

Frequently Asked Questions

MEM Memera / Memera 2000 Consumer Units

1. When were the new Memera consumer units and devices released?

The release for sale was 18th May 2009.

2. Will the existing range of Circuit Protection Devices fit into this new consumer unit?

The existing range of Circuit Protection Devices will not fit into the new consumer units, as the size profile is different.

3. Will the existing range of Circuit protection devices continue to be available for projects already planned and to serve our installed base?

We forecast significant ongoing demand for the existing product line for sometime into the future and have therefore put in place a manufacturing strategy to meet this demand.

When demand falls we will make it an Aftermarket product and continue to supply spares for many years to come as we have for the Memera 21 devices of some 20 years old vintage.

4. When will we stop supplying the current Memera Consumer Units?

Our plan is to cease manufacturing of the existing Memera Consumer Units in early May 09 by which time the new products will be available in our distributor supply chain.

5. Will Eaton accept stock returns for Memera products?

There is no reason to return any of the existing Memera range since we are continuing to supply the existing devices to support the range.

Our Distributors already have the ability to return stock under the existing commercial policy.

We anticipate that the levels of returns will be minimal, due to the pull through demand in the market place. We will be working closely with our Distributors to manage the introduction and transition of change to the new range.

6. Why is Eaton changing such a successful range of product?

Memera is regarded as the Benchmark for Consumer Units in the UK and has earned a strong reputation for meeting today's electrical Domestic installation needs.

We do, however, need to maintain a competitive position in the market place and the new consumer unit, which has undergone minimal change can now accommodate alternative devices from Eaton's global manufacturing resources.

7. Where can I get details of this new range?

Log onto: www.eaton.com/uk and click on the Product link for **Consumer Units**.

8. Through the life of Memera 2000 there have been 3 different ranges of MCB's e.g. AB32S2, ALB321 and AD32B. Will the aftermarket 'MBH' fit all boards?

Yes the aftermarket MCB will fit all Memera 2000 units produced pre May 2009.

9. Can you still provide spare covers, doors etc. for the Memera 2000 boards?

The Memera 2000 range consisted of 3 types of enclosure, AP, AS and AD.

The only covers that can be interchanged are the AD with the EAD.

All AP and AS are obsolete.

10. Are any of the MEM Memera devices compatible with the Memera 2000 units?

No devices are interchangeable between the two ranges.

11. Are the flush versions in the MEM Memera range still available?

Unlike Memera 2000 where the flush versions were limited, every metalclad MEM Memera unit now has a flush version.

12. What blanking plate do I use for a Memera board?

It is the same as a Memera 2000 - for a single blank the reference number is: ABP1.

We have also introduced a new 6 way blank: EABP6, which can be used on both Memera 2000 and MEM Memera units.

13. Is the door lockable on the EAD units?

As with the AD units they remain unlockable. If a locking facility is required then an EAS unit suffixed 'L' is required.

14. Total heating boards do not appear in the new range. Are they still available to order?

As a standard product, the answer is No, however we could look at producing it as a 'special' to customer requirements.