

## Healy 900 Series Nozzle Return Good Product Tag and Procedure

### To: Dispensing Systems Certified Techs

Franklin Fueling Systems is speeding up the warranty replacement process by implementing a new procedure for returning products for warranty evaluation. This process will eventually cover all FFS products but at this moment the program will only be implemented for the Healy 900 Series Nozzles.

Effective January 1, 2009, all 900 Series Nozzles returned for warranty evaluation must have a Returned Goods Product tag attached stating relevant information that will enable FFS to quickly process the warranty evaluation. Besides all relevant distributor information, it is necessary to also record relevant information from the Healy certified contractor who removed the nozzle from service. You will find an example of the new Returned Goods Product tag with this bulletin.

In addition, it has come to the attention of FFS that many nozzles are being removed from service due to sporadic Gross Collection Warnings/Alarms posted by Veeder-Root ISD systems. In an effort to assist our certified technicians in finding the true cause of the warnings and alarms, FFS is introducing a new procedure: *Required troubleshooting procedure to return Healy 900 Series Nozzles for warranty replacement (TB1108-02)*. We feel confident that by following this procedure, certified technicians can locate root cause(s) and take appropriate actions, rather than swapping components that may be in perfect working order. This procedure must be followed, and relevant information reported back to FFS in order for us to evaluate a returned nozzle for warranty.

Included herein is a copy of the new troubleshooting procedure. In the future all Healy 900 Series Nozzles will ship with identity tags included in the product box.

Effective January 1, 2009, in order for you to send a nozzle in for warranty evaluation, there are two requirements: The troubleshooting procedure must be followed and the required information on the Returned Goods Product tag must be filled out completely and attached to each nozzle.

We hope that this new procedure benefits our certified technicians in locating root causes of Veeder-Root ISD warnings and alarms and that our distributors benefit from quick warranty evaluations.

If you have any questions about this procedure, call Customer or Technical Service at 800-225-9787.

Sincerely,



Leon Schuster  
Product Manager  
Dispensing Systems



### Example (Front)

Franklin Fueling Systems

#### Returned Goods Product Tag

FFS-0093 rev 4

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 there is a manufacturing defect, a replacement product will be shipped at no charge.

If product returned is within warranty and FFS determines No Defect Found, I would like (check one):

<input type="checkbox"/> Core Credit to Account	<input type="checkbox"/> Return Product after Refresh (charge to PO# _____)
<input type="checkbox"/> Return Product as is	<input type="checkbox"/> Replace Product (only applicable if tag is completely filled out)

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

<input type="checkbox"/> Core Credit to account	<input type="checkbox"/> Return Product after Rebuild (charge to PO# _____)
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*This side for FFS Distributor use.  
Reverse side must also be completed.*

### Example (Back)

Franklin Fueling Systems

Service Company \_\_\_\_\_ Site Name & Location \_\_\_\_\_

Service Tech \_\_\_\_\_ Tech. Cert. #. \_\_\_\_\_

Service Date \_\_\_\_\_ Original Install Date \_\_\_\_\_

Date Code / Serial # \_\_\_\_\_

Model # / Description \_\_\_\_\_

Service Notes (Detailed description of symptom and service performed)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**NOTE:** If nozzle is replaced due to a collection Warning/Alarm, first make sure to measure and record information. Refer to FFS Technical Bulletin TB1108-02

- V/L - As measured per CARB Exhibit 5 \_\_\_\_\_
- V/L - Daily average from ISD for last 3 days: Day 1 \_\_\_\_\_ Day 2 \_\_\_\_\_ Day 3 \_\_\_\_\_

For collection Warnings or Alarms, these steps **MUST** be followed and recorded to receive a warranty replacement. **Staple ISD Daily Reports to this tag.**

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