

EatonCare Control and Distribution



OEM Team

The EatonCare OEM Team is an extension of the field sales organization. It provides technical and commercial pre and post-sale support for our premier distributors and original equipment manufacturer customers. Well recognized in the industry for delivering exceptional customer service, no matter the need, the EatonCare OEM Team always provides fast responses and reliable information.

Count on us

The EatonCare OEM Team is a single point of contact for you and provides coordination among Eaton's manufacturing facilities, engineers, sales team, pricing, and component warehouses. Our goal is to provide differentiated services to our strategic partners and key accounts in order to help improve efficiency and productivity, as well as to contribute to the ease of doing business with Eaton. Partner with us, and together we will succeed.

Assessing your needs

We recognize that current economic and global conditions have resulted in a very competitive environment for our channel partners and customers. The EatonCare OEM Team provides timely and accurate information as well as tailored solutions to help you compete in this demanding environment. We have the tools and skills required to meet your needs.

Getting results

Our record speaks for itself when it comes to impressive results. Highly skilled technical experts deliver quality solutions that solve problems and create confidence in the Eaton brand every day. Motivated account coordinators understand your sense of urgency and work to keep your project on track.

Our products and services are second to none; our knowledge and customer relationships distinguish us from the rest.



Differentiated OEM services

Commercial

- Prep/Post-order support
- Order entry
- Order management/logistics
- Order expediting
- Change notice management
- Order status reports
- Overages/shortage
- Cargo claim assistance



Technical

- Pre/Post-order support
- Value engineering
- Competitive project quotation
- Technical product support
- Application expertise
- Product selection
- Code and regulatory issue support
- Product proposals
- Documentation
- Troubleshooting
- Warranty assistance
- Product cross-referencing
- Product/marketing campaigns



Tools and resources

Online technical information

- www.eaton.com

Automated order information system

- ChatBot available via My.Eaton.com

Product configuration

- Bid Manager™

Order management and information system

- Vistaline on the Web (VOTW)
- 877-ETN-CARE (option 1, sub-option 1)

Standard product returns

- 877-ETN-CARE (option 1, sub-option 3)

After-hours emergency support

- 877-ETN-CARE (option 2)

Eaton Engineering Services & Systems

- 800-498-2678

Product emphasis

Industrial control components

- Motor starters, contactors, relays, solid-state control devices, pushbuttons, selector switches, stacklights, EZ relays, PLCs, uninterruptible power supplies, operator interface, sensors, limit switches, variable frequency drives, solar inverters, smart wire, and a variety of communication protocols

Power distribution components

- Molded-case circuit breakers, LV and MV power breakers, miniature circuit breakers, power fuses, vacuum interrupters, control power transformers, dry-type distribution transformers, safety switches, DC photovoltaic switches, and combiner boxes

Power distribution and control assemblies

- Panelboards, switchboards, integrated facility switchboards (IFS), motor control centers, LV switchgear, MV switchgear, MV control (AMPGARDT), MV switches, and MV drives

877-ETN-CARE

877-386-2273

Eaton Corporation

1000 Eaton Boulevard.
Cleveland, OH 44122

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