

March 12, 2024

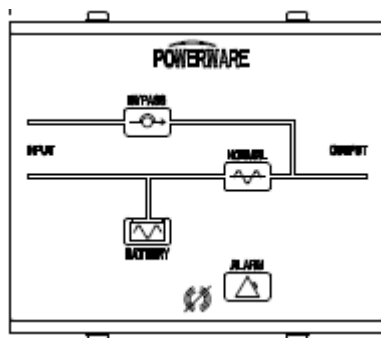
Reference: Eaton remote panel, catalog No. 103002687-001; panel 103002685

To whom it may concern,

The Eaton remote monitoring panel kit, (103002687-001), has come to the end of its product life. This device was launched in 2000, as a basic synoptic LED panel that works with our industrial relay cards in Eaton and Powerware three-phase UPS. We value our customers who have been purchasing this product throughout the years, however due to our supplier's inability to source components, we needed to immediately discontinue the product.

The recommended replacement of any orders that will be canceled is the more enhanced Eaton Remote Monitoring Device, (P-103003557) which includes a PowerXpert (PXGXUPS) communications card. The new monitor is a smart panel with a 4.5" touchscreen and includes a wall mount bracket and plug in 120V power supply. The new device does have a battery backup, so does not typically need a protected outlet to keep powered in < 120-minute power outages. The new panel will require a network Cat 5 connection to the PXGXUPS card. The new panel does give the user visual and alphanumeric information on system status and battery runtime.

Discontinued model



Replacement Model



Eaton appreciates your continued support and hopes you can understand the need to quickly remove this 24-year-old product from our current offering.

Sincerely,

Chris Loeffler
Product Manager
Critical Power & Digital Infrastructure (CPDI)