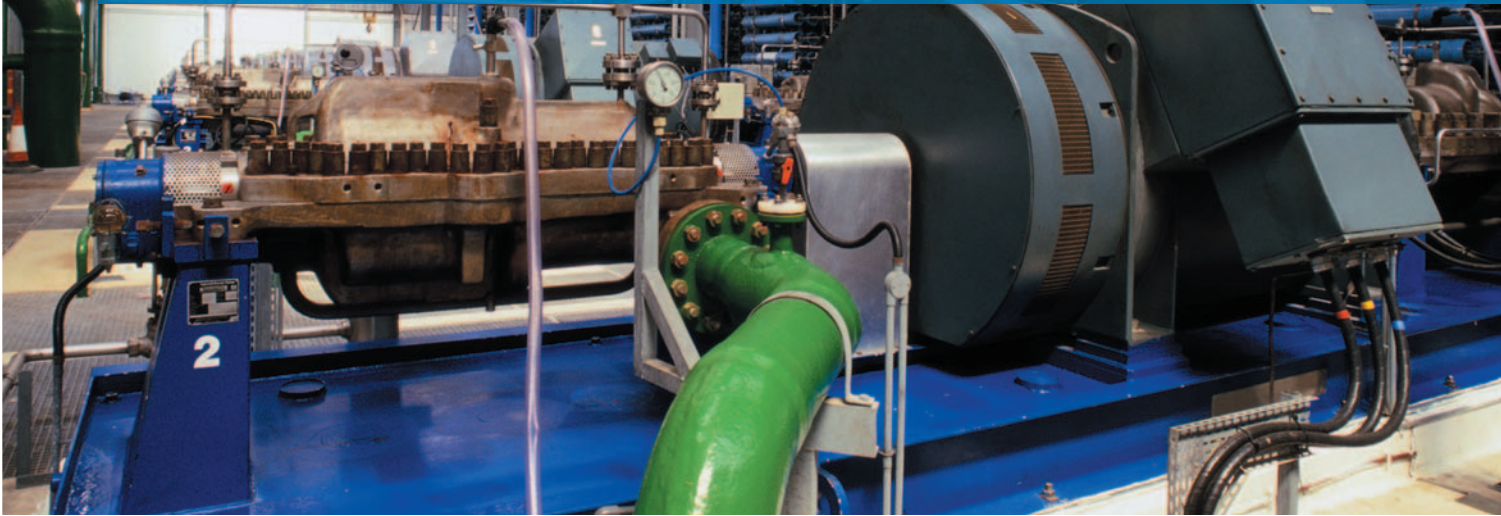


## Breaker Service Centers



# Factory Service for Industrial Molded Case Circuit Breakers and Vacuum Contactors/Starters

### Safety, Reliability and Cost Savings

In industrial applications, such as material processing, wastewater treatment, utilities, mining and petrochemical, you depend on safe, reliable power to keep your operations running smoothly. Molded case circuit breakers are designed to provide circuit protection for low voltage power distribution systems. They safeguard your facility against overloads and short circuits, while protecting your equipment and personnel. Very often industrial facilities use vacuum control to control the motors that power the application. With the high cost of downtime, and the safety hazard to your employees, **your business is at risk if you are using surplus, used or third-party repaired circuit breakers or vacuum contactors.** Eaton's authorized service centers will significantly reduce your risk, liability and downtime.

### Service Center Facilities

Beckley, WV

Evansville, IN

1-877-BRK-SRVC (275-7782)

These service centers, which are extensions of our manufacturing plants, are available to support all non-warranty service for Cutler-Hammer® and classic Westinghouse® industrial molded case circuit breakers and vacuum contactors and starters. These facilities are the only authorized service centers for these products.

- Dedicated facility supported by design and manufacturing technology center engineers.
- Staffed by factory trained technicians with over 30 years of experience.
- State-of-the-art cleaning and testing equipment.

Please call 1-877-BRK-SRVC for assistance with your circuit breaker or vacuum contactor and starter repair needs, or contact your local Eaton authorized distributor or sales office for more information.

