Frequently asked questions

Q: Why is Eaton launching a new panelboard and switchboard family?
A: Eaton has developed a new family of panelboards and switchboards to incorporate Eaton’s new Power Defense circuit breaker offering that is packed with new features and benefits.

Q: What changes to the legacy offering were made for the Pow-R-Line Xpert series?
A: The new Pow-R-Line Xpert series includes Eaton’s new Power Defense breaker offering, re-engineered dead front covers, new connector kits, and in some configurations new isolation barriers.

Q: Does the new series bring any changes to the size of panelboard boxes, and are there any changes to the trims?
A: Form factor of cross-referenced breakers remain unchanged; thus box-sizing and breaker layout practices remain unchanged. There are no changes to our trim and box offering.

Q: Will Eaton continue to manufacture the legacy Pow-R-Line C (PRLC) series of panelboards and switchboards?
A: The Pow-R-Line Xpert series will eventually replace the PRLC series panels and switchboards, and PRLC will be phased to aftermarket. However, both series will be supported during the transition to Pow-R-Line Xpert to make the transition for our customers.

Q: Will there be any changes to series ratings with the Pow-R-Line Xpert series?
A: The current series rating offerings apply when comparing cross-referenced breakers (ie F-frame to PD2) and our series rating handbook is updated to include both Series C and Power Defense circuit breakers. Our engineering teams are continuing to explore series ratings extensions.

Q: Are there any changes to lug offerings with the new series?
A: While some new lug options are available with loose Power Defense breakers, panelboard and switchboard assemblies must comply with wire-bending requirements. This is currently limiting us to keep the lug offerings consistent with what we offer today.

Q: Will all PXR trip units be available in all panelboard and switchboard offerings?
A: PXR20 and PXR25 ETU’s require control power and thus require additional components (fuses, power supply, disconnect, etc.) For this reason these trip units will be available within PRLX swbds and PRL4X panelboards upon launch.

Q: Are there any changes to the switchboard structures for the new Pow-R-Line Xpert series?
A: The general structure construction remains the same, with the exception of the new connector kits and re-engineered dead front covers.

Q: Are there any changes to the panelboard assembly for the new Pow-R-Line Xpert series?
A: The general construction remains the same, with the exception of the new connector kits and re-engineered dead front covers.

Q: How will customer’s know if they have a Pow-R-Line Xpert product or a legacy product?
A: Customers will know they have a Pow-R-Line Xpert product if their assembly has a Pow-R-Line Xpert name on the label and if the assembly contains Power Defense circuit breakers.

Q: Which sites will be building Pow-R-Line Xpert panelboards and switchboards?
A: All of the main plants and satellite plants will have the ability to build the Pow-R-Line Xpert series.

Q: Will there only be electronic trip units in the Power Defense breakers or will there be thermal/magnetic as well?
A: Customers will have like-for-like available, which means both T.M. and E.T.U. will be available. For example, if you are using an FD with T.M. today, you will be able to use PD2 with T.M. post launch.

Q: Can I still get series C in panels/swtichboards after the launch? For how long?
A: All Eaton panelboard and switchboard manufacturing sites will continue to manufacture legacy Pow-R-Line C offering in parallel with Pow-R-Line Xpert products. After the launch of Pow-R-Line Xpert, the Pow-R-Line C offering will transition to aftermarket, but that date is yet to be determined.
Q: Will legacy information still be available on the website once Pow-R-Line Xpert launches?
A: Yes, legacy pages will still be available. The main P&S page will show Pow-R-Line Xpert products, with a banner below to access legacy P&S product pages.

Q: How will I know if the Pow-R-Line Xpert products are available for order?
A: You can reach out to your sales engineer or nearest satellite plant to see if the product has been launched in your region.

Q: Is the 100% rated Power Defense Frame 2 available for P&S assemblies?
A: No.

Q: What are the licensing requirements for the trip units to access certain items like waveform capture, etc.?
A: If the customer is using PXPM, there are only two features that require a purchased license:
1) The Secondary Injection Test Function
2) The Waveform Capture
If using Dashboard Lite, you will need to purchase a license to gain access to control mode.

Q: Has Eaton considered cybersecurity concerns with the built-in communications of the PXR trip units?
A: At Eaton, cybersecurity is an integral consideration within our product design process. We developed strict protocols for the people, processes and technologies within our Secure Development LifeCycle process (SDLC), the program that integrates security protocols at every phase of product creation. Further, Eaton established a cybersecurity collaboration with UL® that expands the company’s commitment to advancing connected new technologies, while building trust and ensuring the highest level of defense against emerging cybersecurity threats.

Q: How can I store the data collected by the PXR trip units?
A: The PXR trip units store the past 200 events within the trip unit along with the breaker health calculation. Additional data collected by the breaker (current, voltage, waveform, etc.) would need to be stored by the customer by additional means.