Frequently Asked Questions

Franklin Electric

EN ENGLISH

VersaBoost Pro™

Capabilities and Ratings

What kind of motor does the VersaBoost Pro™ use?

The VersaBoost Pro™ utilizes a Franklin Electric 4-inch, 3-phase induction super stainless submersible motor design.

What kind of pump does the VersaBoost Pro™ use?

The VersaBoost Pro™ utilizes a Franklin Electric 4-inch submersible pump design with Tri-Seal hydraulics.

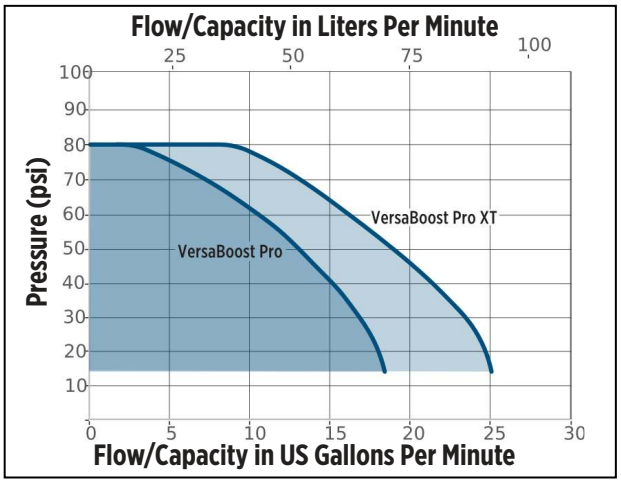
How much boost pressure is the VersaBoost Pro™ capable of?

The VersaBoost Pro™ can be configured for a pressure setpoint in the range of 14-80 PSI.

What flow rate is the VersaBoost Pro™ capable of?

VersaBoost Pro™ models are available in two configurations with different maximum flow capabilities: VBPRO and VBPROXT. Flow rates are dependent on the amount of pressure boost the unit is providing.

Complete flow rate details can be seen in the performance curves below:



Is the VersaBoost Pro™ capable of both 115VAC and 230VAC?

Each VersaBoost Pro™ model is specifically rated for either 115VAC or 230VAC, and it includes a power cord with the appropriate plug style.

Can the VersaBoost Pro™ be used on a GFCI?

Yes, the VersaBoost Pro™ can be powered on circuits with a GFCI.

Is the VersaBoost Pro™ outdoor rated?

The VersaBoost Pro™ carries a Type 3R outdoor rating without requiring additional covers or kits.

Is the VersaBoost Pro™ self-priming?

No, the VersaBoost Pro™ is not self-priming. The units must be primed by using the priming port on the top of the unit. Units should be primed at initial installation and following any underload faults or loss-of-prime events.

Can the VersaBoost Pro™ replace a jet pump? Is the VersaBoost Pro™ capable of suction lift?

VersaBoost Pro™ units are capable of up to 25 feet of suction lift. Specific suction lift performance data can be found in the table below.

Performance Under Suction Lift Conditions								
Model No.	Total Suction Lift (ft.)	Discharge Pressure (Gallons per minute)						
		20	30	40	50	60	70	80
VersaBoost Pro	5	16.8	15.7	14.0	12.0	8.6	4.6	0
	10	16.0	14.7	13.0	10.9	7.6	2.3	0
	15	14.6	13.5	11.9	9.7	6.5	0.8	0
	20	13.2	12.1	10.7	8.6	5.2	0	0
	25	11.3	10.2	8.7	6.8	1.8	0	0
VersaBoost Pro XT	5	24.5	23.7	22.6	19.7	16.8	13.6	9.7
	10	22.9	22.4	21.3	18.9	16.1	13.1	9.2
	15	21.0	20.6	19.9	17.9	15.8	12.6	8.1
	20	18.7	18.6	18.1	17.1	15.5	12.0	6.0
	25	15.2	15.0	15.0	14.4	13.6	9.8	1.4

NOTE: Flow rate approximations shown are subject to application and atmospheric pressure conditions.

