

Plug-On Neutral Launch FAQs: 03/03/2020

Logistics Questions

When will the Plug-On Neutral Load Centers and Breakers be available?

The launch date is set for April 1, 2020. All products (NEMA 1 and 3R) will be rolled out as part of a single launch.

When will the products be visible in Imall?

- Products are scheduled to be visible on April 1, 2020.
- **Please note:** Due to system limitations when adding new part numbers, the complete part number will need to be entered into any search field in April. Starting May 1, 2020, partial searches should work.

Will the material be available in COMPAS prior to the launch so new long-term projects can be quoted using the new product?

Products will not be visible in COMPAS until April 1, 2020. Quote WireGuide panels if possible. Since they will have the same list price as the new load centers, it will make the substitution easier.

How can we avoid having a mixture of products on projects and hold for release orders?

- If the same catalog number for all units is a necessity on an order and the order is not required in March, wait until after April 1, 2020, and release with new Plug-On units.
- For projects that need to ship before April 1, 2020, it is advised to order as soon as possible.
- Lines released before April 1, 2020, have a potential for partial shipments if actual demand exceeds typical March demand and depletes inventory.

When will the Legacy Load Centers become non-returnable?

Legacy units became non-returnable on February 15, 2020, for non-ICP accounts.

Why are the Legacy Load Centers becoming non-returnable before the new units are available?

To keep supply chains open and allow resources to be focused on the new product launch, we made the non-returnable date Feb 15th. Load Centers are a rarely returned item to Siemens, which makes them a low-risk inventory item for distribution. It is not recommended that all stock be returned, but rather inventory levels should be reviewed for excess and slow movers before initiating the return. All current PL and ES Load Centers will still be viable products to sell going forward. Channel partners should plan to use up their existing inventory prior to ordering new product.

Are Breakers being phased out?

Standard pigtail AFCI, GFCI, and Dual Function Breakers will continue to be offered as they are needed for renovation applications as well as panels that do not have the Plug-On Neutral feature. WireGuide breakers will be phased out and will become non-returnable on April 1.

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Logistics Questions, Cont.

How long will the Legacy Product be available?

Production for stocked products will be winding down at the end of February for Legacy Load Centers and WireGuide breakers. Units are being built to meet typical March demand. The plant will ramp down production of Legacy units in the first or second week of March. If stock is depleted for a particular load center before April 1, 2020, additional production will be considered throughout March depending on availability of purchase parts for Legacy units.

How are returns of Load Centers going to be handled? These should not go against quarterly return—do they need to be processed a certain way to ensure a restock fee is not assessed?

The goal is to minimize returns as much as possible. If returns are made IRGA rules will be followed.

If the channel partner chooses not to return any material how long can we rebate product on the shelves?

We do not plan to remove the existing rebates when the new ones are added.

Pricing Questions

What will the price be for the new Plug-On Neutral Load Centers?

List prices for Plug-On Neutral Load Centers will closely match the list prices of the ES and PL WireGuide load centers. The average spread from standard PL to PN is 8% and from standard ES to SN is 3%.

What will the price be for the new Plug-On Neutral CAFCI, GFCI, and Dual Function Breakers?

List prices for the Plug-On Neutral Breakers will match the list price of the pigtail breakers.

Will product be substituted at the same price point if quoted and won on the current product line?

For quotes approved before April 1, 2020:

- The suggested cross will be honored at the approved price if the project has a typical multi-family mix of products and is to be shipped this fiscal year.
- The quote will need to be resubmitted for pricing approval.

- Enter a note on the line with the previous product and the approval date.

How will rebates be handled? Will there be an automatic substitution or do we need to redo our agreements?

Over 1500 sales deals and rebates have been updated with the new Plug-On Neutral catalog numbers.

Since Murray Load Centers are in different MG3s with a different list price structure, they will need to be updated manually by sales.

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Product Questions

Can existing breakers be used in the new load centers?

Yes, existing breakers, including the pigtail breakers, are compatible with the Plug-On Neutral Load Center. WireGuide breakers can be used if the situation allows but will be limited to the length of the neutral wire.

When will we have access to cutsheets in case we need to get approval on the new product?

Cutsheets are being created and will be posted as they become available.

Will the Plug-On Neutral feature be added to Meter Combos?

Meter Combos are being considered and engineering has started working designs for some product families. However, at this point, the projects have not been approved. We can use your feedback on the importance of the feature in Combos.

Please Note: Only single-phase PN and SN load centers will have the Plug-On Neutral feature at this time. 3-phase, high amp, small circuit, risers, and Generator Ready Load Centers will not include the feature.

Will existing accessories work on the new PN and SN Load Center?

Existing Load Center and Breaker accessories, apart from interlock kits, will work in the new PN and SN Load Centers. Due to a base-pan change, new interlock kits are being created. ECSBPK10 (150A – 225A) and ECSBPK11 (100A – 125A).

Why does the AFCI have a neutral lug removed, but Dual Function and GFCI still have the neutral lug?

The load wires (hot and neutral) must go back to the Dual Function and GFCI breakers to allow the GFCI technology to compare the current provided to the load in the hot conductor to the current returning from the load in the neutral conductor. The newly designed Siemens

Arc Fault Circuit Breaker does not include any ground-fault detection, and therefore removes the necessity of returning the branch neutral to the breaker, and it can now be landed on the neutral bar in the panel.

Why will the new SN panels not have a “G” suffix option?

All SN panels will have one factory-installed ground bar. This includes Main Lug Only, Main Breaker, Indoor, and Outdoor. Since SN panels will now include a ground bar, it removes the need for the “G” suffix. This both consolidates and simplifies the product offering. PN Load Centers will have two factory-installed ground bars.