

## Awareness guide

Molded-case circuit breakers are designed to provide circuit protection for low voltage power distribution systems. They safeguard connected electrical devices against current overloads and short circuits. They protect your equipment and your people.

## Frequently asked questions

### **Q: Why should you be concerned about counterfeit electrical products?**

**A:** Counterfeit electrical products are unsafe. They pose a real danger to any home or facility where they may be installed. Counterfeit electrical products also put your health and safety at risk.

### **Q: How big is the problem?**

**A:** The number of consumer safety and critical technologies seizures made by U.S. Customs increased by 44% in 2011. The seizure of electrical articles account for more than \$10M of those products seized\*

### **Q: Can molded case circuit breakers be reconditioned?**

**A:** Molded-case circuit breakers are not designed for modification, service, or refurbishing outside of Eaton operated facilities. Unfortunately the practice of 3rd party reconditioning, using scavenged or counterfeited parts, is putting customer safety at risk.

### **Q: What is the gray market?**

**A:** The gray market is the term frequently used to describe the sale of products by independent resellers or brokers who don't have a distribution agreement with the manufacturer.

### **Q: Why is Eaton raising awareness about gray market?**

**A:** The sourcing practices of independent resellers and brokers put customers at a higher risk of receiving used, altered, reconditioned, or potentially counterfeit products.

### **Q: How can I minimize my risk of buying a surplus, used, reconditioned, altered, or counterfeit circuit breaker?**

**A:** Buying from an authorized Eaton reseller will minimize your risk. They are the only source for new, genuine, Eaton products.

\*Intellectual Property Rights Fiscal Year 2011 Seizure Statistics Prepared by CBP Office of International Trade

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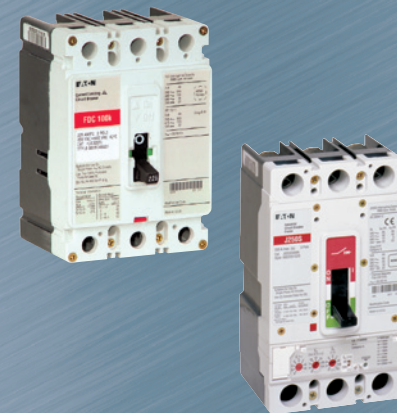
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Eaton Factory Authorized Distributor

Molded-case circuit breakers

# Counterfeit and gray market awareness guide

for Eaton customers and electrical inspectors



**EATON**  
Powering Business Worldwide

# What can I do to help? Report counterfeits

Don't compromise the reliability or safety of your system. Depend on Eaton, the global leader in circuit breaker technology, to give you products you can rely on. Please report suspicious products or dealers to Eaton via e-mail at [Unauthorizedproducts@eaton.com](mailto:Unauthorizedproducts@eaton.com).

## How can you spot a gray market breaker? Look at the packaging.

If the breaker you are about to buy is not in the original carton, has been opened and resealed, or there is no box at all, make sure you know why. If the packaging is suspect, it's safest not to buy.



## Genuine examples of molded-case circuit breakers




# Suspicious product recognition


- **Missing date code**—Removed to hide the age of the circuit breaker.
- **Old date code**—Any product over two years old no longer has any factory warranty.
- **Factory seals broken or removed**—Product has been tampered with and has no warranty or guarantee that it meets performance specifications.
- **Mislabeled products to change size/type**—Product has been tampered with, causing a possible misapplication and a safety hazard.
- **Non-English text**—Product appears with labels in languages other than English.
- **Missing UL® sticker**—Product is likely imported illegally and is not certified to meet U.S. electrical codes.
- **Low-quality labeling and/or misspelled words**—Product is likely a counterfeit and made with sub-standard materials and workmanship.
- **Old Westinghouse or Challenger label**—These products have not been produced since 1999 and 1997 respectively.
- **Not in a carton or in older white cartons**—Product is used and/or outdated.

# Which one is phony?


Manufacturer  
(Eaton) Bar Code




Has UL Label




No UL Label




Counterfeit Seal  
Misspelled Words




Manufacturer  
Date Code  
on Front



Poor Quality Label  
Not Original



Not Used / Applied  
by Manufacturer  
(Eaton)



**Genuine Eaton  
Molded-Case  
Circuit Breaker**

**Counterfeit**