

Franklin Certified Contractor Program

Frequently Asked Questions

October 3, 2008

What is the Franklin Certified Contractor Program?

The Franklin Certified Contractor Program officially recognizes those professional water systems contractors who have made a commitment to the proper application, installation, and troubleshooting of water systems and Franklin Electric products.



What's in it for the Contractor?

Above all, the FCC program offers the contractor the opportunity to gain knowledge that helps him do a better job for his customer. In more concrete terms, a Franklin Certified Contractor earns professional recognition in the form of a plaque for his place of business, (2) patches for each level of certification achieved, a certificate, and a wallet sized card (in process). Franklin Certified Contractors are also given priority listing on the dealer locator on Franklin's website.

How does this program fit in with the Key Dealer program?

The Certified Contractor program is part of the Key Dealer Program. A contractor must be employed by a Key Dealer company to qualify.



How much does it cost?

Like all Franklin training, once the attendee arrives at the training location, meals, overnight accommodations, and transfers are covered by Franklin Electric.

Do seminars at state conventions, distributor open houses, etc. count toward certification?

No. Only seminars that follow the specific Franklin Certified Contractor curriculum qualify for certification. However, these types of training courses will still be offered by Franklin Electric.

Are there any prerequisite requirements for certification besides Key Dealer participation?

Yes, one ... the contractor must have a current appropriate license for his respective state.

How do I become a Franklin Certified Contractor?

The primary method to attain base level certification is to attend a 1½ day FranklinTECH seminar at our training facility in Wilburton, OK or Bolton, Ontario.

How else can a contractor become certified?

Contractors who meet certain qualifications can "test out".

What are the requirements for "testing out"?

To achieve base level certification by via the "test out" method, a contractor must meet all of the following criteria:

- 5 years' experience as a professional water systems contractor;
- Attendance at an all-day Franklin Electric seminar in 2006, 2007, or 2008, at a Franklin facility or on-the-road;
- Successful completion of a written exam;
- Sign-off by the local Franklin Field Service Engineer.

What is the nature of the exam?

The exam is an open book test with 40 questions. You can use any source of reference, but many of the questions come from the Franklin Electric AIM Manual.

What is a passing grade?

The minimum passing grade is 90%.

Is the test the same for everyone?

Test questions are randomly generated from a master file of over 200 questions, so the test is different each time it is given.

Can I see the master file?

Yes, the entire list of questions will be posted soon on the Franklin Key Dealer website.

Franklin Certified Contractor Program

Frequently Asked Questions

page 2

OK, I've been a professional water systems contractor for over 5 years, and I attended FranklinTECH in 2007. I want to take the test and become Franklin Certified. How do I do that?

Contact your local Franklin Electric Field Service Engineer. He can provide and administer the exam.

Is the test on online?

The test is not currently administered online.

Is Franklin Certified Contractor base level a prerequisite to the Expert Levels?

Yes.

What if I'm attending an Expert class before I've had the chance to become a Franklin Certified Contractor?

You can retroactively become Franklin Certified, either by attending the base level seminar or by testing out. At that point, you will receive both patches. Once again, contact your local Field Service Engineer.

How many types of Expert classes are offered?

There are three types of expert classes: Drives Expert, Irrigation & Industrial Expert, and Residential Expert.

What's the curriculum for each class?

The curricula can be found on the Franklin Key Dealer website at keydealer.franklin-electric.com.

Can I test out of the Expert levels?

No. Testing out is only offered at the Franklin Certified Contractor base level.

Why the emphasis on factory-training? Can't I get the same thing at a distributor location or a hotel meeting room?

Training at Franklin facilities offers far more opportunities for hands-on interaction. We have meters, live demo units, disassembled motors, and more at our dedicated training facilities.

Can I apply any of this training to my local state's CE requirements?

Qualification for CE credit is handled on a state-by-state basis. Check with our Technical Service Hotline at 800.348.2420 to see if the training qualifies in your state.

Where is Franklin Certified Contractor training offered?

Franklin has dedicated training facilities at 3 locations: Wilburton, OK; Grant County, IN, and Bolton, Ontario.

In the past, Franklin Electric offered single-phase and three-phase seminars. How do these equate to the Franklin Certified Contractor training?

The single-phase seminar we presented in the past is somewhat similar to the Franklin Certified Contractor base level curriculum. Much of our former three-phase seminar is included in the Irrigation & Industrial Expert class.

I attended a plant tour in Linares last year. Does this count toward becoming a Certified Contractor?

No.

Where can I find a list of the upcoming classes?

Upcoming classes will be listed on the Franklin Electric website: franklin-electric.com

Does the Franklin Certified Contractor program replace other seminars that Franklin provides?

The Franklin Certified Contractor Program is an addition to our portfolio of training seminars. Franklin will continue to offer all types of training to fit our customers' needs.

I absolutely can't make it to a Franklin facility. When will Franklin Electric have this program on the road in my local area?

As mentioned above, this is primarily a factory-based program. However, we may offer the program on the road at a later date.

What's in this program for Franklin?

The more high-quality training that Franklin Electric can provide, the better off our industry and Franklin Electric can become. Raising the level of professionalism in our industry helps everyone.