

Healy VP1000 Vacuum Pump Returned Goods Product Tag and Procedure

In December 2008, Franklin Fueling Systems (FFS) introduced a Returned Goods Product Tag and Procedure to improve the warranty evaluation of Healy 900 Nozzles. Due to the positive response and results of the Product Tag for nozzles, FFS is now expanding the program to include a Healy VP1000 Vacuum Pump Product Tag and Procedure to assist our certified technicians and distributors process warranty claims.

Effective September 1, 2009, all Healy VP1000 Vacuum Pumps returned for warranty evaluation must have a VP1000 Returned Goods Product Tag attached stating the relevant information of the Healy certified technician who removed the product from service, as well as all relevant information about the site serviced and the distributor processing the claim. In addition, it is also necessary to record the relevant product information when removing the VP1000 from service. Relevant product information is to be collected per FFS Technical Bulletin TB0709-03: *Troubleshooting Procedure to Return Healy VP1000 Vacuum Pumps for Warranty Evaluation*.

The Troubleshooting Procedure in TB0709-03 details each relevant piece of information required to properly respond to VP1000 Vacuum Pumps requiring service. Information collected per TB0709-03 is required to be provided on the VP1000 Returned Goods Product Tag (p/n FFS-0120) attached to the product being returned for warranty service. Please find enclosed front and back figures of the VP1000 Returned Goods Product Tag.

Thank you for working with Franklin Fueling Systems to improve the processing of VP1000 Vacuum Pumps for warranty evaluation. Franklin Fueling Systems feels confident that this Returned Goods Product Tag and Procedure will positively impact warranty processing of Healy VP1000 Vacuum Pumps for all parties involved.

Please contact Franklin Fueling Systems Customer Service or Technical Service at 800-225-9787 if you have any questions related to this bulletin.


Sincerely,



Leon Schuster
Product Manager
Dispensing System

Figure 1 – Front of Tag

Franklin Fueling Systems



VP1000 Returned Goods Product Tag FFS-0120 rev 1

Returned Goods Authorization # _____

Product Return Date _____ Contact FFS Tech Support for RGA#

FFS Part Number _____

Distributor Name _____

Location (Branch) _____

Phone _____ e-mail _____

If product is returned within warranty period and FFS determines manufacturing defect, a replacement product will be shipped at no charge.

If product returned is outside warranty period, I would like (check one):

Core Credit to account Return Product after Rebuild (charge to PO# _____)

*This side for FFS Distributor use.
Reverse side must also be completed.*





Figure 2 – Back of Tag

Franklin Fueling Systems



Service Company _____ Site Name & Location _____

Service Tech _____ Tech. Cert. # _____

Service Date _____ Original Install Date _____

Date Code / Serial # _____

Model # / Description _____

Refer to FFS Technical Bulletin TB0709-03 for details of the following required troubleshooting steps: What is the current state of the VP1000 / MC100 interface? (check one)

Red Light is FLASHING (over-current) Red Light is SOLID (under-current) Red Light is OFF

Dispenser Integrity (inches of water column): Starting Vacuum _____ Ending Vacuum _____

Vacuum Readings (inches of water column): Side A - Deadhead _____ Side A - Dispensing _____

Side B - Deadhead _____ Side B - Dispensing _____

Side A and B activated: Audible High Speed Change: Yes No Both Green Lights ON: Yes No

Service Notes: _____

*This side for Service Company use.
Must be completed for prompt processing*