### Services — Breakers

- Basic tune-up — clean, test, re-certify.
- Basic service — replace accessories and attachments, including terminals, trip units, UVRs, shunt trips and auxiliary switches.
- Service plus — replace components, including covers, handles and stationary contacts.

- Factory modifications — for new or existing operational breakers:
  - Trip unit upgrades
  - Addition of accessories and attachments
  - UL® modifications to factory sealed breakers
- Breaker exchange...upgrade to the newest technology — Eaton offers credit toward the purchase of new breaker technologies in exchange for the old breaker, which is typically out of production.

# EATON

Powering Business Worldwide



## Services — Vacuum Contactors and Starters

- Cleaning of the upper and lower bases.
- Closing coil replacement.
- Interlock replacement.
- Current transformer replacement on starters.
- Overload relay replacement on starters.

Normal service center lead-times are 1 – 2 weeks following receipt of the product at the service center.

## Potential Problems of Using Unauthorized Repair Shops

- Products may be serviced using least worn, counterfeit or components not provided by the original equipment manufacturer.
- Altered products can be difficult to detect.
- Technical support from the original manufacturer is not available.

- Reliability concerns — product failure can lead to downtime, lost revenue and potential safety hazards.
- Modifications may not meet manufacturer's design specifications.
- Eaton warranties are void on products purchased from or repaired by unauthorized sources.
- Labels may not match internal components or ratings.

## Customer Benefits for Using Eaton's Authorized Service Centers

- Eaton is a world leader in circuit breaker and vacuum control technology and manufacturing.
- Eaton uses only Cutler-Hammer genuine replacement parts and components — no counterfeit, reverse engineered or used parts.
- Full engineering support — original product specifications and manufacturing data.

- State-of-the-art cleaning equipment — uses a non-destructive cleaning process, while maintaining integrity of the products.
- Upgrade to latest technology — Series C® breakers are exact physical and electrical replacement of their older counterparts, with better performance, price and availability.
- The service centers are staffed by factory trained technicians.
- One-year warranty.
- Modern test equipment — the service centers use the same high-tech test equipment used by engineering, development and manufacturing facilities, allowing them to match original test conditions and proprietary design standards.
- Traceability to original manufacturer and facility.
- Gives users the highest reliability that products will perform to published ratings.



### Before You Buy...Ask:

### The Truth Is:

Where did the parts used to repair this breaker come from?	Other than handles, lugs and accessories, Eaton does not sell parts for molded case circuit breakers.
Where did this surplus breaker come from?	Eaton sells new circuit breakers through its network of authorized distributors.
Is the original manufacturer's warranty still valid?	Eaton's warranty is available from our authorized channels only when products are purchased new, or repaired by Eaton's Breaker Service Center.
Does this breaker carry a valid UL label? What testing was performed on this breaker?	Each molded case circuit breaker Eaton manufactures is tested and rated according to the UL 489 Standard. The UL label (and the high level of quality performance that it implies) is valid only on new, unaltered circuit breakers.
What specific testing guidelines were followed?	Each molded case circuit breaker Eaton manufactures is tested in accordance with the UL 489 Standard. All testing is conducted with UL engineers witnessing. As an added safeguard, UL conducts regular spot checks of the manufacturing and testing process to guarantee conformance. For details, consult UL 489.
What type of testing equipment was used? How was its accurate performance validated?	Eaton performs all of its testing in temperature-controlled environments on state-of-the-art, automated test equipment custom designed for each type of breaker. All testing circuits must undergo certification tests witnessed by UL engineers. These test circuits are then subject to recertification on a regular basis, as are circuit breakers.
Has the breaker been repaired to the original manufacturer's specifications? What are they?	The manufacturing and testing specifications for Eaton molded case circuit breakers are proprietary information and as such are available only to Eaton.
What is the date of manufacture? If it is missing, why?	Eaton stamps the date of manufacture on every molded case circuit breaker it manufactures.
How long has the repair or surplus company been in business?	Eaton (as was Westinghouse) has been one of the most respected names in the industry for over 100 years.

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