

TECHNICAL BULLETIN

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Global Electrofusion Welder Repair & Calibration Services





Franklin Fueling Systems now offers repair and calibration services for electrofusion welders outside North America. These services will be provided by Franklin Fueling Systems' Ipswich, United Kingdom facility, offering customers outside North America additional options for obtaining welder repair and calibration services.

These services do not affect the original manufacturer's warranty as Franklin Fueling Systems will coordinate repair and calibration services directly with the welder manufacturer for units currently covered by the original warranty.

Qualifying Models

Current electrofusion welder models accepted by Franklin Fueling Systems for repair and/or calibration include the following:

Models Accepted at Franklin Fueling Systems - Ipswich, UK facility:

Model EF1-110V	Model EF1-230V	Model E7-230V	Model EW8-110V*
			 <p><i>* Service limited to upgrade of EW8 110V electrofusion welders to EF1 specification.</i></p>

Note: Electrofusion welder models not shown above are not supported for repair or calibration. Consult Franklin Fueling Systems' Piping & Containment Systems Product Catalog at FranklinFueling.com for supported UPP installation tools including welder replacement and upgrade options.

Requesting Repair and/or Calibration Service

Independent contractors must contact and make arrangements for welder repair and/or calibration services through their distributor. Only service requests from recognized distributors and contractors who have directly purchased their welder from Franklin Fueling Systems will be honored.

The following steps indicate how to request welder repair and/or calibration service from Franklin Fueling Systems:

Note: There are no user-serviceable parts inside electrofusion welding units.

1. **Contact Franklin Fueling Systems' Technical Service Group and request a Return Goods Authorization (RGA) number. A purchase order must also be FAXed or e-mailed by the customer at this time for € 50 to cover the minimum repair fee and/or cover the calibration fee. If the true repair cost exceeds € 50, the customer will be notified before proceeding further.**

Ipswich, UK Facility

Tel: +44.1473.243300

Fax: +44.1473.243301

Email: ipswichtechnicalservice@franklinfueling.com

2. **Provide the following information for each electrofusion welder:**

- ✓ Your Complete Contact Information
 - Name & Company
 - Address
 - Phone & Email
 - Return Shipping Address (if different)
- ✓ Welder Information
 - Welder Model Number
 - Welder Serial Number
 - Service(s) Requested:
 - Repair (specify all failure conditions)
 - Calibration Only
- ✓ Diagnostic Fault Type (e.g. as displayed on "weld progress" LEDs)

Note: Contacts not recognized by our contact database will be referred to our Customer Service Department for additional processing.

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3. Franklin Fueling Systems will issue an RGA number beginning with “RCR” only after all required information and your purchase order for the minimum repair and/or calibration fees have been received.

4. Prepare your welder for shipment as follows:
 - ✓ Package the welder unit, including all cables, in a protective enclosure suitable for shipping
 - ✓ Ensure that the RGA number is clearly printed on the package exterior
 - ✓ Ensure that the RGA number is printed on the packing slip
 - ✓ Send the package with freight prepaid to the following address:

Ipswich, UK Facility

Franklin Fueling Systems LTD
8 Olympus Close
Whitehouse Industrial Estate
Ipswich, Suffolk IP1 5LN
United Kingdom

Note: Franklin Fueling Systems reserves the right to refuse delivery of any package without the proper RGA number. The package may be returned to the customer at the customer’s expense. The customer is responsible for and must prepay all shipping and handling charges and shall assume all risk of loss or damage to the package while in transit to Franklin Fueling Systems.

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Repair & Calibration Rates

Franklin Fueling Systems is committed to providing quality welder repair and calibration services at the lowest possible cost to our customers.

Repair¹

Minimum Charge²: €50.00

- ¹ Repairs are defined as any rework or replacement of welder assembly components and includes calibration.
- ² Minimum charge includes labor & parts.
 - Labor is charged at €50.00 per hour
 - Return shipping & handling fees are excluded.

Customers will receive a repair estimate based on an initial assessment of the unit. Written customer approval of the estimate and accompanying payment or purchase order is required prior to the start of any repair work.

Calibration³

Flat Charge⁴: €50.00

- ³ Calibration service available for fully functional welders only
- ⁴ Return shipping & handling fees excluded

Note: Calibration every three (3) years is recommended for electrofusion welder units. Calibration includes a check of electrical connections, operational verification, and lead connectivity testing.

A purchase order for the full amount of all repairs & parts calibration and shipping & handling fees is required from the customer prior to return shipment of all items. Payment via major credit card is accepted as a substitute for a purchase order.

Repair & Calibration Turnaround Time

Franklin Fueling Systems is committed to completing all welder repair and calibration work within five (5) business days or less, subject to return quantity. This five day commitment excludes shipment time to and from Franklin Fueling Systems. Expedited service is currently not available.

Limited Repair Warranty

All repairs carry a ninety (90) day limited warranty against defects in materials and workmanship, so long as the defect is not caused by misuse and neglect by the customer.

The limited repair warranty begins the day the repaired welder is shipped back to the customer. Only warrantable defects, as determined by Franklin Fueling Systems and reported within the ninety (90) day period, will be eligible for additional repair service at no charge to the customer or a refund of the repair charges will be provided.