



General Frequently Asked Questions

Question:

Where can I purchase your product?

Answer:

We sell through professional pump distributors, please go to sales rep search and inquire with a sales agency on a distributor to purchase product.

Question:

What is your order lead time?/How quickly will my order ship?

Answer:

We currently have a 3 day lead time after receipt of order. Orders marked with expedited shipping (next day, second day, etc) and received prior to 12:30 PM CST will ship same day, otherwise will ship the next business day.

Question:

Do you have an order minimum?

Answer:

With the exception of parts, we no longer have an order minimum. Orders for parts only must meet \$100 or you will be referred to one of our parts depots.

Question:

Do you have individuals that speak Spanish or French?

Answer:

Yes we have individuals that speak Spanish and French.

Question:

How do I check my order status?

Answer:

Existing customers can obtain access to our Distributor Self Service Site, otherwise you can contact us. [Click here to be taken to the DSS site](#)

Question:

How do I get a price and availability on an item?

Answer:

Existing customers can obtain access to our Distributor Self Service Site, otherwise you can contact us. [Click here to be taken to the DSS site](#)



Franklin Electric

Question:

Do you have a repair station?/Can my product be repaired?

Answer:

We no longer have authorized repair stations. We do currently have two parts depots setup, E Supply in Oklahoma City www.esupply.com and Zaentz Hardware in New Jersey www.industromart.com. You may contact either of those to order parts. If you are in Canada, please contact Renown Industries. Update with Canadian Parts Depots when ready...

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If I cut the cord off of my pump, does it void the warranty?

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The warranty is still valid as long as there is 3 feet of cord length from the pump to the cord end.

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Question:

My pump is leaking oil, can I replace the oil?

Answer:

No. The oil is proprietary to our company and is not for resale.

Question:

Are the grinder blades on the grinder pumps easy to replace?

Answer:

Yes, there are 3 screws holding them in place. Remove those and they should easily come off. The blades can also be flipped to be used again, before replacing.

Question:

Where can I find the curves/specifications for a specific pump or motor?

Answer:

Please go to www.littlegiant.com

Question:

Where can I find outdoor living products?

Answer:

If you are looking for outdoor living products, please [click here](#).