EAT•N
Powering Business Worldwide

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Re: Type CH and BR Residential Breaker Homeowner Warranty Process

Eaton's type CH residential circuit breakers carry a lifetime warranty while the BR family of breakers offers a 10-year warranty. After receiving feedback from many channel partners, Eaton recognizes the need to clarify and improve the warranty process for these products.

Type CH and BR breakers returned to Eaton prior to the period of warranty expiration, and having a verified manufacturing or design quality defect, will be honored at 100% credit or full replacement if returned by an authorized channel partner using the current VISTA warranty claims process.

We realize there are situations which make the standard warranty claims process difficult, so Eaton is implementing a new warranty process for end-users, typically homeowners. These users may not have the knowledge of where the material was purchased or how old it is. Homeowners often do not have active accounts with channel partners, or the original purchase receipt. This new policy will help to drive efficiency and provide better service to all of Eaton's customers.

Homeowners can now work directly with EatonCare to process warranty claims and replacements. Channel partners have two options if a homeowner contacts them with intent to return type CH or BR breakers due to a suspected warranty issue:
1. Process the warranty return just like any other using the current process
2. Refer the homeowner directly to EatonCare Component Support at 877-ETN-CARE (386-2273), option 1, option 2. The EatonCare team will work directly with the homeowner to address the issue, up to providing a warranty replacement directly to the customer

Please keep in mind this process is for homeowners only. Contractor customers with active accounts with distributors should still process warranty claims using the standard VISTA warranty claims process. For questions, please reach out to your local Eaton sales representative or EatonCare Component Support at 877-ETN-CARE (386-2273), option 1, option 2.