What type or quality of water can the VersaBoost Pro™ be used with?

To ensure optimal performance and longevity of the VersaBoost Pro™, use a water filter if the water quality is poor or contains high levels of minerals, sediment, and/or impurities.

The wetted parts in the VersaBoost Pro™ include a plastic base and internal plumbing, a stainless-steel pump chamber, a pressure tank with rubber bladder, and a standard Franklin Electric submersible motor and Tri-Seal pump.

What is the maximum water temperature the VersaBoost Pro™ can support?

The VersaBoost Pro™ can support water temperatures up to 104° F (40° C).

What is the expected life of the VersaBoost Pro™?

The VersaBoost Pro™ has a target service life of 10 years when operated at a 10% duty cycle at maximum output power and at a maximum ambience of 122° F (50° C).

Installation and Setup

How do you configure a VersaBoost Pro™ unit?

Configure a VersaBoost Pro™ unit by using the product menu or the FE Connect mobile app.

Upon first power up, select the preferred language. Then choose between Quick, Advanced, or FE Connect setup on the product interface.

- **Quick Setup** requires only selection of language and the water source (water utility/pressurized well, cistern/tank above, or cistern/tank below), which will preconfigure pressure regulation parameters for nominal performance. The pressure setpoint is 50 psi as default. A screen will appear to set the appropriate tank pre-charge.
- **Advanced Setup** requires a few settings in addition to those found in the Quick Setup. Select a desired pressure setpoint and choose how to set the date and time.
- **FE Connect Setup** requires the selection of a desired language. Then the unit displays a QR code that can be scanned using the FE Connect mobile app to pair with the unit. Setup in the app allows for the Quick and Advanced Setup wizards, along with the ability to fine tune all parameters.

Does the VersaBoost Pro™ utilize a pressure tank?

Yes, the VersaBoost Pro™ has an internal pressure tank to promote smooth pressure regulation performance.

Does the VersaBoost Pro™ require an external pressure tank?

The VersaBoost Pro™ requires external pressure tanks only in certain applications.

Systems with tank hot water heaters require an expansion tank to absorb the increased pressure created by the heated water because the pressure sensor in the VersaBoost Pro™ is on the output side of the check valve inside the unit. The VersaBoost Pro™ measures increased pressure and can result in a temporary over-pressure fault.

Where should the VersaBoost Pro™ be installed?

The VersaBoost Pro™ can be installed wherever boosted water pressure is desired. For optimal performance, ensure the supply plumbing is properly sized.

How should the VersaBoost Pro™ be plumbed?

The VersaBoost Pro™ has two (2) inlet ports and two (2) outlet ports with arrows noting the direction of flow with a rotatable top cover. This allows the unit to support a variety of plumbing configurations. The unit can be plumbed inline (left-to-right or right-to-left), plumbing in/out the front of the unit, or plumbing in/out the back of the unit.

Can more than one of the output plumbing ports be used?

The output ports of the VersaBoost Pro™ are internally connected, allowing for one or both ports to be used. In applications using both output ports, refer to the performance curves to ensure the unit can provide the desired output.

Can the VersaBoost Pro™ be wall mounted? Is there a wall mount available?

Yes, the VersaBoost Pro™ can be wall mounted using the stainless-steel Wall Mount Kit (Order # 10000022401).

Where should VersaBoost Pro™ units be installed when the system contains water treatment or water heaters?

VersaBoost Pro™ units should be installed before water treatment systems or water heaters. The output pressure setpoint of the VersaBoost Pro™ should not exceed the recommended pressure of the water treatment devices or water heaters. Consult manufacturer documentation and specifications for these kinds of devices for requirements and restrictions.

Protection

What type of protection features do the VersaBoost Pro™ have?

