

**EatonCare support: component order and component returns**  
(VOTW, EDI, Fax)



Press  
**1**

- Press 2** Price and availability and basic order status: tracking, ship dates
- Press 3** Order management: status, expediting, changes, logistics, shipment issues
- Press 4** Component warranty and returns (CORE)

**EatonCare Technical Resource Center**



Press  
**2**

- Press 1** Industrial control and OEM products
- Press 2** Residential and light commercial products
- Press 3** Panelboards and switchboards
- Press 4** Power management
- Press 5** Automation products
- Press 6** Low voltage variable frequency drives
- Press 7** Medium voltage control and drives
- Press 8** Sensors and limit switches

**EatonCare project order support**  
(Bid Manager)



Press  
**4**

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

**EatonCare power quality**



Press  
**5**

- 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
- Press 4** Power quality non-warranty returns
- Press 5** Deal registration status updates or first-time instructions

**Additional EatonCare support centers**



Press  
**7**

- Press 1** Bussmann
- Press 2** Crouse-Hinds
- Press 3** Wiring devices
- Press 4** Lighting
- Press 5** B-Line
- Press 6** Power systems