Eaton Electric Limited
Grimshaw Lane
Middleton
Manchester M24 1GQ
United Kingdom
tel: +44(0)8700 545 333
fax:+44(0)8700 540 333

Frequently Asked Questions

MEM Memera Consumer Units, Protective Devices and Energy Monitoring and Measuring

1. When will I start seeing the new consumer units and devices?

The release for sale is planned for 18th May 2009 when we will have available stocks and all the marketing support material.

2. Will the existing range of Circuit Protection Devices fit into this new consumer unit?

The existing range of Circuit Protection Devices will not fit into the new consumer units, as the size profile is different.

3. Will the existing range of Circuit protection devices continue to be available for projects already planned and to serve our installed base?

We forecast significant ongoing demand for the existing product line for sometime into the future and have therefore put in place a manufacturing strategy to meet this demand.
When demand falls we will make it an Aftermarket product and continue to supply spares for many years to come as we have for the Memera 21devices of some 20 years old vintage.

4. When will we stop supplying the current Memera Consumer Units?

Our plan is to cease manufacturing of the existing Memera Consumer Units in early May 09 by which time the new products will be available in our distributor supply chain.

5. Will Eaton accept stock returns for Memera products?

There is no reason to return any of the existing Memera range since we are continuing to supply the existing devices to support the range.
Our Distributors already have the ability to return stock under the existing commercial policy.
We anticipate that the levels of returns will be minimal, due to the pull through demand in the market place. We will be working closely with our Distributors to mange the introduction and transition of change to the new range.

6. Why is Eaton changing such a successful range of product?

Memera is regarded as the Benchmark for Consumer Units in the UK and has earned a strong reputation for meeting today's electrical Domestic installation needs.

We do, however, need to maintain a competitive position in the market place and the new consumer unit, which has undergone minimal change can now accommodate alternative devices from Eaton's global manufacturing resources.

7. Where can I get details of this new range?

Log onto: www.eaton.com/uk and click on the Product link for **Consumer Units**.

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