The VersaBoost Pro™ has a wide range of protection features including undervoltage, pump underload (dry run), pump overload, overpressure, low pressure, anti-cycling, overheating, and freezing.

What temperature protection does the VersaBoost Pro™ have? Where are the temperature sensors located on the VersaBoost Pro™?

The VersaBoost Pro™ has temperature sensors in the drive assembly and on the display board. The sensors in the drive are for the thermal protection of the drive itself, and the sensor on the display board is for measuring ambient air temperature and is used for overall unit protection. These sensors are key components of the heat and freeze protection, as well as the power foldback capability.

What is the difference between the warning codes and fault codes on the VersaBoost Pro™?

Warning Codes indicate possible issues with the system but do not shut the system off. These include warnings for current foldback or temperature foldback, where the unit may run at reduced performance but is still capable of operating.

Fault Codes indicate that an issue has been detected and stop the unit either temporarily, until the issue is corrected, or until the fault is cleared manually.

Fault codes such as F2 (undervoltage) and F8 (overpressure) will reset automatically when conditions return to normal range. F1 (underload) does not automatically reset because this can be caused by a unit running dry and losing prime, which requires user intervention to correct the issue.

Multi-Pump

How many units does the VersaBoost Pro™ support in a multi-pump system?

The VersaBoost Pro™ supports up to four (4) units in a wireless multi-pump system.

How do units in a VersaBoost Pro™ multi-pump system communicate?

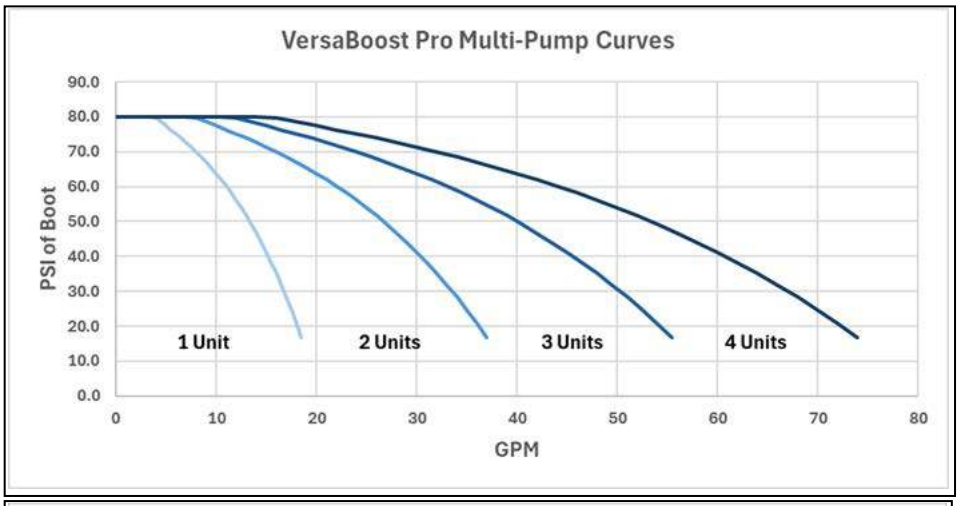
VersaBoost Pro™ units utilize wireless Bluetooth connection for multi-pump systems.

