

EatonCare™

Technical Resource Center

Email: TRC@Eaton.com and
ComponentCrossReferenceTRC@Eaton.com

Distribution and Residential Products

877 ETN CARE, *Option 2, Option 1 (VDN 1701901)*

Loadcenters

- BR and CH loadcenters and breakers
- Section 3 of catalog

Breakers

- FD, JD, HMCP, FDB, Heinemann, etc.
- Section 11 & 12 of catalog

Advanced Residential Products

- Generators, Residential Transfer Switches, Structured Wiring
- Section 4 of catalog

Group Metering and Power Outlet Panels

- 1MM, 3MM, 3MTB, CHM, CHU
- Sections 5 and 6 of catalog

Safety Switches

- DH, DG, DT
- Section 8 of catalog

AC Disconnects

- DPU, DPF
- Section 7 of catalog

Transformers

- V48, S20, C100
- Section 9 of catalog

Pringle Bolted Pressure Switches

Power and Logic Control Products

877 ETN CARE, *Option 2, Option 2 (VDN 1701902)*

Starter and Contactors (open and enclosed)

- XT, N101, N501, E101, E501, AN16, AE16, AN56, CE15, CN15, CE55, CN55, ECN, ECE, ECS
- Sections 33 and 34 of catalog

Soft Starters (Reduced Voltage Starters)

- S801, S752, S811
- Section 39 of catalog

Lighting Contactors

- A202, C30CN, CN35
- Section 37 of catalog

Relays

- C306, D2, D3, D5, D7, XR
- Sections 33, 34, and 49 of catalog

Pushbuttons and Stacklights

- E22, EM22, 10250T, E26, E30
- Sections 46 and 47 of catalog

Terminal Blocks

- C383, XB
- Section 55 of catalog

VCBU (Commercial Controls)

- Rocker Switch, Pushbutton, Toggle Switch
- 3100, 1500, 2600, 8000K

877-ETNCARE

Panelboards and Switchboards Satellite Plants:

(Including Breaker Retrofit Kits)

Product Selection/Application Assistance

Atlanta, GA 800-241-1752
Baltimore, MD 800-851-6239
Chicago, IL 630-260-6303
Cleveland, OH 800-488-1940
Dallas, TX 800-932-5487
Denver, CO 303-366-2080
Hartford, CT 860-298-1305
Houston, TX 713-688-8430
Los Angeles, CA 951-685-5788
Orlando, FL 407-264-9300
Phoenix, AZ 480-449-4222
Raleigh, NC 877-765-3278
San Francisco, CA 510-784-8981
Seattle, WA 800-251-9102
St. Louis, MO 800-743-9946
Westampton, NJ 609-835-4230
Aftermarket: 803-481-6843 (Alice Brown)
Pow-R-Command: 888-252-6286, Option 3

Power Quality

877 ETN CARE, *Option 2, Option 4 (VDN 1701920)*

Transfer Switches (Automatic and Manual)

- ATS, ATC, MTS

IQ Metering

- All IQ products except IQ5000 series (IQ5000 go to Power Control)

Protective Relay and Surge Suppression

- MP3000, TVSS
- Uninterruptible Power Supply, UPS
- Powerware, Powerware.com

Automation Products

877 ETN CARE, *Option 2, Option 5 (VDN 1701903)*

Operator Interface (HMI - Human Machine Interface)

- Panelmate, Power Pro, ePro, Canvas, HMI
- Section 48 of catalog

Durant Counters and Timers

- 57601, 588xx, E41, E42, any counter or timer
- Section 54 of catalog

ELC

- PLC, Programmable Logic Controller, Eaton Logic Controller

- Section 50 of catalog

EZ Intelligent Relay

- EZ Relay, Control Relay, Smart Relay

•Section 49 of catalog

IT Communicating Products

- Network and starter adapters

- Remote I/O modules

- CH Studio

- IT MCC Communications

- Section 50 of catalog

Additional Technical Support

Adjustable Frequency Drives

877 ETN CARE, *Option 2, Option 6 (VDN 1701911)*

Variable Frequency Drives

- SVX, MVX, HVX, SPX, NFX, CPX

Sensors and Limit Switches

877 ETN CARE, *Option 2, Option 8 (VDN 1701927)*

Photoelectric sensors, proximity sensors, prox switch

- 10136H, 121x, E47, E49, E51, E57, E68

- I-Prox, Opcon products

Motor Control Centers Service Centers:

Product Selection/Application Assistance

Atlanta, GA 678-309-4270
Chicago, IL 630-260-6304
Cincinnati, OH 513-682-4000
Denver, CO 303-366-9949
Hartford, CT 860-683-4221
Houston, TX 713-939-9696
Los Angeles, CA 562-944-6413
Portland, OR 503-582-2700
Aftermarket: 800 OLD UNIT (800-653-8648)

Busway – Application, Technical Support, Product Selection

Local Field Sales Office, www.EatonElectrical.com, "Find Us"

Aftermarket: 800-835-5887

Ampgard – Application, Technical Support, Product Selection

Local Field Sales Office, www.EatonElectrical.com, "Find Us"

Aftermarket: 800-523-3775

Switchgear – Application, Technical Support, Product Selection

Local Field Sales Office, www.EatonElectrical.com, "Find Us"

Aftermarket Low Voltage – 800-257-3278

Medium Voltage – 800-345-4072

For ALL Assemblies ORDER Related Technical Support

(Busway, MCC's, Switchgear, Panelboards, Switchboards, etc.)

877 ETN CARE, Options 3-7, Option 2

Eaton Engineering Services and Systems

Engineering Field Service, Maintenance and Repair

Local Eng Service Office, www.EatonElectrical.com, "Find Us" or 800-498-2678

Eaton Electrical: www.EatonElectrical.com

Distributor Resource Center(DRC): "Log In" on Web with Vista#

Literature Fulfillment Center: 800 957 7050,

Fax: 877-415-0437, email: Eaton.Electrical@workflowone.com

Systems Service Desk: 800 468-1705

Vista ID, DRC Access, Ecommerce Tools, IT Support