

Technical Support Service Alert

July 20, 2011

The intent of this Alert is to provide a quick reference to your service network on the motor component change for Red Jacket Submersible Turbine Pumps (STPs).

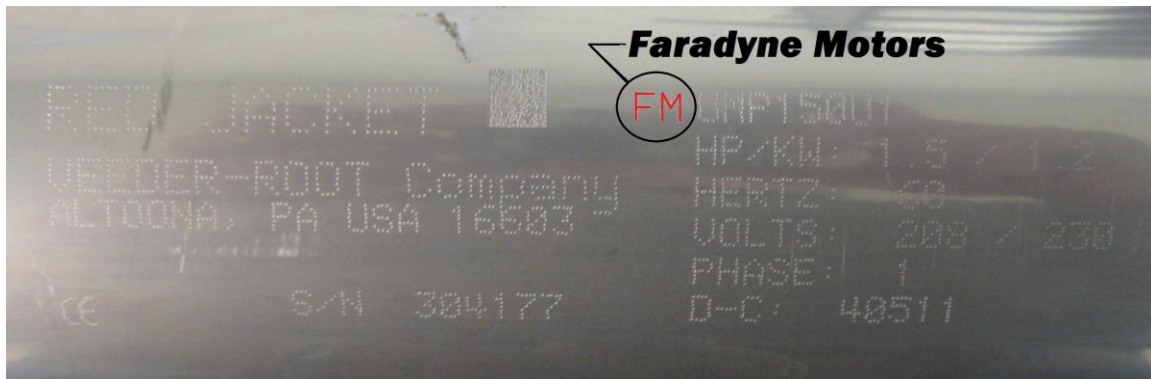
Alert Items:

1. **General information**
2. **IQ Software Upgrade**

1. General Information

Effective August 1, 2011 Veeder-Root will begin shipping Submersible Turbine Pumps (STP) with motors from a new motor supplier, Faradyne Motors. This component change supports Veeder-Root's continued commitment to the industry to deliver reliable, safe, and high quality STPs. With the exception of the need to update IQ software to work with STPs with the new motor there are no backwards compatibility issues.

UMPs installed with a Faradyne motor can be identified based on stenciling on the UMP. See picture below:



Cartons containing Faradyne motors will be marked with an "FM" printed between the bar code and the model number.

Additionally, UMPs installed with a Faradyne motor can be identified based on slight differences in the end bell / discharge head. See comparison photos below:

Franklin Motor
Faradyne Motor


UMPs with Faradyne motors will appear in product shipped after August 1, 2011

VEEDER ROOT MODEL	FARADYNE MOTOR						
	WINDING RESISTANCE			UMP LENGTH	AMPS @ 230 VOLTS		
	B-O	R-O	B-R	INCHES	SHUT-OFF	MAX. LOAD	LOCKED
P33R1	8.9-10.8	11.7-14.2	17.4-21.1	15 3/8	2.1	2.6	10
P75S1	4.6-5.6	7.0-8.5	11.6-14.1	17 5/8	3.8	5.1	19
P150S1	2.6-3.2	6.6-8.0	9.2-11.2	20 5/8	5.3	10.2	33
X3P150S1	2.6-3.2	6.6-8.0	9.2-11.2	21 1/2	4.4	6.8	33
P200U1-3	1.7-2.1	3.2-4.0	5.0-6.1	24 5/8	5.5	11.0	44
P75S3-3	4.9-5.9	11.0-12.2	15.0-18.2	19 7/8	4.2	5.0	18
P150S3-3	2.7-3.3	13.2-16.1	16.0-19.4	22 1/4	5.2	8.7	31
X4P150S3	2.7-3.3	13.2-16.1	16.0-19.4	22 7/8	5.8	6.7	31
P200U3-4	2.0-2.4	5.8-7.0	7.8-9.5	26 1/8	5.4	9.8	38

VEEDER ROOT MODEL	FRANKLIN MOTOR						
	WINDING RESISTANCE			UMP LENGTH	AMPS @ 230 VOLTS		
	B-O	R-O	B-R	INCHES	SHUT-OFF	MAX. LOAD	LOCKED
P33R1	7.7-9.4	17.4-21.2	25.0-30.7	15 3/8	2.5	3.0	10
P75S1	2.9-3.6	14.9-18.2	17.7-21.9	17 3/4	4.2	5.5	25
P150S1	2.0-2.5	11.6-14.2	13.5-16.8	20 1/2	5.9	11.1	36
X3P150S1	2.0-2.5	11.6-14.2	13.5-16.8	21 3/8	5.7	7.3	36
P200U1-3	1.4-1.7	2.5-3.2	3.8-5.0	24 3/8	6.3	11.7	45
P75S3-3	3.6-4.5	20.4-25.0	23.9-29.6	20	4.0	4.8	21
P150S3-3	2.5-3.1	11.5-14.0	13.9-17.2	22 1/8	6.2	9.3	28
X4P150S3	2.5-3.1	11.5-14.0	13.9-17.2	22 3/4	5.8	6.9	28
P200U3-4	1.9-2.4	3.1-3.9	5.0-6.3	25 7/8	6.7	11.5	37

New pigtails have a black colored elastomer that is more fluid resistant in today's various blends. Older Franklin pigtails had red colored elastomers.

For more detailed information, refer to Red Jacket manual 577013-830 Rev K for the **Red Jacket** pump and D042-153 Rev M for **Standard** Submersible Turbine Pumps, and D042-239 Rev J for the **UMPs**. These manuals are available at <http://www.veeder.com/page/PumpManuals>.



2. IQ Software Upgrade

Included with each upgrade kit ordered, Part number 410600-001, there will be

- One (1) Software chip set
- One (1) IQ Box Software Upgrade Instructions Manual, 577013-834 Rev C, which details the IQ upgrade installation procedures. This manual can be found at <http://www.veeder.com/page/PumpContManuals>.

It is also required that each technician order and carry a chip-set removal tool, Part Number 576036-024.