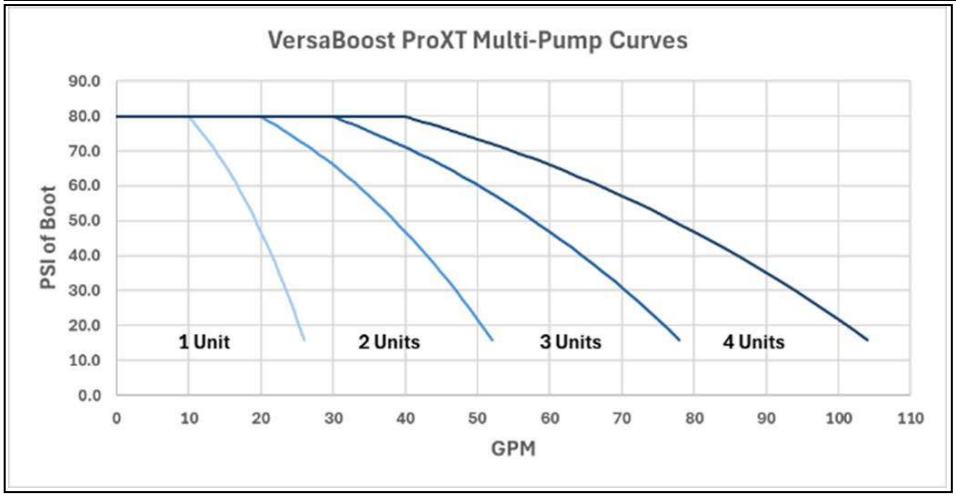
Do units in a VersaBoost Pro™ multi-pump system have to be the same model and/or rating?

No, VersaBoost Pro™ multi-pump systems can contain units with any combination of flow (VBPRO/VBPROXT) and voltage (115V/230V) ratings.

How do you size a VersaBoost Pro™ multi-pump system?

VersaBoost Pro™ multi-pump systems use several VersaBoost Pro™ units in parallel with the same pressure setpoint where total flow capability is summed. Multi-pump system curves for multiple VBPRO and VBPROXT units are below. If using a combination of VBPRO and VBPROXT units in the same system, use each individual unit's performance curve to determine maximum flow at the selected pressure and add them together.

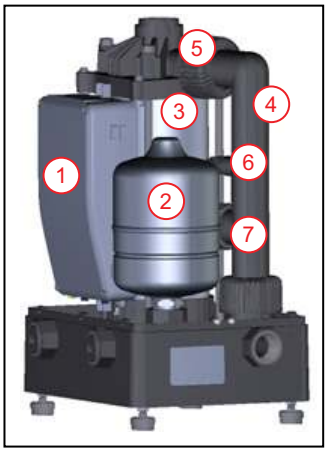




Internal Components

What are the various components inside the VersaBoost Pro™?

The VersaBoost Pro™ is made up of:



1 Variable Frequency Drive (VFD)
2 Pressure Tank
3 Pump Chamber
4 Sensor Pipe
5 Check Valve
6 Pressure Transducer
7 Flow Sensor

What kind of seals are used in the VersaBoost Pro™?

O-ring seals are used in various locations in the VersaBoost Pro™. These include the pump chamber assembly, pump discharge, and the sensor pipe connections.

What parts are replaceable on the VersaBoost Pro™?

The following components are replaceable in the VersaBoost Pro™ with the noted replacement part order numbers:

- Flow Sensor and Seal (305628101)
- Pressure Transducer with Seal and Cable (305628102)
- Pressure Tank (305628103)
- Check Valve with Sensor Pipe Seals (305628104)
- Priming Port Plug with Seal and Cove Hole Blank Insert (305628105)
- Hardware Kit - Cover Screws, Side Cover Plastic Rivets, and Adjustable Feet (305628106)
- Side Cover - Interchangeable (305628107)
- Top Cover with User Interface (305628108)
- 115VAC Power Cord (305628109)
- 230VAC Power Cord (305628110)

Can the motor, pump, or VFD be replaced in the VersaBoost Pro™?

No, the motor, pump, and VFD are not replaceable components in the VersaBoost Pro™.

Troubleshooting and Support

How do I fix a warning or fault code on the VersaBoost Pro™?

The VersaBoost Pro™ detects and protects against a wide variety of conditions. Refer to the troubleshooting section of the QuickStart Guide and Owner's Manual on franklinwater.com.

What is the warranty on the VersaBoost Pro™?

The VersaBoost Pro™ is backed by a 3-year standard warranty.

For technical assistance, parts, or repair, please contact:

800.348.2420 | franklinwater.com

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