

**Component order and
component returns**
(Order Center, EDI, Fax)



Press
1

- Press 1** Price and availability, tracking information, and ship dates
- Press 2** Order status, expedites, order changes, logistics, and shipment issues
- Press 3** Component warranty and returns (CORE)

Technical Resource Center



Press
2^①

- Press 1** Industrial control products
- Press 2** Circuit protection products
- Press 3** Residential products
- Press 4** Power distribution products
- Press 5** Power management products
- Press 6** Automation products
- Press 7** Low-voltage variable frequency drives
- Press 8** Medium-voltage control and drives
- Press 9** Brightlayer technical support

① See document SA02800001E.

**Project order support
(Bid Manager)**



Press
3

- Press 1** Commercial support
- Press 2** Technical and warranty support

**EatonCare Critical Power
and Digital Infrastructure
(CPDI) including UPSs**



Press
4

- Press 1** Order management: status, entry, changes, expediting and logistics, or new unit price and availability (must have part number)
- Press 2** Pre-sale technical support including product specification, identification and quotation
- Press 3** Post-sale support on products already in the field including batteries, field service, part replacements, troubleshooting and warranty-related returns

**Additional EatonCare
support centers**



Press
5

- Press 1** Bussmann
- Press 2** Crouse-Hinds
- Press 3** Wiring devices
- Press 4** B-Line
- Press 5** Cooper Power Systems