the leads from the Control Box to the motor will be in conduit, or otherwise difficult to access. This is where the QD Service Box will come in handy. **Continued on the Back.**



QD Service Box



1 To use the Service Box, disconnect power, then remove the QD Control Box cover.



2 Attach the QD Service Box in place of the original QD Control Box lid



3 Now, attach the original QD Control Box cover "on top" of the QD Service Box. **To ensure proper grounding, both cover screws must be in place and tight.**

2003

Submersible Motors

Application • Installation • Maintenance

60 Hz, Single and Three Phase Motors



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The Company You Trust Deep Down

2003 Franklin Electric AIM Manual

Franklin's 2003 Application Installation Maintenance (AIM) Manual is now available.

Get trouble-shooting tips, motor specifications, cable sizing data, minimum cooling flow requirements, sizing for engine driven generators, and more... all from a single convenient source: The **Franklin Electric AIM Manual**. Call today for your free copy.

Contact the Submersible Hotline at 800-348-2420 or by email at hotline@fele.com to obtain your free copy of this valuable publication.

With the QD Service Box in place, you can reconnect power and now easily measure current in all 3 motor leads. As mentioned above, correct values can be found in the Franklin AIM Manual. In addition, 2 jacks at the bottom of the QD Service Box accept voltmeter probes so that voltage can be measured while the motor is operating.



When measurements are complete, disconnect power before removing either the control box cover or the QD Service Box. Remove the QD Service Box and reattach the QD Control Box lid.

Contractors that have tested this product have had positive comments. It provides a handy method for thoroughly and accurately checking the motor's vital signs.

The QD Service Box can be ordered from Franklin Electric's website via a major credit card for \$25 (plus shipping charges). The website address is www.franklin-electric.com

As always, if you have any questions, refer to Franklin Electric's AIM Manual, call our Service Hotline at 800/348-2420, or email us from the website.

GETTING TO KNOW YOUR SERVICE HOTLINE TEAM: Rick Campbell



On May 30th, Franklin Electric celebrated Rick Campbell's 25th year with the organization. Rick is a Headquarters Service Engineer, otherwise known as a Hotline Engineer, a position he has held for 12 years. Rick's first 13 years with Franklin were in Engineering Drafting. Rick says in hindsight that turned out to be a really good way to get to know and understand Franklin's products. Of course, things have changed a lot since then, but it still gives him a "leg up."

Although Rick started working at Franklin Electric 25 years ago, he learned about Franklin at a young age. Rick's dad, Bill Campbell, retired from Franklin Electric, and Rick grew up a few blocks away from Franklin's corporate headquarters in Bluffton.

Rick still lives in Bluffton, along with his wife Susan and their 3 children. Rick, Susan, and family have been very active in various aspects of Boy Scouts and Girl Scouts for many years and Rick has coached just about every sport you can think of. Most people think he coaches for the kids, but Rick says he can't see as well as he used to, and just wants a good seat at the games.

Will Rick be with Franklin Electric 25 more years? We certainly hope so!

TOLL-FREE HELP FROM A FRIEND

Phone Franklin's toll-free SERVICE HOTLINE for answers to your installation questions on submersible pump motors. When you call, a Franklin expert will offer assistance in troubleshooting submersible systems and provide immediate answers to your motor application questions.

Franklin Electric SERVICE HOTLINE 800-348-2420 FAX 260-827-5102
www.franklin-electric.com



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