

EXTERNAL – FOR DISTRIBUTOR USE

ReliaGear® SB Switchboard – empower Updates

Frequently Asked Questions

1. Why is ABB changing switchboard configuration types in empower?

ABB is changing the lineup of switchboard types available in the empower configurator to create an unbeatable customer experience and be able to deliver the right product at the right time. These changes are intended to speed up the quoting experience and improve switchboard options.

2. What are the choices for switchboard types in empower quote and which one should I select?

- **Engineered Switchboard** (previously named “Standard”) – select this for complex projects with variable lead times and drawings available after engineering review.
- **Configured Switchboard** (NEW) – select this for simple to mid-complex designs with 30-week lead time and immediate empower drawings and no premium price.
- **EXcelerate Switchboard** (no change) – select this for simple to mid-complex designs with fast 20-week lead time and immediate empower drawings.

The switchboard selection depends on the complexity, lead time, and price needed by the customer.

3. Are there any differences between “Engineered” Switchboard and the previous “Standard” Switchboard configurations?

Besides the name, no. There will be no changes to the configuration experience or the default selection. The name was changed to better reflect the engineering process and the design review included in this cycle. Lead times and pricing are variable depending on design.

4. What if I start a “Configured” switchboard type and realize I need switchboard options not in scope?

In the Configured switchboard menu, the tabs will look the same as the Engineered lineup, however items out of scope will be grayed out, and not selectable. If the user decides to switch to the engineered lineup with more scope, then the work can be saved without loss of inputs to save time.

5. Does the “Configured” switchboard offer EUSERC utility options?

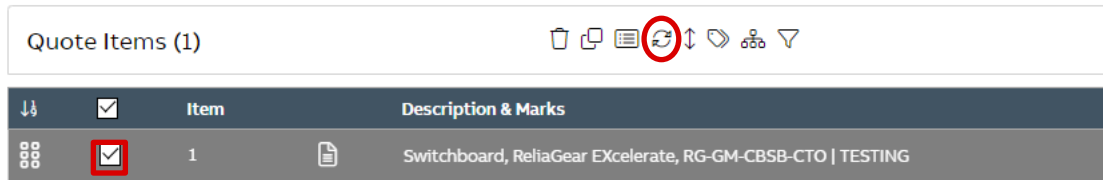
Yes, the Configured switchboard has the same design options as the EXcelerate updates including EUSERC utility compartment options. The lead time is a little longer than EXcelerate with a lower price point and offers the best value.

6. What happens to existing “EXcelerate” quotes?

Overall, there are no changes to the EXcelerate Switchboard selection. However, for a limited time due to empower release updates, if an EXcelerate quote was created before September 5, 2024 then re-engineering is required.

7. How do I re-engineer an “EXcelerate” quote entered prior to September 5th, 2024?

Open the existing quote and select the EXcelerate **Quote Item** and click on the “**Re-Engineer**” icon button to refresh the configurator. Once an item is re-engineered there will be no changes to the configuration or to the lead time of 20 weeks (100 days).



8. What if I enter an “EXcelerate” quote on September 5, 2024, or later?

No additional action required. The EXcelerate Switchboard will continue to offer the fastest lead times with 100% on-time delivery performance.

9. What is the default selection for switchboards?

Engineered selection is the default switchboard configurator, previously known as “Standard”.

10. When should I promote a “Configured” switchboard type offer over an “EXcelerate” switchboard?

Promote the Configured switchboard as the best value when price is more sensitive than lead time. Continue to promote EXcelerate for fastest speed.